

ISDE 2025

Exhibitor Manual

September 18-20, 2025
Brisbane, Australia



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Event Summary



ISDE 2025

Date: September 18-20, 2025
Location: Brisbane, Australia
Venue: Brisbane Convention and Exhibition Center
Merivale St, South Brisbane QLD 4101, Australia
Room: Great Hall 1, 3, 4, Foyer Level
Website: <https://bcec.com.au/>

Purpose & Host

The International Society for Diseases of the Esophagus is an international, multispecialty society devoted to the study of the esophagus in disease and in health that was founded in 1979.

The ISDE is a vibrant multidisciplinary community of physicians, allied health personnel, and scientists all unified in their interest and focus on both benign and malignant conditions affecting this physiologically and anatomically unique organ.

We look forward to welcoming you to the vibrant city of Brisbane, capital of Queensland. This sun-soaked city is the gateway to Australia's best beaches along the Gold Coast as well as the Great Barrier Reef, a haven for maritime wildlife lovers.

Contact Information



ISDE 2025 Secretariat

On-site Exhibit Manager
Ariella Fong
isde-operations@isde.net

Registration & Housing Manager
Kirsty Graham
isde-registration@isde.net

Sponsorship & Exhibit Sales Manager
Tess Brown
isde-sponsorship@isde.net

General Show Services

ExpoNet
esd@exponet.com.au
02 9645 7070

Venue Services – Catering, AV, Cleaning, Internet

Brisbane Convention and Exhibition
Center, Exhibitor Services
exhibitorservices@bcec.com.au
+61 7 3308 3536

Shipping, Material Handling, Transportation

GEL Events
Killian Rock
killian@gelevents.com.au
1300 013 533

Deadlines



| | Mandatory Forms | Submit to: | Due Date |
|--------------------------|---|--|-----------------|
| <input type="checkbox"/> | Submit custom booth floorplan for approval | isde-operations@isde.net | July 18, 2025 |
| <input type="checkbox"/> | Certificate of Insurance (mandatory) | isde-operations@isde.net | August 8, 2025 |
| <input type="checkbox"/> | Logo, Company Bio | isde-operations@isde.net | August 8, 2025 |
| <input type="checkbox"/> | Exhibit Staff Registration | Register online | August 13, 2025 |
| <input type="checkbox"/> | Accommodation | Book online, after registration | August 13, 2025 |
| <input type="checkbox"/> | Confirm Fascia and Signage, Submit Stand Information to ExpoNet | Online ExpoNet Portal (email invite from ExpoNet) | August 25, 2025 |

Deadlines



ISDE 2025 Secretariat:
International Conference Services Ltd.
555 Burrard Street Vancouver, BC Canada V7X 1M8
Isde-operations@isde.net

| | Optional Exhibitor Services | Submit to | Due Date |
|--------------------------|---|---|--------------------|
| <input type="checkbox"/> | Custom Stand Enquiries to ExpoNet | esd@exponet.com.au | August 11, 2025 |
| <input type="checkbox"/> | Confirm Fascia and Signage, Submit Stand Information to ExpoNet Order additional services: Signage, Furniture, Audio Visual, Lighting, Shelving | Online ExpoNet Portal (email invite from ExpoNet) | August 25, 2025 |
| <input type="checkbox"/> | Custom Stand Plan to BCEC | exhibitorservices@bcec.com.au | September 3, 2025 |
| <input type="checkbox"/> | Safety Permits Submission Deadline | exhibitorservices@bcec.com.au | September 3, 2025 |
| <input type="checkbox"/> | Booth Entertainment Request | Email isde-operations@isde.net for form | September 10, 2025 |
| <input type="checkbox"/> | Advance Warehouse Order Deadline – shipments can be received starting September 1 | killian@gelevents.com.au | September 4, 2025 |
| <input type="checkbox"/> | Giveaway Request | Email isde-operations@isde.net for form | September 10, 2025 |
| <input type="checkbox"/> | Food and Beverage Deadline | Online Submission Form | September 10, 2025 |
| <input type="checkbox"/> | Stand Cleaning Deadline | Online Submission Form | September 10, 2025 |
| <input type="checkbox"/> | Utility and Electrical Deadline | Online Submission Form | September 10, 2025 |
| <input type="checkbox"/> | Internet Deadline | Online Submission Form | September 10, 2025 |

