



Dear Healthcare Facilities Symposium & Expo Exhibitor,

Welcome to the **Healthcare Facilities Symposium & Expo**, taking place at the Navy Pier in Chicago, September 30 – October 1, 2009. The online Exhibitor Services Manual contains all of the information you need to help you prepare for a successful event. Please take the time to read through this manual for all of the important deadlines, service and material ordering information, procedures and costs related to these services and the event.

Healthcare Facilities Symposium & Expo has reserved a limited amount of rooms at the Swissotel Chicago, Hyatt Regency Chicago and Hard Rock Hotel for Healthcare Facilities Symposium & Expo exhibitors and attendees at a discounted rate. Please check the “Travel Section” of the Healthcare Facilities Symposium & Expo website or the online exhibitor manual section called “Travel” for complete details. Please make your reservations early as rooms fill up quickly – rooms are available on a first come, first served basis. Make sure you identify yourself as part of Healthcare Facilities Symposium & Expo/JD Events. **The deadline date for the discounted rate at all hotels is Friday, August 28, 2009, but these rooms will likely sell out much sooner.**

If you are using an “Exhibitor Appointed Contractor” to set-up and/or teardown your booth, you must inform Healthcare Facilities Symposium & Expo Show Management by **Friday, August 28, 2009**. Please complete the Exhibitor Appointed Contractor (EAC) form, and mail or fax it along with a valid “Certificate of Insurance” if this applies to your company.

A 7” x 44” booth sign will automatically be placed in your booth. It will include your company name as it appears on the contract as well as your booth number.

As an exhibitor you will be receiving periodic email bulletins with information such as upcoming deadlines, exhibiting tips and helpful reminders. Please be sure to keep an eye out for these informative bulletins!

Please note that no one under the age of 18 will be allowed into the Exhibit Hall during set-up, the Show or move-out.

Do not hesitate to call me at 203-371-6322 to assist you with any questions or problems.

We are delighted to have your participation and look forward to working with you towards a truly successful Healthcare Facilities Symposium & Expo Conference and Exposition at the Navy Pier, 600 East Grand Avenue, Chicago, IL 60611.

Best regards,

A handwritten signature in black ink that reads "Lou Mancini". The signature is written in a cursive style and is positioned above a light gray rectangular box.

Lou Mancini  
Operations



# HEALTHCARE FACILITIES SYMPOSIUM & EXPO

September 30 – October 1, 2009  
Navy Pier-Festival Hall B

## **GENERAL INFORMATION**

*-In Alphabetical Topic Order-*

### **AMERICAN with DIABILITIES ACT**

Exhibitors shall be fully responsible for complying with the American with Disabilities Act (ADA) with regard to booth space, including but not limited to, wheelchair access provisions. Exhibitors shall indemnify, hold harmless and defend Healthcare Facilities Symposium & Expo, JD Events, LLC, its officers, directors, agents, members and employees against claims, liabilities, losses, damages and expenses (including attorney's fees and expenses) resulting from and arising out of the exhibitors' failure or allegations of exhibitors' failure to comply with provisions of the ADA. Information regarding ADA compliance is available from the US Department of Justice ADA Information Line at 1 800 514 0301.

### **BOOTH APPROVAL GUIDELINES - Due August 28, 2009**

All exhibitors occupying 400 or more square feet or those exhibitors with a Peninsula/End Cap booth must submit drawings or rendition of their intended booth for consultation and approval by show management. The detailed drawing/rendition should include dimensions, exhibit layout, structure walls, signage, towers, product, locations, etc.

All drawing and consultations should be directed to Lou Mancini ([lou@jdevents.com](mailto:lou@jdevents.com) 203 371 8894 fax)

#### **Healthcare Facilities Symposium & Expo Operations**

**Att: Lou Mancini**

**5520 Park Ave**

**Suite 305**

**Trumbull, CT 06611**

### **BOOTH CONTENTS AND SERVICES**

While a few Exhibitors bring everything necessary for an exhibit, most Exhibitors need to rent materials for their booths. Order forms for a variety of materials and services are included in this online service manual.

