Philoxenia

HELEXPO

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INTERNATIONAL
TOURISM &
EQUIPMENT
EXHIBITION

13-15.11.2026

THESSALONIKI INTERNATIONAL EXHIBITION & CONGRESS CENTER

EXHIBITOR **SUPPORT MANUAL**

philoxenia-expo.gr

ORGANIZED BY

HELEXPO

In preparation for **PHILOXENIA**, we would like to highlight some important information that is essential for the preparation of your participation.

Philoxenia
HELEXPO

13·15.11 2026
THESSALONIKI INTERNATIONAL EXHIBITION & CONGRESS CENTER

Working hours
Friday: **11:00 - 20:00**
Sunday: **10:00 - 20:00**
Weekdays: **10:00 - 18:00**

01 Preparation, Operation, Dismantling stage

Preparation Stage : You can take over your allocated space from the pavilion manager and proceed with any necessary construction work from: **Saturday 7/11/2026 to Thursday 12/11/2026** and working hours from 08:00 to 23:00. On **Thursday 12/11**, after 18:00, only stand - specific work is allowed.

*In case you plan to exhibit a large-volume product, please inform the technical support department before transporting it to the exhibition area.

TECHNICAL SUPPORT DEPARTMENT
PAVILION MANAGERS

Christos Crysovelidis
T.: +30 **6979331002** | E: **cc@helexpo.gr**

Panagiotis Fragkiskatos
T.: +30 **6946980879** | E: **pf@helexpo.gr**

Kostas Chrisovergis
T.: +30 **6940458342** | E: **kchr@helexpo.gr**

Operation Stage: The operation days of Philoxenia are from 13 to 15 of November and the operating hours are:
Friday: 11:00 – 20:00
Sunday: 10:00 – 20:00
Weekdays: 10:00 – 18:00

Dismantling Stage: The dismantling days are from 16 to 17 of November and working hours 08:00 - 21:00.

Philoxenia HELEXPO
● **Pavilions | 12, 13, 14, 15**

INTERNATIONAL EXPO FOOD & DRINKS by Detrop HELEXPO
● **Pavilions | 8, 9, 10, 16**



02 Event organization during the exhibition

Any events planned to take place during the operation of the exhibition must be communicated in a timely manner to the Exhibition Secretariat, for full information and coordination purposes.

The events that will take place will be displayed on the official website of Philoxenia.

Please note that for any type of event (such as pavilion openings, conferences, workshops, presentations, etc.) that you may organize during Philoxenia, all speakers and invited guests must hold either their personal exhibitor badge, an official exhibition invitation, or a valid exhibition entry ticket.

03 Access to the exhibitors platform (exhibitors area)

Log into the platform using your username and password by following the link that will be sent to you via a personalized email within a reasonable timeframe prior to the exhibition.

Through the Exhibitors Area platform you can:

- Access important information regarding your participation and exhibition procedures (booth, stand)
- Print your badges
- Upload your logo to be added to the exhibitor catalogue/site of Philoxenia.
- Sent the digital invitation.
- Confirm your company details that will appear in the exhibitor catalogue that will feature in the website of Philoxenia.

04 Exhibitor entry badges

Please log in to the **"Exhibitors Area"** online platform using the credentials you have received, go to the "Entry Passes" section, fill in the names of the people who will staff your stand, and collect your entry passes. The passes are strictly personal.

Printed badges can be collected from the Info Centers at the Pavilion Entrances.

If you have already printed your badge, plastic holders are available at the Hall 13 & 15 Organizers' Office.
If you choose to use your badge online, you will be required to present the QR code at the scanners in

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05 Technical issues, Equipment rental

For technical matters, equipment rental, ventilation, and the provision of electricity, water, or any other services related to the construction or setup of your stand, please contact the contractor company using the details provided below:

EXPOWORK A.E. / EXPOWORK S.A.
Exhibition Service Department
DETH-HELEXPO S.A.
T.: +30 **2310 297572, 2310 297564**
E: **orderstif@expowork.gr**

TECHNICAL SERVICE BROCHURE

You can check the technical service brochure for the deadlines regarding the placement of orders.

!!NOTE!! If you have selected an unequipped exhibition space (Type 1) or an outdoor space, you may commence construction provided that:

A. you have submitted your construction plans to the Technical Services Department of DETH-HELEXPO S.A.
Ourania Efthymiadou
T.: +30 **2310 291255** | E: **oe@helexpo.gr**

B. you have submitted the electrical installation plan to **EXPOWORK**

Please also note that there is a charge for the provision and connection of electricity, at a cost of **€35.00 per kW**, as stated in the participation form.



06 Import and handling of exhibits originating from abroad

Exhibits originating from countries outside the European Union may be imported into the premises of HELEXPO S.A., in accordance with the applicable transit regulations in force at the time.

07 Payments, Remittances, Financial settlement

Please note that the full participation fee must be paid immediately upon signing the participation form.

!!NOTE!! When making your payment, please include at least one of the following details in the payment reference field:

Company Name
VAT Number
Pavilion and Stand Number

BANK ACCOUNT NUMBERS:

NATIONAL BANK OF GREECE:
Account No. 223/470300-60
IBAN GR 4001102230000 22347030060
SWIFT ETHN GR AA

PIRAEUS BANK:
Account No. 5202-002162-792
IBAN GR 160172202000 5202002162792
SWIFT PIRBGRAA

ALPHA BANK:
Account No. 707/00/2320000394
IBAN GR 7401407070 707002320000394
SWIFT CRBAGRAAXXX

EUROBANK:
Account No. 0026.0030.96.0200688210
IBAN GR 5702600300000960200688210

Beneficiary Name:
DIETHNIS EKTHESI THESSALONIKIS SINGLE MEMBER S.A.

Please send a copy of the transaction in the Accounting office of DETH-HELEXPO S.A.

Mandona Eirini
T.: +30 **2310 291102** | E: **em@helexpo.gr**

Meta Alexis
T.: +30 **2310 291134** | E: **meta@helexpo.gr**

Cancellation Policy:

- For cancellation requests submitted from 30 to 1 calendar day before the start of the Exhibition, the registration fee and the full Participation Fee are retained.
- For cancellation requests submitted from 60 to 31 calendar days before the start of the Exhibition, the registration fee and the deposit are retained.
- For cancellation requests submitted 61 calendar days or more before the start of the Exhibition, only the registration fee is retained.

08 Advertising

Exhibitors can promote their presence within the Exhibition Center during the days of the exhibition, through various methods.

SPONSORSHIPS

Contact Person
Mr. Konstantinos Stylas
T.: +30 **2310 291213** | **ks@helexpo.gr**

09 Parking

During the Exhibition free parking is provided inside the exhibition center for all exhibitors and visitors and the space will be determined by the guards who will regulate the traffic. Please follow their instructions.

10 Medical services

DETH-HELEXPO S.A. provides its exhibitors throughout the duration of the exhibition, with First Aid medical services through a specially equipped medical office located on it premises.
T.: +30 **2310 291166**

11 Photography, videorecording, audio recording and intellectual property rights

DETH-HELEXPO S.A. reserves the right to photograph, film, and record the exhibition area and the event for promotional and archival purposes. Likewise, exhibitors may take photos and recordings for promotional purposes, provided they fully comply with data protection legislation and the rights of third parties.

The rights, restrictions, and obligations in force are governed by the provisions set forth in the DETH-HELEXPO S.A. Exhibition Participation and Operation Regulations.

12 Inspections, Sanctions, Amendments to the regulation

DETH-HELEXPO S.A. is solely responsible for monitoring the proper operation of the exhibition and ensuring compliance with the terms Exhibition Participation and Operation Regulations.

In the event of any violation, the Company reserves the right to immediately expel the exhibitor and/or impose sanctions, in accordance with the applicable provisions.

DETH-HELEXPO S.A. may amend or supplement the Regulations, informing the participants accordingly. Any disputes shall fall under the jurisdiction of the courts of Thessaloniki. The provisions set out in the Exhibition Participation and Operation Regulations of DETH-HELEXPO S.A..

13 Contacts

PROJECT MANAGER
KATERINA TRAPTSIONI
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SECRETARIAT
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ANASTASIA MOYSIDOU
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EXHIBITIONS DEPT.
ANATOLI KAPNIDOU
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MARKETING DEPARTMENT
Director: **LENA DROSINOU**
T: **+30 2310 291612**
E: **drosinou@helexpo.gr**

EXHIBITORS' SERVICE
CHRISTOS CRISOVELIDIS
T.: +30 **2310291534** | E: **cc@helexpo.gr**

SPONSHORSHIPS & ADVERTISING
KONSTANTINOS STYLAS
T.: +30 **2310 291213** | E: **ks@helexpo.gr**

