



NEW TIME THIS YEAR GOED Kiosks

Welcome to SupplySide West 2019! This **GOED Kiosk Exhibitor Service Kit** has been prepared to help you plan for the show as these Kiosks are unique. [Please read this document and the Welcome Letter in their entirety.](#)

We encourage you to complete your [badge registration](#) online prior to the show. We do not mail badges and registering pre-show can save you valuable time onsite and money.

If you have questions on any of the enclosed materials, please contact the [Client Services Specialist](#). We look forward to seeing you in Las Vegas!

MOVE-IN

Wednesday, October 16 8:00 AM – 9:00 PM (Wednesday Move-In ONLY)

- All Kiosks must be Show Ready by 8:00 PM
- Empties must be tagged for removal by 4:00 PM
- Overtime rates apply after 4:30 PM

Thursday, October 17 7:00 AM – 9:30 AM

- Final booth wipe down and vacuum will begin at 8:00 AM
- **NO BOOTH FREIGHT MOVE-IN ALLOWED**

SHOW HOURS

Thursday, October 17 10:00 AM – 5:30 PM

Friday, October 18 10:00 AM – 5:00 PM

MOVE-OUT

Friday, October 18 5:00 PM – 11:00 PM

- Move-out after 4:30 PM is on Overtime rates
- Empty containers will be returned starting at 5:00 PM after aisle carpet is removed

Saturday, October 19 7:00 AM – 12:00 PM

- Move-out is on Overtime rates.
- Carriers **MUST** be checked in by 9:00 AM
- **All exhibitor materials must be removed by 12:00 PM**

Stay with your materials until the last item is placed for shipment. If you must leave early, place an order for contractor labor and supervision through GES, so they can pack up your materials. Exhibitors are responsible for the removal of all materials at the end of the event.

FOOD/BEVERAGE SAMPLING

If sampling food or beverage, please review the [Food Safety & Sampling Guidelines](#). The Mandalay Bay Sampling form is REQUIRED and must be submitted to [Mandalay Bay Exhibitor Services](#). Please be aware that there are **NEW** regulations for sampling. Be familiar with the [Sampling Guidelines](#) and REQUIRED [Hand Washing & Sanitation Kits](#). If a Handwashing Station is needed for your Kiosk, please coordinate with your GOED contact. Only one station is needed within the booth space for all Kiosks.

HOW TO UPLOAD YOUR BOOTH PACKAGE GRAPHICS

Please watch for an email in the next 3-4 business days from Joy Villaluz, jvillaluz@ges.com, at GES, with your graphic submission deadlines and dimensions. **Submit your graphic artwork for your Kiosk directly to Joy Villaluz at GES** no later than **August 30, 2019**. Late submission of graphics could incur a 35% late order charge at the exhibitor's expense.

