# Table of Contents

## General Information
- Show location, dates & times
- Freeman quick facts
- Your booth includes
- Official Show contractors

## Exhibitor Registration
- Types of badges
- Ordering badges

## Hotel & Travel
- Discounted hotel reservations
- Free shuttle buses
- Discounts on transportation
- Convention center parking information

## Exhibit Rules & Regulations
- Booth layout approval
- Open flame permits
- Construction guidelines
- Rules & regulations
- Policy governing peripheral activities

## Booth Services/Utilities
- SALES LEAD RECORDER
- Electrical service
- Plumbing - air, gas, water & drain
- Internet, telecom & TV service
- Booth cleaning
- Catering
- Audio visual & computer equipment
- Florist
- Photography & video services
- Security
- Hosts & hostesses

## Shipping & Move-in
- Target move-in plan
- General shipping information
- Advanced (warehouse) shipments
- Direct (target) shipments
- Marshalling yard & warehouse directions & procedures
- POV Program
- Outbound shipments
- Freeman Exhibit Transportation
- Customs/international shipments
- Shipping & freight FAQ's

## Material Handling & Rigging
- Material handling
- Machinery handling
- Forklifts & rigging labor
- Aerial rigging/hanging signs

## Installation & Dismantle Labor
- Freeman labor
- Labor jurisdictions
- Exhibitor appointed contractors
- Insurance

## Money Saving Ideas & Helpful Hints
- Practical tips
- Hosting a successful booth

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**Marketing Tools**

Boost exposure with these promotional opportunities:
- Show directory
- Online profile & upgrades
- Customized invitations
- Logos & web banners
- E-newsletter announcements
- Online & at-Show sponsorships
- Attendee list rental
- New product sign
- Press exposure

TO ORDER SERVICES:
- Login or create an account

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**INDEX**
DEADLINES CHECKLIST

Note: Some services can be provided only if ordered by a certain date and others include significant extra charges on late orders.

☐ Act Now Hotel reservations
☐ Act Now Show Sponsorships
☐ Act Now E-newsletter announcements
☐ Act Now Customized web banners, social media images, and videos
☐ Nov. 8 Mobile Unit/Motorized Vehicle Form
☐ Nov. 20 Booth layout approval
☐ Nov. 20 Open flame/hot works demonstration approval
☐ Nov. 27 Dec. 4 Show Directory listing/online profile
☐ Nov. 27 New product sign
☐ Dec. 4 Dec. 11 Sales lead recorders
☐ Dec. 11 Exhibitor badge request/registration (international mailing)
☐ Dec. 21 Free self-mailing postcards
☐ Dec. 31 Customized printed visitor free passes
☐ Jan. 7 All OCCC Exhibitor Services: Electric, plumbing, Internet/telecom/cable, aerial rigging.
☐ Jan. 9 All Freeman services: furniture, carpet, cleaning, rental exhibits, signs, rigging, labor.
☐ Jan. 9 Exhibitor appointed contractor (EAC) notification form
☐ Jan. 13 Floral services
☐ Jan. 13 Security
☐ Jan. 14 Electronic visitor invitations (Evites)
☐ Jan. 15 Full container load (FCL) International ocean freight forwarding (arrival into Miami)
☐ Jan. 15 International air freight forwarding (arrival into Atlanta)
☐ Jan. 20 Exhibitor badge request/registration (domestic mailing)
☐ Jan. 20 Less than container load (LCL) International ocean freight forwarding (arrival into Orlando)
☐ Jan. 20 Audio visual/computer equipment
☐ Jan. 23 Warehouse shipments (arrival into Orlando)

Sunday, Feb. 2 — All booths should be completely erected by 3:30pm.
SHOW LOCATION, DATES & TIMES

LOCATION:
Orange County Convention Center (OCCC)
West Building
9800 International Drive, Orlando, FL 32819

SHOW DATES & HOURS:
Monday, Feb. 3, 10am - 6pm
Tuesday, Feb. 4, 10am - 6pm
Wednesday, Feb. 5, 10am - 4pm
NOTE: The Show floor is open to exhibitors at 8am on Show days.

RECEIPT OF FREIGHT & SET UP OF EXHIBITS AT THE OCCC:
Thursday, Jan. 30, 8am - 4:30pm
Friday, Jan. 31, 8am - 4:30pm
Saturday, Feb. 1, 8am - 4:30pm
Sunday, Feb. 2, 8am - 3:30pm
All exhibitors who plan to work late (after 4:30pm or after 3:30pm on Sunday), must notify Show Management so that security will be instructed to permit them to remain in the hall. Once a person has left the hall after 4:30pm (or 3:30pm on Sunday), they will not be permitted to re-enter.
Freight should be scheduled to arrive at the time designated for the exhibitor’s booth. Please refer to the target move-in plan for details.

REMOVAL OF EXHIBITS:
Display material must be removed from the OCCC by 11am on Saturday, February 8th, but all carriers must check in by 9am.

SHOW OFFICE:
Location — room W224 A-D
Personnel — Mark Stevens, Jeff Stevens, Kelley Stevens, Chris Stevens, Laura Lee, Geoff Stevens, AJ Totino, Kimberly Pires, Pete Caracciolo, Elsa Kydes, Mary Gagliardi, Barbara Lesko, Helen Han, and Jordana Ciarcia.

PRESS OFFICE:
Location — room W224 E-G
Personnel — Nicole Bush.
Exhibitors can contact Nicole in advance at nbush@ahrexpo.com or by calling 203-226-9290.

SHOW MANAGEMENT:
International Exposition Company
15 Franklin St, Westport, CT 06880
tel: 203-221-9232 | email: info@ahrexpo.com
website: ahrexpo.com
FREEMAN QUICK FACTS

Freeman quick facts are a useful source of information including, but not limited to . . .

- Show move-in and move-out schedule
- Shipping addresses and basic information
- Freeman general information
- Helpful hints

View Freeman Quick Facts

Freeman Terms & Conditions

EASY TO USE, ON ANY DEVICE.
FreemanOnline provides you with all the right tools to ensure a seamless execution at show site, from move-in to move-out. With its enhanced FreemanOnline, we are making it easier than ever for you to get what you want, when you want it.

- Access important show information
- Track freight
- Receive notifications
- Receive assistance through Concierge Services while at show site
- Order Freeman products and services pre-show, during move-in and while the show is open
- Expedite the move out process

SERVICE INFORMATION

BOOTH EQUIPMENT
Each linear booth will be set with 8’ high backwall drape and 3’ high side dividers. Booths 300 sq. ft. or less will receive an Identification Sign. Booths larger than 300 sq. ft. may receive an Identification Sign upon request—please contact Exhibitor Services.

Drape colors will be as follows:
- Building Automation & Control - Red Drape
- Software Center - Gray Drape
- All Other Areas - Blue Drape

EXHIBIT HALL CARPET

The exhibit area is NOT carpeted; however, the aisles will be carpeted as follows:
- Building Automation & Control - Midnight Blue
- Software Center - Black
- All Other Areas (except Hall F, booths 9001 - 9547) - Red Pepper

To enhance the appearance of your booth, Rental Carpet is available through Freeman. Please refer to the Carpet Brochure and Order Form located in this manual.

DISCOUNT PRICE DEADLINE DATE
Order early on FreemanOnline to take advantage of advance order discount rates; place your order by Thursday, January 09, 2020.

SHOW SCHEDULE

PLEASE REFER TO TARGETED FLOOR PLAN FOR YOUR ASSIGNED MOVE-IN DATE AND TIME

EXHIBITOR MOVE-IN
For more information and helpful hints on pre-show procedures and move-in, please go to Pre-Show FAQ.

Thursday, January 30, 2020
8:00 AM - 4:30 PM
Targeted Move-in

Friday, January 31, 2020
8:00 AM - 4:30 PM
Targeted Move-in

Saturday, February 01, 2020
8:00 AM - 3:30 PM
Targeted Move-in

View Freeman Quick Facts
YOUR BOOTH INCLUDES

THE PURCHASE PRICE OF YOUR BOOTH SPACE INCLUDES:

• 8’ high booth backdrape.
• 3’ high draped side dividers.
• 44” x 7” sign with company name & booth #.
  Note: Automatically included for booths up to 300 square feet. This sign must be specifically requested for spaces larger than 300 square feet.
• All other services (carpeting, electric, etc.) must be ordered separately.

PLEASE NOTE THE FOLLOWING DRAPE AND AISLE CARPET INFORMATION:

• Building Automation & Control Showcase - Red backdrape and midnight blue aisle carpet.
• Software Center - Gray backdrape and black aisle carpet.
• All other booth areas (except for Hall F) - Blue backdrape and red pepper aisle carpet.
• HALL F (aisles 9000-9500) is carpeted. There will be no additional aisle carpet in Hall F. Exhibitors may place carpet over existing building carpet in their booth. Hall F will also have blue backdrape.

