

EXPO! EXPO! 2017 - GENERAL INFORMATION

<<< More detailed information and all related forms can be found either in the online Exhibitor Services Kit, the show website (myexpoexpo.com), or by logging in to your [exhibitor console](#). >>>

For questions, please contact Dana Murrell: dmurrell@iaee.com / (972) 687-9206

LOCATION: Henry B. Gonzalez Convention Center
Exhibit Halls 1 & 2
900 E. Market Street
San Antonio, Texas 78205
Phone: +1 (210) 207-8500

Convention Center's Dock Address:
237 Tower of the Americas Way
San Antonio, Texas 78205

Expo! Expo! SHOW MANAGEMENT:

12700 Park Central Drive, Suite 308
Dallas, TX 75251 USA
Phone: +1 (972) 458-8002
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ADMITTANCE TO EXHIBIT HALL:

No one will be admitted into the exhibit hall prior to times listed for the SHOW SCHEDULE, below. Anyone needing to work late must complete the [Before & After Hours Work - Request Form](#) which can be accessed via the online Exhibitor Services Kit. Late work may incur additional charges for workers and security. Exhibitors will be allowed in the exhibit hall two hours before the start of Expo! Expo! on Tuesday, 28 November*.

EXHIBITOR SHOW SCHEDULE:

Exhibitor MOVE-IN	Sunday, 26 Nov (400 sq ft & larger only).....	1:00 pm – 5:00 pm
	Monday, 27 Nov	8:00 am – 5:00 pm
	Tuesday, 28 Nov	8:00 am – 11:00 am
Expo! Expo! SHOW HOURS	Tuesday, 28 Nov	*2:30 pm – 5:00 pm
	Wednesday, 29 Nov	12:00 pm – 4:00 pm
Exhibitor MOVE-OUT	Wednesday, 29 Nov	4:00 pm – 8:00 pm

REGISTRATION AND BADGES:

- **Registration** is located at the Henry B. Gonzalez Convention Center.
- **Expo! Expo! Booth Staff Badges:** All exhibitor booth staff must have an exhibitor badge to gain admittance to the exhibit hall during move-in, the exhibition and move-out. Exhibitors receive 3 complimentary badges for every 100 square feet of exhibit space; additional booth staff badges may be purchased for \$150 each.

HOUSING & AIRFARE:

Rooms have been blocked at four San Antonio properties. The headquarters hotels are Marriott Rivercenter / Marriott Riverwalk; rooms are also available at the Hilton Palacio Del Rio and the Grand Hyatt San Antonio. To make hotel reservations, please visit the [Housing & Travel Web Page](#) or refer to the online Exhibitor Services Kit.

Discounted airfare rates have been established for Expo! Expo! 2017 and are available thru DELTA Airlines. A direct link to the Reservations site, toll free numbers and discount identification codes can be found in the **Housing & Travel Information** found in the online Exhibitor Services Kit. This information can also be found on the [Housing & Travel Web Page](#).

ADDITIONAL SERVICES:

- Standard booth set up includes **pipe and drape, company ID sign, and a wastebasket.**
- **Carpet is NOT included but is required in all exhibitor booths.**
- Exhibitor is responsible for any additional needs such as booth accessories/furnishings, electricity, other utility connections and shipping.

GES is the official General Services Contractor for the show and provides the following services: furnishings, accessories, rental exhibits, carpet/flooring, signage/graphics, installation and dismantling, material handling and light rigging (limit 250 pounds). All GES services for rent or purchase can be found in the online Exhibitor Services Kit.

Other exclusive show contractors include the following companies and services. Contact information for each can be found in the online Exhibitor Services Kit. (See also mandatory requirements involving use of any Exhibitor Appointed Contractors in next section.)

Audio/Visual – On Services, a GES Company
Booth Cleaning – United Service Companies
Catering – The RK Culinary Group
Computers – SmartSource Computer Rentals
Electrical – Edlen Electrical Exhibition Services
Plants & Floral – Convention Plant Creations, Inc.

Internet & Telecom – Smart City
Lead Retrieval - Streampoint
Photography/Video – Oscar & Associates
Rigging – PSAV
Security – United Security Services
Shipping – EAX Worldwide, LLC

EXHIBITOR APPOINTED CONTRACTORS (EAC):

Exhibitor Appointed Contractors (EACs) may only be used for installation and dismantling, or other services NOT provided by any of the exclusive/official show service contractors (listed above). Exhibitors using the services of an EAC must complete the *Exhibitor Appointed Contractor (EAC) Notification* process by Wednesday, **22 November 2017**. IAEE approval must be granted for each EAC requested.

