



EXHIBITOR SERVICE MANUAL

November 18-21 | Las Vegas, NV
Las Vegas Convention Center

Exhibitor Information Guide

ISSA/INTERCLEAN® North America 2013 will be held at the Las Vegas Convention Center. Exhibits are located in the Central Halls. Taxis will drop by the North Hall entrance. Busses will drop off by the Central Hall entrance. All educational sessions, and speaker presentations will take place at the convention center.

ACCESS FOR EXHIBITORS, MANUFACTURER REPS, EXHIBITOR APPOINTED

CONTRACTORS (EAC) – Please use the main exhibit entrance, marked as Central 1, during set-up days for both entering and exiting the exhibit hall. The same will apply for move-out. Exhibitors will be allowed access to the exhibit hall at 7:30 a.m. during show days. Manufacturer Representatives will be allowed access the same time as exhibitors, provided they have registered in advance and have their badge credentials. If they did not advance register, they cannot register on-site until Monday, November 18th at 7:30 a.m. *If your Manufacturer Representatives are assisting you in your booth during the set-up schedule, please remind them of this policy.*

AGE RESTRICTION – No one under 12 years of age will be allowed on the exhibit floor under any circumstances during show days.

AIRLINE/CAR RENTAL RESERVATIONS – Special airfare discounts are available through the official airline and car rental carriers. Complete details can be found in the “Registration, Hotel & Travel” section.

AMERICANS WITH DISABILITIES ACT – Exhibitors are advised of their obligations related to the Americans with Disabilities Act (ADA) which requires that the Exhibitor’s display must be accessible to persons with disabilities, and the Exhibitor agrees that it is solely responsible for assuring that its display complies with the ADA. The Exhibitor hereby warrants that it will provide auxiliary aids and services to individuals with disabilities suitable for effective communications between all parties in accordance with the requirements of the ADA, so that the Exhibitor’s display will be accessible, as defined in the ADA, to persons with disabilities. The Exhibitor further warrants that where the provision of such auxiliary aids would fundamentally alter the nature of the goods and/or services provided by the Exhibitor, the Exhibitor will notify ISSA of that fact at least two weeks in advance of the show and of the alternative measures it intends to take to assure compliance with the ADA during the period of the show. The Exhibitor agrees to indemnify and hold ISSA harmless for any claims arising out of or in connection with the Exhibitors’ display’s failure to comply with the ADA.

BADGE COLOR-CODING – Badge holders will be color-coded as follows:

Distributors / Wholesalers	Green
Building Service Contractors	White
In-House Service Providers	Yellow
Associate / Publisher / Non-Exhibiting Manufacturers	Purple
Manufacturer Reps.....	Red
Exhibitor.....	Red

BOOTH DÉCOR/AISLE CARPETING – The back wall and sidewall drapery will be gray panels. The aisles will be carpeted in blue.



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BUSINESS CENTER – The Business Center is operated by FedEx, offering a full range of services located in the Grand Concourse. They are open Monday-Friday 8:00a.m. - 6:00p.m.

CRATE REMOVAL, STORAGE AND RETURN – Empty crates will be removed to storage and returned to your booth at the end of the show. Every empty crate should be marked or labeled with the booth number. "EMPTY STORAGE" labels will be provided and can be obtained from the GES Servicenter®. Please make sure to use these labels so that your crates are ready for removal and storage. Do not store merchandise in crates or cartons marked for empty storage.

DISMANTLING – ISSA/INTERCLEAN® North America 2013 rules prohibit early dismantling of your display. Any Exhibitor who dismantles their exhibit prior to 1:30 p.m. on Thursday, November 21st, may be suspended from exhibiting at ISSA tradeshows for at least one year. A Dismantling Bulletin will be distributed to all exhibitors at show site. Note: An outbound Bill of Lading must be completed and turned into the GES freight desk.

DISPLAY LIGHTING – The use of strobe lights will not be permitted. Neon lighting is acceptable, provided it is in compliance with local laws, and advance approval is received from the exhibit facility. Small flashing-chaser lights are permitted and shall be maintained to a maximum height of 8'3" (2.5m) in any size exhibit structure. Please review the halogen lamp restriction at the LVCC in the [GES & LVCC Services](#) section. Moving, robotic (or automated) lighting will be permitted, provided the special effects are confined within the booth, including height limitations, and that light is not projected into the aisle and cannot be disruptive to neighboring exhibitors. Any truss work must not exceed the allowable height of the exhibit structure (Island/Peninsula only). Such special effects lighting is subject to prior approval from ISSA.