Hall F has building carpet (Aisles 9000-9500)
# Official Show Contractors 1 of 2

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Company</th>
<th>Contact Information</th>
<th>Telephone Numbers</th>
<th>Order Options</th>
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<tr>
<td><strong>Material Handling, Rigging, Labor, Drayage, Furniture, Carpet, Cleaning, &amp; Display Rental</strong></td>
<td>Freeman</td>
<td><a href="mailto:FreemanOrlandoES@freeman.com">FreemanOrlandoES@freeman.com</a></td>
<td>tel: 407-816-7900 fax: 469-621-5605</td>
<td>ORDER ONLINE</td>
</tr>
<tr>
<td><strong>Electric, Plumbing, Aerial Rigging, Lighting, &amp; Cable TV</strong></td>
<td>Orange County Convention Center Exhibitor Services</td>
<td><a href="mailto:exhibit.services@occc.net">exhibit.services@occc.net</a></td>
<td>tel: 800-345-9898 or 407-685-9824</td>
<td>ORDER ONLINE</td>
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<tr>
<td><strong>Internet &amp; Telecommunications</strong></td>
<td>Smart City</td>
<td><a href="mailto:csr@smartcity.com">csr@smartcity.com</a></td>
<td>tel: 407-685-2000</td>
<td>ORDER ONLINE</td>
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<tr>
<td><strong>Catering, Box Lunches &amp; Water Coolers</strong></td>
<td>Centerplate</td>
<td>contact: Kelsey Kercado <a href="mailto:kelsey.kercado@centerplate.com">kelsey.kercado@centerplate.com</a></td>
<td>tel: 407-685-5760</td>
<td>ORDER ONLINE</td>
</tr>
<tr>
<td><strong>Housing</strong></td>
<td>onPeak</td>
<td><a href="mailto:ahr@onpeak.com">ahr@onpeak.com</a></td>
<td>tel: 877-540-4184</td>
<td>BOOK ONLINE</td>
</tr>
<tr>
<td><strong>Exhibitor Badge Inquiries</strong></td>
<td>Experient</td>
<td><a href="mailto:iecahrexpo@experient-inc.com">iecahrexpo@experient-inc.com</a></td>
<td>tel: 800-310-7554 or 240-439-2554</td>
<td>REGISTER ONLINE</td>
</tr>
<tr>
<td><strong>Publicity &amp; Press Room</strong></td>
<td></td>
<td>contact: Nicole Bush <a href="mailto:nbush@ahrexpo.com">nbush@ahrexpo.com</a></td>
<td>tel: 203-226-9290</td>
<td></td>
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<tr>
<td><strong>Customs &amp; International Shipping</strong></td>
<td>Schenker</td>
<td>contact: Julie Reed <a href="mailto:fairs-domestic.chicago@dbschenker.com">fairs-domestic.chicago@dbschenker.com</a></td>
<td>tel: 847-954-6695</td>
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<tr>
<td><strong>Attendee List Rental &amp; Sales Lead Recorders</strong></td>
<td>Experient</td>
<td>contact: Marie Zinnert <a href="mailto:marie.zinnert@experient-inc.com">marie.zinnert@experient-inc.com</a></td>
<td>tel: 888-270-8467 fax: 301-694-3286</td>
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<tr>
<td><strong>Florist</strong></td>
<td>Floral Exhibits</td>
<td><a href="mailto:info@floralexhibits.com">info@floralexhibits.com</a></td>
<td>tel: 773-277-1888 fax: 773-277-1919</td>
<td>ORDER ONLINE</td>
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<tr>
<td><strong>Audio Visual &amp; Computer Equipment</strong></td>
<td>PRG</td>
<td><a href="mailto:tradeshows@prg.com">tradeshows@prg.com</a></td>
<td>tel: 888-844-4225 or 404-214-4800</td>
<td>ORDER ONLINE</td>
</tr>
<tr>
<td><strong>Photography &amp; Video Services</strong></td>
<td>Oscar &amp; Associates</td>
<td><a href="mailto:orders@hellooa.com">orders@hellooa.com</a></td>
<td>tel: 312-922-0056 fax: 312-922-2866</td>
<td></td>
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<tr>
<td>Service</td>
<td>Contact Information</td>
<td>Telephone</td>
<td>Email</td>
<td>Order Link</td>
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<tr>
<td><strong>BOOTH SECURITY</strong></td>
<td>Century</td>
<td>tel: 800-573-5430</td>
<td></td>
<td>ORDER ONLINE</td>
</tr>
<tr>
<td><strong>HOST &amp; HOSTESSES</strong></td>
<td>Judy Venn</td>
<td>tel: 800-553-8855</td>
<td><a href="mailto:lvinfo@jvainc.com">lvinfo@jvainc.com</a></td>
<td>ORDER ONLINE</td>
</tr>
<tr>
<td><strong>FREE CUSTOM INVITATIONS</strong></td>
<td>Segmark contact: Joe Watson</td>
<td>tel: 203-563-9212</td>
<td><a href="mailto:orders@iecinvitations.com">orders@iecinvitations.com</a></td>
<td>ORDER ONLINE</td>
</tr>
<tr>
<td><strong>ONLINE PROFILE &amp; ONLINE SPONSORSHIPS</strong></td>
<td>Map Your Show contact: Tony Kruessel</td>
<td>tel: 513-527-8894</td>
<td><a href="mailto:tkrussel@mapyourshow.com">tkrussel@mapyourshow.com</a></td>
<td>MORE INFO</td>
</tr>
</tbody>
</table>
TYPES OF BADGES

EXHIBITOR BADGES

Exhibitor badges provide access to the exhibit floor during all move-in, Show days, and move-out hours. Upon request, a visitor credential barcode can be added to an exhibitor badge allowing lead retrieval systems to capture your contact information and demographics. See “Adding Visitor Credentials” on the following page.

Exhibitors should order exhibitor badges for employees, independent contractors, or manufacturer’s reps that plan to work in their booth during the Show.

Booth personnel should be advised that their exhibitor badge identifies them as accredited members of the exhibiting organization and provides extended hours of admission to the Show floor. Exhibitors should have due regard for these privileges and the fact that discarded or lost badges can be misused in the wrong hands. The improper use of these badges makes it more difficult to provide protection of intellectual property, products and exhibits.

VISITOR BADGES

Visitor badges only provide access to the exhibit floor during the open hours of the Show. They include a barcode - containing the visitor’s contact details and demographic information - that can be read by an exhibitor’s lead retrieval system.

SET-UP & DISMANTLE WRISTBANDS

These colored wristbands are good only for set-up and dismantle periods (different color used each day). Wristbands can not be used to get on the exhibit floor during open hours of the Show, and should be used for independent contractors or employees helping to set up an exhibitor’s booth. Wristbands can be requested on-site from security, beginning January 30th.
ORDERING BADGES

ADVANCED ONLINE REGISTRATION / FREE

Advanced registration allows exhibitors to order badges for their booth personnel and make changes and additions to existing registrations until the time they arrive on Show-site.

Exhibitor badge mailings will begin the week of November 5th and continue through January 20th (December 11th for international mailing). Badges requested after that time will be available for pick-up on-site. Starting on January 24th, there will be a $10 fee for each new registration.

To register, login to the system using your company name as it is listed in the pull-down directory, and use the password that was emailed to the Show contact.

Register Online  Request a Lost Password

If you have any questions throughout the registration process, please contact 800-310-7554 (toll free), 240-439-2554 (international residents) or email iecahrexpo@experient-inc.com.

ON-SITE EXHIBITOR REGISTRATION - $10/BADGE

Booth personnel can be registered on-site for a $10 fee per person. This fee will not apply to any replacement badges or badge corrections.

Independent contractors and manufacturer’s reps may only be issued exhibitor badges on-site if they are accompanied by an exhibitor. It is advised that exhibitors preregister everyone scheduled to work in their booth.

OBTAINING SET-UP & DISMANTLE WRISTBANDS

Set-up and dismantle wristbands will be available on-site from security beginning January 30th.

ADDING VISITOR CREDENTIALS

Any exhibitor who wishes to have a bar code on their exhibitor badge that allows them to scan their contact details in lead retrieval systems, should have “visitor credentials” added to their exhibitor registration. This can be done by selecting the appropriate option during the initial registration process or logging back in and editing registration information.

An exhibitor may also register as an attendee to receive a separate visitor badge. Visitor registration is free of charge online prior to the Show or on-site with a visitor free pass. There is a $30 fee for on-site visitor registration. Visitor badges requested after January 20th (December 11th for international mailing) will not be mailed but can be printed at a Visitor Self Registration kiosk.
**DISCOUNTED HOTEL RESERVATIONS**

The AHR Expo has partnered with onPeak to coordinate the official hotel program for the Show. We have gone to great lengths to negotiate the lowest possible room rates and we hope that exhibitors will be able to take full advantage of them by making reservations early.

Contact onPeak at ahr@onpeak.com or 877-540-4184 for assistance.

[Make a Reservation Online](#)

**Beware of travel scams**

Don’t be fooled by offers from other travel agencies using the AHR Expo name - they are not affiliated with Show Management or the AHR Expo. At the very least, prior to booking with a party other than onPeak, exhibitors should check the prospective vendor’s rating at the [Better Business Bureau](#).

[List of Companies to Avoid](#)

**FREE SHUTTLE BUSES**

Free shuttle bus service will operate on Show days (Feb. 3-5) between the Orange County Convention Center and all hotels (or points nearby) on our housing program not in walking distance. The shuttle schedule will be posted on the AHR Expo website when it’s available, but exhibitors should be sure to check the schedule posted in their hotel lobby to confirm the times and exact pick-up locations.
DISCOUNTS ON TRANSPORTATION

FLIGHTS - DELTA AIRLINES

Delta Airlines offers discounts between 2%-20% on domestic and international flights to Orlando for the AHR Expo. Restrictions may apply.

When booking online, select advanced search and enter the meeting code below. Reservations can also be made by calling 800-328-1111 and referencing the meeting code. There is no longer a service fee for reservations booked via the 800 number.

Meeting code: NMT43

BOOK ONLINE

RENTAL VEHICLES - HERTZ

Discounts are available on Hertz car rentals by calling 800-654-2240 or 405-749-4434, or making a reservation online.

Refer to discount code: CV# 02H20028.