Exhibitor Services Order Forms are located [HERE](#)

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Exhibition Schedule



ISDE 2025 Secretariat:
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| | Date | Time |
|------------------------------------|--------------------|----------------------------------|
| Exhibitor Move-In ¹ | September 17, 2025 | 14:00 – 19:00 |
| Welcome Reception ² | September 18, 2025 | 17:00 – 19:30 |
| Exhibition Show Hours ² | September 18, 2025 | 10:15 - 10:30 |
| | September 19, 2025 | 10:45 – 10:30 |
| | September 20, 2025 | 9:15 – 14:00 |
| Exhibitor Move-Out ³ | September 20, 2025 | 14:00 – 16:30 (hand carry only) |
| | | 16:30 – 19:00 (regular move out) |

¹ All exhibit booths must be show ready by September 18 at 9:00

² All exhibits are required to be staffed during the Welcome Reception and Exhibition Show hours – no exceptions.

³ Due to ongoing sessions, only carry-out will be allowed on September 20, 2025 from 13:30, but no construction dismantle. Regular move-out will commence after 16:30. Empty crates may only be returned to the Exhibit Halls at that time.

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Exhibition Schedule

The following networking breaks will take place inside the Exhibit Hall:

| | Date | Time |
|-----------------|--------------------|---------------|
| Morning Break | September 18, 2025 | 10:15 – 10:45 |
| | September 19, 2025 | 10:45 – 11:15 |
| | September 20, 2025 | 9:15 – 9:45 |
| Afternoon Break | September 18, 2025 | 15:00 – 15:30 |
| | September 19, 2025 | 15:00 – 15:30 |



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Exhibit Staff Registration & Badges



Each exhibiting organization receives two (2) complimentary staff registrations for every exhibit space purchased in the event. Additional Exhibitor Staff Registrations are available for 250 USD per badge.

Exhibit Staff Registrations grant access to the Exhibit Hall during Exhibition hours only and the following privileges:

- Welcome Reception
- Networking Breaks

An email with registration information and instructions will be sent to each exhibitor, following completion of exhibitor invoice. Please refer to the email and the link to register. Exhibitors may collect their badges on-site at the Registration Desk after a brief identification check during the exhibition move-in period.

Accommodation



Accommodation can be booked at time of registration. The ISDE 2025 Secretariat (International Conference Services Ltd.) is the official housing bureau for ISDE 2025 and will help with the coordination of housing requirements for the Conference. We have negotiated special room rates with [Rydges Southbank](#) (connected to BCEC). Special rates and added complimentary amenities are only available to delegates who book through the official housing bureau. The hotel cut off date is **August 13, 2025**

If you have a group of 10 or more that you would like to register or book accommodation for, please contact us at isde-registration@isde.net

WARNING: *We are aware that illegitimate companies are targeting our exhibitors, calling to 'offer' to set you up with accommodation. These companies are often fraudulent. Please note that they are not affiliated with us and that the only way to register & book accommodation will be only through the Congress website, with the dedicated link sent to you.*

Note: Although ISDE and the housing bureau will do their due diligence and negotiate the lowest possible group rates, we cannot predict future specials hosted by competing hotels. However, we urge all sponsors, exhibitors and delegates to support the congress and book through the official housing bureau. The success of the congress and the supporting associations depends on you using the contracted hotels.

The ISDE 2025 Secretariat and its supporting organizations cannot meet the contracted room obligations if sponsors, exhibitors and delegates book outside the official housing bureau. Rooms that are not filled because of that create an expense for the congress in form of financial penalties (attrition charges) and place the financial success of the congress at risk, which increases with each delegate, exhibitor and sponsor not booking through the official housing bureau.

Exhibit Space Setup



Standard Exhibit Space Package

Each regular exhibit space rental unit includes the following:

- Floor space as assigned
- (1) fascia sign (black lettering) with company's name and booth #
- Shell scheme, hardwall booth structure
- (1) skirted table (1.8M L x .09M H)
- (2) chairs
- (1) 4-amp power outlet in back corner
- Exhibit hall carpet

If you do not require the table and chairs, please inform us at isde-operations@isde.net.