ISSA CONVENTION SEMINARS – Log onto www.issa.com/schedule for a complete conference schedule. Exhibiting companies and all their full-time employees receive a free educational conference registration (valued at \$95 per person) as long as the "ISSA Convention Seminars" option is selected when registering.

ELECTRICAL SERVICE – Electrical power for lights and displays will be turned on one hour prior to show opening and off at show closing, unless special service has been arranged for in advance by the individual exhibitor.

EXHIBIT CONSTRUCTION GUIDELINES & FACILITY POLICIES – Please reference the ISSA/INTERCLEAN Exhibit Construction Guidelines for all construction guidelines, and facility policies.

EXHIBITOR APPOINTED CONTRACTOR (EAC) – Procedures for using an exhibitor appointed contractor (a contractor other than GES) can be found in the "Exhibitor Appointed Contractors (EAC)" section. Exhibitors are required to request permission at least 30 days prior to the show opening. Please use the EAC Work Authorization Form to request the use of an Exhibitor Appointed Contractor. Exhibitors may not appoint contractors for such services as drayage (freight handling), electrical, plumbing, telephone, booth security, booth cleaning and food services. Approved EAC's will be required to pick-up their "wristbands" to access the show floor. No one will be allowed on the exhibit floor without proper identification.

NOTE: Any EAC company must have a [Clark County Business License](#) to work at the convention center. Failure to comply will result in not allowing your EAC on the show floor. The same policy applies to supervisory personnel overseeing the installation. The Las Vegas Convention Center implements the ESCA Worker Identification System. All EACs are required to wear their ESCA badge.



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EXHIBITOR MEETINGS/HOSPITALITY – Exhibitors should be reminded not to schedule a meeting with a non-exhibitor in their booth during non-show hours. Exhibitors are encouraged to minimize activities during the educational portion of the tradeshow, and to avoid meetings that would preclude Manufacturer Representatives or Distributors from attending ISSA Convention Seminars on Monday, November 18th. Exhibitors may arrange a business meeting or plan a food function at one of the official ISSA Hotels during the non-show hours. A list of the hotel contacts can be found in the “Meetings/Hospitality” section. Details for reserving a meeting room and/or catering arrangements at the Las Vegas Convention Center can be found in this section as well.

EXHIBITOR SERVICES – The GES Servicercenter® and other official contractors have service desks set up for your convenience. You can find these service desks located downstairs (between C1 & C3) in the “tunnel”.

FIRE (NO FREIGHT) AISLES – “No Freight” (fire) aisles have been designated, which will allow GES to move freight in and out quickly. These aisles must not be used for any other purpose. *Do not place any crates, merchandise or trash in these designated aisles.* We appreciate your cooperation.

FIRE REGULATIONS – The Las Vegas Convention Center has specific fire and safety regulations/restrictions and permit requirements regarding display material within the exhibit hall. Please see the “GES/LVCC Services” section for complete information.

FIRST AID / EMERGENCY – First aid is located next to security by freight door #11. It will be staffed for the duration of the show, including move-in and move-out. In the event of a medical emergency while on-site at the Las Vegas Convention Center, any house phone can be used to report an emergency. The phone will automatically ring into the building’s Security/Emergency Office. Please do not call 911 as this will only delay the emergency response. If dialing from a personal phone, call 702-892-7400

FLOOR MANAGERS – The ISSA Floor Managers will be on the floor during set-up, show days, and dismantling to assist exhibitors in any way possible to ensure a smooth running show. If you have problems with any of the services that are being provided, please call it to the attention of the floor managers. Your floor managers are Frank Glynn, Terry Duffy, Jim Adlesick, and Kevin O’Hagan

FOOD & BEVERAGE SERVICE – Aramark is the exclusive caterer at the Las Vegas Convention Center. Aramark has created menus especially designed to accommodate the exhibit floor. Food and beverage services in your booth heighten your company’s visibility, help to attract more potential buyers and increase trade show sales. Exhibitors may serve food and alcoholic beverages from their booth. Full details can be found in the “Meetings/Hospitality” section. *Note:* If you intend to serve “logo” bottled water, please be reminded there will be a corkage fee. You may want to consider purchasing this from Aramark.