MAKE A RESERVATION ONLINE
CONVENTION CENTER
PARKING INFORMATION

AUTOMOBILE PARKING

Parking is available at the Orange County Convention Center for both visitors and exhibitors. Visit their website for parking lot locations and rates.

GROUP TRANSPORTATION

Groups arriving by bus must contact Show Management in advance to arrange layover, drop-off and boarding locations.

Please email info@ahrexpo.com or call 203-221-9232.
Booth Layout Approval

Exhibitors should be sure that all final exhibit designs are within the construction guidelines outlined in this manual and then submit them to Show Management for approval. Submissions should include:

- plans, sketches, or photos showing dimensions and placement of all constructed exhibit, displays and freestanding equipment; (Note: all exhibitors with multi-level exhibits must send a pdf version of construction plans stamped by a certified structural engineer or architect. See below for additional details.)
- the intended height of any hanging signs and/or equipment. The height of all hanging signs must be approved by Show Management.
- descriptions of any special features, demonstrations or presentations (e.g. display vehicles, product give-aways/raffles, product demonstrations, etc.)

Management reserves the right to prohibit the installation of any exhibit which does not meet with its approval.

Submit a Booth Layout  Motorized Vehicle Form

Multi-level and Covered Exhibits*

All multi-level exhibits must have blueprints stamped by a licensed architect or professional structural engineer. PDF versions of the stamped plans should be submitted online using the link above and will be passed on to the Orange County Convention Center for review. Be sure that plans show dimensions and an isometric rendering of the exhibit. Any exhibitor with a multi-level or covered exhibit should refer to the Orange County Fire Safety Regulations for more information on the guidelines and fire safety requirements governing the use of these exhibits in the facility.

* COVERED EXHIBIT is defined as any booth with a portion of exhibit space that is covered by a material that prevents the building fire sprinkler system from discharging water unobstructed to the floor.

Contact Kim Pires at kpires@iecshows.com or 203-674-9427 for assistance.
OPEN FLAME / HOT WORKS DEMONSTRATIONS

Exhibitors with demonstrations involving an open flame or hot works of any kind must fill out a request for approval by **November 20th**. This includes (but is not limited to) the use of equipment such as brazing torches, welding equipment, plasma cutters, fireplaces, and any heat producing device. Show Management will submit requests to the Orange County Convention Center (OCCC) for the necessary approval. Approved demonstrations may be subject to an on-site inspection prior to the opening of the Show.

**Torches:** Exhibitors are allowed to bring their own torches for use in their booths at the OCCC. All propane cylinders and torches must be removed from the OCCC by the exhibitor at the end of each day. Exhibitors must order larger propane cylinders (anything over 1 lb.) from the utilities department at the OCCC. These will be picked up by OCCC Event Utilities staff at the end of each day.

**Propane:** Exhibitors are allowed to bring 1 lb. propane cylinders for use in their booth but must order larger propane cylinders (only 5lb. tanks available) from the utilities department at the OCCC. These will be picked up by OCCC Event Utilities staff at the end of each day.

**Safety Precautions:** At least one multipurpose fire extinguisher rated minimum 2-A:10-B:C must be easily accessible in the booth at all times.

Contact Kim Pires at kpires@iecshows.com or 203-674-9427 for assistance.

Submit a Demonstration  OCCC Fire Safety Regulations
## Construction Guidelines 1 of 3

All constructed displays, signs or advertising must be kept within the confines of the booth space and may not exceed the designated height limit for the space. In addition, any part of an exhibit that exceeds a height of 42” must be in the back 1/2 of the booth, except in the case of island or peninsula spaces.

Bulky equipment should be placed in the booth in such a way that does not cause visual obstruction of neighboring displays. Any product that exceeds the maximum allowable height for the space may not display a corporate logo or company name above the stated height limit. These height restrictions do not apply to an exhibitor’s equipment displayed “as sold”.

### Booth Types and Height Limits

**Inline Booth:** Any space that is back-to-back with another space, regardless of size or location. These spaces have an 8’ height limit and displays over 42” must be kept in the back half of the booth.

**Perimeter Booth:** Any space that is along the outer edges of the exhibit floor, with no exhibits behind them. These spaces are shaded yellow on the original sales plan and may have constructed display from the ground up to a height limit of 20’. Ceiling suspended signage is permitted to a maximum height of 24’. Display materials over 42” must be kept in the back half of the booth.

**Island Booth:** Any space with aisles on all four sides. These spaces may have constructed display from the ground up to a height limit of 16’. Ceiling suspended signage is permitted to a maximum height of 20’.

**Peninsula Booth:** The combination of two back-to-back corner inline booths. All peninsula booths face either the front of the hall or the rear of the hall and there are no peninsulas laid out on the original sales floorplan. The height limit in a peninsula booth is 12’ and there are unique setback rules.

In the 10’ of the booth closest to the neighboring exhibits, any part of the exhibit over 42” tall must be in the back half of the original inline space as it is shown on the original sales floor plan. In the remainder of the space, display over 42” must be at least 5’ off the main aisles. Ceiling suspended signage is permitted to a maximum height of 12’.

Please contact Kim Pires at kpires@iecshows.com with any questions about these guidelines or confirmation of a booth type.

### Hanging Signs

Hanging signs are only permitted in perimeter, island, and peninsula booths. The top of the sign must be within the stated height limit for suspended signs in the booth and the height of all hanging signs must be approved by Show Management before aerial rigging is ordered. Exhibitors wishing to hang a sign should advise Show Management in advance when they submit their booth layout or email their request directly to kpires@iecshows.com to get the necessary approval.

Please contact the OCCC at 800-345-9898 or email exhibit.services@occc.net with any questions regarding the installation of suspended signs.
CONSTRUCTION GUIDELINES  2 of 3

INLINE BOOTH

- Height limit: 8'
- Setback: 1/2 depth of the booth
- Hanging signs: not allowed

ISLAND BOOTH

- Construction display height limit: 16'
- Setback: none
- Hanging signs: max height of 20' to the top of the sign*

PERIMETER BOOTH

- Construction display height limit: 20'
- Setback: 1/2 depth of the booth
- Hanging signs: max height of 24' to the top of the sign*

* Sign heights must be approved by Show Management before a rigging order is placed. Requests can be submitted online with booth layouts or emailed directly to Kim Pires at kpires@iecshows.com.
CONSTRUCTION GUIDELINES  3 of 3

PENINSULA BOOTH

height limit: 12'

setback: Everything over 42” tall, including hanging signs, must stay within the shaded area as indicated in the diagrams below.

hanging signs: max height of 12’ to the top of the sign. Sign heights must be pre-approved by Show Management along with booth layouts or emailed directly to Kim Pires at kpires@iecshows.com.

NOTE: Peninsula booths are defined as any space created by two back-to-back corner booths to form one contiguous space surrounded on three sides by aisles and on the fourth by another peninsula or the sides of two back-to-back linear booths.

Example: 20’x10’ corner space combined with a 20’x12’ corner space to create a 20’x22’ peninsula space.

KEY

- = 12’ height limit
- = 42” height limit

A = 1/2 distance from the backline of the 1st original booth (6’ in this example)

B = 1/2 distance from the backline of the 2nd original booth (5’ in this example)
1. EXHIBITS
All exhibit designs should be submitted in advance for approval and must stay within the parameters outlined in the construction guidelines. Show Management reserves the right to prohibit the installation of any exhibit which does not meet with its approval.

Please refer to booth layout approval and construction guidelines for more information.

2. RECEIPT OF EXHIBIT MATERIALS
The freight desk at the Show will be open for receipt of exhibit material starting at 8am on Thursday, January 30th. Exhibitors should time the arrival of their freight according to the target move-in schedule. Material must be plainly marked and all charges prepaid. The Management will not allow any exhibit material to be delivered onto the Show floor during the open hours of the Show.

3. FLOOR LOADS
The maximum floor load is 350 lbs./square foot. Check your location on the sales floor plan for any restrictions.

4. LATE SET UP
Exhibitors who plan to work late (after 4:30pm) on any set-up day must notify Show Management. Security will then be instructed to permit those exhibitors to remain in the hall. Those individuals planning to work late on Sunday must be in the hall by 5pm. No exhibitor badges will be issued on Sunday after 5pm and the Exhibitor Service Center will close at 5pm.

5. DEADLINE FOR SET UP OF EXHIBITS
All exhibits should be completely erected by 3:30pm Sunday, February 2nd.

6. CARE OF EXHIBITS
The Management vacuums and cleans the aisles only. Exhibitors must, at their own expense, keep their spaces clean and their exhibits in good order. Cleaning is done during the early morning hours before the Show opens. Exhibitors who generate unusually large amounts of scrap material in their booths should make special arrangements for its removal. Exhibits must be staffed throughout the open hours of the Show.

7. REMOVAL OF EXHIBITS
Exhibits must remain intact until the close of the Show, 4pm, Wednesday, February 5th. Under no circumstances are exhibitors to remove any portion of an exhibit during open hours of the Show without written permission from Show Management. All exhibit material must be removed from the building by 11am, Saturday, February 8th (carriers must be checked in no later than 9am).

Show Management reserves the right to detain the freight of any exhibitor with an outstanding balance on the cost of their space.
8. BOOTH ABANDONMENT / EXCESSIVE TRASH

Excessive booth materials and/or literature left in the booth at the end of published exhibitor move-out that is not labeled for outbound shipment will be considered abandoned and deemed as trash. The exhibitor will be charged for the removal and disposal of these items. Charges may include installation & dismantle labor, forklift/rigging labor, and/or dumpster fee.