BOOTH KIOSK DELIVERABLES

Standard Kiosk Includes

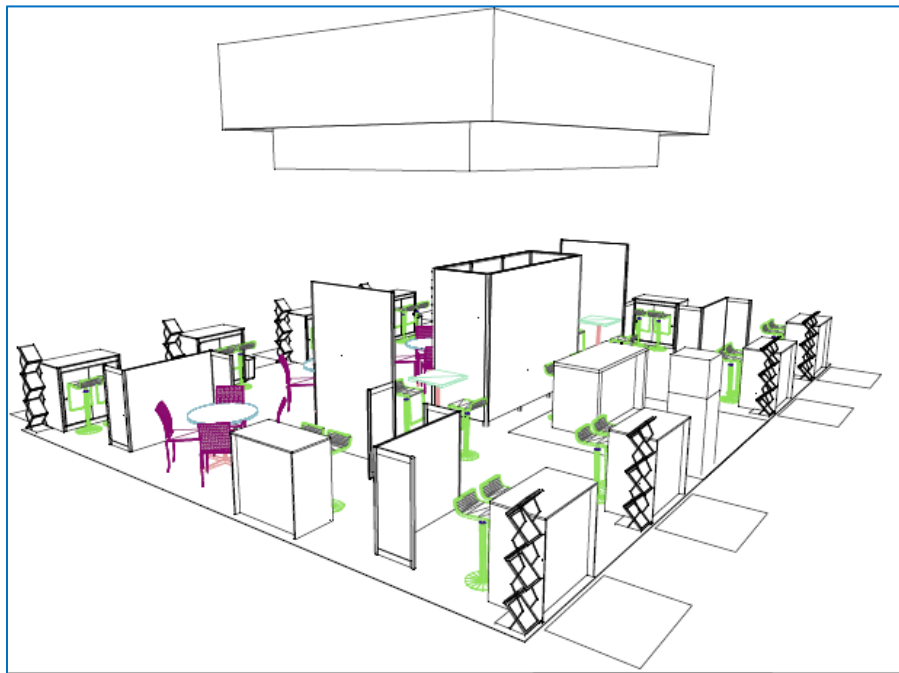
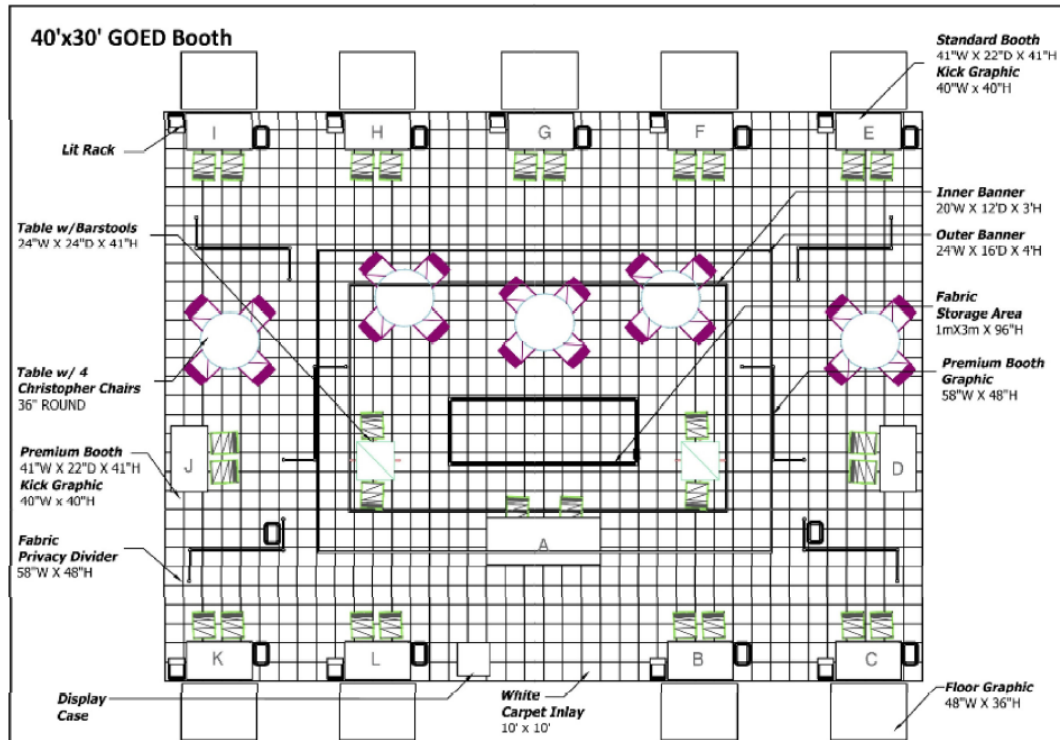
- Pre-built kiosk space with counter top – **dimensions and details will be emailed to you from Joy Villaluz at GES**
- 2 stools
- Power for laptop/monitor
- Your Company graphics on the front of the counter and back panel – **details will be emailed to you from Joy Villaluz at GES**
- Floor graphic in front of counter – 48" W x 36" H
- Listing on website, mobile app, printed Show Guide as exhibitor with unique destination number – e.g. #2162-A, #2162-B, #2162-C, etc.
- Inclusion in promotional campaign for pavilion
- 2 Exhibitor Badges
- 2 complimentary passes to Omega-3 Education Session (pending Education Program development)
- Reception within GOED Pavilion for 90 minutes towards end of day one in the Expo Hall included for you and take advantage of a key up front location.

