



**PAN-AFRICAN  
SURGICAL  
CONFERENCE**

## **Pan-African Surgical Conference**

# **Building Resilient and Sustainable Surgical Services in Africa: A Surgeon in Every District Hospital**

24-28 FEBRUARY 2025

SERENA HOTEL, KIGALI, RWANDA

# **EXHIBITION MANUAL**

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Republic of Rwanda  
Ministry of Health

Operation  Smile



UNIVERSITY of  
RWANDA



[conferenceinfo@operationsmile.org](mailto:conferenceinfo@operationsmile.org)

Dear Exhibitors,

Welcome to the **Pan-Africa Surgical Conference 2025**, and to the beautiful country of Rwanda!

We are thrilled to have you join us at this dynamic event, where you will have the chance to present your latest products and services to a diverse audience. Enclosed, you will find detailed exhibition guidelines and logistical information to help you prepare for the conference.

We look forward to your participation and to welcoming you to Kigali. If you have any questions or need further assistance, please do not hesitate to reach out.

Warm regards,

Elmer Kibuuka

Operation Smile

### Contact details

Elmer Kibuuka | [elmer.kibuuka@operationsmile.org](mailto:elmer.kibuuka@operationsmile.org)

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**EXHIBITION  
MANUAL**

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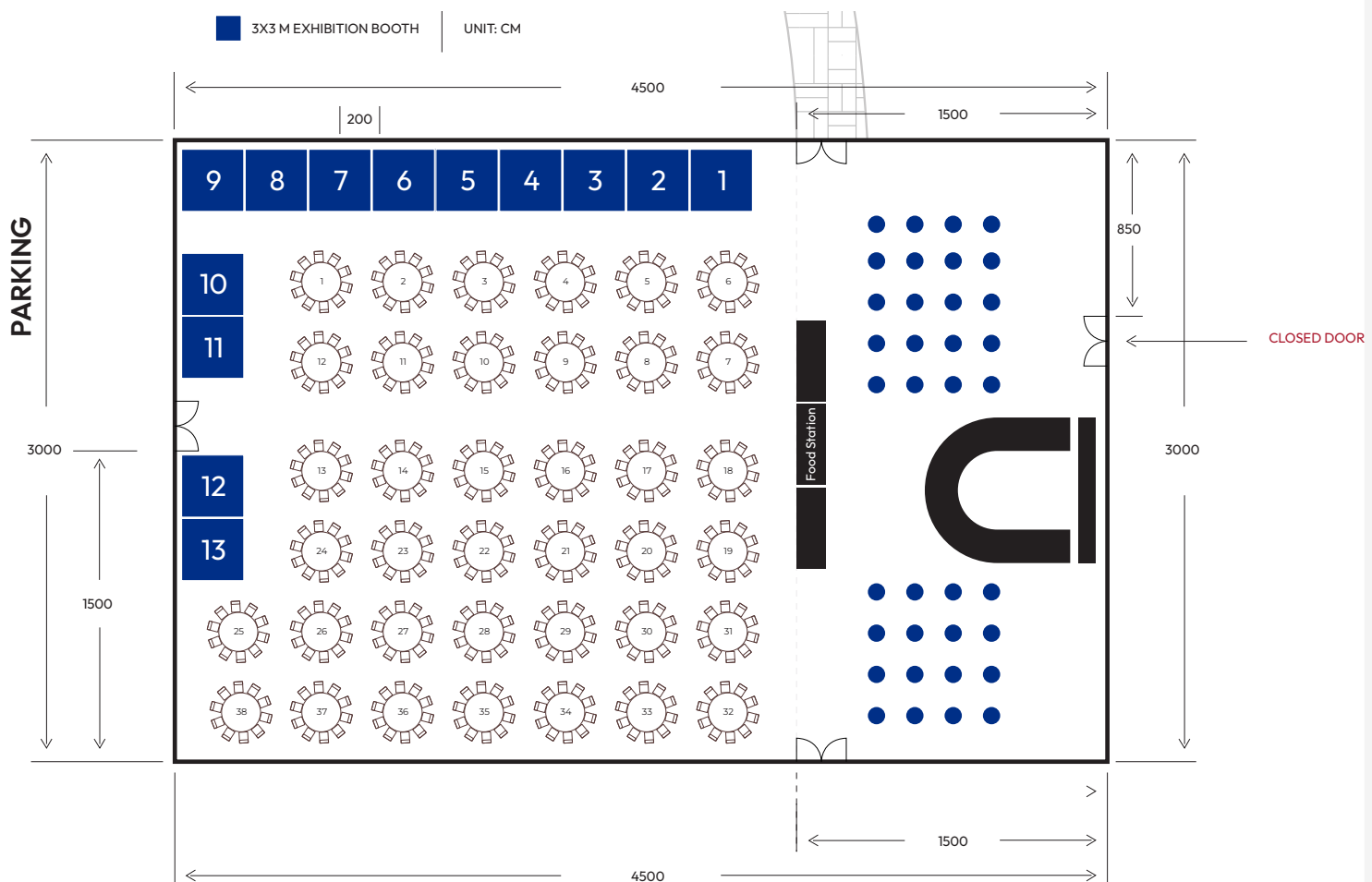
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# EXHIBITION TENT FLOOR PLAN