1. *Utilities:* Electric, telephone, Internet connection, etc.
2. *Furnishings:* Pre-fab exhibits, furniture, carpeting, etc.
3. *Services:* Labor, drayage, cleaning, audio/visual, photography, floral, etc.

### **Hints & Suggestions:**

- Identify your needs and order early. Ordering early also secures services/rentals at a discounted rate. See Exhibitor Timeline in the online manual for all key dates.
- Keep a copy of all order forms (with payment information) and bring it to the Show. If you are not going to the show give it to the person going to the show.

- Upon arrival, go to your booth and confirm that all orders have been filled to your satisfaction.

***NOTE:** While an attempt has been made to list as many services and vendors as possible, you may require something that is not listed. Information concerning a wide variety of exposition needs, such as custom exhibit rentals, part-time staff, general shipping information, etc. is available by contacting Lou Mancini-Show Management at (203) 371-6322.*

### **BOOTH EQUIPMENT**

The standard equipment that is included in the rental of your booth consists of polished aluminum telescopic frames with flameproof draperies. Backdrops are 8' high and side rails are 3' high. All exhibit booth space is **NOT** carpeted. Booth carpeting or some type of floor covering is required and the responsibility of the Exhibitor.

### **Hints & Suggestions:**

- Read the "Display Rules and Regulations".
- Leave some space (about 12") behind your booth for ease of access.
- Read the move in/move out time schedule carefully. This is an area with careful planning you can save money and time. Please plan accordingly.

If you have any conflicts or are unable to comply with the dates and times, *contact Lou Mancini-Show Management immediately!*

### **TIPS FOR SUCCESSFUL EXHIBITING**

To make the most of your exhibiting experience here are a few tips for your booth personnel:

- Make sure that the staff is knowledgeable about your product/service
- Have booth staffed at all times
- Do not sit in the back or the corner of booth on a cell phone or behind a computer leaving you unapproachable to potential customers.
- Stand at the edge of your booth greeting attendees as they walk by.
- Wait until after the scheduled lunch period to eat. This is a very high traffic time and if you are sitting down eating you are unapproachable to potential customers.

### **BOOTH SET-UP GUIDELINES**

Only exhibitor appointed contractors or exhibiting company personnel are permitted on the show floor during move-in and move-out periods. NO one under the age of 18 is permitted in the exhibit hall at any time.

All exhibitor booths should comply with all federal, state and local codes. Show management complies and defers to any policy the Fire Marshal mandates. Should your exhibit layout, design, structure and/or electrical not conform you will be asked to modify it on-site at your expense.

### **BOOTH SPACE TERMS and CONDITIONS**

All terms listed on the back of the contract you signed will apply to ALL exhibitors throughout move-in periods, shows days and move-out periods. If you have any questions, please contact your sales representative or Lou Mancini at 203 371 6322.

## **CATERING POLICY**

Chicago Signature Services is the exclusive catering contractor for Navy Pier. Outside food or beverage (including logo bottled water) is not permitted. A corkage fee will be charged for any food or beverage not purchased through Chicago Signature Services. Please contact Chicago Signature Services ([jposkin@css-navypier.com](mailto:jposkin@css-navypier.com) or 312-595-5235) to place your orders or Lou Mancini @ Show Management for questions.

## **CRATE/CARTON STORAGE & RETURN PROCEDURES**

Fire Marshal regulations *STRICTLY* prohibit exhibitors from storing empty crates and boxes in their booth or behind their display during the show period. Exhibitors should properly mark crates and cartons with Freeman “EMPTY” stickers and place in aisle for ‘show hours’ storage. The crates/cartons will be picked-up, stored and returned to the booth at no charge. Empty labels will be available at the Freeman Exhibitor Service Desk.

Move-in: please be considerate of your neighbor with placement of crates and cartons. Note certain aisles are designated “freight free” and need to be kept clear of any and all crates and cartons through move-in and move-out.

Move-out: at the close of the show the carpet needs to be removed follow by the distribution of the empty crates/cartons. First empties should be returned approximately one (1) hour after the close and can take up to three (3) hours to complete. Please be patient and plan accordingly.

