

COMPLETION OF THE ONLINE EXHIBITION & MARKETING REGISTRATION PROCESS ACKNOWLEDGES YOUR ORGANIZATION'S ACCEPTANCE AND WILLINGNESS TO COMPLY WITH THE FOLLOWING CONFERENCE AND EXHIBITION POLICIES:

Payment Terms & Conditions

- Companies who have not provided full payment at the time of booth selection will have **45 days after selecting their booth to pay balance**. Booth space may be released if payment has not been received within this time frame.
- **Early pricing ends February 20, 2024. Regular pricing begins on February 21, 2024. Regular pricing ends April 2, 2024.** Companies who have an outstanding balance after **February 20, 2024** will no longer be eligible for early pricing and/or any promotional discounts and booth fees will be assessed at the prevailing rate.
- **The payment deadline is April 5, 2024.** Full payment must be received by that date, or your booth will be released unless prior arrangements have been made.
- **Booth registrations made after April 5, 2024,** must be accompanied by full payment via credit card at the time of registration.
- **ACMA will not fulfill** advertising and/or promotion orders until full payment has been received.
- **Companies with an outstanding balance will not receive access to exhibitor benefits or be allowed on the exhibition floor during the event.** Please ensure that all fees for miscellaneous items (badges, advertising, etc.) have been paid prior to arrival.
- **Fees incurred onsite during the event** must be paid at the time of purchase.

Use of Space, Restrictions & Conduct

- Capturing images via photography, screen grabs, video, etc. and/or examining another exhibiting company's material, equipment, attendees and/or conference events without permission from ACMA is prohibited.
- No exhibiting company shall permit any other organization, or its representatives, to use the space allotted to them, nor shall display articles and/or marketing collateral not manufactured or sold normally by them. Co-participation by any other corporation or firm or its representatives in space assigned to the original applicant may do so only with written permission from the ACMA and shall be subject to additional charges.
- Solicitation of business, marketing and/or distributing advertising materials anywhere within the hotel and/or conference venue by non-exhibiting individuals (conference attendees) or corporate entities is prohibited.
- Canvassing, soliciting and/or distributing advertising materials is permitted only within the confines of the exhibiting company's assigned booth. Conducting these activities outside the exhibiting company's assigned booth and/or the exhibit hall is prohibited and might result in a request for the non-exhibiting individual to purchase a booth or leave the conference. Any fees paid to ACMA will be non-refundable and might prohibit the individuals from participating in future ACMA events.
- Any exhibiting company failing to occupy reserved space during ACMA's published booth set up hours, shall forfeit the space without reimbursement. Exhibiting companies arriving after this time must contact ACMA to determine if space is available and, if so, to schedule their move-in. Exhibiting companies arriving late may be given booth space different from their original assigned space at the discretion of ACMA and may be required to wait until after the exhibit hall closes in order to move-in.
- ACMA shall have the right to use any unoccupied space beginning at the end of ACMA's published booth set up hours to suit its own convenience, including relocating an exhibit or selling the space to another company without any rebate or allowance to the defaulting Exhibitor. ACMA assumes no responsibility for having included the name of the defaulting exhibiting company, or description of company products/services in any printed or electronic materials related to the event.
- Representatives of exhibiting companies may not enter the exhibit space of another exhibitor without permission from that exhibitor, and, at no time, may anyone enter an exhibit space that is not staffed. Linger in the aisles surrounding another exhibitor's booth for the purposes of obtaining product information or distracting other booth personnel is strictly prohibited. Professional behavior is expected by each exhibiting company, its representatives, and exhibitor-appointed contractors at all times during the ACMA Conference.
- Exhibit must be self-contained within the assigned booth area; chairs, furniture, and/or exhibit materials are not to be placed outside the booth area. Exhibit and/or display materials shall be arranged so as to avoid obstructing the general view of the other exhibits in the exhibition area.
- Demonstrations are permitted only within the confines of the individual exhibitor's assigned booth. Obstruction/interference with normal traffic flow, infringement of neighboring exhibits and/or conducting business outside of exhibiting company's assigned booth will not be permitted.
- Representatives of exhibiting companies must refrain from any conduct that would be viewed as detrimental, offensive and/or disruptive to attendees or the conference, including, but not limited to, inappropriate dress, inappropriate and/or uninvited physical contact with attendees, blocking the forward progress of an individual, verbal harassment, lascivious behavior, excessive noise, unauthorized use of another exhibitor's product or product concepts, etc.
- Excessive noise and RF interference will be grounds for interruption of electrical power to the offending booth. Speakers must face into the exhibit booth itself and not into the aisles or into neighboring booths. Live music or musical instruments are prohibited in the hall unless pre-approved by ACMA. The use of whistles, horns, megaphones, loudspeakers and/or other noise devices is prohibited. ACMA reserves the right to determine at what point sound constitutes interference with other exhibitors.