GOED KIOSK REGULATIONS AND GUIDELINES

- Display space is only within the Kiosk counter space. Signage outside of the Kiosk counter will be moved or removed.
- Your company graphics will be applied to the Kiosk counter by GES. You will work directly with Joy Villaluz, jvillaluz@ges.com, at GES.
- Any items not stored within the Kiosk counter will be removed and stored at the exhibitor's expense by GES. No items will be allowed to be stored or set up surrounding your kiosk counter.
- Additional furniture is **NOT** allowed. Kiosk counter provided cannot be moved.
- Kiosk counter and chairs provided cannot be exchanged for different model/type.
- Display space cannot extend beyond the Kiosk counter surface. – see email from Joy Villaluz, jvillaluz@ges.com, at GES for dimensions.
- Display space cannot extend beyond the Kiosk counter space.
- Banners and pull-ups displays are only allowed on **TOP** of the Kiosk counter space. Maximum display height on top of Kiosk counter is 3'.
- Exhibitors must comply with the [Show Regulations and Guidelines](#) in this document.
- Rules and Regulations are subject to change.

- Kiosks do **NOT** need to submit a Booth Approval form.
- If sampling, please see all Show Regulations that apply to the distribution of food, beverage or hemp-based products. Show Regulations are listed at the end of this document.

Note: Exhibitors will be asked to remove any exhibits not in compliance with these guidelines. Any stored items outside of the Kiosk counter space will be at the exhibitor's expense.



RULES

Permitted

- YES** Small Pull-Up displays allowed, must be placed on top of the Kiosk counter. Maximum size of pull-up cannot exceed 3 ft (0.9144m) from the counter to the top of the display.
- YES** Displaying items on the surface of the Kiosk counter only.
- YES** Sampling is allowed. Please see Show Regulations below for more details. Questions should be addressed with the [Client Services Specialist](#).
- YES** [Literature racks](#) are permitted and may be ordered from GES at exhibitors' expense.

Not Permitted

- NO** **May only store items that fit inside the Kiosk counter. No storage is allowed behind or around the Kiosk counter area.** Additional accessible storage space may be purchased from GES.
- NO** Each Kiosk counter space is separate and cannot be combined with another space. (You may not move 2 counters together)
- NO** Bringing in your own floor covering
- NO** Removing or replacing your table
- NO** Swapping or adding, tables, other furniture, literature stands, display counters, etc.
- NO** Building any structures that surround the Kiosk counter.
- NO** Hanging signs (hanging signs rigged from the ceiling)
- NO** Backdrop, inflatables, expandable or curved pop-up structures.
- NO** Pop-up tents will **NOT** be allowed.

Additional questions or clarification should be directed to the [Client Services Specialist](#).

SERVICES & OFFICIAL SHOW VENDORS

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| Badge Registration (Over Allotment) | Badge Registration PH: (866) 922-0762 supplieside.custserv@informa.com | Discount Deadline Oct. 10, 2019 |
| Hotel Reservations | Hotel and Travel Information PH: (800) 388-8813 PH: 1+ (312) 527-7300 ssw@onpeak.com | As soon as possible! |
| Shipping Freight Deliveries & Labels | GES Shipping Labels PH: (800) 801-7648 PH: 1+ (702) 515.5970 | Advance: Sept. 9, 2019 – Oct. 8, 2019 Direct: Oct. 15 – 16, See Target Maps for details |
| Promotional & Sponsorship Opportunities | Promotional and Sponsorship Opportunities Talk to your Sales Account Manager | Individual Deadlines apply! |