## **EXHIBITOR APPOINTED CONTRACTOR (EAC)**

Exhibitors using the services of display firms/ independent contractors must notify Show Management and the general contractor in writing no later than August 28<sup>th</sup>. The form is located online at [www.hcarefacilities.com](http://www.hcarefacilities.com) under Exhibitor Resource Center. Notification must include a current insurance certificate of your EAC, which includes general liability coverage (minimum \$1,000,000), injury and property damage coverage, and workmen’s compensation insurance. The contractor agrees to abide by all rules and regulations of the building, Show Management governing unions, and event rules and regulations.

**Additional Insured** should be listed as follows:

Freeman Companies  
JD Events, LLC, dba Healthcare Facilities Symposium & Expo  
Metropolitan Pier & Exposition Authority, dba Navy Pier  
Swissotel  
Hyatt Regency  
Hard Rock Hotel

*The certificate must cover the inclusive dates of the show (September 30 – October 1, 2009).*

## **EXHIBITOR REGISTRATION**

To facilitate registration, we ask that all exhibitors pre-register their staff on-line by following the instructions found under the “Exhibitor Registration” of the online manual. Badges will be available on-site at the Exhibitor Registration Counters.

1. Persons under the age of eighteen (18) are not allowed on the Exhibit Floor at any time.
2. No badges will be mailed nor will registration be taken by telephone.
3. Badges must be worn at all times in the Exhibit Hall.
4. Upon presentation of proper company identification, badges may be picked up at the Exhibitors Registration Desk.

*Exhibitors may pick up their own badge only.*

## **EXHIBITOR'S SERVICE AREA**

An Exhibitors Service Desk will be located in or around the exhibit hall. This area will have service representatives for labor, furniture, utilities, booth cleaning, and shipping.

Show Management may be contacted by going to the Exhibitor Registration Desk or the Sales Office located on the exhibit floor.

**•The person in charge of your exhibit should carefully inspect and personally sign for all work order forms. If you disagree with a bill presented for your signature, question it immediately. If you cannot come to a satisfactory agreement with the contractor, contact Show Management. *Do not put it off!* Once the Show has ended it becomes very difficult to resolve differences.**

## **EXHIBIT HALL GUARD SERVICE**

Show Management will provide a 24-hour guard service from move-in of freight until all crates and materials have been removed at the end of the Show. The guard service will provide fixed posts at the entrances as well as walking posts throughout the Exhibit Hall. All exhibitors and booth personnel must have Exhibitor Badges in order to have access to the Exhibit Hall.

Once the Show opens, ONLY exhibitor personnel are allowed in the Exhibit Hall one hour before and 30 minutes after the scheduled Show hours. Please do not schedule any meetings or appointments during these times with anyone other than properly badged exhibitor personnel.

*Security for an individual booth and its contents is the responsibility of each Exhibitor. Show Management is not responsible for lost or stolen articles.*

## **Hints & Suggestions:**

- Use common sense!
  - If in doubt take the necessary precautions to prevent loss.
- Remove all small items on a nightly basis.
- Rent a security cage for larger items.
- Hire a private security guard.
- Clearly mark all small items and easily transportable items with your company and contact information.
- Have replacements available either on-site, at a local distributor or on stand-by at your office for overnight shipment.
- Do not list contents on outside of boxes. (e.g.: Box #1- Personal Computer)
- Carry a detailed list of what you ship, in which box it was packed, and repack it in the same manner. Keep a copy with you and in your office and check your shipment when you arrive at the show and when it returns to you after the event.

## **HANGING SIGNS**

Linear booths (in line booths) may not exceed the height of 8' for signage. Hanging signs are not permitted for linear booths.

No items can be posted on, tacked, nailed, screwed, or otherwise attached to columns, walls, floor, ceiling, furniture or other property of the convention center. The cost of repairing damages inflicted by the exhibitor, its employees, contractors or representatives to the convention center will be billed to and paid for by the exhibitor.

Signs may not exceed the maximum height limitation of 24 feet.

## **INSURANCE**

**All Exhibitors** must carry worker's compensation, commercial general liability including products and completed operations, independent contractors, personal injury and blanket contractual liability insurance at limits of at least \$1,000,000 per, \$1,000,000 aggregate. These coverages must be evidenced by a Certificate of Insurance with a 30-day notice of cancellation provision to the holder. Each exhibitor must supply a Certificate of Insurance by Aug 21<sup>st</sup> to show management.