Exhibit space rental does not include any of the following: additional furniture, custom carpet, labor, shipping or any other services. These items should be ordered through the forms located [HERE](#).

Sponsors and exhibitors are not allowed to change the fascia board; no changing of background color, font type, etc. The company logo can be printed on the fascia at exhibitors' own expense, this can be ordered from ExpoNet.

Note: Tabletops include only 1 table and 2 chairs, they do not include back and side hard walls or fascia sign

Exhibit Space Setup



Custom Booth Design

All exhibitors with a custom-built space are required to get approval on their booth layouts/designs from the ISDE 2025 Secretariat in writing. Your booth space classifies as customized if you are not utilizing the shell scheme included in the standard exhibition space package.

Custom exhibition space is rented to the exhibitor without any prefabricated wall installations, furniture, internet connection, carpet, electricity, labor, shipping or any other technical supplies or facilities. It is the responsibility of the exhibitor to take care of the set-up, installation and dismantling of their booth. Electricity, rigging, cleaning, and other services can be ordered through the forms [here](#).

The layout, with measurements and building material specifications, needs to be submitted in detailed drawings to the ISDE Secretariat. If exhibit plans are revised after approval has been sent, the revised plans need to be re-submitted for approval as soon as possible. Please allow enough time for exhibit construction approval. Deadline for the submission of booth layout for custom-built booth is July 18, 2025.

Shipping & Customs

Shipping with the Official Freight Forwarder

GEL is the appointed freight forwarder for ISDE 2025. To ensure all shipments arrive on time, the use of the Advance Warehouse is highly recommended. And all loading bay use must go through the official freight forwarder.

Shipping instructions can be found [here](#)

ISDE 2025 Secretariat will not be responsible for any delayed or lost shipments.



Shipping & Customs



Delivery by Car or Hand

We understand that some of the materials that you might be bringing to the show may not necessitate the need to use the loading and staging area for your Move-In. If this is the case, you may enter through the Main Entrance or Parking Level with materials in hand or a hand dolly directly to your booth to set-up. Delivery by car or hand must be done on September 17, 2025, only and a representative from your organization must be onsite to receive the delivery. BCEC will not handle freight on behalf of the exhibitor.

Parking

BCEC is pleased to offer an 18 AUD discounted daily parking rate for ISDE exhibitors, redeemed at the venue's pay stations with an event specific QR code. Please note without this QR code, exhibitors will not be eligible to receive this discounted rate.

This QR will be send out as Electronic Direct Message (EDM) two weeks prior to the event. The EDM will include the QR code along with the event-specific Exhibitor Portal link to advise exhibitors of the services available at BCEC.

Exhibition Hall Rules & Regulations



Non-Smoking Venue

Smoking is prohibited in the Exhibition Hall and the BCEC.

Move-in Times & Access

Move-in times must be adhered to and will be enforced. The exhibition hall will be closed in the evenings, during which time no one will have access to the hall. The exhibitor must complete exhibit construction within the given move-in timeframe, which is specified in the Exhibition Schedule above.

Any exhibitor who has not commenced exhibit construction/decoration one hour prior to event opening, is subject to removal by the ISDE Secretariat at its own discretion. Moreover, the exhibitor is then liable ISDE 2025 for the agreed exhibit rental fee. The exhibitor is not entitled to damage claims.

Exhibition Hall Rules & Regulations



Safety

All exhibits must comply with all regulations established by the safety authorities. All materials used for decorating must be fire resistant. The ISDE Secretariat, BCEC and/or local authorities can enforce an order of dismantling of booths and exhibits that have not been approved or do not follow the regulations. Frequent inspections will be held during the exhibition period. Please adhere to the regulations strictly, for safety purposes.

No one under the age of 16 years may be allowed in the exhibit area during move-in/out. During move-in/out, exhibit halls and loading dock areas are considered hazardous work areas. As such, there shall be absolutely no drinking of alcoholic beverages, no horseplay and in general, any and all unsafe conditions or activities are to be corrected promptly.

The BCEC has a compulsory safety induction for all exhibitors that will be onsite for load in and load out. To view the safety information, please click [here](#).

Safety permits may be applicable for specific booth activities. Please find list of safety permits [here](#).