9. EXHIBITOR AND OFFICIAL SERVICES CONTRACTOR

Show Management has selected Freeman to be the official services contractor for the Show. As such, Freeman has the responsibility for material handling, all suspended rigging and booth cleaning services.

To help clarify Freeman’s role verses that of the exhibitor and EAC, please read and observe the official services contractor information provided.

10. BOOTH PERSONNEL

All booth personnel, including models, must be conservatively attired. Individuals wearing clothing or costumes with advertising will not be permitted in public aisles.

11. DISPLAY VEHICLES

Exhibitors using display vehicles should observe the following guidelines:

- The Show’s security provider must conduct a mandatory vehicle inspection of each vehicle, prior to their entry into the exhibit hall.
- All fuel tank openings shall be locked and sealed to prevent escape of vapors. Fuel tanks may not contain more than one-half capacity or ten (10) gallons of fuel, whichever is less.
- At least one battery cable must be removed from the battery used to start the vehicle engine. The disconnected battery cable must be taped.
- Battery charging is not permitted in the exhibit hall, at any time.
- Converters may not be used in lieu of a battery to power the ignition source.
- Batteries used to power auxiliary equipment are permitted to be kept in service.
- Fueling or de-fueling of vehicles is prohibited.
- Vehicles may not be moved during Show hours, unless the OCCC Fire Marshal approves the movement in advance and a fire watch is in place.
- Motor homes, boats and similar exhibit products with over 100 sq. ft. of covered area must be protected with a listed smoke alarm.

Please contact Freeman by November 8th to make arrangements for the placement of a vehicle, and complete the Mobile Units/Motorized Vehicles form.

Show Management must be notified if bringing any mobile unit (including cars, vans, trucks, and trailers) onto the Show floor. Email Kim Pires at kpires@iecshows.com.
12. **FOOD / BEVERAGES**

Food and beverages may be distributed from exhibitors’ booths during Show hours. For details, refer to the booth catering information in this manual.

13. **LIGHTING**

Flood lights or other lighting may not be directed in such a way that they shine into the aisles or neighboring exhibits. The use of flashing, rotating or traveling electric signs or lights is not permitted.

14. **HANDOUTS / SOUVENIRS**

The distribution of literature, samples, souvenirs and other paraphernalia is not permitted outside the boundaries of the exhibitor’s space. Adhesive stickers, glitter, confetti and helium balloons are not permitted at the Show.

15. **NO DRONES/ROBOTS**

Drones, and other flying devices, are not permitted. Robots, and other non-aerial motorized devices, must be contained within the space allotted to the exhibitor. All such devices must be unpacked within the booth before they become operational.

16. **NO MASSAGE**

Massage and other related physical therapies and services are not permitted on the Show floor or in any meeting room at the convention center.

17. **NOISE**

All exhibitors wishing to use sound systems need to submit a detailed description of their planned activity for approval. The audio portion of any video presentation must be reasonably contained within the exhibiting booth. Plans for the use of sound systems can be emailed to kpires@iecshows.com. Noisy equipment used in demonstrations should be operated intermittently. Exhibitors will be requested to discontinue any noise which becomes objectionable to neighboring exhibitors and interferes with the effectiveness of their exhibits.

18. **RECORDED / LIVE PERFORMANCE IN BOOTH**

Music used by exhibitors is subject to applicable copyright and licensing fees charged by ASCAP and/or BMI. It is the sole responsibility of the exhibitor to pay applicable fees. For more information about licensing fees, visit www.ascap.com or www.bmi.com.

19. **AISLES**

All aisle space belongs to the Show. No exhibit or advertising will be allowed to extend beyond the space allotted to the exhibitor.

20. **OBSTRUCTION OF AISLES OR BOOTHS**

Any demonstration or activity which results in the obstruction of aisles or prevents ready access to neighboring booths may be suspended for a time by Show Management.
21. **NON ELIGIBLE EQUIPMENT DISPLAY**

Only companies which are listed in the official Show directory may display product at the Show. Any exhibitor displaying equipment from a company which is not listed, will be asked to remove the non-exhibiting company’s equipment from their booth.

22. **INTELLECTUAL PROPERTY**

Exhibitors may not display or promote any product or technology that infringes on the patents or intellectual property of any other company. Failure to adhere to this restriction shall result in termination of exhibiting privileges and forfeiture of fees paid.

23. **PERSONAL MOBILITY DEVICES**

The use of Segways, skateboards, in-line skates, hover boards, bicycles, roller skates, scooters (either motorized or foot-powered) are not permitted on the Show floor. This includes all non-ADA approved mobility devices.

24. **NO WEAPONS**

Personal weapons of any type are not permitted on property.

25. **EXHIBIT BUILDING PROTECTION**

Nothing should be taped, tacked, nailed or attached in any way to the columns, walls, ceilings or floor of the exhibit hall. Exhibitors will be liable for any damage they cause to the facility.

26. **FIRE DEPARTMENT REGULATIONS**

All fabrics used for drapery, decorations or floor carpeting and all materials such as woven-wood, fiber or flexible plastic used in display construction, must be flame proofed before installation. Paper decorations, cut evergreens or branches, oil cloth, tar paper, nylon, certain plastics or other materials which cannot be made flame retardant are prohibited. Artificial greens must be flame proofed. Fire department regulations state that a certificate of flame proofing should be on hand. Refer to the OCCC Fire Safety Regulations for more details.

See open flame permits for more information on the use of open flames/hot works at the Show.

27. **CONTRACT FOR SPACE**

The space contract may only be canceled as outlined under “Cancellation / Downsizing” on the front of the contract. Any exhibitor failing to occupy the space under contract is not relieved of the obligation to pay the full cost of space and the empty space may be used by Show Management in any way it sees fit.
28. FUNCTION SPACE

Function space at Show hotels and the Orange County Convention Center is for registered exhibitors only. Functions are not permitted during the open hours of the Show and display of product is not allowed outside an exhibitor’s booth. Exhibitor functions held at official Show hotels must be approved by Show Management. In the event that a company should cancel out of the Show, the approval is void and the space must be released. The company will be responsible for any penalties that arise from having to cancel their contract with the hotel. See also the policy governing peripheral activities.

29. AMERICANS WITH DISABILITIES ACT (ADA)

All exhibiting companies are required to be in compliance with the Americans with Disabilities Act (ADA) and are encouraged to be sensitive, and as reasonably accommodating as possible, to attendees with disabilities. Information regarding ADA compliance is available from the U.S. Department of Justice ADA Information Line (800-514-0301) and from web site www.usdoj.gov/crt/ada/infoline.htm.

30. COMPLIANCE WITH LAWS

Exhibits must comply with all the laws and ordinances of the State of Florida and the City of Orlando.

31. INSURANCE

The State of Florida requires that each exhibitor must carry worker’s compensation insurance in statutory limits and should have commercial general liability insurance at limits of at least $1,000,000 per occurrence and $1,000,000 per aggregate.

It is strongly recommended that exhibitors also carry property insurance to cover loss or damage to the property they own.

Exhibitors expressly agree to save and hold harmless International Exposition Company, its management, agents and employees from any and all claims, liabilities and losses for injury to persons (including death) or damage to property arising in connection with exhibitor’s use of the exhibit space.

32. CAMERAS / PHOTOGRAPHS

With the exception of the official Show photographer, no pictures may be taken on the Show floor prior to 9:45am. Exhibitors are not permitted to photograph another company’s display or equipment at any time without prior permission from that exhibitor. Exhibitors may wish to safeguard proprietary information from persons who try to photograph their product without their permission. Although we attempt to curtail such activity, an exhibitor’s own precautions are their best protection.
The American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) and the Air Conditioning, Heating, and Refrigeration Institute (AHRI) are co-sponsors of the annual educational displays known as the International Air-Conditioning, Heating, Refrigerating Exposition. It is in the best interest of the industry represented by the two organizations that policies be established governing “peripheral activities” staged in the Show cities at the time of these expositions by exhibitors or other participants.

These policies, which may be amended or expanded from time to time, will insure to exhibitors at the Show a maximum opportunity for the exposure of their displays to visitors attending the Show, and will give visitors maximum time to visit the display booths to learn of developments in the industry and its products. With these objectives in view:

1. It shall be the policy of this Committee not to discourage the holding of meetings by allied trade associations and societies at the time of the Show, with full recognition of the ASHRAE and AHRI programs as follows:

   • The ASHRAE program of technical sessions, symposiums and forums is regularly scheduled in conjunction with the Air-Conditioning, Heating, Refrigerating Exposition.

   • AHRI’s business sessions are non-technical and deal with business aspects of the industry. These are planned to be of broad interest to all segments of the industry and to government representatives in attendance and therefore are not in conflict with technically oriented ASHRAE sessions.

   • Meetings and other functions scheduled so as to conflict with either the AHRI business sessions or the ASHRAE technical programs are discouraged.
2. The holding open of hospitality suites by exhibitors in the Show is and has been historically a regular feature of both AHRI and ASHRAE expositions. It is the policy of this Committee that hotel suites and similar facilities in the hotels which hold block bookings for exhibitors and visitors at the Show not be made available to non-exhibitors, either for entertainment or display of product. It is further recommended that:

- Hospitality suites operated by exhibitors shall not be open during the hours when the Show is open.
- Hospitality suites operated by exhibitors shall be closed at a reasonable hour, such as midnight or 1am, to permit exhibitor booth personnel to get some rest before going on duty the following day.

3. Display of the product at any other location than the exhibit hall or such additional space as may be provided by the Show Management, is contrary to the policy of this committee.