Exhibit Eligibility / Right of Refusal

ACMA expressly reserves the right to refuse exhibit space, without notice or hearing to any applicant for exhibit space at any and all events sponsored by ACMA or at any and events occurring in conjunction with the ACMA. ACMA also reserves the right to prohibit any company or any of its officials, officers, directors, employees, agents, contractors, subcontractors, representatives, patrons, guests, or invitees from exhibiting in or attending the conference that, in ACMA's sole discretion, demonstrated unprofessional behavior during the current or any previous ACMA events. ACMA reserves the right to remove or modify exhibits that, because of noise, method of operation, materials, or for any other reason, become objectionable to ACMA. ACMA reserves the right to require an exhibiting company to modify or remove exhibits, even after they are on the show floor. In such event, neither ACMA nor ACMA's general contractor shall be liable to an exhibiting company for any refund of exhibit fee, expenses incurred by the exhibiting company, or any cost, damage, expense, or loss of revenue. The acceptance or rejection of any company or product for exhibit space does not constitute or imply endorsement of or judgment about the merit of the company or its product(s) or service(s). If applicable, ACMA will return paid exhibit fees at the time of refusal. Any expenses incurred prior to, during or after refusal by ACMA are the sole responsibility of the applicant.

Exhibitor Hospitality Events & Staff Meetings

ACMA permits exhibiting companies to hold hospitality events and/or staff meetings in conjunction with the conference as long as the ancillary events do not occur during official conference hours as outlined on the conference schedule. Space in the meeting facility and conference hotels is available on a first come, first served basis. Once the meeting request is approved, you will be provided with the appropriate contact information. Do not contact the meeting facility and conference hotels directly for space. They will not release space without approval from ACMA. All meeting space requests for exhibitor hospitality events and/or internal staff meetings must be approved in advance by ACMA. Send requests to sgreenwood@acmaweb.org.

Any individual and/or non-exhibiting company who attempts to conduct an ancillary event and/or lure attendees away from sessions and the exhibit hall during official conference hours, will be assessed a fee equal to the cost of an exhibit booth. The individual or company may also be restricted from attending and/or exhibiting at future ACMA events.

Signs or Promotion for Exhibitor-Related Events

Other than within the confines of the exhibiting company's booth, advertisements (signage, banners, flyers, room drops, etc.) promoting a booth, product/service or exhibitor hosted event may not be displayed anywhere within the meeting facility or conference hotel(s).

Exhibitor Access to Exhibit Hall During Conference Hours

Exhibits must be staffed at all times when the exhibit hall is open. All exhibit personnel are expected to make travel arrangements in accordance with the official exhibition schedule. Exhibiting companies are prohibited from holding staff or client meetings in their booth before or after scheduled exhibition times. Exhibitor personnel will be allowed access to the exhibit hall 60 minutes prior to scheduled opening and are required to be at their booth 30 minutes prior to scheduled opening. Exhibitor personnel will be allowed access to the exhibit hall up to 30 minutes after scheduled closing. Request for access to the hall outside of these times must be made in advance by contacting Shelly Greenwood via email at sgreenwood@acmaweb.org.

Display Guidelines & Requirements

A complete set of display guidelines and requirements is available on the ACMA National Conference website and will also be included in your exhibitor services manual. The display guidelines may also be requested in advance via email to sgreenwood@acmaweb.org.

Direct Selling

Direct selling on the exhibit floor and at the ACMA National Conference (payment received and/or product/service delivered on-site) is prohibited except where specifically authorized in writing by ACMA in advance. This includes, but is not limited to, monetary transactions and/or exchanging of funds. If an exhibiting company is approved by ACMA to engage in on-location transactions, the exhibiting company will be solely responsible for complying with all federal, state, and local laws regarding sales taxes and laws that may pertain to such sales.

Marketing Communication, Email Blast

ACMA provides sponsoring companies the opportunity to purchase an email blast. All sponsored email blast content is subject to ACMA review and approval of content and images prior to distribution. ACMA reserves the right to amend and remove any images and/or content that does not meet ACMA guidelines. These guidelines include no inappropriate imagery or language, nothing that casts ACMA in a negative way, nothing offensive to any ACMA constituency (nurses, social workers, physicians' health plans/payers, CM, hospitals, health systems, etc), nothing that promotes an ACMA competitor, no political statements, and no therapeutic recommendations (i.e. medication, medical marijuana, etc). ACMA will provide the sponsoring company with the recommended edits to allow email message to be sent on the sponsoring company's behalf. If the final message is not approved by ACMA, ACMA reserves the right to decline the distribution of the email content. A refund of the funds (paid for the email blast) will be issued to the sponsoring company.

Attendance of Platinum Breakout Sessions by Exhibiting Companies

We ask that exhibiting companies and their representatives exercise professional courtesy and not attend Platinum Breakout Sessions without an invitation to do so from the presenting Platinum company.