Exhibition Hall Rules & Regulations



Construction Limitations

The exhibitor and their affiliates are liable for any damage they cause to building, floors, walls, columns, and to standard exhibit equipment. Application of labels, tape, paint, lacquer, adhesives or other coatings to building columns, floors and walls or to standard exhibit equipment is strictly prohibited. Any damages made by an Exhibitor and/or their affiliates will require compensation for the cost of recovering any damaged facilities to the original state. Under no circumstances may the weight of any equipment or exhibit material exceed the maximum floor load weight of the exhibit hall. The exhibitor accepts full and sole responsibility for any injury or damage to persons or property resulting from failure, knowingly or otherwise, to distribute the load of exhibit material to conform to maximum floor loading specifications.

The arrangement of displayed items or structures shall not disturb other booths or hinder passage of visitors. Displayed items should not create inconveniences to visitors and be kept at least 1'-0" (30cm) away from the exhibit space line. If exhibitors fail to conform to this rule, the secretariat office may demand those items be relocated. This restriction is designed to give an equal opportunity to every exhibitor in terms of space and visibility.

Exhibition Hall Rules & Regulations



Construction Limitations

Cartons, boxes and crates may not be stored under tables, behind displays or in any part of the exhibit area. At the exhibitor's expense, empty crates, etc. will be picked up, stored and returned to each exhibit space after the event, by the official freight forwarder.

Unfinished portions of pop-up displays must be covered. Exposed sides and backwalls (pop-up framework, raw wood, cardboard wings) of all booths must be painted or appropriately covered in a neutral color (white or grey) if visible from another booth, without visible technical materials.

Custom exhibit equipment is to be pre-manufactured outside the area beforehand. Only assembled equipment is allowed inside. Electrical tools such as compressors, welders, electrical saws, electrical grinders, and electrical planes are not allowed to be used inside the hall. Also, painting besides finishing is not allowed inside the hall (fire prevention safety rule). Due to electricity lines under the floor, exhibitors must be careful not to spill water or wash the floor with water.

Exhibition Hall Rules & Regulations



Carpet & Flooring

Grand Hall 1, 3, 4 at the BCEC is carpeted. All raised floor sections must be clearly distinguishable from areas of the surrounding floor space. Ramped edges should be of non-slip construction or coated with a non-slip finish. Thin decorative flooring such as carpet, vinyl, matting, wood or the like, must have the edges taped down or firmly secured, and must not be deemed to cause a trip hazard.

Exhibition Hall Rules & Regulations



Rigging

Rigging and hanging in the BCEC Great Hall is permitted. Any rigging requests are to be evaluated separately from your custom booth design. All rigging and hanging from the hang points throughout the facility is subject to mandatory approval by show management and is expected to meet generally accepted industry standards. The service of basic anchoring/rigging points is exclusively offered through the venue. No other provider or rigging service will be allowed on the show floor at any time. Please contact the ISDE 2025 Secretariat at isde-operations@isde.net should you wish to order rigging for your exhibition space before submitting your final booth design so we can advise on rigging points.

Exhibition Hall Rules & Regulations



Security

The Exhibition Hall will be locked during non-Exhibit hours. Security will be provided during the set-up, show and dismantling period. The responsibility for displayed exhibits and equipment lies with the individual exhibitor. Exhibitors must secure, at their own expense, appropriate liability/loss insurance at all times. Exhibitors will not be allowed to enter the Exhibit Hall during non-show hours without the ISDE Secretariat's consent. The Secretariat and its affiliates will not be held responsible for the loss, theft or damage to exhibitor supplies.

Exhibitors should take necessary safety measures prior to using dangerous equipment or parts during the show, to prevent accidents. Each exhibitor is responsible for the maintenance and safety of their equipment.

Exhibition Hall Rules & Regulations



Catering

BCEC is the exclusive provider of all catering. For more information on the menus please view the [Online Submission Form](#).

Cleaning

The ISDE 2025 Secretariat is responsible for keeping the shared space clean. Exhibitors will be responsible for keeping their booths clean at all times. To submit a request for stand cleaning, please view the [Online Submission Form](#)

Exhibition Hall Rules & Regulations



Move-out and Removal

Dismantling of exhibit construction and décor may only commence on the last day of the event after the end of the event. The ISDE 2025 Secretariat reserves the right to charge the exhibitor a contract penalty fee if this clause is violated. The exhibit space must be left in its original condition not later than outlined in the Exhibition Schedule.