4. While manufacturers’ sales meetings and similar meetings with field personnel have historically been held at the time of the Show, offering an opportunity for manufacturing personnel to meet with field personnel who are in the Show city and thus minimize travel requirements, the Committee strongly recommends and urges that such meetings not be scheduled to conflict with the Show hours, with ASHRAE’s technical sessions, with AHRI’s business sessions, or with other official functions.

5. Function space is for registered exhibitors only. Exhibitor functions held at official Show Hotels must be approved by Show Management. In the event that a company should cancel out of the Show, the approval is void and the space must be released. The company will be responsible for any penalties that arise from having to cancel the contract with the hotel.
Attendee badges are equipped with a barcode that contains their contact and demographic information. Experient provides a variety of systems to capture and record this valuable lead information.

Contact Marie Zinnert with Experient at marie.zinnert@experient-inc.com or 888-270-8467 with questions.
ELECTRICAL SERVICE

Because of the system of electrical distribution in the exhibit hall, it is impossible to anticipate in advance where power will be located, and it will sometimes become necessary to place cable in or adjacent to booths.

Connection to the building electric supply must be made by a Show electrician. Exhibitors may install extension cords over the carpet and attach their own lights. Other electrical work will be completed on a time and material basis by the Orange County Convention Center (OCCC) electricians.

If you have any questions regarding these services, please contact OCCC Exhibitor Services at exhibit.services@occc.net or 407-685-9824.

NOTE: Standard rates will be applied to all orders received via fax, mail or email.

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ELECTRIC SIGNS AND FLOODLIGHTS

The use of flashing or traveling electric signs or lights is not permitted. To avoid unnecessary expense, exhibitors planning displays which may fall into this category should submit detailed plans before having a display constructed.

Floodlights or other lighting may not be installed in such a way that the glare is annoying to visitors or neighboring exhibitors.
PLUMBING

Air, water and drain services are available in all areas at the Orange County Convention Center (OCCC) and natural gas is available in Halls B1-4 (aisles 2700-4700). In order to be certain that exhibitors’ requirements can be met, the appropriate OCCC order should be placed online (prior to January 7th, to receive discounted rates). Rates cover bringing service from the main line to the booth only. They do not include additional labor and material charges necessary for: connecting booth outlet to equipment; providing other than standard female thread installations; crossing aisles for overhead installations or ramping; or making specialized installations. These will be billed to the exhibitor as a separate charge on a “time and material” basis.

If you have any questions regarding these services, please contact OCCC Exhibitor Services at exhibit.services@occc.net or 407-685-9824.

NOTE: Standard rates will be applied to all orders received via fax, mail or email.

OPEN FLAME/HOT WORKS DEMONSTRATION APPROVALS

Any demonstration involving the use of gas, heating appliances, or hot works of any kind must be approved in advance. Please refer to the Rules & Regulations section of this manual for more information.
INTERNET & TELECOM

Individual internet and telecommunication services at the OCCC are provided by Smart City.

If you have any questions regarding these services, please contact Smart City at csr@smartcity.com or 407-685-2000.

More Info & Order Forms  Order Online

CABLE TV

Cable TV may be ordered from the OCCC Exhibitor Services Department.

If you have any questions regarding these services, please contact OCCC Exhibitor Services at exhibit.services@occc.net or 407-685-9824.

NOTE: Standard rates will be applied to all orders received via fax, mail or email.

More Info  Order Online

BOOTH CLEANING

Freeman is the exclusive cleaning contractor for the 2020 AHR Expo. No outside services may be employed.

Login to Freeman Online


CATERING

BOOTH CATERING GUIDELINES

1. All food and beverage must be ordered through Centerplate at the Orange County Convention Center (OCCC).

2. Exhibitors may distribute liquor, beer, and wine.

3. All food and beverage distribution must be contained within contracted exhibit space. Exhibitors should make sure their booth can accommodate the crowd they plan to serve. Be considerate of other exhibitors. All carts and food stations must be placed in a way so as not to interrupt neighboring booths. Show Management reserves the right to shut down any functions due to complaints from neighboring exhibitors, or disruption to the flow of traffic in the aisles.

4. All food and beverage must be served in non-breakable containers.

BOX LUNCHES

Exhibitors wishing to save time during the lunch hour may wish to reserve box lunches to be delivered to their booth. This service is a great time-saver, and the lunch choices should satisfy any craving.

WATER COOLERS & BOTTLED WATER

Water coolers and bottled water must be ordered through Centerplate at the OCCC. Exhibitors looking to distribute bottled water with company branding should contact Centerplate for pricing. Exhibitors will not be allowed to distribute any food or beverage brought in from an outside source.

To arrange an order contact Kelsey Kercado with Centerplate at Kelsey.Kercado@centerplate.com or call 407-685-5760.
**AUDIO VISUAL & COMPUTER EQUIPMENT**

PRG is the official provider of audio visual and computer equipment for the AHR Expo.

For online orders, use the code: AHR200120

*Contact PRG at tradeshow@prg.com or 888-844-4225 with questions.*

[Order Form (Booth)](#)  [Order Form (Meeting Rooms)](#)  [Order Online](#)

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**FLORIST**

Floral Exhibits is the official florist for the AHR Expo. They will have a representative on hand during installation and open hours of the Show to meet the floral requirements of exhibitors.

For online orders, use the code: ahr20

*Contact Floral Exhibits at info@floralexhibits.com or 773-277-1888 with any special floral needs or questions.*

[Brochure](#)  [Order Form](#)  [Order Online](#)
PHOTOGRAPHY & VIDEO SERVICES

OFFICIAL SHOW PHOTOGRAPHER

Oscar & Associates is the preferred provider of photography and video services for the AHR Expo.

Contact Oscar & Associates at orders@helloworld.com or 312-922-0056 with questions.

More Info & Order Form

OUTSIDE PHOTOGRAPHERS

Exhibitors may use their own photographers but should obtain permission from Show Management. Exhibitors may take photos of their own exhibit, but may not photograph other exhibits without receiving prior permission. Show Management retains the right to erase digital images to protect the intellectual property of exhibitors.

No photographic equipment using a tripod or other equipment which may cause aisle obstructions, may be used when the Show is open to visitors.
SECURITY

BOOTH SECURITY

Exhibitors are strongly encouraged to remove any valuable or high theft items from their booths when unattended. Additional booth security personnel can be contracted through Century.

For online orders, use the code: AHREXPO

Call Century at 800-573-5430 with questions.

HOSTS & HOSTESSES

Judy Venn & Associates provides professional hosts and hostesses, interpreters, talent and other convention services to exhibitors requiring assistance manning their booths.

Contact Judy Venn & Associates at LVinfo@jvainc.com or 800-553-8855 with questions.
BOOTH FURNISHINGS

Freeman offers an extensive selection of booth furnishings to enhance your exhibit. Seating, surfaces and display fixtures are available in a variety of shapes and styles for all budgets. Prices are all-inclusive, and cover delivery, installation and material handling.

BOOTH FURNITURE PACKAGES

Booth Furniture Packages are offered in three standard sizes and provide savings over a la carte orders. Packages include:

- classic carpet
- two black diamond arm chairs
- a 6’x24”x30” draped table
- a wastebasket
- three days of vacuuming
- straight time Show-site crated freight received (exact weight depends on the package)

DEADLINE: JAN 9

TO LEARN MORE OR PLACE AN ORDER

Login to Freeman Online
CARPET 1 of 2

AISLE CARPET

With the exception of Hall F (aisles 9000-9500), Show Management provides aisle carpet throughout the exhibit halls. When selecting booth carpet, please note the following booth drape and aisle carpet colors:

• Building Automation & Control Showcase - red drape and midnight blue aisle carpet.
• Software Center - gray drape and black aisle carpet.
• All other booth areas - blue drape and red pepper aisle carpet (except for Hall F).

Note: Hall F is carpeted and there will be no additional aisle carpet laid. However, exhibitors may lay carpet in their booths if they choose to. Anyone laying carpet on top of the Hall F carpet is required to use double sided tape from the Freeman service desk to keep carpet from sliding.

USING AN EXHIBITOR’S OWN CARPET

All items and material brought into the facility may be subject to material handling charges and are the responsibility of the exhibitor. This also applies to items not ordered through the official Show vendors. Refer to the material handling form for charges for this service.

If an exhibitor has their own carpet and requires assistance for installation and removal, they can call Freeman at 407-816-7900 for details.

NOTE: Carpet is not mandatory in booths.

RENTING BOOTH CARPET

Freeman offers two different lines of rental carpet. Pay special attention to the difference between custom cut and standard cut options as custom sizes are significantly more expensive. Prices include delivery, installation, and removal from the booth space.

TO LEARN MORE OR PLACE AN ORDER Login to Freeman Online
MONEY SAVING TIP

If an exhibitor’s booth is larger than the standard cut carpet sizes available (e.g. island booths), they should consider using two pieces of standard carpet*. The cost for custom carpeting, which is cut to fit the actual dimensions of a space is considerably higher.

*If ordering two pieces of carpet, the dye lots may differ and there is no guarantee that the two pieces will be an exact color match.

Example of a 20’ x 20’ island:

Two 10’x20’ standard cut pieces of 16oz. Classic Carpet @ $527.50 per piece x 2 pieces = $1055 (Plus $190.80 for plastic covering, if desired). This will provide a 20’ x 20’ carpet.

- or -

A custom cut 20’ x 20’ piece of 16 oz. Classic Carpet (includes plastic cover) would be 20’ x 20’ x $3.30/sq. ft. = $1,320.
RENTAL EXHIBITS

RENTAL EXHIBIT PACKAGES

Freeman offers multiple rental exhibit packages, all of which can be upgraded or customized with exhibitor graphics.