The insurance should be maintained through your company. Coverage provides for your physical booth and any materials shipped – **NOT** for services ordered or delivered by our official service providers. Exhibitors are responsible for payments of all services ordered and delivered by contractors should the event be cancelled for any reason-i.e. 'acts of god', blizzards, strikes, terrorism, earthquakes, fire, floods, war, riot etc. If you need to purchase additional insurance coverage please contact your insurance agent or John Buttine Insurance at 800 964 4454.

Healthcare Facilities Symposium & Expo assumes no liability for any loss, damage or injury to any property of the Exhibitor or to any of its officers, agents, employees or contractors, whether attributable to accident, fire, water, theft or any other cause whatsoever. Neither the Show Management, nor the owners or lessors of the exhibition premises will assume any responsibility for exhibitor's property against damage, loss and theft.

**Additional Insured** should be listed as follows:

- Freeman Companies
- JD Events, LLC, dba Healthcare Facilities Symposium & Expo
- Metropolitan Pier & Exposition Authority, dba Navy Pier
- Swissotel
- Hyatt Regency
- Hard Rock Hotel

*The certificate must cover the inclusive dates of the show (September 30 - October 1, 2009).*

**Please submit your Certificate of Insurance to Lou Mancini (203.371.8894 fax) by August 28<sup>th</sup>.**

**LIABILITY OF EXHIBITS AND MERCHANDISE:** Exhibitors are liable for any damages to floors, walls, or columns of the exhibit building. No cement or paste is to be used for fastening floor coverings. Tape used to secure carpets, linoleum or tile should have a cloth rather than a paper binding to facilitate its complete removal from the floor. Show Management will hold the exhibitor responsible for removal of all tape or adhesives placed on the exhibit floor.

## **LITERATURE DISTRIBUTION AND TRAFFIC**

Canvassing in any part of the Exhibit Hall, adjacent lobbies or corridors is prohibited. Printed or product promotion materials may be distributed only at the Exhibitor's booth or as authorized by Show Management. Exhibitors must restrict their activities to the space for which they have contracted. Any unauthorized solicitation, whether by an exhibitor or attendee, should be brought to the attention of Show Management. Demonstration areas must be organized within the exhibitor's space, so as not to interfere with any aisle traffic.

## **NO SMOKING POLICY**

Healthcare Facilities Symposium & Expo has established a no smoking policy for this event. As the EXPO is considered an integral part of the show, the no smoking policy applies to Expo Hall, all areas within, and the meeting rooms. Exhibitors (and anyone working in their booth) found in violation of this policy will risk penalties, including booth closure and forfeiting the right to exhibit in future Healthcare Facilities Symposium & Expo events.

## **PHOTOGRAPHY/VIDEOTAPING**

Photographing or videotaping any exhibit booth other than one's own contracted booth, is strictly prohibited. An exhibit booth and/or products(s) maybe photographed or videotaped only with the express written permission of the contracted exhibitor of that booth. Photographing or videotaping common areas or the show in general requires the written permission of the show management.

## **REGISTRATION AREA**

The Registration Area is reserved for the distribution of registration-related materials and materials approved by Show Management. No literature distribution or soliciting is permitted in this area.

## **RULES & SHOW POLICIES**

Healthcare Facilities Symposium & Expo shall have full authority to interpret or amend rules, and its decision is final. All issues not addressed are subject to the decision of Healthcare Facilities Symposium & Expo's management. These rules, regulation and policies have been formulated in the best interest of all exhibitors, the event and Healthcare Facilities Symposium & Expo. Full cooperation will ensure a successful meeting for exhibitors and attendees. Healthcare Facilities Symposium & Expo reserves the right to base all decisions on the best interest of all concerned parties. All decisions are final.

