Login Access

Which email address should I use?

- Please use your corporate email address, it should match your ESCid

Where do I find my ESCid?

- Your ESCid is on the Sales opening email. If you cannot find it, please contact industry@escardio.org

Why use a login?

- If you log in, the address fields will already be filled with your default company address. Simplifying for you and less time consuming

Can I submit an application if I do not have or do not know my ID?

- Yes you can choose to continue without ID; however the form will not be filled out with your company details.

I am a new client, do I have an ESCid?

- No you need to apply at least once to have an ESCid. You may contact us at industry@escardio.org if you want to register as a client.

Welcome Menu & Application forms

I cannot find the congress I am looking for

- If you can not find a congress, sales are probably not open yet or already closed. Please contact us at industry@escardio.org for more information on sales opening dates.

Is my order confirmed when I click on the Submit button?

- No this is an application form. To confirm your request you need to sign the order form which will be sent by email at a later stage.

The address is wrong in the forms can I change it?

- Yes, fields can be modified. If you modify anything please let us know in the comment section that will allow us to update our records.

When I click on Submit I go back to the top of the form, why?

- It is probably due to an error in the application form. Please review all fields and be sure you put only numbers in the stand dimension fields in Exhibition form .

Exhibition

I cannot change the Area field, why?

- This is an automatically calculated field. Please change lenght and width to modifiy the Area field.

What does "Stand Criteria" means?

- Stand criteria means you should indicate which aspect is the most important: Stand Location? i.e. far from your competitors. Or Stand size: i.e. you have a prebuilt stand. This information helps the exhibition team propose the location that will best fit your needs.

Why do I receive the error message: "Please fill this field"

- On the application forms two fields are mandatory: VAT and PO number. Please indicate NA if you do not have a VAT number and/or if you do not require a PO number on your invoices.

The link to the floor plan does not work or directs me to the main website.

- The link works when the floor plan is available. If you are directed to the main www.escexhibition.org, that means the floorplan is not yet available.

Sponsored Sessions

Can I order several Sponsored Sessions on one Application Form? Several Experts ont the spot?

- For technical reasons, you can only order one sponsored session per application form.
- You can order 2 Experts on the spot with 60min and 90min Sponsored sessions, please indicate the quantity of requested Experts on the spont in the comment section

I cannot find the right topic on the list, what can I do?

- If your topic is not in the list please include it in the comment section. You can find topic list for each congress on www.escexhibition.org

How do I know the price of a lecture room?

- At ESC Congress, lecture rooms must to be ordered at the same time as the Sponsored Session. Prices are indicated at the top of the page.
- The Lecture Room is included with the Sponsored session on all other congresses

Can I choose the day of the Sponsored Session?

- You can indicate your preferred day and timeslot for the Sponsored Session on the application form. Should the assignment of the sponsored session differ from the Application Form, the details of the assignment prevail.

Sponsorship

Why is the product I want no longer visible on the application form?

- Only available products are visible on the application form. When you do not see a product listed that means it is sold out. All sponsorship products differ from one congress to another.

How can I indicate which session I want to promote?

- Sponsorship items can be linked to your session. You can indicate the session number or topic in the comments section of the Sponsorship application form. You can also order your sponsorship directly from the Sponsored session application form and it will be linked automatically to this session.

I have my visual ready how can I send it with my order?

- Please use the attachments and comments section to send us any relevant information about your sponsorship order

Can I order sponsorship if I do not have a stand or a Sponsored Session?

- Sponsorship product are assigned in priority to exhibiting companies and Sponsored Session organisers. You can submit your application and if you receive the order form from industry@escardio.org this confirms the product has been assigned to you. This does not apply to Industry Welcome desks.

Confirmation & invoicing

How can I be sure ESC received my application form?

- When you click on the Submit button you should see a different screen with an overview of your order. If you do not see that screen please check your form and resubmit.
- After submission of your application, the ESC will send you an Order Form to sign to confirm your Request. It is an email from industry@escardio.org with a .pdf in attachment. Please check your spam forlder and allow this email address to avoid any issue.

When will I receive my invoice?

- Your invoice will be issued after assignment of the ordered product. All invoices must be settled in full before the first day of the event

How can I pay my invoices?

- Invoices can be paid by bank transfer on the bank account indicated on the invoice
- You can also proceed to payment by credit card, please contact industry@escardio.org