TOTALFLEX POP-UP DISPLAYS

Available to rent or purchase, Freeman’s TotalFlex® display provides more options for configuring exhibits to fit any space, budget, and vision. It’s versatile, lightweight, portable, durable, and needs just minutes and no tools to set up.

SIGNS & GRAPHICS

Freeman can provide exhibitors with high quality digital printing of banners, signage, exhibit graphics and more.

TO LEARN MORE OR PLACE AN ORDER  Login to Freeman Online
Trucks carrying freight to the convention center should plan on checking in at the marshalling yard according to their assigned time on the target move-in plan below.

If you have questions or concerns about your scheduled move-in time, email AHR.targetchange@freemanco.com.
RECEIPT OF FREIGHT & EXHIBIT SET-UP

Freight may be shipped in advance to the warehouse up to 30 days prior to the Show or directly to the Orange County Convention Center (OCCC) according to times assigned on the target move-in plan. Exhibitors should choose the carrier best suited to their budget and shipping needs.

The Receiving Office at the OCCC will be open for the receipt of exhibit material starting on Thursday, January 30th at 8am and proceed according to the target move-in schedule. Freight received in advance at the warehouse will be moved in first but delivery to the booth may be delayed based on the booth’s location.

Installation of displays may proceed as soon as exhibit material is delivered. To avoid overtime and keep costs down, exhibits should be shipped early in accordance with the target move-in schedule and installed during regular working hours. Receiving and installation will continue Friday, January 31st and Saturday, February 1st, from 8am to 4:30pm, and Sunday, February 2nd, from 8am to 3:30pm.

All freight shipments must be prepaid. Any material arriving collect will positively be refused, and the exhibitor will be subject to demurrage and warehouse charges.

All shipments must be properly boxed or crated. Articles packed in straw or excelsior must be entirely enclosed. These containers cannot be stored unless completely enclosed due to fire hazard.

The person in charge of the installation of the exhibit should know shipping details of what, how and when shipments were made in case they become lost. Exhibitors should make sure their freight is in the hall prior to the weekend, since most truck line offices are closed and tracking capabilities are limited.

Bills of Lading for freight shipments should be carefully prepared to show the number of pieces, weight, classification, etc. Machinery should be listed separately from crated display material. Shipments made without a formal material handling agreement should be accompanied by a delivery ticket showing number of pieces, classification, weight, etc. Certified weight tickets must accompany all shipments.

Payment for all services will be the responsibility of the exhibitor.
GENERAL SHIPPING INFORMATION

STORAGE OF EMPTY CONTAINERS

“Empty” labels, with a space for booth numbers, will be provided at the Service Desk. Exhibitors should place these on the empty packing containers and skids, they wish to have moved into storage and returned at the close of the Show. Labor crews will move all empty boxes and crates from the aisles, store those labeled and destroy those not labeled.

Straw or excelsior in open boxes or exposed in crates cannot be placed in storage due to fire hazard. The contents should be considered with this in view.

It is suggested that exhibitors mark their boxes or crates with plainly identifying brands or marks in colors to easily distinguish them in a large assemblage of boxes.

LARGE AND/OR HEAVY EQUIPMENT

Unusually bulky or heavy equipment must arrive at the Show early in the set-up period and arrangements should be made in advance with Freeman to ensure that adequate handling equipment will be available.

MONEY SAVING TIPS

• Beware of weight minimums for freight deliveries: Consolidate shipments as much as possible. There are minimum charges for each shipment received. Therefore, try to ship literature, product, and exhibit at one time to avoid additional minimum charges for forgotten cartons of literature.

• Hand carry items: exhibitors may hand carry items into the exhibit hall to and from their booth. Hand carry refers to items on small luggage carts as well as items that can be carried into the exhibit hall by one person.

• Mail: Show Management strongly advises exhibitors to have all mail (including Airborne, Federal Express and UPS deliveries) sent to their hotel.

Contact Freeman at 407-816-7900 with questions or concerns.
ADVANCED (WAREHOUSE) SHIPMENTS

Exhibitors may ship their freight to the Freeman Orlando warehouse to be stored for as long as thirty days without any charge other than material handling. No loose or uncrated material or machinery can be handled at the warehouse. Straight time material handling for crated warehouse shipments, which includes the unloading and storing at warehouse, reloading and delivery to booth, empty handling and storage, delivery back to booth and then to dock for outbound carrier pickup, is $88/cwt. or fraction thereof.

Deadline for receipt of freight at the warehouse is January 23rd. Shipments that will not meet the deadline for warehouse freight should be rescheduled for delivery to the Orange County Convention Center on or after January 30th according to the time assigned on the target move-in plan.

A substantial penalty will be charged against any shipments that arrive at the warehouse after January 23rd.

It is wise to include the shipping address in two locations on each crate. Please use the provided labels or the following address for advanced shipments:

Exhibiting Company Name / Booth # ___
AHR EXPO
C/O Freeman
10088 General Drive
Orlando, FL 32824
No. ____ of ____ pieces

Contact Freeman at 407-816-7900 with questions or concerns.
DIRECT (TARGET) SHIPMENTS

Shipments going directly to the Orange County Convention Center (OCCC) should be timed to arrive on the “target” day and time for an exhibitor’s booth assigned on the target move-in plan. No shipment can be received at the OCCC before 8am, Thursday, January 30th. Target dates and times have been established based on booth locations to maximize the efficiency of handling exhibit material and minimize waiting time. Machinery arriving “off-target” will be received with a financial penalty, and may be subject to a substantial time delay.

Exhibitors may have their own trucks, trucking organization or employees deliver their exhibits. However, no freight may be brought into or removed from the building other than through Freeman’s freight desk. Please refer to the POV rules for unloading/loading privately owned vehicles.

Upon a truck’s arrival at the loading dock, all items will be unloaded and delivered to booths by Freeman who will bill exhibitors for material handling. The same arrangement will hold for outgoing shipments. Therefore, exhibitors should not make any arrangements with their truckers for unloading and loading. If shipping heavy equipment, exhibitors should use flat or open top trucks if possible and all equipment should be skidded.

It is wise to include the shipping address in two locations on each crate. Please use the provided labels or the following address for direct shipments:

Exhibiting Company Name / Booth #: ____
AHR EXPO
c/o FREEMAN
Orange County Convention Center
West Concourse
9800 International Drive
Orlando, FL 32819-8111
No. ____ of ____ pieces

Contact Freeman at 407-816-7900 with questions or concerns.
MARSHALLING YARD DIRECTIONS & PROCEDURES

Shipping companies should be advised of the marshalling yard procedures.

*Contact Freeman at 407-816-7900 with questions regarding the arrival of freight.*

Directions to the Marshalling Yard

POV PROGRAM (1 of 2)

Move-in Hours:  Saturday, February 1st, 8am - 4:30pm  
                  Sunday, February 2nd, 8am - 3:30pm

Move-out Hours:  Wednesday, February 5th, 4pm - 8pm

Show Management has made arrangements with Freeman to provide Ramp 7 at the loading dock, on the West Building of the OCCC, for exhibitors to unload/load privately owned vehicles (POV). Exhibitors will need to show their Exhibitor Badge to OCCC Staff at the gate to gain access to the loading dock area.

The address for the West Building dock is:
9800 International Drive  
Orlando, FL 32819-8111.

Driving Directions  POV Map
POV PROGRAM (2 of 2)

YOU ARE ELIGIBLE TO USE THE POV RAMP IF YOU MEET THE FOLLOWING CRITERIA:

• Only full-time employees of the exhibiting company may unload the vehicle. Exhibitor or exhibiting company employees are defined as any person who has been employed by the exhibiting company as a full-time employee for a minimum of six months before the Show opening (be prepared to provide proof of full-time employment status upon request).

• While parked on the ramp, exhibitor staff must work as a team of at least two people. One person must remain with the vehicle at all times.

• Vehicles must be unloaded within a 20-minute period and then moved to the parking lot.

• Vehicles longer than 24 feet are not allowed to be unloaded at the POV ramp.

• Vehicles with commercial plates are not allowed to be unloaded at the POV ramp.

• Mechanical equipment may not be used in the unloading/loading or delivery of cargo to/from the exhibitor’s booth. Exhibitor owned non-motorized hand carts are permissible.

TYPES OF VEHICLES APPROVED FOR USE IN THE POV PROGRAM

- Passenger Automobile
- Mini Van
- SUV
- Pick-up Truck
- Full Size Van

- Portable Display
- Boxes
- 2-Wheel or 4-Wheel Hand Cart
- NO Pallet Jacks
- NO Trailers
- Trucks like the one illustrated to the right are NOT allowed.
- NO Step Van / Box Truck

No vehicles larger than a full size van or pick-up truck are allowed to deliver exhibit material.

Only certain sizes of boxes and equipment may be unloaded from a personal vehicle and only exhibitor owned hand carts may be used for transportation within the building.
OUTBOUND SHIPMENTS

All exhibitors shipping freight out from the Orange County Convention Center (OCCC) after the Show must fill out the Freeman Outbound Shipping Form (material handling agreement), regardless of their freight transportation provider, in order to arrange for their freight to be returned to the docks for outbound pick-up.

TO FILL OUT THE OUTBOUND SHIPPING FORM

Login to Freeman Online

FREEMAN EXHIBIT TRANSPORTATION

Freeman offers inbound and outbound exhibit transportation. While Freeman offers these services, exhibitors are free to use whichever carrier or freight line that best meets their needs.

