



San Diego, California
Sept. 21–23 | #EN23
ena.org/EN23



Dear Exhibitor:

Welcome to Emergency Nursing 2023! We look forward to assisting you with the planning of your exhibit in San Diego, CA. This manual contains important details relative to your participation in September. Please take time to review this information and feel free to contact us if you have any questions.

This manual is to provide you with all the information necessary for a successful and profitable exhibition. In this manual, you will find forms for services offered by the official show contractors. If you are utilizing outside contractors (contractors not specifically mentioned in this manual), please notify them of the insurance requirements for access to the show floor and inform ENA Show Management and GES of the company name and personnel name.

GES requires all exhibitors to have a login to order online services. If you do not have a login already, please sign up for GES Espresso to place orders for Emergency Nursing 2023.

On behalf of ENA, we are pleased that you will be joining us this September. If there is anything that we can do to assist you, please feel free to contact us. We look forward to seeing you and to a very successful and productive Emergency Nursing 2023!

Sincerely,



ENA Show Management

Emergency Nursing Exhibit Management & Fulfillment

EMERGENCY NURSES ASSOCIATION

930 E. Woodfield Road | Schaumburg, IL 60173

CRITICAL DATES

Date	
Now Live	Floor Plan open to all exhibitors. Booths will be assigned on a first-come, first-served basis.
Wednesday, May 17	Exhibitor Registration & Housing Live
Week of June 20	Exhibitor Services Manual Live
Monday, July 24	Lead Retrieval Early Bird Deadline
Wednesday, August 9	Lead Retrieval Advanced Pricing Ends
Wednesday, August 17	Deadline to Book Discounted Hotel Rooms
Friday, August 18	Deadline to complete company listing in Swapcard Mobile App
Monday, August 14 – Tuesday, September 19	Advance Shipments May Begin Arriving at the Warehouse
Friday, August 22	Exhibitor and Sponsorship Payments Due in Full
Tuesday, August 29	Swapcard Mobile App Available to Exhibitors
Thursday, August 31	Exhibitor Appointed Contractor (EAC) Notification Due GES Discount Deadline for Orders Booth Cleaning/Sanitizing Booth Furniture Booth Carpet Shipping: Advanced Warehouse & Direct to Show Site
Thursday, August 31	Pre-Show Attendee Mailing List distributed to exhibitors for those who purchased it.
Friday, September 1	Deadline to Register Exhibitor Booth Staff Online
Wednesday, September 20 – Thursday, September 21	Direct Delivery to Show Site Shipments May Begin Arriving (8:00 a.m. – 4:00 p.m.)

EXPERIENCE HALL SCHEDULE

Exhibitor Move-In:

Wednesday, September 20	1:00 p.m. - 4:30 p.m.
Thursday, September 21	8:00 a.m. – 4:30 p.m.

All exhibits must be fully operational by 4:30 p.m., Thursday, September 21. After this time, no installation work will be permitted without special permission from ENA Show Management.

Show Hours:

Friday, September 22	11:00 a.m. – 3:30 p.m.
Saturday, September 23	11:00 a.m. – 3:30 p.m.

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Exhibitor Move-Out:

Saturday, September 23

3:30 p.m. – 8:00 p.m.

Sunday, September 24

8:00 a.m. – 12:00 Noon

All exhibits will close promptly at 3:30 p.m. on Saturday, September 23. All freight not called for by 10:00 a.m. on Sunday, September 24., will be shipped by the preferred carrier of the official show contractor at the exhibitor's expense. All carriers must check-in by 10:00 a.m. on Sunday, September 24.

RESOURCES

Exhibitor Resource Page

You can access the Exhibitor Resource page [here](#).