Badges

A conference badge will be required to enter all ACMA conference events. ACMA offers the following quantity of "all-access" conference badges to our exhibiting companies: Platinum (6), Gold receives (4) and Bronze (2).

- Only representatives who are employed directly by the exhibiting company and who will be working at the booth in the exhibit hall are eligible for staff badges.

- Conference badges are to be used by one individual for the duration of the conference and are non-transferable during the event. Each booth rep will be required to provide a valid cell phone number and email address for use by ACMA to communicate announcements and reminders during the conference.
- Badges are “full access” meaning your booth reps have access to the following:
 - April 19: Exhibit Hall for Booth Set Up Welcome Reception
 - April 20: Exhibit Hall for Lunch, Networking Reception
 - April 21: Exhibit Hall for Lunch & Win the Wheels, Exhibit Hall for Booth Tear Down & ACMA Grand Ole Opry Concert

EAC / Company Reps (set up and/or tear down only)

If you are working with a contractor and/or have company staff who only need access to the exhibit hall for booth set up and tear down, they will be required to wear a temporary badge. There is no charge for temporary badges, but you will be required to submit a list of names to ACMA no later than **March 19, 2024**. For more information on temporary badges, please contact sgreenwood@acmaweb.org.

Consumables & Alcoholic Beverages

- Exhibiting companies will not be permitted to sell, serve, or give away alcoholic beverages in the exhibit hall without written permission from ACMA.
- All consumable items (with the exception of individually wrapped candies) must be approved through ACMA and the Meeting Facility.

General Service Contractor

Booth carpeting, custom furniture, lighting, electric, Internet, drayage services, phone, etc. are not included in the booth package provided by ACMA and must be purchased separately by the exhibitor through the official general service contractor. Additional information and order forms will be included in the exhibitor services manual, which will be added to the ACMA conference website and distributed via email by ACMA as soon as it is available.

Security

Peripheral security guards shall be furnished by ACMA to be on duty in the exhibit area when exhibits are closed, but the safekeeping of the exhibitor's property shall remain the responsibility of the exhibitor. Neither ACMA nor the Meeting Facility and/or general service contractor will be held responsible for loss of any material by or for any reason. It is recommended that each exhibiting company, at their own expense, carry appropriate insurance to protect them against loss through theft, accident, fire, damage, etc.

Insurance

Exhibiting Companies and their contracted EACs/Non-Official Contractors must provide a Certificate of Liability Insurance naming ACMA, GES, and Music City Center National as additional insured for the time period of the event. Certificates of Liability Insurance must be submitted to ACMA by **March 19, 2024**. The Certificate of Liability Insurance must include Comprehensive General Liability coverage with limits not less than \$1,000,000 per occurrence and \$2,000,000 in the annual aggregate, and shall include coverage for contractual liability, product liability, personal injury, workers compensation, advertising injury, property damage, bodily injury (including death) and allegations of sexual abuse. Certificates of Liability Insurance for EACs must indicate the name of the exhibiting company that they are representing in the description area of the certificate and will be discarded if this information is not provided.

Care of Buildings & Meeting Facilities

Exhibiting companies and/or their agents shall not damage or deface the walls or floors of the buildings, the booths and/or the equipment or furnishings provided for the booth. The exhibiting company will be held liable for any such damage caused by him or his agent.

Fire Regulations

All materials used in the exhibit booths must be made of flame-proof materials and conform to fire department regulations.

Notice of Disability / Special Needs

In compliance with the Americans with Disabilities Act of 1990, ACMA will make all reasonable efforts to accommodate persons with disabilities at the conference. Please provide details of need as requested during the online booth registration and name badge submission process. Each exhibiting company is responsible for compliance within their assigned space ensuring access to their booth.

Force Majeure

In case the meeting facility shall be damaged or destroyed, or if the ACMA event fails to take place as scheduled or is interrupted and/or discontinued, or access to the premises is prevented or interfered with by reason of strike, lockout, injunction, act of war, act of God, emergency declared by any government agency, or for any other reason, the contract may be terminated by ACMA. In the event of such termination, the exhibiting company waives any damages and/or claims for damages and agrees that the sole liability of ACMA shall be to return paid booth fees or issue a credit of monies paid towards a future ACMA event. Any incurred expenses will be the responsibility of the exhibiting company.

Cancellation Policy

With the exception of force majeure, all monies paid to ACMA for exhibit space and advertising are non-refundable but can be credited towards other ACMA purchases within the same calendar year. If an exception to policy is made allowing a refund, ACMA will deduct a 3% admin fee from the refund amount.

Terms of Registration / Statement of Liability Waiver

Exhibiting companies and their representatives are expected to comply with all federal, state, and local laws.

ACMA expressly denies any liability arising from consumption of alcoholic beverages at the ACMA National Conference. Certain conference events, receptions and parties will serve alcoholic beverages, and conference participants are responsible for their own well-being. