



Shipping Information & Handling Rates

**not valid for all shows
2025
Austria Center Vienna**

IML - Messe Logistik GmbH
Bruno Kreisky Platz 1
A - 1220 Vienna
Tel.: +43 (0)1 9974133
Mail: office@iml-vienna.at

Contact:

Mr. Wolfgang Unzeitig
Mr. Alexander Zehrfuchs
Mr. Paul Jaeger

Mobile: +43 (0) 676 842 118 201
Mobile: +43 (0) 676 842 118 202
Mobile: +43 (0) 676 842 118 204

Mail: wolfgang.unzeitig@iml-vienna.at
Mail: alexander.zehrfuchs@iml-vienna.at
Mail: paul.jaeger@iml-vienna.at



Shipping Instructions

Dates and Deadlines

To avoid delays and to ensure your shipment can be delivered on the required date please look that your shipments arrive no later than the dates below. All shipments which arrive after the dates below will incur a 25% late arrival surcharge.

Road Freight or courier shipments:

all shipments via warehouse IML Vienna

latest 2 days before official set-up will start

Airfreight Shipments:

to Airport Vienna / only direct MAWB (no HAWB)

latest 5 days before official set-up will start

Pre-Advice and Documents

For **ALL** shipments you must send a full pre-advice/order form incl. handling-, shipment & payment details **latest 3 working days** before the shipment will arrive. Please send all documents to the following address: **office@iml-vienna.at**

Cargo arriving from a non European Union Country need to be customs cleared on temporary or definitive importation and released from Customs before delivery to booth. Temporary & permanent material must be packed separately and not together. Hand written invoices and Items with value 0,00 are not acceptable. Before you will ship the goods to us pls. send your invoice for checking. Attention for the following products we need special documents or the importation is not possible: Foodstuff, Beverage, Medicines, Cosmetics, Textiles, life Animals or Plants, Pharmaceutical Products, Protected species.

Delivery Address

All shipments are to be consigned and addressed as follow:

VIA WAREHOUSE IML

IML – Messe Logistik GmbH

c/o Congress Name / Exhibitor / Hall & Stand No.

Bruno Kreisky Platz 1

A – 1220 Vienna

Access via Leonard-Bernstein-Straße / Saturn Tower

All shipments must be send FREIGHT PREPAID.

A 15% commission will be charged on freight collect shipments which arrive at our warehouse.

Warehouse Opening hours:

Monday – Thursday 8am – 3:30pm

Friday 8am – 1:30pm

closed on weekend and public holidays

Airfreight Shipments

All airfreight cargo must be send to AIRPORT VIENNA with direct AIR WAYBILL. Pls. consign your MAWB as follow:

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.

Congress Name

Austria Center Vienna

A – 1220 Vienna

All shipments must be send FREIGHT PREPAID.

A 15% commission will be charged on freight collect shipments which arrive at Vienna airport.

Case Marking & Packing details

All packages must be clearly marked with following information:

Congress Name: _____

Exhibitor Name: _____

Hall / Booth No.: _____

Package No.: _____ (1 of ..total.. / 2 of .. total.. / etc.)

IML will not take any responsibilities on goods that are not properly packed or transported in unsuitable conditions. All wooden packing materials entering the EU must be in conformity with the international phyto-sanitary-standard ISPM-15. In Short this means only wood, free of bark, correctly treated and showing the IPC stamp will be accepted into the EU.

Return Transportation

Return instructions must reach us at least 24 hours before show closing. Further alterations or changes in mode of transportation can be accepted in written form only – depending on our and/or carrier's confirmation. The same basics/instructions as in the import apply also for the export.



Handling Rates

Basic 1 cbm = 250 kg chargeable weight

1. From free arrival advance warehouse facility (via warehouse IML Vienna)

Offloading and handling to the booth incl. intermediate storage, providing of forklift, pallet truck and labourer

Handling of courier shipment only - up to 20 kgs	per shipment (max. 0,08 cbm)	EURO	50,00
Handling of courier shipment only - up to 50 kgs	per shipment (max. 0,20 cbm)	EURO	75,00
Minimum	per shipment	EURO	155,00
301 – 500 kg	per 100 kgs	EURO	50,00
501 – 1.000 kg	per 100 kgs	EURO	45,00
1.001 – 1.500 kg	per 100 kgs	EURO	41,00
1.501 – 2.500 kg	per 100 kgs	EURO	38,00
over 2.501 kg	upon request		
Intervention with courier company (export only)		EURO	25,00

2. From free arrival Vienna Airport

Handling (but excluding payment of Airport related charges), transport to IML warehouse, offloading and handling to booth incl. intermediate storage, providing of forklift, pallet truck and labourer

Minimum	per shipment	EURO	250,00
301 – 500 kg	per 100 kgs	EURO	70,00
501 – 1.000 kg	per 100 kgs	EURO	65,00
1.001 – 1.500 kg	per 100 kgs	EURO	60,00
1.501 – 2.500 kg	per 100 kgs	EURO	58,00
over 2.501 kg	upon request		

airport related charges EURO 1,00 per chargeable weight (minimum EURO 100,00)

3. From free arrival Austria Center Vienna (direct shipment without storage)

Offloading and direct handling to the booth incl. providing of forklift, pallet truck and labourer valid for standbuilding material crated or palletized arriving during official move-in period only

Half Trailer Load / 20' Standard Container	EURO	750,00
Full Trailer Load / 40' Standard Container	EURO	1.100,00
50% Surcharge for loose cargo		

