



**HEALTHCARE
FACILITIES**
symposium and expo

SHOW MANAGEMENT GENERAL SHOW INFORMATION

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If you have any questions please contact:

Melissa Cercone 203-416-1928 melissa@jdevents.com

Manager, Exhibitor Services & Operations for the Healthcare Facilities Symposium & Expo

Or

Lou Mancini 203-416-1926 lou@jdevents.com

VP, Operations for the Healthcare Facilities Symposium & Expo



HEALTHCARE FACILITIES

symposium and expo

The FACTS

Exhibitor Move-In Dates & Times

Sunday, September 17	2:00 PM - 4:30 PM
Monday, September 18	8:00 AM – 4:30 PM

All exhibits must be fully installed by 4:30 PM on Monday, September 18th.

Exhibition Dates & Times

Monday, September 18	4:30 PM - 6:30 PM
Tuesday, September 19	10:30 AM - 3:00 PM

Exhibitor Move-Out Dates & Times

Tuesday, September 19	3:00 PM - 8:00 PM
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Freight carriers should check in by 6:00 PM on Tuesday, September 19th to ensure all exhibitor materials are removed from the facility by the move out deadline.

Venue Location

Ausitn Convention Center – Exhibit Hall 1
500 E. Cesar Chavez Street
Austin, TX 78701

Show Management-Contact Information

The following is a list of key contacts at the Healthcare Facilities Symposium & Expo. Feel free to contact any one from show management should you have any questions or concerns.

<u>NAME</u>	<u>TITLE</u>	<u>TELEPHONE NUMBER</u>	<u>E-MAIL ADDRESS</u>
Lou Mancini	Operations	203-416-1926	lou@jdevents.com
Melissa Cercone	Manager, Exhibitor Services & Operations	203-416-1928	melissa@jdevents.com
Ann Belz	Sales Director	603-471-0877	ann@jdevents.com
Jenabeth Ferguson	Symposium Director	508-759-0075	jenabeth@jdevents.com
Dawn Jeffrey	Registration	203-416-1921	dawn@jdevents.com

Show Colors

Back Drape: Blue & White Side Drape: Blue Carpet: Blue

Standard Booth Provisions

You booth (10' x 10) includes

- 8' high back drape and 3' side rails in show colors
- A 7" x 44" identification sign

Convenient Booth package exhibitors have more than the standard booth provisions. Please contact Melissa Cercone (203-416-1928, Melissa@jdevents.com) for information on what comes with your booth or if you need to know if you're a convenient booth package exhibitor.

Union labor may be required for installation and dismantle. Please read the [UNION RULES & REGULATIONS](#) for clarification.

Shipping Information

Advanced Warehouse

Starting: August 18
Ending: September 8 (Shipments will be accepted after this date but additional charges apply)
Warehouse receiving hours are 8:00 a.m. to 3:30 p.m. Monday through Friday.
Please Note: The warehouse is closed Monday, September 4, 2017 in observance of the holiday.

If required, provide your carrier with this phone number: (210) 554-2021

Shipping Label:

Exhibiting Company Name / Booth #____
HEALTHCARE FACILITIES SYMPOSIUM - 442131
c/o FREEMAN / AWD
Raceway Crossing, Bldg. 1, 16310 Bratton Ln, Suite 125
Austin, TX 78728

Direct To Show Site Shipping

September 17 & 18
Shipments arriving before these dates may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor.

If required, provide your carrier with this phone number: (210) 554-2021

Shipping Label:

Exhibiting Company Name / Booth #____
HEALTHCARE FACILITIES SYMPOSIUM - 442131
c/o FREEMAN
Austin Convention Center
500 E. Cesar Chavez Street
Austin, TX 78701



HEALTHCARE FACILITIES

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GENERAL INFORMATION

-In Alphabetical Topic Order-

AMERICAN with DISABILITIES 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 18

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 or 203-416-1926)

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, 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 Checklist & Timeline for discount deadlines.
- 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 Melissa (203-416-1928, Melissa@jdevents.com) or Lou Mancini (203-416-1926, Lou@jdevents.com)*

BOOTH EQUIPMENT

The standard booth equipment that is included in the rental of your booth consists of polished aluminum telescopic Frames (pipe) with flameproof draperies. Backdrops are 8' high and side rails are 3' high.

Convenient Booth package exhibitors have more than the standard booth provisions. Please contact Melissa (203-416-1928, Melissa@jdevents.com) for information on what comes with your booth or if you need to know if you're a convenient booth package 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 schedule carefully. This is an area in which careful planning can save money and time. Please plan accordingly.

