

ISPOR 2026 | Vienna | 9-12 November 2026

INTRODUCTION

DHL Trade Fairs & Events UK Limited has been appointed as the official logistics contractor and as such is the only company providing handling, storage, and customs clearance for this event. Below you will find information on the services we offer and guidance as how to dispatch shipments to the event.

There will be a strict Unloading schedule in place to ensure that all goods will be handled to or from stand within a set time frame which exhibitors and stand builders will need to contact us to plan for all deliveries. Please ensure you arrange your delivery time with us by contacting the below. If you do not pre arrange your delivery you may experience a long waiting time until the unloading zone has capacity.

Sean@dhl-exh.com / Nigel@dhl-exh.com

1 Important Dates

Set-up

>18m2	Saturday	7th November (08-00-17:00)
All Stands	Sunday	8th November (08-00-17:00)

Exhibition Dates

Monday	9th November 2026
Tuesday	10th November 2026
Wednesday	11th November 2026

Dismantling

All Stands	Wednesday	11th November (11:30-20:00)
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2 Pre-Advice / Order Form Deadlines

(Orders received after the deadlines will incur surcharges as outlined in the Official Logistics Tariff)

Order Deadline for Transport Services

Friday

16th October 2026

Order Deadline for Forklift and onsite Services

Friday

30th October 2026

**ALL VEHICLES MUST BE PRE BOOKED AND REGISTERED TO BE ABLE TO ACCESS UNLOADING ZONE
(TO DISCUSS & ARRANGE YOUR DELIVERY PLEASE CONTACT
sean@dhl-exh.com / Nigel@dhl-exh.com**

ALL PRE-ADVISES INCL. A FULL SET OF DOCUMENTS MUST BE SENT TO:

**DHL Trade Fairs & Events (UK) Limited
United Kingdom**

Attn: Sean Hemphill / sean@dhl-exh.com / Tel: +44 7817 964546

CC: Nigel Williams / nigel@dhl-exh.com

3

Transport Instructions
 (Direct Deliveries to the venue)

If you arrange your own transport, then you **MUST** book timeslot with DHL.
 CMR Address for direct deliveries to the venue can be found below:

IML – Messe Logistik GmbH / DHL TFE
 C/O ISPOR 2026 / Stand name & Number
 Austria Centre
 Bruno Kreisky Platz 1,
 Vienna, A-1220
 Austria

3.1

Airfreight

(Documents must be sent to DHL prior to shipping to be checked and given the green light to send)

CONSIGNEE

IML – Messe Logistik GmbH
 Bruno Kreisky Platz 1
 A – 1220 Vienna
 Tel.: +41 1 9974133 / Mail: office@iml-vienna.at

NOTIFY:

Exhibitor Name / Hall & Stand No.
 ISPOR 2026
 Austria Center Vienna
 A – 1220 Vienna

ARRIVAL AIRPORT

Vienna

AIRPORT ARRIVAL DEADLINE

30th October 2026

All Shipments must be sent " Freight Prepaid"

3.2

Road Freight

(Transport requests to / from event with DHL)

We are able to assist with any transport requirements you have to / from the event by various modes available. DHL are able to arrange shipments via Airfreight, Roadfreight, Express shipments and Ocean Freight.

If you require assistance please advise the below information and we would be happy to assist and make you an offer.

- Size / Weights of goods to be transported
 - Earliest date for possible collection
- Full collection address & loading facilities
- Value for customs purposes (for non EU shipments)

3.3

Advanced Warehouse

If you wish to send your shipment to our advanced warehouse facility prior to the event, please ensure you send to the below address and goods are clearly labeled with the Event name, Exhibitor name and stand details. Goods can arrive up to 2 weeks before the below arrival deadline.

IML – Messe Logistik GmbH / DHL TFE
 C/O ISPOR 2026 / Stand name & Number
 Austria Centre
 Bruno Kreisky Platz 1,
 Vienna, A-1220
 Austria

Please ensure goods are clearly labelled with ISPOR 2026 & the exhibitor name and Booth Number

LATEST ARRIVAL DATE (EU Origin shipments)
7th November 2026

For UK / Non-EU shipments please allow time for goods to clear customs (see below) recommended latest arrival time is at least 7 working days before build-up of the event.

If customs formalities are required, DHL will automatically plan any customs procedures required for courier shipments sent without pre-advice once notified by the carrier to avoid exhibitors having delays with their goods.

All charges for handling, customs clearance, T-Document registrations, and VAT & Duties with payable by the exhibitor or shipper and no goods can be released from our warehouse until payment has been agreed.

LATEST ARRIVAL DATE (Non EU Shipments)

5th November 2026

3.4 Customs Clearance

Permanent Shipments

We can assist with permanent imports into the EU for international shipments. prior to dispatch please contact us to obtain a shipping invoice template in which you should complete along with signing and stamping and return to us for checking. permanent materials include items such as Giveaways, Literature, Stationery and items with relatively low value.

Temporary Shipments

For Temporary imports into EU it is strongly advised you obtain a Carnet ATA for the goods.

Temporary imports with Invoice is possible depending on the value and item contents. please seek advice from us prior to dispatch so all possibilities can be advised, all goods imported Temporary cannot be sold, given away & must be re-exported after the show.

(No EU EORI number required if using a Carnet)

If sending both temporary & permanent goods ensure these are packed separately on separate pallets / Boxes

3.5 Ocean Freight

If you require Ocean freight, please contact us for full instructions and this will be advised on request.

4 Payment Terms & Rates

Unless freight is routed via one of our appointed agents, we will require payment of all charges, as advised by us, prior to the start of the exhibition. Personal or foreign cheques / cash payments are not acceptable Settlement can be made by the following methods on receipt of our invoice accompanied by a secure payment link. needs to be made by either bank-transfer, MasterCard, VISA or Amex on receipt of our invoice

- Bank Transfer (BACS)
- Mastercard / Visa
- American Express (AMEX) please advise if this is your preferred method

For all onsite handling rates please see our Official Logistics Tariff

5 Insurance & Liability

We operate exclusively in accordance with the latest version of the British International Freight Association (BIFA) General Terms and Conditions of Trading.

These limit the legal liability for damage to goods in certain circumstances whilst in the care of a forwarder. The forwarders custody liability ends with the delivery of the consignment to the exhibitor's stand even if the exhibitor or his representative is not present.

If you are transporting valuable goods. we strongly suggest sourcing additional insurance yourselves to cover the value of the goods.

YOUR LOGISTICS PARTNER FOR ISPOR 2026

DHL Trade Fairs & Events (UK) Limited
Unit 17 & 9 Second Exhibition Avenue
NEC Birmingham B40 1 PJ
United Kingdom

Contact : Sean Hemphill E-Mail : sean@dhl-exh.com



WWW.DHL-EXH.COM