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| Lead Retrieval Units | CompuLead PH: (866) 600-5323 PH: 1+ (708) 786-5565 Lead Retrieval System | Early Bird Deadline—Aug. 19, 2019 Advance Deadline – Sept. 24, 2019 |
| Exhibited Appointed Contractor (EAC) | Exhibitorinsurance.com info@exhibitorinsurance.com PH: 905-695-2971 PH: 1-866-836-9066 | Discount Deadline Sept. 24, 2019 |
| Graphic Deliverables (for front of counter) | GES Joy Villaluz, jvillaluz@ges.com | Deadline: Aug. 30, 2019 |

SHOW REGULATIONS AND GUIDELINES

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| Americans with Disabilities | All exhibiting companies are required to comply 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 the ADA Web site at www.ada.gov . |
| Badge Access/Age Restrictions | All exhibitors must have their badges before they will be allowed onto the Show floor. No one under the age of 18 will be allowed on the Show floor during set-up and break-down hours. For the full Child Policy please refer to our website. |
| Product Sampling | <ul style="list-style-type: none"> NEW this year! – All booths sampling food or beverages must comply with the Food Safety and Sampling Guidelines. All food or beverage samples must be approved by Mandalay Bay Catering at least 20 days prior to the event. If sampling, exhibitors MUST complete the Sampling form. Dishwashing and food prep cleaning: dishwashing, utensil cleaning and food dumping are not permitted in the restrooms. Dishwashing stations are provided to assist with these needs. Each exhibitor that is sampling food or beverages must add the exclusive caterer of the convention center as additionally insured. Fire and health regulations are strictly enforced. The exhibit hall will be regularly inspected by Fire Marshals and representatives from the health department. Exhibitors that manufacture or distribute food and beverages may sample these products to attendees. Exhibitors are prohibited from sampling products they do not manufacture or distribute. For example, if you make or distribute veggie burgers, you may not add condiments or buns to the sample. |

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| | <ul style="list-style-type: none"> Exhibitors that do not manufacture or distribute food and beverage products, but wish to distribute these items to attendees, must go through the exclusive caterer of the convention center. |
| General Conditions Applicable to Food/Non-Alcoholic Beverages Samples. | <ul style="list-style-type: none"> Items dispensed are limited to products manufactured, processed or distributed by exhibiting firm. Non-alcoholic beverages are limited to a maximum of two (2) ounce servings. Food items are limited to one (1) ounce servings. Full size products will be permitted if the exhibiting firm is the manufacturer, distributor and/or supplier of the specific product only, and it is given out in its original package. For example: If your product is deli turkey meat or beef product, you may give out a full-size sample in its original package, but you will not be permitted to give out a full-size sandwich or full-size hamburger. Single-service gloves or suitable utensils must be used in the handling of all ready to eat food. Any exhibiting firm wishing to give out samples that include additional ingredients not distributed and/or manufactured by it are required to purchase these items through the exclusive caterer of the convention center. Food and/or beverage items such as traffic promoters (e.g., popcorn, coffee, bar service) MUST be purchased through the exclusive caterer of the convention center. The use of expanded polystyrene foam (aka Styrofoam) is prohibited in any form for the use of product sampling, give-a-ways, or signage (foam core). |
| General Conditions Applicable to Alcohol Samples | <ul style="list-style-type: none"> No alcoholic beverages may be brought onto the premises from an outside source. All alcoholic beverages being sampled must be ordered through exclusive caterer. <ul style="list-style-type: none"> All alcohol that will be sampled must be purchased by the exclusive caterer of the convention center and then resold to the exhibiting firm that is licensed to sample the alcoholic product (even if the exhibiting firm is the manufacturer or distributor of the product). No person under the age of 21 will be served alcoholic beverages. Samples are to only be served to persons 21 years of age or older. Each booth must provide a visible sign, stating: <i>"Guests must be 21 years of age to participate in sampling of alcoholic beverages. Picture I.D. is required."</i> All alcoholic beverages must be served by an exclusive caterer of the convention center certified bartender(s). Show Management reserves the right to refuse alcoholic beverage service to anyone who appears to be intoxicated or underage. No alcoholic beverage may be removed from the premises. All alcohol items are limited to the manufacturer of the product only. Items dispensed are limited to products manufactured, processed or distributed by exhibiting firm and must be directly related to the purpose of the Show. Standard fee for storage, handling, delivery, etc. will be charged if applicable. |
| Health Department Regulations | <ul style="list-style-type: none"> Food may not be served from a "common bowl" unless tongs are used to distribute the food. We suggest compostable single-serve cups, toothpicks and single napkins. |