If you have any conflicts or are unable to comply with the dates and times, contact Melissa Cercone immediately!

BOOTH SET-UP GUIDELINES

Only exhibitor appointed contractors (EACs) 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 203-416-1926.

CATERING POLICY

The Austin Convention Center is the exclusive catering contractor for the venue. 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 the Austin Convention Center. For information on catering services view [the Austin Convention Center Utilities Kit](#).

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 18th**. Use this [EAC Form](#). 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
Austin Convention Center Department

The certificate must cover the inclusive dates of the show (September 17 – 20, 2017).

EXHIBITOR BOOTH STAFF REGISTRATION

To facilitate registration, we ask that all exhibitors pre-register their staff on-line by using the [Exhibitor Registration Portal](#). 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.

There are two types of Exhibitor Badges...

The first type is a regular Exhibitor Badge. Exhibitors get 4 Exhibitor badges per 10x10 booth at no cost. Additional Exhibitor Badges can be purchased for \$195 each. With the regular Exhibitor Badge you can attend Learning Lounge sessions, Keynotes, and Exhibit Floor Receptions in addition to access to the exhibit hall during move in, move out and exhibit hall hours.

The second type is an Exhibitor Conference Badge. Exhibitors get 1 complimentary Exhibitor Conference Badge per 10x10 booth. Additional Exhibitor Conference Badges can be purchased at 25% off the current registration price. With the Exhibitor Conference Badge you can attend all of the conference sessions, conferee lunches and breakfasts, Learning Lounge sessions, Keynotes and Exhibit Floor Receptions in addition to access to the exhibit hall during move in, move out and exhibit hall hours.

EXHIBITOR SERVICES AREA

An Exhibitor Services 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.

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 (Kendra Reilly, (212) 697-1010 x 49 or kar@buttine.com)

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
 Austin Convention Center Department

Certificate Holder:

JD Events LLC
 55 Walls Drive, Suite 204
 Fairfield, CT 06824

The certificate must cover the inclusive dates of the show (September 17 – 20, 2017).

Please submit your Certificate of Insurance to Lou Mancini (lou@jdevents.com or 203.371.8894 fax) by August 18th

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 three ways to get your exhibit to the Exhibit Hall:

1. ***Advanced Warehouse***- Freight shipped to the Advanced Warehouse will be placed in the Exhibit Hall first and will be in your booth when you arrive the day of set-up.
2. ***Direct to the Exhibit Hall***- Freight shipped directly to the Exhibit Hall must arrive during the targeted move-in period (September 17 & 18). Shipments will be received on a first-come, first-served basis at the discretion of the Service Contractor, based on the targeted plan.
3. ***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.

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 TO SHOW SITE

Advanced Warehouse

Starting: August 18
Ending: September 8 (Shipments will be accepted after this date but additional charges apply)
Warehouse receiving hours are 8:00 a.m. to 3:30 p.m. Monday through Friday.
Please Note: The warehouse is closed Monday, September 4, 2017 in observance of the holiday.

If required, provide your carrier with this phone number: (210) 554-2021

Shipping Label:

Exhibiting Company Name / Booth # _____
HEALTHCARE FACILITIES SYMPOSIUM - 442131
c/o FREEMAN / AWD
Raceway Crossing, Bldg. 1, 16310 Bratton Ln, Suite 125
Austin, TX 78728

Direct To Show Site Shipping

September 17 & 18
Shipments arriving before these dates may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor.

If required, provide your carrier with this phone number: (210) 554-2021

Shipping Label:

Exhibiting Company Name / Booth # _____
HEALTHCARE FACILITIES SYMPOSIUM - 442131
c/o FREEMAN
Austin Convention Center
500 E. Cesar Chavez Street
Austin, TX 78701

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.

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.

VIDEO TAPING

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

Continue to next section – DISPLAY RULES & REGULATIONS....



HEALTHCARE FACILITIES

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Display Rules & Regulations

Installation Deadlines

Exhibition space must be occupied by Monday, September 18th at 4:30pm. If not, and management has not been advised of the delay, the booth space will be considered abandoned and will be used at the discretion of the management.

Booth Height Regulations

In-line booth displays, pop-ups, materials etc. may not exceed a height of 8'. Any material over 4' in height must be displayed in the back 4' of the booth so as not to obstruct site lines of neighboring exhibitors.

Booth Approval

Deadline: August 18^h

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.

Finished Surfaces

Any portion of the exhibit bordering another exhibitor's booth must have the back side of that portion finished, and must not carry identification signs or other copy that would detract from the adjoining exhibit.

Exposed Walls

All exposed parts of constructed displays must be finished to present an attractive appearance when viewed from aisles or other adjoining booths. Exposed back and sidewalls may not display copy, logos, graphics or other advertising if they adjoin a neighboring booth.

Exhibitors using curved pop up backdrop/displays are required to provide masking drape at their expense if the curvature exposes more than 3 feet of the back scaffolding.

Hanging Signs

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

Obstruction of Aisles of Booths

The aisles are the property of the entire show and each exhibitor has the responsibility to assure the proper flow of traffic through the exhibit hall. Any demonstration or activity, which results in obstruction of aisles, prevents ready access to nearby exhibitor's booths or otherwise creates a hazardous condition, is an infringement on the rights of other exhibitors. The aisles must not be obstructed at any time.

Restricted Activity

The distribution of literature, promotional items, samples, etc. is restricted in location to your contracted exhibit space. Any distribution or other activity interfering with the activities or neighboring exhibitors or obstruction of aisles will not be allowed.

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.

Fire Laws

All display material **must** be flameproof. Wiring must comply with local fire department and underwriters rules. Smoking in exhibits is forbidden. Exhibits must not block aisles, fire exits and fire extinguishers. No decorations of paper, pine bough, leafy decorations, free branches or other combustible materials are allowed. NO storage behind exhibits is provided or permitted. Acetate and most rayon drapes are not flameproof and are prohibited. Please read the AUSTIN FIRE REGULATIONS found in the Freeman Services Kit or the Austin Convention Center Services Kit.

Sound Level

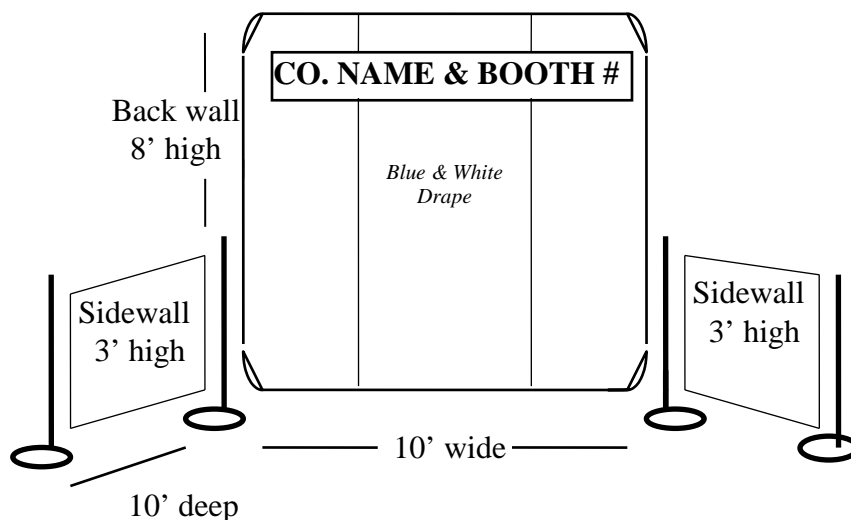
Sound level of presentations must be maintained at a level so as not to prove disturbing to other exhibitors.

STANDARD BOOTH EQUIPMENT

The standard booth is equipped with a polished frame (pipe), decorated with flameproof draperies in show colors. The back wall stands eight (8') feet high and is ten (10') feet wide. The sides are three (3') feet high.

Within this space, or multiples of it, you may erect your exhibit. Please consult the "Exhibit Height Regulations" in this document. Your booth will automatically come with a 7"x 44" company id sign, which will be printed using the company name from your signed contract.

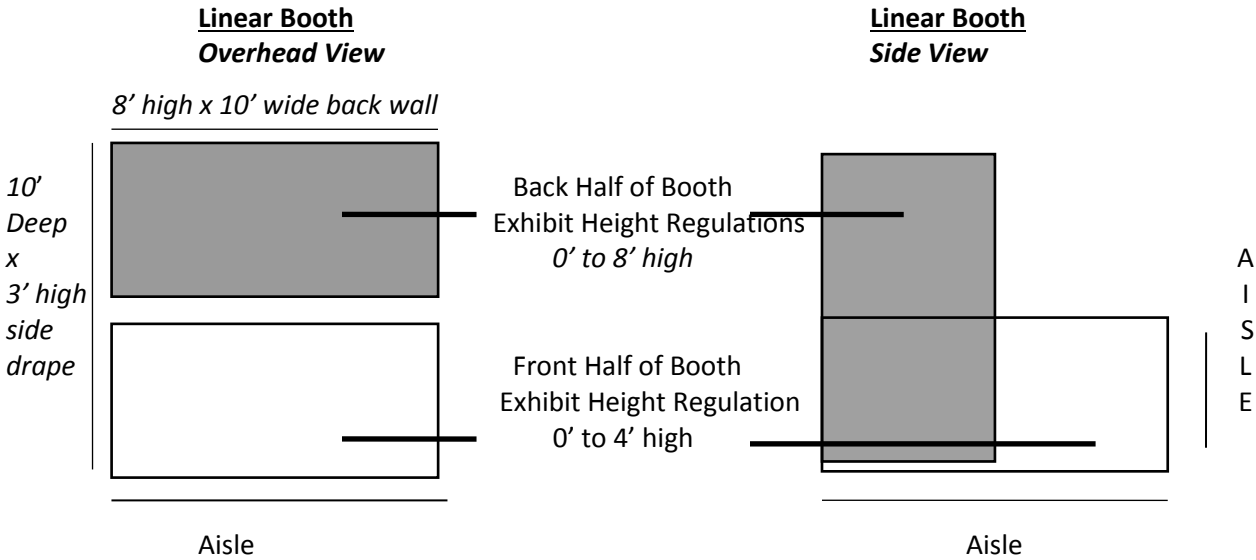
- DRAPE:** Blue & White
- STANDARD SIZE:** 10' wide, 10' deep
8' high back wall with 3' sides



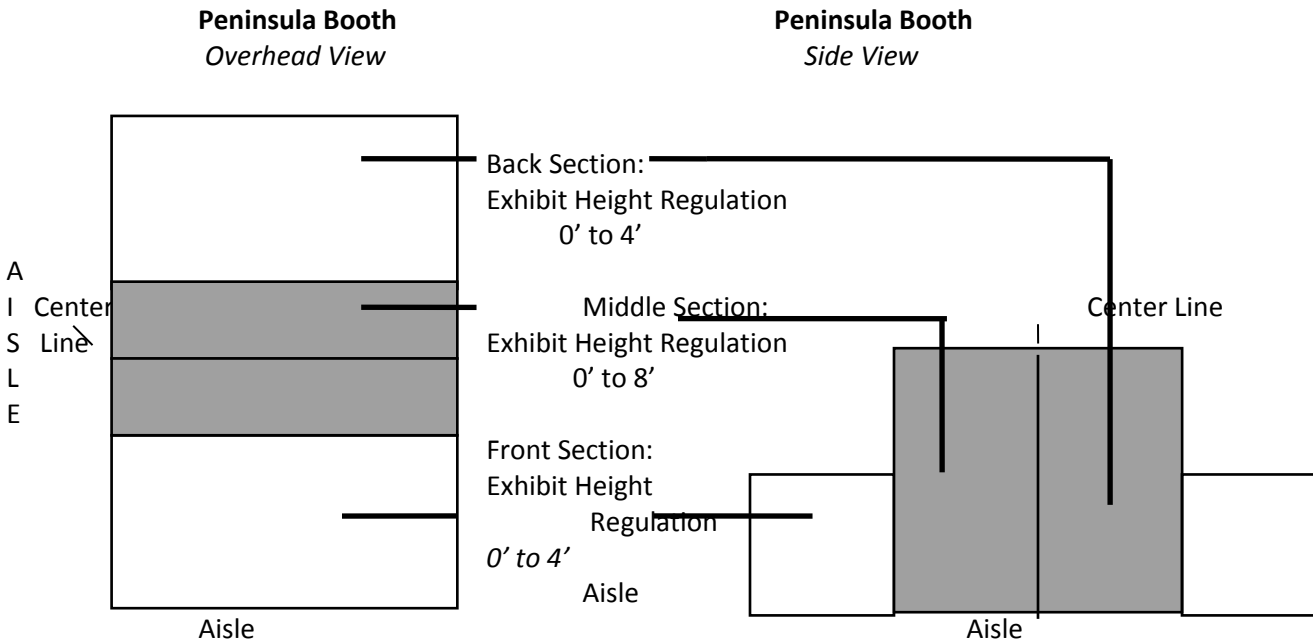
Convenient Booth package exhibitors have more than the standard booth provisions. Please contact Melissa (203-416-1928, Melissa@jdevents.com) for information on what comes with your booth or if you need to know if you're a convenient booth package exhibitor.

EXHIBIT HEIGHT REGULATIONS

Linear Booth



Peninsula Booth



Island Booths

All booths 20'x 20' and larger should submit a rendition to show management (attention Lou Mancini 203-416-1926 or lou@jdevents.com) for consultation and approval by **August 18th**



HEALTHCARE FACILITIES

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FAQs

1) Questions?

The entire Healthcare Facilities Symposium & Expo (HFSE) team is working hard to make this show a great success. Please contact Melissa (203-416-1928, Melissa@jdevents.com) or Lou Mancini (203-416-1926, lou@jdevents.com) with any questions you might have. There are no questions too simple to answer.

2) I'm an exhibitor; do I need a Certificate of Insurance?

Yes, all exhibitors are required to have 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.

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 (Kendra Reilly, (212) 697-1010 x 49 or kar@buttine.com)

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
Austin Convention Center Department

Certificate Holder:

JD Events LLC
55 Walls Drive, Suite 204
Fairfield, CT 06824

The certificate must cover the inclusive dates of the show (September 17 – 20, 2017).

Please submit your Certificate of Insurance to Lou Mancini (lou@jdevents.com or 203.371.8894 fax) by Aug. 18th

3) Help!!!! This is my first trade show what do I need to know?

Well, if you are reading this then you have started in the right place! There are many resources available to

you on the [Exhibitor Services Manual](#) online. View the Exhibitor Deadlines & Checklist, it will help keep you organized. Also, you should contact Melissa (203-416-1928, Melissa@jdevents.com) or Lou Mancini (203-416-1926, lou@jdevents.com) and they will guide you through the process!

4) What comes standard with my booth?

The standard booth is equipped with a polished frame (pipe), decorated with flameproof draperies in show colors. The back wall stands eight (8') feet high and is ten (10') feet wide. The sides are three (3') feet high.

Convenient Booth package exhibitors have more than the standard booth provisions. Please contact Melissa (203-416-1928, Melissa@jdevents.com) for information on what comes with your booth or if you need to know if you're a convenient booth package exhibitor.

5) I noticed I need my booth number to place orders, etc. Where can I find this?

The [Exhibitor List](#) on the HFSE website or you can contact Melissa (203-416-1928, Melissa@jdevents.com) or Lou Mancini (203-416-1926, lou@jdevents.com) and they will look up your booth number for you.

6) What does my Exhibitor Badge give me access to? There are two types of Exhibitor Badges...

The first type is a regular Exhibitor Badge. Exhibitors get 4 Exhibitor badges per 10x10 booth at no cost. Additional Exhibitor Badges can be purchased for \$195 each. With the regular Exhibitor Badge you can attend Learning Lounge sessions, Keynotes, and Exhibit Floor Receptions in addition to access to the exhibit hall during move in, move out and exhibit hall hours.

The second type is an Exhibitor Conference Badge. Exhibitors get 1 complimentary Exhibitor Conference Badge per 10x10 booth. Additional Exhibitor Conference Badges can be purchased at 25% off the current registration price. With the Exhibitor Conference Badge you can attend all of the conference sessions, conferee lunches and breakfasts, Learning Lounge sessions, Keynotes and Exhibit Floor Receptions in addition to access to the exhibit hall during move in, move out and exhibit hall hours.

7) What do I do if I need to update my company information (description on the web, logo, exhibitor contact, etc)?

Contact Melissa (Melissa@jdevents.com or 203-416-1928) and she will help you.

8) Is there an advantage to Advanced Warehouse vs. Direct Shipping to Navy Pier?

HFSE recommends using Advanced Warehouse shipping. This is the most effective method as your freight will be in your booth on the first day of move-in.

The unloading of Direct Shipments at HFSE is based upon dock space at the Austin Convention Center, # of shippers at that moment and size of shipments on a truck, overall efficiencies/inefficiencies and the marshalling yard. Direct shipments do not start to be handled until 2:00 PM Sunday, September 17th.

*There are variables beyond your control so delays are often experienced from this shipping method. BE SAFE, SEND YOUR SHIPMENT TO THE **ADVANCED WAREHOUSE!***

9) Wow!!! How can I stay organized?

Our Exhibitor Deadlines & Checklist will provide you with deadlines and contact info on all the outside vendors we are using to make your show successful.

10) I am making plans for staff travel at the end of the show, when can my booth personnel expect to get their crates back during 'teardown' on September 19th?

Show management expects the first crates to be returned to the floor around 3:00 PM. Remember the aisle

carpet, miscellaneous furniture and other items need to be removed first. The last crate should be delivered around 5:30 PM. It is highly recommended that if you have a detailed booth, you leave either on a late flight Tuesday, September 19th or Wednesday, September 20th.

11) What marketing opportunities do I have to invite my clients and/or prospects to visit our booth and promote our participation at HFSE?

*We have developed several **complimentary marketing opportunities** for you to help drive additional traffic to your booth and promote your brand, products and services! Visit the [Marketing Opportunities](#) webpage for more information.*