1. Exhibitor must supply written notice (email or letter) to IAEE by 22 Nov 2017 of intent to utilize an EAC at Expo! Expo!.
2. The EAC shall provide **TWO** Certificates of Insurance naming IAEE, Global Experience Specialists (GES), and Henry B. Gonzalez Convention Center as the Additional Insured. One of the two certificates should name the Certificate Holder as IAEE, and the other should name the Certificate Holder as Global Experience Specialists (GES). Certificates must be submitted (email is preferred) by Wednesday, **22 November 2017**.

EACs must check in with Security upon arrival to receive an official wristband identifying them as authorized labor. Security guards will be monitoring access at all exhibit hall entrances.

FOOD & BEVERAGE SERVICE:

The RK Culinary Group is the exclusive provider of in-booth food & beverage services for the facility. Their services are available to exhibitors for any culinary needs during the show. See the online Exhibitor Services Kit for menu and pricing.

BOOTH CLEANING:

Standard booth cleaning (pre-show) is provided by United Service Companies at no charge. Additional cleaning services are available at a nominal cost.

SHOW COLORS:

Show carpet and drape are gray.

ONSITE GIVEAWAYS AND PROMOTIONS:

Exhibitors may use the Show Specials tool in their eBooth profile to publicize giveaways and then notify winners on their own. Show Specials will appear on your exhibitor profile online and on the Expo! Expo! app.

SECURITY:

Security guards will monitor the exhibit hall during the entire show period. While general perimeter security is provided, the security of your booth and valuable items cannot be guaranteed. It is advisable when leaving the booth unattended to remove valuable items that might easily be taken. Report any missing items to Expo! Expo! Management and to the security supervisor immediately.

FIRE REGULATIONS:

A fire marshal will be making inspections throughout the show ensuring that all exhibitors and Show Management are in compliance with the state and local codes. The official San Antonio Fire Regulations for Assembly Occupancies can be found in the Regulations and Guidelines section of the online Exhibitor Services Kit. It is the responsibility of all exhibitors to be informed of local fire safety codes and requirements.

DO NOT store any loose trash, empty boxes, or literature behind your booth; and do not clutter the aisles with similar materials. All materials within your booth must meet local, state and federal fire retardation levels. If a violation is identified, Show Management will inform the exhibitor and the violation must be corrected or removed immediately. If the exhibitor cannot be found, Show Management will remove the violation at the exhibitor's expense.

DAMAGE TO THE FACILITY:

All exhibitors are responsible for returning the space they have leased from Expo! Expo! Management to the facility in the same condition they received it. Damage to leased space or surroundings by an exhibitor during move-in, show day or move-out is the responsibility of that exhibitor. Costs to repair damages will be billed to the exhibitor.

INSURANCE:

It is **MANDATORY** for all exhibitors to provide IAEE with a Certificate of Insurance evidencing Commercial General Liability insurance for protection against damage, loss or theft of materials or displays during move-in, show days, and move-out. The Certificate of Insurance is due to IAEE no later than **15 November 2017**. Please note that Commercial General Liability Certificates of Insurance must show the following:

- Combined Single Limit of liability in the amounts of **\$1,000,000 per occurrence/\$2,000,000 general aggregate**.
- The certificate holder is **IAEE - 12700 Park Central Drive, Suite 308, Dallas, TX 75251 USA**
- The **Additional Insureds** are **IAEE and the Henry B. Gonzalez Convention Center** with respect to their vicarious liability arising from Exhibitor's use and occupancy of the premises as required herein.
- Certificate must include the event name and dates (including move-in and move-out)
 - **Show Name: Expo! Expo! IAEE's Annual Meeting & Exhibition 2017**
 - **Show Dates: 28-29 November 2017 / Move in – Move out Dates: 26-29 November 2017**

A Commercial General Liability Insurance policy may be purchased through IAEE's Service Partner, John Buttine, Inc. Insurance; they can be contacted at: <http://www.buttine.com/eventExhibitor.html>. Their information can also be found in the online Exhibitor Service Kit.

Note: *The General Services Contractor, other exclusive show service contractors and any Exhibitor Appointed Contractors are only responsible for exhibitor's materials while they are handling them. Contractors are NOT responsible for damage to uncrated material, improperly packed material, or loss/theft after material has been delivered to the booth space or before material has been picked up at the end of the show.*