After the exhibition, when the subcontractors remove the furniture, exhibitors should pay attention not to leave behind any belonging in the drawers and the shelves. The ISDE 2025 Secretariat does not take responsibility for any damage or loss. All exhibitors and subcontractors must return equipment and tools that are leased from ISDE 2025.

Empty crates may only be delivered to the booth during the official load out hours.

Announcements/Messages

Announcements will not be permitted during the show.

Floorplan

The Floor Plan is a “working draft” and changes may be made up until one (1) week prior to the event. Every effort has been made to ensure the accuracy of all information contained on the Floor Plan. However, no warranties, either expressed or implied are made with respect to the Floor Plan. It is the sole responsibility of the exhibitor to verify all dimensions and locations. This includes the location of building columns, utilities or other architectural components of the facility.

“Freight-Free” aisles may be shown on the Floor Plan and will be strictly enforced due to logistic and safety reasons.

For an up-to-date Exhibit Floor Plan, please [click here](#)



Liability Insurance



ISDE 2025 Secretariat:
International Conference Services Ltd.
555 Burrard Street Vancouver, BC Canada V7X 1M8
Isde-operations@isde.net

ISDE 2025 does not bear any insurance risk for the exhibitor. The exhibitor is explicitly referred to their own insurance.

ISDE 2025 requires all exhibitors to provide proof that liability insurance with a minimum of **2,000,000 for each accident or occurrence limit** of liability is in place for the duration of the event. **Third-party liability insurance certificate is mandatory** and must be provided to the ISDE 2025 Secretariat no later than **August 8, 2025**. Full coverage must be in effect for the event for which a contract exists.

Interest Insured: Commercial General Liability

- Inclusive Limit
- Covering Third Party Bodily Injury and Property Damage
- Including Non-Owned Automobile, if necessary
- Including Host Liquor Liability, if necessary
- Including Cross Liability Clause

Additional insured to be named:

- International Conference Services Ltd. (555 Burrard Street, Vancouver, BC Canada V7X 1M8)
- ISDE (555 Burrard Street, Vancouver, BC Canada V7X 1M8)

Advertisements, Sales Activities and Presentations



The exhibitor agrees to confine all products/ service demonstrations and other sales activities to the limits of the contracted exhibit space and within the maximum height set. Distribution of any material is likewise limited to the confines of their exhibit space. Exceptions may be given by the ISDE Secretariat prior to show opening in writing.

The use of games of chance, lottery devices, musical instruments and other sideshow practices is permitted only with written permission of the ISDE Secretariat. The use of amplifiers, musical performances and any other sound generating equipment - even for advertising purposes - requires advanced written approval as well. Noisy demonstrations may be restricted or prohibited after permission if such demonstrations are considered a disruption of the general order of the event. Approval must be requested by filling out the Booth Entertainment Request Form. Please email isde-operations@isde.net to access the Booth Entertainment Request form. Flashlights and revolving light equipment are prohibited. Lights from one exhibit should not disturb or damage other booths. Exhibitors are not allowed to carry items, signboards and brochures for recruitment purposes.

Giveaways

Giveaways should be educational in nature and must be pre-approved. Distribution of pre-approved educational material is limited to contracted exhibit space only. It is recommended to await approval from the ISDE Secretariat prior to production and shipment of any congress-related giveaways. Permission to hand out Giveaways may be restricted or prohibited after permission if such giveaway is considered a disruption of the general order of the event. Approval must be requested by filling out the Giveaway Request Form. Please email isde-operations@isde.net to access the Giveaway Request Form



Lead Retrieval

Lead retrieval at ISDE 2025 is mobile-app-based. Exhibitors will need to have their own mobile phone or tablet with a data plan or access to Wi-Fi (limited Wi-Fi will be provided for delegates by the Congress; exhibitors are encouraged to get their own Wi-Fi if needed, so as not to overload the bandwidth). The mobile phone or tablet camera will be used to scan QR codes from delegate badges.

The cost to access the lead retrieval app linked to delegate information is **250 USD**. Please email isde-operations@isde.net if you are interested in ordering this service.