HAND CARRIED ITEMS – Exhibitors may carry in small packages, including pop-up booths, provided they can be hand carried. Four-wheel dollies are not permitted. Access will be allowed through the C1 hall entrance. Exhibitors will not be permitted to unload private cars at the building entrance. You will be required to unload at the docks and items are subject to the material handling charge.

HANGING SIGNS/BANNERS – An Island exhibit of 1200 sq. ft or larger will be permitted up to a maximum height of 30 ft. Smaller Island, Split-Island and Peninsula exhibits will be permitted up to a height of 22 ft. Please refer to the ISSA Exhibit Construction Guidelines for details. Please carefully review the GES policies for hanging signs/graphics/truss. You must order Labor prior to October 23rd. Hanging signs/truss must be received in advance at the GES warehouse no later than October 23rd.



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HOTEL RESERVATIONS – Book now through ISSA's provider, onPeak, and you will not only receive discounted room rates, but also a complimentary ISSA Bus Pass (value \$30). If you book outside the ISSA housing company (OnPeak), you will be required to purchase a bus pass to ride the busses to and from the convention center. Passes can be purchased on-site at registration. Pass does not include service to/from the LVH Hotel & Casino, or the Four Seasons Las Vegas.

HOUSEKEEPING – Janitorial services will be provided in the aisles and corridors during and after show hours. It is the responsibility of the exhibitor to arrange for cleaning services within their booth. Trash cans will be emptied and waste material removed when placed in the aisles after the show closes each day. The cleaning order form can be found in the Labor section.

INFORMATION CENTER – An Information Center will be located in the Grand Lobby near the Registration area.

INTERNET/NETWORKING SERVICE – Smart City is the official vendor at the Las Vegas Convention center for internet and networking services. If you require these services, please refer to the order forms located in the "Official ISSA Vendors" section.

INTERPRETING SERVICES – In the event you need a translator, arrangements can be made through our service provider, Judy Venn & Associates (JVA). For additional information, please refer to the Official ISSA Vendors section.

LABOR – Please review the union guidelines for the installation and dismantling of your booth. Detailed information can be found in the Labor section. Please abide by the labor regulations. Order the services you will need pre-show and save money!

LEAD MANAGEMENT EQUIPMENT (CompuLEAD) – All registrants will receive a badge, which contains information gathered at time of registration. Please reserve your lead retrieval equipment through Compusystems by signing in to your ConnectME Dashboard (www.issa.com/register). If your order is received after October 21st, equipment will be limited and offered on a first-come basis. Equipment can be picked up beginning on Monday, November 19th. If you are requesting your equipment to be delivered and picked up from your booth, fees begin at \$95.00.

NOTE: Please be certain to order electrical power in advance for specific lead management equipment (CompuLEAD desktop). There are other options for equipment that do not require power. Details can be found in the ISSA Official Vendors section. All lead management equipment must be rented with an associated fee.

Through the BuyerConnect post-show promotional services, exhibitors will receive a list of all the attendees who swipe their badge while visiting your booth. Attendees will also receive a listing of all the exhibitors' booths they visited.

LIABILITY AND INSURANCE – Exhibitors are advised to see that their regular company insurance includes coverage outside of company premises and that they have their own theft, public liability and property damage insurance. ISSA and all organizations and individuals who are employed by or associated with it in connection with the show will not be responsible for injury and damage that may occur to an exhibitor or his/her employees or agents, nor to the safety of any exhibit or other property against theft, fire, accident, or any other destructive causes. Please review the Exhibitor Insurance & Liability responsibilities, which can be found in the "Insurance/Liability/Security" section.



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MEETING ROOMS – An exhibitor may arrange to reserve a meeting room at the convention center to hold sales meetings or for hospitality purposes during *non-show hours*. Please refer to the *Convention Center Meeting Room Request Form* that can be found in the “Meetings/Hospitality” section.

MOBILITY SERVICES – For wheelchair/electric or scooter rental call 888-441- 7575. Visit [Scootaround Mobility Solutions \(http://www.scootaround.com/locfinder.asp\)](http://www.scootaround.com/locfinder.asp) for further information or online reservations. Wheelchairs/scooters can be picked up at Fed Ex.