## **SHIPPING/DROPPING OFF YOUR EXHIBIT**

Generally, there are four ways to get your exhibit to the Exhibit Hall:

1. **Contractor's Warehouse**- Freight shipped to the Contractor's Warehouse will be placed in the Exhibit Hall first and will be in your booth when you arrive the day of set-up. Shipments must be received at the warehouse by September 21, 2009  
**Direct to the Exhibit Hall**- Freight shipped directly to the Exhibit Hall must arrive during the targeted move-in period (September 29 – 30th). Shipments will be received on a first-come, first-served basis at the discretion of the Service Contractor, based on the targeted plan.
2. **Hand-Carried Items**- Exhibitors are allowed to carry in a limited number of materials. Generally, the rule is what one person can hand-carry in one trip is acceptable. (If your booth has three people, you can each make one trip). Small luggage carriers are the only wheeled vehicles permitted.
3. **Personally Operated Vehicle (POV) Drop off**-aimed at small exhibitors who need less than 20 minutes to accomplish the drop off. Specific rules apply. See Freeman's "Caddie Service" for rules, loading and cost.

*Show management recommends and suggests sending your freight to the Freeman contractor's warehouse to avoid delays and missing deliveries etc on the day of set-up. This will also ensure that your material will be in your booth when you arrive for set-up.*

### **Hints & Suggestions**

- To avoid a drayage charge, which is based on a two hundred pound minimum (200 lb.), some exhibitors will have display materials (i.e. brochures, samples and handouts) shipped to their hotels and then carry them in.
- When contracting an "overnight" shipper, check on how long it takes them to trace a lost shipment. Some companies take two days, which is too long in the Trade Show business.
- Make sure to bring copies of all shipping forms and payments with you onsite.

**SHIPPING ADDRESSES-ADVANCED WAREHOUSE OR DIRECT**

Warehouse Starting: August 28  
Ending: Sept 21\*

Healthcare Facilities Symposium & Expo  
“Exhibiting Company Name”  
Booth # \_\_\_\_\_  
C/O Freeman  
2500 West 25<sup>th</sup> Street  
Chicago, IL 60632

\*Materials arriving after this date will be accepted but will incur an addition charge.

DIRECT-Show Site Shipping September 29 - 30

Healthcare Facilities Symposium & Expo  
“Exhibiting Company Name”  
Booth # \_\_\_\_\_  
C/O Freeman  
Navy Pier  
600 E. Grand Avenue  
Chicago, IL 60611

**SOUND LEVEL AND NOISY APPARATUS**

Exhibitor’s sound level shall not intrude or violate the rights of any and all adjacent exhibit areas. Show Management shall have absolute control over the implementation of this procedure, the intent of which is that sound systems, equipment, or demonstrations shall not be audibly objectionable to neighboring exhibitors. Show Management will inform the exhibitor of the violation. The exhibitor shall correct the violation immediately upon notice. If the exhibitor fails to correct the violation, Show Management is authorized to cut-off the supply of electricity without any liability.

**SPONSORSHIP INFORMATION**

For opportunities please contact Nancy Jo Wiggin, [nj@jdevents.com](mailto:nj@jdevents.com) or call 203 371 6322 for more information.

**TRAVEL ARRANGEMENTS**

Healthcare Facilities Symposium & Expo has secured blocks of rooms at the **Swissôtel Chicago**, **Hyatt Regency Chicago**, and the **Hard Rock Hotel**. Reservations can be made by calling the hotels directly. Be sure to mention the corresponding **discount code** to receive the rate. The special rates are only available through Saturday, August 29, 2009. Make your reservations early as rooms will fill up quickly at such a great rate. Please note, rooms are available on a first-come first-served basis.

Hotel	Address	Phone	Rate	Discount Code	Status
Swissôtel	323 E. Wacker Drive, Chicago, IL 60601	888-73-SWISS (888 737 9477)	\$279	Healthcare Facilities Symposium 2009	Rate is available 3 days pre/post show
Hyatt Regency	151 E. Wacker Drive, Chicago, IL 60601	312-565-1234	\$269	Healthcare Facilities	
Hard Rock Hotel	230 North Michigan Ave, Chicago, IL, 60601	312-334-6767	\$279	HFSY092808	Rate is available 3 days pre/post event based upon availability.

**VIDEO TAPING**

Show Management must approve all videotaping. Contact Show Management in advance with your specific requests

If after reading this manual, there are any questions or if we can be of further assistance; please call us at 203-371-6322