TO PLACE AN ORDER

Login to Freeman Online

CUSTOMS/INTERNATIONAL SHIPMENTS

Schenker is the official customs broker and international freight forwarder for the AHR Expo. International shipments will require special consideration that is not covered in the shipping section of this manual. Schenker advises exhibitors outside the United States of the best methods for shipping their exhibits and equipment to the Show. They provide all the services necessary to move freight through U.S. Customs and be delivered to Show-site. They will have representatives on-site at the Show to oversee the delivery of your freight.

Contact Schenker at fairs-domestic.chicago@dbschenker.com or call Julie Reed at 847-954-6695 for assistance.
Shipping & Freight FAQ’s 1 of 5

What are freight services?

As the official service contractor, Freeman is the exclusive provider of freight services. Material handling includes unloading of exhibit material, storing up to 30 days in advance at the warehouse, delivering to the booth, the handling of empty containers to and from storage, and removing of material from the booth for reloading onto outbound carriers. Material handling costs should not be confused with the cost to transport exhibit material to and from the Show. There are two destination options for shipping freight — either to the warehouse or directly to Show-site.

How do I ship to the warehouse?

• The warehouse will accept freight beginning December 30th.

• To check on your freight arrival, call Freeman Exhibitor Services at 407-816-7900.

• To ensure timely arrival of your materials at Show-site, freight should arrive at the warehouse by January 23rd. Your freight will still be received after the deadline date, but additional charges will be incurred.

• The warehouse will receive shipments 8am - 3:30pm, Monday through Friday, except holidays. No appointment is necessary.

• The warehouse will accept crates, cartons, skids, trunks/cases and carpets. Loose or pad-wrapped material must be sent directly to Show-site.

• All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise and weight.

• Certified weight tickets must accompany all shipments.

• Warehouse freight will be delivered to the booth prior to exhibitor setup.

• Please call 407-816-7900 if you want to ship oversized material that requires special equipment to the warehouse.

• Please note: Any exhibitor that has a single piece that weighs over 5,000 lbs. must have that shipment delivered direct to Show-site starting January 30th. Refer to the target move-in plan for your time.
**How do I ship to Show-site?**

- Freight will be accepted only during exhibitor move-in. Please refer to the target move-in plan for your specific move-in date and time.
- All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise and weight.
- Certified weight tickets must accompany all shipments.

**What about prepaid or collect shipping charges?**

- Collect shipments will be returned to the delivery carrier. To ensure that your freight does not arrive collect, mark your bill of lading “prepaid.”
- “Prepaid” designates that the transportation charges will be paid by the exhibitor or a third party.

**How should I label my freight?**

- The label should contain the exhibiting company name, the booth number and the name of the Show.
- Specific shipping address for the warehouse and Show-site can be found under advanced (warehouse) shipments and direct (target) shipments respectively.
How do I estimate my Material Handling charges?

- Charges will be based on the weight of your shipment. Each shipment received is considered separately. The shipment weight will be rounded to the next 100 pounds. Each 100 pounds is considered one "cwt." (one hundred weight). There is a 200lb (2cwt) minimum charge and all shipments are subject to reweigh.

- When ordering, select whether the freight will arrive at the warehouse or be sent directly to Show-site.

- Next, select the category that best describes your shipment. There are three categories of freight:
  - **CRATED**: material that is skidded or is in any type of shipping container that can be unloaded at the dock with no additional handling required.
  - **SPECIAL HANDLING**: material delivered by the carrier in such a manner that it requires additional handling, such as ground unloading, stacked and constricted space unloading, designated piece unloading, loads mixed with pad-wrapped material, loads failing to maintain shipping integrity, and shipments that require additional time, equipment or labor to unload. Federal Express and UPS are included in this category due to their delivery procedures.
  - **UNCRAVED**: material that is shipped loose or pad-wrapped, carpet and/or pad-only shipments, and/or unskidded machinery without proper lifting bars or hooks.

- Add the late delivery charge listed on the order form if the shipment is accepted at the warehouse after **January 23rd** or at Show-site after **February 2nd**.

- The above services, whether used completely or in part, are offered as a package and the charges will be based on the total inbound weight of the shipment.

- Shipments received without receipts or freight bills, such as UPS and Federal Express, will be delivered to the booth without guarantee of piece count or condition.
What happens to my empty containers during the Show?

- Pick up “Empty Labels” at the Service Center. Place a label on each container. Labeled containers will be picked up periodically and stored in non-accessible storage during the Show.

- At the close of the Show, the empty containers will be returned to the booth in random order. Depending on the size of the Show, this process may take 12-14 hours.

How do I protect my materials after they are delivered to the Show or before they are picked up after the Show?

- Consistent with trade show industry practices, there may be a lapse of time between the delivery of your shipment(s) to your booth and your arrival. The same is true for the outbound phase of the Show — the time between your departure and the actual pick-up of your materials. During these times, your materials will be left unattended. We recommend that you arrange for a representative to stay with your materials or that you hire security services to safeguard your materials.

How do I ship my materials after the close of the Show?

- Each shipment must have a completed Material Handling Agreement in order to ship materials from the Show. All pieces must be labeled individually.

- To save time, complete and submit the Outbound Shipping Form in advance, or you may contact the Service Center at Show-site for your shipping documents. The Material Handling Agreement and labels will be processed and available prior to Show closing.

- After materials are packed, labeled, and ready to be shipped, the completed Material Handling Agreement must be turned in at the Service Center.

- Call your designated carrier with pick-up information. Please refer to Freeman Quick Facts for specific dates and times. In the event your selected carrier fails to show on the final move-out day, your shipment will either be rerouted to Freeman’s carrier choice or delivered back to the warehouse at exhibitor’s expense.
Where do I get a forklift?

- Forklifts to install or dismantle your booth after materials are delivered may be ordered in advance or at Show-site. We recommend that you order in advance to avoid additional charges at Show-site. Refer to Freeman Online for available equipment.

- Advance and Show-site orders for equipment and labor will be dispatched once a company representative signs the labor order at the Service Center.

- Start time is guaranteed only when equipment is requested for the start of the working day.

Do I need insurance?

- Be sure your materials are insured from the time they leave your firm until they are returned after the Show. It is suggested that exhibitors arrange all-risk coverage. This can be done by riders to your existing policies.

- All materials handled by Freeman are subject to the Material Handling Terms and Conditions.

Contact Freeman at 407-816-7900 with questions or concerns.
Material handling rates include: unloading trucks at the Orange County Convention Center (OCCC) and the delivery of materials to booths; the removal, storage, and return of empty crates; and reloading of shipment to outbound carrier. Rates are determined by the type of shipment.

CRATED SHIPMENTS

Material that is skidded or is in any type of shipping container that can be unloaded at the dock with no additional handling required will be charged at the following rate per shipment:

Show-site cratered material rate: $82.00 per cwt. round trip, straight time; minimum charge of $164.

UNCRATED SHIPMENTS

Material that is shipped loose or pad-wrapped, carpet and/or pad only shipments, and/or unskidded machinery without proper lifting bars or hooks, will be charged at the following rate per shipment:

Show-site uncrated material rate: $123 per cwt. round trip, straight time; minimum charge of $246.

SPECIAL HANDLING SHIPMENTS

Material delivered by a carrier in such a manner that it requires additional handling, such as ground unloading (e.g. van shipments), stacked or constricted space unloading, designated piece unloading, shipment integrity, alternate delivery location, loads mixed with pad wrapped material, no documentation and shipments that require additional time, equipment or labor to unload. FedEx, UPS, and DHL are included in this category due to their delivery procedures. These will be charged the following rate per shipment:

Show-site special handling rate: $106.75 per cwt. round trip, straight time; minimum charge of $213.50.

TO LEARN MORE OR PLACE AN ORDER Login to Freeman Online
MOBILE UNITS / MOTORIZED VEHICLES

Exhibitors bringing any mobile or motorized unit as a display must submit the proper paperwork to Freeman along with a $500 per unit fee. Vehicles on display must adhere to facility and AHR Show Management guidelines. Show Management must be notified if bringing any mobile unit (including cars, vans, trucks, and trailers) onto the Show floor.

Motorized Vehicle Form (Freeman)

For questions pertaining to move-in and move-out please email Freeman at AHR.targetchange@freemanco.com.

NOTE: In addition to notifying Freeman, please contact Kim Pires at kpires@iecshows.com for Show Management approval.

MONEY SAVING TIP

Exhibitors with a substantial amount of freight that is “consumed” during the Show (e.g. magazines) should notify Freeman so that it will not be billed at the round trip rate.
MACHINERY HANDLING

Machinery rates include the unloading of machinery from inbound carriers, delivery of machinery to exhibitor’s booth space, one-time spotting of machinery in the booth (if exhibitor’s representative is present and prepared with pre-rigging) and the loading of machinery onto outbound carriers at the close of the Show. Machinery rates vary based on weight category and are billed on a per shipment basis.

MONEY SAVING TIP:

To avoid additional rigging charges, exhibitors should have personnel on-site at the time of freight arrival to assist with the spotting of machinery in booth. Machines will be spotted once with a 6” tolerance.

FORKLIFTS & RIGGING LABOR

If an exhibitor requires the spotting of equipment in their booth after the initial delivery, they will need to order forklift/rigging labor. This service includes removal from skids, assembly, and erection or arranging of heavy equipment within an exhibitor’s booth.

It is not necessary for an exhibitor to order riggers for unloading trucks or delivery to their booth, as this is included in Machinery Handling. A one-time placement is also included if the proper pre-rigging has been done and the exhibitor’s representative is on hand to direct the spotting of equipment at the time of delivery.

Since it is not possible to know in advance exactly when rigging will be required, exhibitors must confirm these requests with a signed work order at Freeman’s Service Desk on Show-site.