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| | <ul style="list-style-type: none"> • Even if gloves are used, a hand-washing kit is still required. The sole use of a waterless hand sanitizer is not in compliance with health department regulations. • All perishable foods such as milk, fish, eggs and poultry products must be temperature controlled. Cold foods must be kept at or below 41° F (refrigerated or on ice). Hot foods must be maintained above 135° F. • All vendors who wish to sample their product must provide protection of open food sampling (e.g., unpackaged crackers, chips, dips, drinks, etc.). All unpackaged foods on display must be protected with a sneeze guard shield, or plastic covering that is rigid, semi-permanent, and provides adequate protection that follows the Temporary Food Facility Guidelines. All food samples should display a label with its common name and ingredients. o <p><i>Tip: Per the health department’s advice, you may be asked to cease sampling operation at your booth if you do not meet the above requirements. Sneeze guard protection has been required for the protection of open food sampling. This health code is strictly enforced if violated.</i></p> <ul style="list-style-type: none"> • Sneeze guards and/or clear dome food covers/tents are required to protect open food products from contamination, such as insects or dirt. <ul style="list-style-type: none"> ➤ Sneeze guards and food domes can be ordered from any restaurant supply store or by googling “Sneeze Guards or Food Covers”. <p>A few resources:</p> <ul style="list-style-type: none"> ➤ https://www.webstaurantstore.com/ ➤ https://www.katom.com/ |
| Hemp-Based CBD | Please contact the Client Services Specialist for policy regulation details if you are sampling hemp-based CBD. |
| Shipping | Label all boxes “SupplySide West 2019”. Do not send Kiosk shipments to your booth. Use the shipping labels provided by GES. Please make sure to read this service kit in its entirety to prevent any shipping delays. |
| GES Advance Warehouse | We strongly recommend that you ship your booth materials to the GES Advance Warehouse. All event-related freight or materials, whether shipped in advance or direct, must be addressed c/o and delivered to the official service contractor, GES. C.O.D. deliveries will not be accepted. |
| Advance Shipments | <p>Beginning Monday, Sept. 9, shipments may begin arriving at the GES Advance Warehouse. Drivers must check in by 2:00 pm to be guaranteed same day unloading. Warehouse receiving hours are Monday – Friday, 8:00 am – 2:00 pm. The warehouse is closed daily 12:00 PM – 1:00 PM and on holidays.</p> <ul style="list-style-type: none"> • Please use the Shipping Addresses and Labels. <p>**It is suggested that you do not wait until the last day to have your materials arrive, as there may be longer than normal wait times**</p> |
| Direct Delivers | Beginning Tuesday, Oct. 15, 2019 8:00 SM – 5:00 PM shipments may arrive directly to the Mandalay Bay Convention Center. NO deliveries allowed on Thursday, Oct. 17, 2019. |