MERCHANDISE REMOVAL – If you wish to hand carry an item out of the building (including move-out), you must obtain a *MERCHANDISE REMOVAL PASS* from a Floor Manager. An Exhibitor badge is required to obtain these passes. Guards are instructed to stop anyone carrying out equipment without a pass. This is for the Exhibitor’s protection.

OVERNIGHT SECURITY AREA – ISSA will provide an Overnight Security Area for use in storing valuable goods and merchandise. We *strongly* suggest that you store valuable merchandise or portable equipment, such as plasma screens, cameras, computers, etc., during non-show hours. There is no charge for this service. However, if your merchandise is handled by the General Contractor, material handling charges will apply.

PARKING –The daily fee is \$10 with in and out privileges. If you are leaving the convention center and will return in the same day, you can get your ticket stamped for re-entry.

PHOTOGRAPHY ON SHOW FLOOR– Video or still photography of an exhibitor’s booth is not allowed. Exceptions are the Press, the Official Photographer and ISSA’s Video Crew, or as approved by show management. If an Exhibitor wishes to videotape or photograph their own booth, they may do so by obtaining a Camera Pass from the ISSA Show Office in Room N220-N222.

REGISTRATION – The Exhibitor Registration desk and Sales Office are located in the Grand Lobby. All exhibitors are required to register and pay the appropriate registration fees.* On-site registration for exhibitors will be open Sunday, November 17th, at 7:30 a.m. Exhibitors need to wear an Exhibitor’s badge to gain access to the show floor. This includes move-in and move-out.

*Register by October 11th to receive one free tradeshow badge for every 100 sq. ft. reserved. Badge fees will apply after this date.

SAMPLES / GIVEAWAY ITEMS – Do not leave samples or giveaway items visible in your booth overnight. Secure them out of sight. You may use the free “Overnight Security Area” for this purpose.

SECURITY – ISSA will provide security on the exhibit floor on a 24-hour basis during the entire period of the show (including installation and dismantling). Every reasonable effort will be made to prevent losses. The final responsibility, however, lies with the exhibitor. If you have items in your display that are vulnerable to theft, take advantage of the Overnight Storage Area.



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SIGNING BILLS FOR SERVICE – The person in charge of your exhibit should carefully inspect and personally sign all work order forms. If you disagree with a bill presented for your signature, question it immediately. If you cannot come to a satisfactory understanding with the contractor, see the Floor Manager - do not put it off! Settle all bills before the close of the show. *It is difficult to settle differences after the show has closed and you are back in your office!*

STANDARD BOOTH EQUIPMENT – Included in the cost of your exhibit space is "Standard Booth Equipment" consisting of an 8' back drape and 3' side dividers. Also, included is a 7" x 44" identification sign. **IMPORTANT:** Please use the order form if you will require the standard booth equipment. You must also order your sign in advance as well. There will be a charge for orders placed after October 23rd.

SUPPLY STORAGE – If you do not have room in your booth to store all materials and supplies throughout the show, you can arrange through GES to have your necessary supplies stored and delivered to your booth before opening hours each day. Please remember, no deliveries are permitted for any reason after the show hours begin. Please note freight handling charges will apply.

TRANSPORTATION – ISSA will provide bus service from all official ISSA hotels to and from the Las Vegas Convention Center, except for The LVH Hotel & Casino and Four Seasons Las Vegas. Service will operate beginning Monday, November 18th, through the close of the show on Thursday, November 21st. A schedule will be posted in all official hotel lobbies. If you booked your hotel reservations through the ISSA housing provider, onPeak, you will receive a complimentary bus pass (designated on your official show badge). Passes will not be required on the *inbound* to the LVCC on Monday and Tuesday mornings. If you book your hotel reservations with any other company than onPeak, you will need to purchase your bus pass (\$30). Passes can be purchased on-site in Las Vegas or via your ConnectME Dashboard in registration.

Private Bus Service: If arranging private transportation (limos/buses), you will need to schedule your pickup/drop off with the ISSA/INTERCLEAN official transportation provider (CMAC).

UTILITIES – Electrical and plumbing services must be ordered through GES and telephone/internet-network services through Smart City.