



Shipping Information & Handling Rates



Austria Center Vienna

YOUR EXHIBITION FREIGHT FORWARDER

IML – Messe Logistik GmbH
Bruno Kreisky Platz 1
A-1220 Vienna
Mail: ecr@iml-vienna.at
Tel.: +43 676 842 118 203



1. Shipping Instructions

1.1 Dates and Deadlines

To avoid delays and ensure timely delivery, please ensure your shipments arrive by the dates below. Shipments arriving after these dates will incur a 25% late arrival surcharge.

Road Freight or Courier



All shipments via warehouse
IML Vienna

18.02.2026

Airfreight



To Airport VIENNA only with MAWB
(no House-AWB)

15.02.2026

Seafreight



Seaport Hamburg / DE

latest 26.01.2027

1.2 Pre-Advice and Documents

For ALL shipments, please submit a complete pre-advice/order form with handling, shipment, and payment details at least 3 working days before arrival. Please send all documents to ecr@iml-vienna.at.

Cargo from non-EU countries must be customs cleared for temporary or definitive importation before delivery to booth. Temporary and permanent materials should be packed separately. Handwritten invoices and items valued at 0.00 are not accepted. Each Product must be in a separate line with value. Before shipping, send your invoice for review. Special documents are required for the following products: food, beverages, medicines, cosmetics, textiles, live animals or plants, pharmaceutical products, and protected species.

1.3 Delivery Address (via warehouse IML Vienna)

Address all shipments as follows:

Road Freight or Courier

IML – Messe Logistik GmbH
c/o ECR 2027 / Exhibitor Name / Hall & Stand No.
Bruno Kreisky Platz 1
A – 1220 Vienna
Tel.: +43(0)1 9974133

Warehouse Opening Hours



Monday – Thursday 8am – 3:30pm
Friday 8am – 1:30pm

*Closed on weekends and public holidays

Access via Leonard-Bernstein-Straße / Saturn Tower. All shipments must be sent FREIGHT PREPAID. A 25% commission will be charged on freight collect shipments which arrive at our warehouse.

1.4 Airfreight Shipments

All airfreight cargo should be sent to Vienna Airport with a direct **Master Air Waybill**. Please consign your MAWB as follows:

Consignee

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

Notify

Exhibitor Name / Hall & Stand No.
ECR 2027
Austria Center Vienna
Bruno Kreisky Platz 1
A – 1220 Vienna

All shipments to be sent FREIGHT PREPAID. A 25% commission will be charged on freight collect shipments arriving at Vienna airport.



1.6 Direct to Showsite (no onsite storage)

Direct unloading/placement at the stand as well as stand pickup/loading (always without interim storage) is only possible during the official set-up and dismantling dates/times. Primarily only for full or part-load cargo. Not for groupage/consolidated cargo or courier shipments.

Consignee

Exhibitor Name / Hall & Stand No.
ECR 2027
c/o IML – Messe Logistik GmbH
Austria Center Vienna, Bruno Kreisky Platz 1
A – 1220 Vienna

Notify

Exhibitor Name / Hall & Stand No.
ECR 2027
c/o IML – Messe Logistik GmbH

The Truck driver / carrier must be able to present the IML unloading/loading slip with registration number, which you will receive with the order confirmation after booking.

1.5 Case Marking & Packing Details

All packages must be clearly marked with the following information: (it is mandatory to use the IML shipment label)

Congress Name:
Exhibitor Name:
Hall / Booth No.:
Package No.: (1 of total / 2 of total / etc.)

IML will not take any responsibility for goods that are not properly packed or transported in unsuitable conditions. All wooden packing materials entering the EU must conform to the international phyto-sanitary standard ISPM-15. In short, this means only wood that is free of bark, correctly treated, and showing the IPPC stamp will be accepted into the EU.

1.7 Return Transportation

Return instructions should be submitted at least 24 hours before the show closes. Any changes to transportation must be confirmed in writing, subject to our or the carrier's approval. The same guidelines for imports apply to exports.



2. Handling Rates

**Basis 1 cbm = 250 kg chargeable weight*

2.1 From free arrival advance warehouse facility (via warehouse IML Vienna)

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

Handling of courier shipment only – up to 20 kgs (max. 0,08 cbm)	per shipment	EURO	60,00
Handling of courier shipment only – up to 50 kgs (max. 0,20 cbm)	per shipment	EURO	80,00
Minimum	per shipment	EURO	165,00
301 - 500 kgs	per 100 kgs	EURO	55,00
501 - 1.000 kgs	per 100 kgs	EURO	50,00
1.001 - 1.500 kgs	per 100 kgs	EURO	46,00
1.501 - 2.500 kgs	per 100 kgs	EURO	43,00
over 2.501 kgs			on request