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| | <ul style="list-style-type: none"> Please use the Shipping Addresses and Labels. <p>**Please note that if you ship directly to the Mandalay Bay Convention Center Business Center, you will INCUR hotel charges as well as GES charges*** Review the Target Maps for your delivery date and time.</p> |
| Hand Carry/Cartload/Private- Owned Vehicle Deliveries | <p>(Privately-Owned Vehicles) Exhibitors will be permitted to unload their vehicles. Please see the Hand Carry/Cartload and Privately-Owned Vehicle Services Instructions for more details.</p> |
| Move-In and Move-Out Instructions | <p>To make your Move-In and Move-Out easier, please read the Information provided.</p> |
| Shipping Tips | <p>Make sure your onsite contact has a copy of your tracking number to trace lost or delayed shipments. Remove all extraneous shipping labels from your freight prior to shipping. If you need to ship materials home, please fill out the Outbound Material Handling agreement and return it to the GES service representative onsite.</p> |
| FedEx/UPS/DHL | <p>If you are using an Express Courier for outbound shipping, please take all items to the Business Center in the Mandalay Bay Convention Center. DO NOT leave freight in your Kiosk.</p> |
| Labor | <p>Should you require assistance setting up or dismantling your Kiosk, you may order labor through GES. Exhibitors are requested to conform to Union Labor Regulations. DO NOT tip in an effort to receive preferential treatment. “NO TIPPING” is the rule for the Unions, the Mandalay Bay Convention Center, GES and SupplySide West.</p> |
| Fire Department Regulations | <ul style="list-style-type: none"> Please read and understand the Fire Regulations. All materials used in exhibit construction, decoration or as a temporary cover must be certified flame retardant. A sample must be available for Fire Marshal testing. Crates, packing material and wooden boxes may not be stored in or behind exhibit space, back drapes, display walls or inside the display areas. Flammable material Fire Regulations will be strictly enforced. The Clark County Fire Department requires special permits for the following: <ul style="list-style-type: none"> ➤ Liquid or gas-fueled vehicles or equipment Information Classification: General o Hot Work Operations ➤ Display/Operation of any heater, heat-producing device, open flame ➤ Use or storage of flammable liquids, compressed gas or hazardous materials. ➤ Generators <p>*Please note Show Management approval is required for any display components mentioned in the Fire Regulations. Additionally, exhibitors are responsible for any fire safety costs related to their display.</p> |
| Onsite Sales | <p>No direct/retail selling is permitted on the Show floor. Attendees may place orders with exhibitors for products/services at the Show, but the product or service ordered/purchased must be delivered to the attendee after the close of the Show. No</p> |

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| | soliciting of attendees shall be permitted in the aisles or in other exhibitors' booths. Signs showing the prices of items must not be displayed. |
| Safety Conditions | Review the INFORMA Workplace Safety Regulation and Prohibitions . |
| Obstruction of Safety Equipment | Storage, booth construction, easels, chairs and signs shall not block access to any fire/life safety equipment and shall not impede exit access, exit doors or aisles. Fire equipment, fire strobes, fire announcement speakers, fire signage, fire sprinklers, and fire extinguishers shall not be concealed and shall remain visible and unobstructed at all times. |
| Storage | Boxes and empty crates are not permitted in front or to the sides of the Kiosk space. You may contact GES for additional storage. One days' worth of product may be stored within the Kiosk counter as long as it complies with all Fire and Show Regulations. |
| Inspections | The Fire Marshals and Health Department will be onsite to inspect. |
| Sound/Noise Levels | Sound and noise are permitted up to a maximum of 85 decibels |
| Violation Show Policy Enforcement Procedure | <ul style="list-style-type: none"> • An exhibitor or attendee in violation of this policy will receive a verbal warning by the Floor Management Team • If the exhibitor continues to violate this policy, a written warning will be delivered by the Floor Management Team • If an attendee continues to violate this policy, their badge will be removed for the remainder of the show • If the exhibitor continues to violate this policy despite the two official warnings, the booth will be closed for the remainder of the day Electrical power will be removed if applicable Drape will be placed at the front of the booth along with a sign stating, "Closed due to Policy violation". • If a violation continues the following day, the booth will be permanently closed and/or removed from the show floor for the remainder of the show. (Booth fees are non-refundable) <p>Please be advised that exhibitors receiving three violations will jeopardize their booth location at future SupplySide West events.</p> |

HELPFUL PRE-SHOW TIPS

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| October 1, 2019 | Create show packets and finalize schedules for your staff (refer to First-Time Exhibitor Tips for guidance) Include staff phone numbers, staff emergency meeting place, show info etc. | |
| October 1, 2019 | Review event emergency information and add information to your Show Packets. | Informa |
| October 1, 2019 | Verify ALL travel arrangements prior to leaving for the show | |
| October 1, 2019 | Verify ALL hotel arrangements prior to leaving for the show | onPeak |
| Onsite | Make sure to have all tracking information for freight sent to show site (just in case) | |
| Onsite | Attend events and education to enhance exhibiting experience and networking opportunities | |
| Onsite | Review invoices and verify costs for general contractor, electrical and other vendors | |

Critical Dates Checklist for GOED Kiosks at SupplySide West 2019

| As Soon as Possible | | Information Requested by: |
|---------------------|---|---------------------------|
| | Review Marketing and Promotional Opportunities | Informa |
| | Make Hotel Reservations through Official Vendor | OnPeak |
| | Secure Meeting Room Space - Search "Meeting Rooms" | Informa |
| | Make Ground Transportation Reservations | Informa |
| | Log In to Update Company Listing in SupplySide Database | Informa |
| September 24, 2019 | Log In to Upload Products in SupplySide Connect (please allow two (2) weeks for processing before you will see products on your Connect account) | Informa |
| | Register Booth Personnel for Badges | Informa |
| August | | |
| August 19, 2019 | Early Bird Deadline - Order lead retrieval unit | CompuLEAD |
| August 30, 2019 | Submit all graphics to Joy Villaluz at GES | GES |
| August 30, 2019 | Participate in the "Invite Your Customers" program | Informa |
| September | | |
| September 9, 2019 | First day for Advance Freight shipments at the warehouse | GES |
| September 13, 2019 | Show Guide deadline --includes company name, business class and website. Log In to update our company listing | Informa |
| September 24, 2019 | Submit Exhibitor Insurance for review | exhibitorinsurance.com |
| September 24, 2019 | Advance Deadline - Order lead retrieval unit | CompuLEAD |
| September 24, 2019 | Order Security for booth | MBCC |
| September 24, 2019 | Order Additional Electrical Service | MBCC |
| September 24, 2019 | Secure onsite DRY storage - if needed | GES |
| September 24, 2019 | Order any food preparation or catering | MBCC |
| September 24, 2019 | Order onsite Cold/Frozen Storage and Labor. SEE SHIPPING DATES IN OCTOBER SECTION. | GES |
| September 24, 2019 | Discount date to order internet & cable connections - if needed | MBCC |
| September 24, 2019 | Audio Visual Equipment Order Discount Deadline - if needed | MBCC |
| October | | |
| October 8, 2019 | Last day for Advance Freight shipments at the warehouse | GES |
| October 15, 2019 | Begin shipping Cold/Frozen product to show site beginning today. DON'T FORGET TO ORDER PRODUCT DELIVERY IF YOU NEED TO STORE PRODUCT OUTSIDE OF YOUR BOOTH SPACE. | GES |
| October 16, 2019 | Last day to ship Cold/Frozen product to show site. DON'T FORGET TO ORDER PRODUCT DELIVERY IF YOU NEED TO STORE PRODUCT OUTSIDE OF YOUR BOOTH SPACE. | GES |
| October 16, 2019 | All booths must be Show Ready by 8:00 PM | GES |
| October 17, 2019 | Ship Freight Direct to Mandalay Bay Convention Center (must arrive on Wednesday, Oct. 16 or receive possible penalty) | GES |