TO LEARN MORE OR PLACE AN ORDER

Login to Freeman Online
FORKLIFTS & RIGGING LABOR 2 of 2

Rigging rates: forklift with operator (up to 5,000 lbs.), $212.50/hr., straight time; minimum charge of $212.50.

NOTE: Time must be allowed to check the work to be done, obtain necessary tools, return same and to check out at service desk.

MONEY SAVING TIP

Machinery arriving on flatbed trailers will be charged a lower rate than shipments in closed trailers. Also, if heavy equipment remains on skids and skids are decorated appropriately, considerable rigging charges can be avoided without sacrificing aesthetics.

AERIAL RIGGING / HANGING SIGNS

The Orange County Convention Center (OCCC) is the exclusive aerial rigging service provider for exhibitors. The height of all aerial rigging must be approved by Show Management. This includes all hanging signs and par can orders.

NOTE: Before placing an order, contact Kim Pires at kpires@iecshows.com or 203-674-9427 for Show Management approval.
FREEMAN LABOR

Labor ordered through Freeman for the installation or dismantling of an exhibit must be “signed out” at the Service Desk by the exhibitor and be “signed back in” after the job has been completed.

Straight time labor rate: $101/hr.; (Straight time is Monday-Friday, 8am-4:30pm.)

Refer to the Freeman Quick Facts for move-in & move-out schedules and the Freeman installation and dismantle information on their website for detailed rates and descriptions for overtime.

These costs are necessarily higher than union scales, as it is necessary to pay social security, unemployment insurance, compensation insurance, holiday pay and other benefits.

MONEY SAVING TIP

Order display labor by January 9th to receive advance order discounted rates. All orders placed at Show-site will be charged a substantially higher rate.

TO LEARN MORE OR PLACE AN ORDER Login to Freeman Online
LABOR JURISDICTIONS

Should you choose to utilize a contractor for your labor, the following guidelines apply at the OCCC.

EXHIBIT INSTALLATION AND DISMANTLING

Currently there is an agreement with the Local IATSE Union to provide labor for display erection and dismantling. Full-time employees of the exhibiting companies, however, may set their own exhibits without assistance from this local. Any labor services that may be required beyond what your regular full-time employees can provide, may be rendered by the Union. Labor can be ordered in advance by returning the Display Labor form, or at Show-site, at the service desk.

MATERIAL HANDLING

Exhibitors may hand-carry their own materials into the exhibit facility. The use or rental of dollies, flat trucks and other mechanical equipment, however, is not permitted. Freeman will control access to the loading docks in order to provide for a safe and orderly move-in/out. Only full-time employees of the exhibiting company will be allowed to hand-carry items. Unloading or reloading at the dock of any and all contracted carriers will be handled by Freeman.

TIPPING

Freeman requests that exhibitors do not tip their employees. They are paid at an excellent wage scale denoting a professional status, and they feel that tipping is not necessary. This applies to all Freeman employees. Any request for such should be brought to the attention of a Freeman representative at the service desk or correspondence may be directed to the attention of the General Manager at the local Freeman office address.

SAFETY

Standing on chairs, tables, or other rental furniture is prohibited. This furniture is not engineered to support your standing weight. Freeman cannot be responsible for injuries or falls caused by the improper use of this furniture. If assistance is required in assembling your booth, please order labor on the Display Labor order form and the necessary ladders and tools will be provided.
EXHIBITOR APPOINTED CONTRACTORS

Companies other than Freeman, the official Show contractor, may be used by exhibitors. Please be aware that these companies often have work rules for union labor that are different than those of Freeman.

Show Management must also be notified in advance when an exhibitor plans to utilize the services of an exhibitor appointed contractor (EAC). The contractor, in turn, must provide Show Management with proof of adequate liability and workman's compensation insurance (refer to COI instructions), and a complete list of their clients. No outside set up companies will be permitted without these provisions.

EAC notifications must be submitted by January 9th.

INSURANCE

The drayage contractor will be responsible for exhibitors’ property only while it is being physically handled by the contractor. The contractor is not responsible for damage to uncrated materials, materials improperly packed, concealed damage, or for the loss or theft of exhibitor’s materials after they have been delivered to booths or before they have been picked up for reshipment at the close of the Show.

Show Management has made extensive arrangements for security coverage during the Show, however, they are not responsible for any loss or damage to exhibitors’ equipment, displays or other materials.

Therefore, exhibitors are urged to secure all risk coverage through their own insurance carrier usually by riders to existing policies and often at no extra cost.

NOTE: Only EAC’s need to provide a certificate of insurance (COI) to Show Management. COI’s can be emailed to info@ahrexpo.com.
PRACTICAL TIPS

ORDER IN ADVANCE

When planning and ordering exhibitor services of any kind, it should be noted that a substantial “late order penalty” will be applied to any orders placed at the service desks on-site or after the advance order deadline. Considerable savings, therefore, can be realized by making all requests for services in advance.

WARN FREIGHT CARRIERS

Freight carriers should be informed in advance about the logistics involved in delivering or picking up shipments from the Orange County Convention Center (OCCC). As the Show has several hundred exhibitors, drivers must anticipate waiting time. Trucks will never be turned away from the marshalling yard, but drivers, when they check in, may decide they are unwilling to wait. Drivers need to be aware that there will be time lost while they wait their turn.

STAY ON SCHEDULE

When labor is ordered in advance from Freeman, the chargeable time commences at the prearranged start time, whether or not the exhibitor is present. The minimum charge is one hour per man. It is the exhibitor’s responsibility to supervise the job being done and to notify the service desk when work has been concluded.

ASK FOR ASSISTANCE

If an exhibitor has a problem during any phase of the Show which cannot be satisfactorily resolved by the appropriate service contractor, the exhibitor should seek out a Floor Manager, stationed throughout the exhibit floor, for assistance. All too often, an exhibitor will write after the Show about a problem which could have been corrected at the time it occurred. If a Floor Manager is unavailable or unable to resolve the issue, it should be brought to the Show Office.

DO NOT TIP

Gratuities, tips or gifts of any kind are not allowed. All employees of official Show contractors are paid the full union scale.

PROTECT BELONGINGS

Any small items which may be subject to theft should be locked away or guarded over night by hiring security personnel for your booth. Also, cases containing valuable items should not be labeled as such.

MOVE OUT ON TIME

If a driver has not checked in to receive outbound freight by 9am, Saturday, February 8th, Freeman will send the exhibitor’s shipment via “common carrier” at the exhibitor’s expense.
HOSTING A SUCCESSFUL BOOTH

- **Start Today.** Take advantage of pre-Show marketing tools, including press releases, to let customers and prospects know you will be exhibiting and invite them to visit your booth. Target your exhibit and promotion to the people who would be the most interested in your products. Be sure to meet with staff in advance so that everyone knows the company objectives for the event.

- **Be Alert.** Engaging visitors with eye contact and a friendly greeting may incline them to stop when they otherwise would have passed by. No one will be attracted to a booth with personnel that seem disinterested. Avoid using cell phones, eating, and sitting in the booth.

- **Keep it Positive.** A smile and a good attitude go a long way to attract visitors and keep them interested in what you have to say.

- **Sell It.** Knowledgeable people should be on hand in the booth at all times to answer questions and possibly make the sale of the year. Empty booths do not generate sales leads and uninformed staff can be frustrating to a potential customer looking for information.

- **Represent.** Your people are representing your company and should dress and speak in a professional manner on and off the Show floor. A potential buyer’s opinion of your company’s staff may very well influence their opinion of your products as well, and whether they decide to buy from your company.

- **Follow Through.** Develop a plan for distributing leads generated at the Show to the right sales people and implement it in a timely fashion following the Show.
Aerial rigging / hanging signs
Air, see plumbing
Air freight
Airline reservations
Audio/visual

Badges, exhibitor / visitor / set-up
Booth catering
Booth layout approval
Box lunch
Booth services

Car rental
Carpet rental
Carpenters
Cleaning, exhibit space
Computer rental
Contract for space
Contractors, list of
Customs / int’l. shipments

Deadlines checklist
Decorators
Direct shipments
Directory listings*
Display rental

E-newsletter, visitor*
Electrical service
Exhibit construction guidelines
Exhibitor-appointed contractors
Exhibitor badges / registration
Evites (e-mail invitations)*

Fire safety regulations
Floor loading
Floral decorations
Freeman, quick facts
Free passes, visitor*
Furniture

Gas; see plumbing

Hanging signs / aerial rigging
Height limits
Hostesses / hosts
Hotel accommodations

Installation & dismantle labor
Insurance
Internet
Invitations, e-mail (Evites)*
Invitations, postcards*

Labor
Labor jurisdictions
Lighting
List rentals, attendee*

Management
Marketing tools*
Material handling rates

News release*
Online profile*
Open flame permit

Parking
Photography & video services
Plumbing (air, gas, water, drain)
Postcard mailing*
Press room*
Product listing, see Show Directory*
Promotional materials*
Publicity*
Publications, list of*

Recorded / live presentation
Removal of exhibits
Rigging labor
Rules and regulations

Sales lead recorders
Security
Set-up of exhibits
Shipments from outside of USA
Shipping
Shipping address / labels, convention center
Shipping address / labels, warehouse
Show dates
Show hours
Show office
Shuttle bus service
Signs
Sponsorships*

Table of contents
Target move-in plan
Telephone service

Uncrated, loose or van shipments
Union labor jurisdictions
Utilities

Van, display
Visitor credentials
Visitor free passes*

Warehouse shipments
Water / drain, see plumbing
Web banners*