

GOODS HANDLING GUIDELINES

Venue/ Shipping adress: Kajskjul 105, Frihamnen 41770 Gothenburg, Sweden	Contact Project manager: Anna Wiklund anna.w@nordiccoffeefest.com	Exhibitor service coordinator: Info coming soon.
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Exhibitor Service Coordinator

Our Exhibitor Service Coordinator is on-site to assist with any questions or concerns you may have. They will manage all booked goods handling, provide support throughout the festival, and ensure your experience is as smooth as possible.

Exhibitor Goods Handling Process

This guide outlines the process for all exhibitors booking our goods handling service.

Step 1: Booking Your Shipment

To ensure a smooth delivery, all exhibitors must book their goods handling using the *Power and Goods handling form*.

Note: Goods handling service must be booked by January 16th latest.

Step 2: Delivery to the Venue

Once a shipment arrives, the Exhibitor Services Coordinator will sign for the delivery, check it against the inventory list and securely store it until your booth is ready.

Please note: **You are responsible** for ensuring your shipments arrive at the venue. Our team will not track your deliveries.

Step 3: Delivery to Your Booth

Once your booth is constructed, the Exhibitor Services Coordinator will deliver your items directly to your booth.

Full-service option: The Exhibitor service coordinator will collect your empty pallets and boxes and store them throughout the weekend.

If you booked the **“Exhibitor box delivery”** service, you can skip to the *Important information & Policies section*.

Step 4: End-of-Festival Process – Full-service option only

After the festival concludes, your empty pallets will be returned to your booth. It is your responsibility to pack, wrap, print and label all of your return shipments. We do not provide any packing or shipping materials. Please note that we cannot guarantee a specific delivery time for the return of pallets.

Once your pallets are ready, you may leave them in your booth. The Exhibitor Services Coordinator will collect them later and transfer them to a temporary storage location until they are picked up by your chosen carrier. Please review the “*Important Information*” section for detailed instructions.

IMPORTANT INFORMATION AND POLICIES

Booking Goods handling

- Our Goods handling service must be booked by January 16th latest. Orders submitted after this date may not be accommodated and will incur a late order fee equal to 100% of the original order cost.

Delivery Window

We will accept booked shipments at the venue from **Wednesday, February 25th to Friday, February 27th, between 08:00 and 16:00.**

Goods Handling

- **Mandatory:** All deliveries arriving on Wednesday or Thursday **must** use our goods handling service. If you do not book the service, we will handle the delivery and apply an additional fee that will be higher than the pre-booked service cost.
- **Friday Install:** If you choose not to book our goods handling service for the Friday install, a member of your team **must** be on-site to sign for your delivery. If no one is present, we will handle the delivery and apply an additional fee that will be higher than the pre-booked service cost.

On-site Placement Sunday night

If you have arranged for onward shipments, please leave your packed goods wrapped up and labelled with the onward address label, in a neat pile in the middle of your booth. **Do not** place them against the exhibitor walls or over cables, as these will be dismantled on Sunday night.

Onward Shipping

- **Pick-up Window:** Onward shipping must be booked for **Monday between 09:00 and 12:00.**

Sending goods to the venue

All goods must be clearly labelled as follows:

- Venue: Bananpiren, NCF-2026
- Attention: *Company Name + Booth Number*
- Your Contact Person: *First Name, Last Name, Mobile Number*

Onward deliveries (after the event)

All goods must be clearly labelled as follows:

- Event: Nordic Coffee Fest
- Company: *Your Company Name*
- Stand Number: *Your Booth Number*
- Your Contact Person: *Name + Mobile Number*
- Onward Address: *Full Delivery Address*

Policy

Goods not removed on Sunday night must either:

- Have onward shipping booked through us, **or**
- Have a team member present at the venue on Monday morning to hand over pallets to your chosen carrier.

If you choose to manage pickup yourself, you must inform the Exhibitor Services Coordinator on-site.

- If you have booked a courier pickup but fail to arrange for your team or our Exhibitor Services Coordinator to hand over the goods, the Coordinator will step in on your behalf. A handling fee will apply (higher than the pre-booked service cost).
- If you do not book our service, do not book a pickup, and simply leave goods at the venue, we will not take responsibility for them. In this case, the venue will decide how to handle uncollected items, and additional storage or disposal charges may apply directly from the venue.

Terms and Conditions

- The Exhibitor is responsible for all transportation costs, including customs and import fees, associated with their goods.
- The Organizer is not responsible for any goods belonging to the exhibitor while in transit.
- The Organizer is not liable for any lost or damaged goods. Upon delivery to your booth, you are responsible for your items.
- The Organizer is not responsible for packing up your goods or provide the onward shipping label.

Payment Terms

All booking fees will be invoiced after the order is submitted with 10 day payment terms.

If you have any questions about this process, please contact Anna at anna.w@nordiccoffeefest.com for assistance.