OPENING CEREMONY-PUBLIC RELATIONS
MARIA PATLAKA
T.: +30 **2310 291133** | E: **mpa@helexpo.gr**

HOSTED BUYERS PROGRAM
ANTIGONI GEROU
T.: +30 **2310 291201** | E: **visitors@helexpo.gr**

TECHNICAL SUPPORT - EXPOWORK
T.: +30 **2310 297564, 297572**
E: **orderstif@expowork.gr**

14 Technical guidelines

DESIGN OF TYPE 1 EXHIBITION SPACES

For Type 1 exhibition spaces, the exhibitor is required to submit a construction plan/sketch and obtain approval from the Technical Services Department of DETH - HELEXPO S.A., in compliance with the timeframe specified in the relevant communication they will receive. The plans/sketches must be to scale and should depict the stand layout, include 3D renderings, and specify dimensions and heights. DETH - HELEXPO S.A. reserves the right to request the modification or removal of the stand if, during construction, the design differs architecturally or aesthetically from the approved plan, or if it does not comply with the exhibition regulations regarding height and structural adequacy. Any costs incurred for modification or removal shall be borne exclusively by the exhibitor.
Each stand must be self-supporting. Any intervention to the building structure or to adjacent stands is strictly prohibited.
The construction of stands must not exceed a maximum height of 4 meters, and stands are not permitted to extend into the aisles. The side of the stand adjoining neighboring stands of lower height must be flat, painted in an off-white color, and all cables and construction imperfections must be fully concealed.
Stands with a raised floor exceeding 4 cm are required to provide access ramps within the stand, which must comply with the following specifications:

Height difference (m):	Maximum slope:	Acceptable length (m):
0.04 - 0.10	10%	1

If the exhibitor requests a change of their space from a standard structure to a bare space (ground marking) within a period of less than five (5) days prior to the opening of the exhibition, they shall be required to pay the dismantling compensation, as specified in the applicable Exhibition Equipment Form.

3-AND-4-SIDED EXHIBITION SPACES

At least 40% of each side of such exhibition spaces that faces a visitor aisle must remain open or be covered with transparent material. Under no circumstanc-

es should the view toward adjacent or opposite stands be obstructed.

TWO - STOREY EXHIBITION SPACES

In the case of a two-storey construction in a pavilion where such construction is permitted by DETH - HELEXPO S.A., the exhibitor, in addition to the aforementioned requirements, must also submit a complete study (architectural, structural, and electromechanical) for the construction of the two-storey exhibition space, duly signed by engineers legally authorized to do so.

SUSPENSIONS FROM THE CEILING

Ceiling suspensions are permitted only through the official technical partner company of DETH - HELEXPO S.A., and only from the structural elements of the halls or from the supply networks installed parallel to the ceilings. Their lower edge must be at least 4 meters above the exhibition floor and at least 1 meter away from any internal boundary within the exhibitor's stand. Otherwise, if any signage or suspended structure interferes with other exhibitors sharing adjacent boundaries, the Services of DETH - HELEXPO S.A. will intervene immediately, which may result in the removal of the suspension.

HANDOVER - SPACE MEASUREMENT COMMENCEMENT

Upon handover of the space, Pavilion Supervisors will verify that the construction plans bear the approval of the Technical Services Department and will inform the Technical Services Department in the event of any irregularities and/or technical or construction issues that may arise. Any minor discrepancies in dimensions compared to the initial layout sketch will be resolved on site, in cooperation with the Pavilion Supervisors and the Technical Services Department, either during handover or during the operation of the Exhibition.

DETH - HELEXPO S.A. reserves all legal rights to prohibit the construction of stands that do not comply with the final approved plans or that have not received approval from the Technical Services Department. Such prohibition shall not give rise to any claim or entitlement on the part of the exhibitor.