## EXHIBITION TENT FLOOR PLAN



# EXHIBITOR INFORMATION

FOR THE PAN-AFRICA SURGICAL CONFERENCE

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We are excited to welcome you to this prestigious event in Kigali, Rwanda. As an exhibitor, you play a crucial role in showcasing innovative products and services to a diverse and engaged audience. To ensure a successful experience, please review the following important information:

## Event Details

**Conference Dates:** 22 to 28 February 2025

**Location:** Kigali Serena Hotel, Address, Kigali, Rwanda

**Exhibition Hours:** 09:00 – 17:00

**Booth Setup:** 20 and 21 February 2025

**Dismantling:** The evening of 28 February 2025

**Artwork Submission:** Branding artwork must be delivered at least 14 days before the event day.

## Booth Information

### Shell Scheme Package

Our basic Shell Scheme Package (3x3 meters)

- Shell Scheme walls (back and sides) including fascia name
- One table
- Two chairs
- Dustbin
- Lighting and electricity outlet (one power socket)

## Logistics and Shipping

- Shipping Address for Exhibits: Kn 05 airport road Aigle Blanc Building Kimihurura Kigali Rwanda

- **Deadline for Shipping:** All shipments should be in Kigali 5 November 2024

### On-Site Contact for Assistance

**For Pricing:** renatha.ineza@multilinesint.com

**For status updates/ Customer Care:** sharon.mbabazi@multilinesint.com

**For escalation:** julie.mutoni@multilinesint.com

**Cc:** zack.mbanda@multilinesint.com, valentine.twishimire@multilinesint.com  
godfrey@globalplanners.biz

### Important Guidelines

1. **Registration:** Ensure all booth staff are registered for the conference. Badges will be provided upon arrival.
2. **Materials and Setup:** All materials should be in place before the official opening. Ensure your booth complies with the conference guidelines and is set up by the designated time.
3. **Health and Safety:** Adhere to all health and safety protocols guidelines.
4. **Marketing Opportunities:** Explore additional marketing and sponsorship opportunities to enhance your visibility.

### Confirming number of exhibitors and their details

- The best date to confirm the number of exhibitors and their details would typically be around 25 - 30 days before the event. This allows sufficient time for planning, organizing logistics, finalizing booth arrangements, and addressing any last-minute changes or requirements.
- For the above in mind, we would request to consider the deadline for confirming exhibitor numbers and details would be between January 15 and January 23, 2025.

# EXHIBITION RULES AND REGULATIONS

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## General Guidelines

- 1. Compliance:** All exhibitors must adhere to the rules and regulations set forth by the Pan-Africa Surgical Conference 2025 organizers, as well as any applicable local laws and regulations.
- 2. Exhibition Space:** The exhibition space allocated to each exhibitor is non-transferable and must be used solely for the purpose of showcasing products and services related to plastic and reconstructive surgery.
- 3. Booth Setup:** Exhibitors must complete booth setup during the designated times. Booths must be fully operational and staffed during exhibition hours. Any setup or dismantling outside the specified times must be approved in advance by the organizers.

## Exhibitor Conduct

- 1. Professionalism:** Exhibitors must conduct themselves in a professional manner. Aggressive or disruptive behaviour is not permitted and may result in removal from the exhibition.
- 2. Promotional Materials:** All promotional materials, including brochures, flyers, and giveaways, must be confined to the exhibitor's booth. Distribution outside the booth or in common areas is prohibited.
- 3. Sales and Transactions:** On-site sales and transactions are allowed, provided they do not disrupt other exhibitors or the overall event. Exhibitors are responsible for managing their own transactions and providing appropriate receipts and warranties.



