



ESC CONGRESS 2019: LUNCHBOX - FAQ



How should I place my order?

- 1) I go to the ESC's Industry Portal <http://www.escexhibition.org/ESC2019/default.aspx> where I can download the lunch box brochure from the official caterer, Raynier Marchetti.
- 2) I choose the menu that I want for each Satellite Symposium according to dates and possible specific diets.
- 3) I send an email with the details of my order to the following address: esccongress@rayniermarchetti.fr. I don't forget to indicate the identification number of my session composed of 4 digits (ex # 2100), the billing address, the hall, the room and your purchase order number.

How my order is validated?

Following my email, I receive a budget summary and a confirmation form to return stamped and signed as soon as possible and a deposit invoice to be paid before the event worth 100% of the amount inclusive of VAT. of the order.

What does the bag of the lunchbox look like?



In order to reduce noise inside the room we have produced a thermo fabric bag. Apart from reducing noise during unpacking inside the room it is also very ecological as it can be re-used by delegates and lowers waste.



When will the distribution be made?

The ESC is committed to ensure lecture rooms are ready and available for the sponsored session organizers 15 minutes prior to the scheduled session start. Lunchboxes will be handed out to delegates entering a Satellite Symposium session at the earliest 15 minutes before the session begins. The client or a client representative needs to give the 'good to go' to Raynier Marchetti staff to start handing out the lunchboxes.

Where will the distribution be made?

By default, the distribution is done outside the rooms before the Satellite Symposium session. On request, we can study the feasibility of a distribution inside the rooms.

In the Hubs and Centre Stage lunch boxes will be distributed from a rolling buffet.

How are lunchboxes distributed?

The distribution is carried out by our butlers. We have about one butler for the distribution of 200 to 300 lunch boxes. For the "Sunshine Box", the service is not included in the menu. Please consider this when sending through your order. We suggest ordering the extra service to guarantee seamless distribution of your ordered lunchboxes.

What am I supposed to do when I have special diet requirements?

For vegetarians, there is a choice of sandwiches in our brochure. For other special diets, we offer you the possibility of ordering a special lunch box at 20 € VAT EXCL, vegan, gluten-free and lactose-free.

How are they differentiated?

These lunch boxes will be distributed on special areas materialized by green tablecloths. You can see with the image below how it will look on site.