EXHIBITION PREPARATION - STAND CONSTRUCTION - DECORATIVE SIGNAGE - MARKINGS

The exhibition premises are freely accessible to exhibitors' crews during the preparation and dismantling of exhibition spaces. However, DETH - HELEXPO S.A. security personnel reserve the right to verify the identity of individuals entering the premises. Persons unable to provide proof of their involvement in the preparation or dismantling of exhibition spaces may be requested to leave the premises.
The construction of exhibition spaces is mandatory and shall be borne entirely by the exhibitor, whether carried out through DETH - HELEXPO S.A. or by the exhibitor themselves (bare space).
The perimeter facades of all exhibition spaces (indoor or outdoor) must be aesthetically finished on both sides (double-sided). This requirement is binding and applies regardless of the stand's location. In cases where the construction exceeds a height of 2.5 meters, the exhibitor is obliged to ensure that the sides adjoining other stands or common areas are also aesthetically finished. In the event of non-compliance, DETH - HELEXPO S.A. reserves the right to intervene immediately and require aesthetic covering or dismantling of the exposed side. Any costs related to such aesthetic covering or dismantling shall be borne exclusively by the exhibitor.
The connection of two stands (even of the same exhibitor) by means of signage, flooring, or other structural elements is prohibited when they are separated by a public aisle, emergency exit, or fire safety equipment, unless prior written approval has been granted by the Technical Services Department of DETH - HELEXPO S.A.

EXHIBITOR RESPONSIBILITY

The exhibitor is fully responsible for the implementation of all safety measures required throughout the construction, operation, and dismantling of their exhibition space. With regard to construction on a bare space with a standard structure (Type 2 stand), once

the structure has been delivered to the exhibitor by DETH - HELEXPO S.A., any structural modification that may compromise safety measures is strictly prohibited. Accordingly, the exhibitor is exclusively liable, towards any third party and towards DETH - HELEXPO S.A., as well as its employees and agents, for any partial or total damage, loss, or injury to persons or property caused by the exhibitor, their staff, partners, or representatives, or by the exhibits, machinery, tools, installations, and exhibition structures of the stand and exhibition space. Furthermore, the exhibitor bears exclusive responsibility for any machinery that is in operation or on display within their exhibition space.

EMERGENCY EXITS AND SAFETY INSTALLATIONS

In order to ensure unobstructed access for fire brigade vehicles, ambulances, and civil protection vehicles within the premises, the following areas must always remain clear and accessible at all times, without exception:

- Pavilion emergency exits
- Common aisles and areas designated for safety services
- Access gates
- Fire safety networks (fire hose cabinets, PPE boxes, fire stations, etc.)

All emergency exit doors must be kept clean and unobstructed, so that they can be fully and easily opened from the inside. Access to all emergency exits must remain clear and unobstructed at all times, particularly during the operation of the exhibition. Covering or obstructing exit signage is strictly prohibited. DETH - HELEXPO S.A. reserves the right to remove any vehicle or object, at the exhibitor's/owner's expense, if it occupies space or obstructs access to emergency exits, safety service areas, or aisles.

HANDOVER OF SPACES - DEPARTURE

Each exhibitor is required, after the closing of the exhibition, to hand over their exhibition space to DETH - HELEXPO S.A. within 2 days, in the same condition as it was received. Upon expiry of this deadline, any items remaining within the premises of DETH - HELEXPO S.A. will be removed by DETH - HELEXPO S.A. at the sole expense of the exhibitor.
The removal of exhibits, furniture, decorative materials, etc. from the premises of DETH - HELEXPO S.A. after the closing of the exhibition is permitted only provided that the exhibitor has fully and duly fulfilled all their obligations towards DETH - HELEXPO S.A. and has obtained the relevant exit permit/approval from the competent department.

SECURITY

The security services provided are intended for the general supervision and orderly operation of the premises and do not focus on the safeguarding of exhibits. In accordance with international standards, it is recommended that exhibitors arrange dedicated security for their exhibition space (stand) at an additional cost, through a recognized security company. The personnel of the Security Company are responsible for ensuring the smooth conduct of the exhibition, maintaining order and safety, and enforcing the relevant operational and safety regulations.

USE OF FORKLIFTS OR CRANES

The use of motorized forklifts or cranes within the premises of HELEXPO S.A. is permitted only upon prior authorization granted by a duly authorized representative of the Company.
Operators of such machinery must hold valid and legally required operating licenses, in accordance with the applicable legislation.

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INTERNATIONAL TOURISM & EQUIPMENT EXHIBITION

STRATEGIC PARTNER

GREECE — GREEK NATIONAL TOURISM ORGANISATION — www.visitgreece.gr

UNDER THE AUSPICES

ΥΠΟΥΡΓΕΙΟ ΕΣΩΤΕΡΙΚΩΝ (ΤΟΜΕΑΣ ΜΑΚΕΔΟΝΙΑΣ - ΘΡΑΚΗΣ) — ΠΕΡΙΦΕΡΕΙΑ ΚΕΝΤΡΙΚΗΣ ΜΑΚΕΔΟΝΙΑΣ — SETE — HELLENIC HOTELIERS FEDERATION — FedHATTA — HAPCO

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