4. Customs clearance (temporary, permanent or Carnet ATA / holding Carnet ATA)

Temporary or permanent customs clearance incl. 1 tariff item

up to 50 kg	per clearance	EURO	115,00
up to 500 kg	per clearance	EURO	145,00
501 – 2.500 kg	per clearance	EURO	210,00
over 2.500 kg	per clearance	EURO	250,00
+ additional customs tariff item	each tariff item	EURO	8,00
+ Temporary import bond fee	3,0 % from CIF value	minimum EURO	95,00
Carnet ATA Clearance	per clearance	EURO	300,00
Carnet ATA management holding security	per clearance	EURO	80,00
Transit Document from Courier warehouse to IML	per document	EURO	60,00
T-Document registration to customs	per document	EURO	60,00
Issuing of T-Document	per document	EURO	115,00
T-Document Security (Export only)	1,5 % from CIF value	minimum EURO	50,00
Cancellation of Temporary import bond (export only)	per document	EURO	60,00

5. Handling of empty packing material

Pick up from booth, storage during the show and re-deliver to booth after show incl. all overtime surcharges

Pick up and re-delivery only to official set up and dismantling times

minimum = EURO 200,00	each beginning cbm	EURO	115,00
-----------------------	--------------------	------	--------

6. Surcharges

Duties & Taxes for permanent importation as per outlay +15 % advance payment fee

Late arrival surcharge for shipment arriving after our deadline		25 %
SVS fee (Mandatory forwarding insurance) as per list		
Documentation per shipment and way	EURO	45,00
Financing fee on total invoice amount		5 %
Subsequent changes of the invoice	each invoice	EURO 25,00
All prices are net + 20% VAT		

7. Working hours

Normal working hours:	Monday – Friday	8am – 5pm	
Overtime Surcharge	Monday – Friday	5pm – 10pm & 6am – 8am	50 %
	Saturday	6am – 10pm	50 %
	Night	10pm – 6am	100 %
	Sunday, Public Holiday		100 %

8. Outgoing

Same services, same rates



Miscellaneous

1. All services must be booked in advance.
2. All charges per exhibitor and shipment.
3. All cargos must be consigned **"FREIGHT PREPAID"**.
4. All claims must be reported to the exhibition forward's office in written form and immediately upon receipt of the exhibition goods. Verbal notification will not constitute any rights against the agent.
5. Responsibility for losses, damages, etc., will be accepted only within the framework of the AÖSp, which are resting in our office.
6. All business is undertaken subject to the terms and conditions for Austrian Forwarding Agents „Allgemeine Österreichische Spediteurbedingungen AÖSp“, in the wording subject to the relevant publication in „Wiener Zeitung“. Payable and actionable in Vienna.
7. SVS prohibition customers must announce this in writing before/while placing the order.
8. It is the exhibitors responsibility to label all empties properly. Empty labels will be distributed during move-in period. We will remove empties on a regular basis.
9. It is the exhibitors responsibility to repack and label all outbound packages.
10. It is also the exhibitors responsibility to give clear instructions on how to return your packages. All necessary forms will be distributed during the event. Please take special note of the instructions for documentation.
11. Returning of empties takes time. A certain delivery time cannot be guaranteed.
12. Return transport arrangements may take some days. On top of this comes the transit time for transport. Please take this into account when planning the return. A quicker handling is possible, but information must be received well in advance. Express handling charges may apply.
13. The handling tariff is valid for all services at the Austria Center Vienna 2024
14. Basis of calculation is 1 cbm = 250 kgs
15. All cargo must be consigned FREIGHT PREPAID. A 25% commission will be charged on freight collect shipments arriving at our warehouse
16. The exhibition forwarders liability ends with the delivery of the exhibition goods or empties to the exhibition booth, even if the exhibitor or his representative is not present. Liability for return transport begins upon the collection of the exhibition goods from the booth, even if the shipping documents and/or a transport order has been handed over to the exhibition forwarder prior to the collection.
17. Early cancellation of orders / cancellation of events etc.
General cargo / air freight / courier – shipments (all shipments via warehouse IML Vienna)
 As soon as your shipment arrives at our terminal in Vienna, 100% of the handling costs are invoiced without any deductions.
 In the event of early cancellation of orders / cancellation of events before delivery of the shipment, 80% of the outbound handling will be invoiced as ordered.
 If the goods have already been delivered or are on their way to delivery, 100% of the costs are invoiced for inbound and outbound handling as ordered.
 Please note that customs formalities have not been taken into account here and 100% will be invoiced for inbound & outbound as ordered.
Direct deliveries (not via IML warehouse handling)
 If the event is cancelled or cancelled by the client 5 working days before the start of the service, no costs will be charged.
 4 to 3 days before the service date, 20%,
 2 to 1 day (s) before the service date 40% and on the same day 100% default service were invoiced.
 If the service is currently being carried out Inbound handling and outbound handling will be invoiced 100% as ordered. Please note that customs formalities have not been taken into account here and 100% will be invoiced for inbound & outbound as ordered

Terms of Payment

1. Invoices will be sent by e-mail only.
2. The invoicing is per shipment.
3. Full payment of the incoming handling charges must be received prior the delivery to the booth.
4. The outgoing handling charges are payable immediately after receipt of our invoice.
5. Payment can be made in cash, by credit card (AMEX, VISA and MASTERCARD) or by wire transfer. Personal or foreign cheques are not acceptable.
6. Prices are net +20% VAT, no VAT for exhibitors from outside the EU or EU exhibitors providing their VAT registration no.
7. 1,5% interest per month will be charged on overdue payments

Venue Map / Delivery