2.2 From free arrival Vienna Airport

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

Minimum	per shipment	EURO	265,00
301 - 500 kgs	per 100 kgs	EURO	75,00
501 - 1.000 kgs	per 100 kgs	EURO	70,00
1.001 - 1.500 kgs	per 100 kgs	EURO	65,00
1.501 - 2.500 kgs	per 100 kgs	EURO	63,00
over 2.501 kgs			on request

airport related charges EURO 1,10 per kg (chargeable weight) minimum = EURO 100,00

2.3 direct unloading/delivery to booth without storage

Direct unloading/placement at the stand as well as stand pickup/loading (always without interim storage) is only possible during the official set-up and dismantling dates/times. Primarily only for full or part-load cargo. Not for groupage/consolidated cargo or courier shipments.

Offloading and direct handling to the booth incl. providing of forklift, pallet truck and labourer; valid for stand building material, crated or palletised (no loose cargo), arriving during official move-in period only.

Half Trailer load / up to 7 loading meter	EURO	750,00
Full Trailer load / up to 13,6 loading meter	EURO	1.100,00

not valid for loose cargo or oversized packages which may not be transportable to the stand via freight elevator or due to their nature (example floor capacity).

2.4 Empty Storage

Pick up from booth, storage during the show and re-delivery to booth after the show, including all overtime surcharges. Pick up and re-delivery only during official set up and dismantling time. - no access possible -

Empty storage	each package & beginning cbm	EURO	115,00
	minimum = 2 cbm		



2.5 Customs Clearance (Temporary, permanent or Carnet ATA / holding Carnet ATA)

All customs formalities only possible via warehouse IML Vienna or airport Vienna

T-Document from Courier to IML warehouse (like UPS/DHL/Fedex/..)	per document	EURO	75,00
T-Document registration to customs	per document	EURO	75,00
Temporary or permanent clearance incl. 1 customs tariff item *			
* up to 50 kgs	per clearance	EURO	115,00
* 51 kgs - 500 kgs	per clearance	EURO	155,00
* 501 kgs - 2.500 kgs	per clearance	EURO	215,00
* over 2.501 kgs	per clearance	EURO	250,00
+ additional customs tariff item	each add. tariff item	EURO	10,00
+ temporary import bond fee (temporary importation)	4% from CIF value / minimum	EURO	100,00
+ duties and taxes as per outlay (permanent importation)	15% outlay fee / minimum	EURO	25,00
Carnet ATA clearance	per clearance	EURO	395,00
Carnet ATA management holding security	per document	EURO	80,00
Cancellation of Temporary import bond	per document	EURO	75,00
Issuing of T-Document	per document	EURO	115,00
T-Document security (export only)	2 % from CIF value / minimum	EURO	75,00

2.6 Working Hours

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

2.7 Surcharges

Duties & Taxes for permanent importation as per outlay +15 % outlay fee			
Late arrival surcharge for shipments arriving after deadline			20 %
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	per invoice	EURO	25,00
Delivery of goods without prior submission of an order			20 %
Inadequate / faulty / missing marking of the shipment			20 %
All charges are nett / plus VAT			20 %

2.8 Outgoing

Same services, same rates.



2.9 Miscellaneous

- All services must be booked in advance.
- All charges per exhibitor and shipment.
- All cargos must be consigned "**FREIGHT PREPAID**".
- 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.
- Responsibility for losses, damages, etc., will be accepted only within the framework of the AÖSp, which are resting in our office.
- 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.
- SVS prohibition customers must announce this in writing before/while placing the order.
- 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.
- It is the exhibitors responsibility to repack and label all outbound packages.
- 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.
- Returning of empties takes time. A certain delivery time cannot be guaranteed.
- 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.
- The handling tariff is valid for all services at the ECR 2027
- Basis of calculation is 1 cbm = 250 kgs
- All cargo must be consigned FREIGHT PREPAID. A 25% commission will be charged on freight collect shipments arriving at our warehouse
- 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.
- 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 considered 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, 25%,

2 to 1 day (s) before the service date 50% 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 considered here and 100% will be invoiced for inbound & outbound as ordered

3.0 Terms of Payment

- Invoices will be sent by e-mail only.
- Invoicing is per shipment and per exhibitor.
- Full payment of the incoming handling charges must be received prior to the delivery to the booth.
- The outgoing handling charges are payable immediately after receipt of our invoice.
- Payment can be made in cash, by credit card (AMEX, VISA and MASTERCARD) or by wire transfer. Personal or foreign cheques are not acceptable.
- Prices are net + 20% VAT; no VAT for exhibitors from outside the EU, or EU exhibitors providing their VAT registration number.
- 5,0% interest per month will be charged on overdue payments.