Americans with Disabilities Act Conformance

Each exhibitor shall be responsible for compliance with all applicable provisions of the Americans with Disabilities Act within its booth and assigned exhibit space, including, but not limited to, wheelchair access provisions. Exhibitors shall indemnify, hold harmless and defend ENA, its officers, directors, agents, members, and employees from and against any claims, liabilities, losses, damages, and expenses (including attorney's fees and expenses) resulting from or arising out of the exhibitor's failure or allegations of exhibitor's failure to comply with the provisions of the ADA. For more information on the Americans with Disabilities Act and how to make your exhibit accessible to persons with disabilities, please contact:

ADA

Civil Rights Division
U.S. Department of Justice
950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section - NYAV
Washington, D.C. 20530
Phone: 800-514-0301
<http://www.ada.gov/new.htm>

Booth Giveaways

Exhibitors may conduct giveaways in their booth, as long as all promotion and the drawing itself take place within the contracted exhibit space. ENA will not announce winners of exhibitor booth giveaways over the microphone.

Booth Package

Each booth will be set with 8' high gray/blue/blue/gray back drape, 3' high gray side dividers, and a company identification sign (7" x 44"). Any additional furnishings and services can be ordered by using the forms in the Exhibitor Services Manual. **Please note that the hall is not carpeted, and all exhibitors are required to carpet their booth(s).** Exhibitors may rent carpet from GES. The aisle carpet will be Pepper.

Business Services

FedEx Office is the exclusive business center for the San Diego Convention Center with a convenient full-service business center located in the lobby of Hall D.

The following services are available onsite: posters/signs and graphics; black and white/color copies; computer workstations with design software; packing, shipping, and receiving via FedEx for packages up to 150lbs; office equipment rental; binding and finishing services; office supplies; large volume production of meeting materials/books; 24/7 network; Mobility Solutions (scooters and wheelchairs) and more.

For more information about the FedEx Office Business Center at the San Diego Convention Center or to place an order, please go to [UPS Business Center | San Diego Convention Center](#) Phone: [619.525.5450](tel:619.525.5450) | Email: usa1324@fedex.com

Contract Conditions/Rules & Regulations

Exhibitors must comply with all of the policies, rules, terms and regulations contained within [Exhibitor Rules & Regulations](#) document. Exhibitors are responsible for compliance with all facility regulations and codes concerning fire, safety, and health, which may be applicable in the Experience Hall during the event.

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Catering / Food / Beverage Dispensing

Any exhibitor wishing to provide food or non-alcoholic beverages in their booth during exhibit hours must receive permission from ENA Show Management. Serving alcoholic beverages in exhibit booths is strictly prohibited. For information on how to submit item(s) for approval, email exhibit@ena.org. Please note that outside food and beverages are prohibited, and any items provided should be ordered through Centerplate, the San Diego Convention Center's Catering Department, as the official food service provider.

Convention Center

San Diego Convention Center
111 Harbor Dr.
San Diego, CA 92101

Dismantling of Exhibits

All exhibits must remain intact until the closing of the show. Exhibits shall not be dismantled or removed, in whole or in part, before 3:30pm on Saturday September 23, 2023. If exhibits are not removed, ENA has reserved the right to remove exhibits and charge the expense to the exhibitor. All carriers other than the official show carriers must be checked-in by 10:00am on Saturday September 23, 2023, or 8:00am Monday September 24, 2023, otherwise the exhibitor shipment will be subject to rerouting at the exhibitor's expense.

ENA Show Management

The ENA Show Management (Smithbucklin) Office will be located onsite in the back of the Experience Hall. Prior to the show, contact ENA Show Management at exhibit@ena.org if you have questions.

Exhibitor Appointed Contractors

All Exhibitor Appointed Contractors (EACs) must obtain a temporary set-up/tear-down wristband from the security guards for access to the Experience Hall during move-in and move-out. All EACs must be registered with GES by Thursday, August 31, 2023.

Exhibitor Registration

As an exhibiting company, you are entitled to receive four (4) complimentary Exhibit Hall Only badges per 100 sq. feet of exhibit space purchased. Exhibitor badges are for Exhibitor's full and part time employees or contractors and do not allow access to sessions. Exhibitors who purchase more than 100 sq. ft. are entitled to four (4) additional badges for every 100 sq. ft. purchased.