## Booth Specifications

1. **Design and Construction:** Booth design must comply with the event's design guidelines, including height restrictions and construction materials. The organizers reserve the right to reject or modify any booth that does not meet these standards.
2. **Electrical and Audio Equipment:** Use of electrical outlets and audio equipment must be approved by the organizers. Exhibitors must ensure that all electrical installations comply with safety regulations.
3. **Noise Levels:** Exhibitors must keep noise levels to a minimum to avoid disturbing neighbouring booths and conference activities.

## Safety and Security

1. **Insurance:** Exhibitors are responsible for obtaining insurance coverage for their own property and equipment. The organizers are not liable for any loss, theft, or damage.
2. **Health and Safety:** Adhere to all health and safety guidelines and protocols or other health measures in place.
3. **Emergency Procedures:** Familiarize yourself with the venue's emergency procedures and evacuation routes. Ensure that your booth is easily accessible for emergency response if needed.

## Waste and Cleanliness

1. **Booth Cleanliness:** Exhibitors must keep their booth area clean and free of debris. Trash should be disposed of in designated bins.
2. **Dismantling:** Upon the conclusion of the exhibition, exhibitors must dismantle their booths and remove all materials by the specified dismantling time. Failure to do so may result in additional charges.

## Liability and Indemnification

1. **Liability:** Exhibitors are responsible for any damage caused to the venue, its property, or to other exhibitors. The organizers will not be liable for any injury, loss, or damage incurred.
2. **Indemnification:** Exhibitors agree to indemnify and hold harmless the organizers and the venue against any claims, damages, or expenses arising from their participation in the exhibition.

## Changes and Cancellations

1. **Amendments:** The organizers reserve the right to make changes to the exhibition layout, schedule, or rules as needed. Exhibitors will be notified of any significant changes.
2. **Cancellations:** Cancellations must be submitted in writing. Refunds for booth space will be subject to the terms outlined in the exhibitor agreement.

## Dispute Resolution

1. **Resolution:** Any disputes arising from the exhibition or these rules and regulations should be addressed in writing to the organizers. The organizers' decision will be final.

## Contact Information

For any questions or clarifications regarding these rules and regulations, please contact:

# PRACTICAL INFORMATION

## FOR EXHIBITORS

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**Welcome to Kigali!** Below is essential practical information to help you prepare for and make the most of your experience at the Pan-Africa Surgical Conference 2025.

### Event Venue

- **Venue Name:** Kigali Serena Hotel
- **Address:** Nyarugenge – Kigali – Rwanda
- **Website:** [www.serenahotels.com](http://www.serenahotels.com)
- **Contact Number:** T: +250 788 184 500

### Travel and Transportation

- **Airport:** Kigali International Airport (KGL)
- **Distance to Venue:** 12 KM – 20 Minutes drive
  - **Transport Options:** Taxis, shuttle services, and rental cars are available at the airport.

### Local Transportation

- **Taxis:** Easily available throughout Kigali.
- **Ride-Sharing Services:** Options Move app is available on both Apple and android or call 1010
- **Public Transport:** Buses and moto-taxis (motorcycle taxis) are available.

## Exhibition Schedule

- **Setup Times:** 20 - 22 February 2025
- **Exhibition Dates:** 22 - 28 February 2025
- **Exhibition Hours:** 9:00AM - 5:00PM
- **Dismantling Times:** 28 February 2025

## On-Site Services

- **Registration Desk:** Dedicated registration desk for the exhibitor's assistance
- **Technical Support:** On-site support for electrical and technical issues. Contact +250 788278061.
- **Internet Access:** Wi-Fi is available throughout the venue. Network details will be provided on-site.

## Catering

- **On-Site Food and Beverage:** Details will be provided on-site.
- **Nearby Restaurants:** Details will be provided on-site.

## Health and Safety

- **Emergency Services:** Details will be provided on-site.
- **First Aid:** A first aid station will be available on-site. Contact for immediate assistance. 0788154500

## Local Information

- **Currency:** Rwandan Franc (RWF). Exchange facilities are available at the airport and in the city.
- **Language:** The official languages are Kinyarwanda, French, and English. English is commonly used in business settings.

## Contact for information for Global Planners

- Isaac Kagara: +250 783982 692
- Rogers Muragije: +250 788 301 025



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