Exhibitor Service Center

GES will staff an Exhibitor Service Center throughout the show to help exhibitors with all their orders. The GES Service desk will be in the back of the Experience Hall. Exhibitors may follow up on advance orders as well as place any onsite orders at the Exhibitor Service Center. Place your order by Wednesday August 9, 2023, to take advantage of advance order discount rates.

Lead Retrieval

CSI is the official lead retrieval vendor of Emergency Nursing 2023. The lead retrieval order form can be found in the Exhibitor Services Manual. Exhibitors should plan to pick-up and return their device on-site at the Lead Retrieval Counter.

Official Hotels

On Peak is the official contact for Housing for Emergency Nursing 2023. The official hotels will not call exhibitors or sponsors to make housing arrangements. **Exhibitors will receive the link to book housing in the registration confirmation email**, as you must be registered before booking your housing.

For groups of 15 rooms or more, the [Hotel Request Form](#) is applicable. The Emergency Nursing Association reviews groups of 15 rooms or more prior to hotel placement. The group policies, located in the request form, outline pertinent deadlines and hotel allotments.

For any questions related to housing, please contact Erin Holden at OnPeak by emailing Erin.Holden@onpeak.com.

You can access the list of host hotels for Emergency Nursing 2023 [here](#).

To reserve a room, you must be a registered attendee or exhibitor. A special block of hotel rooms has been secured for Emergency Nursing 2023 within walking distance to the San Diego Convention Center.

Security

Show Management shares your concern for the security of your products and has taken steps to ensure a safe, secure environment for all exhibitors. Show Management will provide perimeter security for the duration of the show and additional security during move-in and move-out to be stationed at primary freight entrances. However, Show Management cannot provide security for every booth on the show floor and is not responsible for any theft or damage to product or displays.

- OBTAIN INSURANCE, which includes a rider to your existing insurance policy to protect your entire exhibit and product from the time they leave your warehouse until they return.
- Do not mark the contents of the package on the cartons or crates. Do not store products in "EMPTY CARTONS."
- Ship products in locked cages or trunks, when possible, to the correct address listed in the service kit.

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- Make a complete list of all products shipped, listing model #'s and serial #'s, whenever possible.
- Mount or attach products to your display whenever possible.
- Secure your staff's personal property at all times. (Move-in/out is the most vulnerable time)
- Stay with your products on closing day until your products are securely packed and marked for shipment. Make outbound shipping arrangements in advance of the close of the show at the GES Service Desk on-site.
- Inform your staff members working in your booth of the rules regarding removal of merchandise from the show.
- Do not sell, give away, or trade merchandise during or after the show. Re-crate the product and return it with your display.
- Do not wait until the end of the show to inform management of damage or theft. Contact security and/or show management on-site immediately.

Storage Behind Booth Back Drapes

Nothing may be stored behind booths and back wall drapes. ENA, the San Diego Fire Prevention Division, and the San Diego Convention Center may inspect exhibits to ensure compliance. Accessible storage may be arranged with GES.

Key Contacts

ENA Show Management

E: exhibit@ena.org

- Registration

OnPeak

E: erin.holden@onpeak.com

P: 312.527.7336

- Official Housing Partner

GES

P: 800-801-7648

- Exhibitor Services Manual
- Show Decorator
- Shipping Logistics
- Show Labor
- Cleaning Services
- Furniture Rental
- Carpet & Flooring Rental
- Electric

San Diego Convention Center

- Conference/Exhibit Facility
- Internet & Telecommunication Services
- Food & Beverage Service

CSI

E: exhibitor-support@csireg.com

P: 866.600.5323

- Lead Retrieval Services

Encore

E: eventnowsupport@encoreglobalmail.com

P: 1-800-966-4498

- AV Vendor
- Monitors
- Laptops
- iPads & iPad Stands
- Various Audio Packages
- HDMI Cables, Distribution Amplifiers, and Adapters
- LED Up-Lighting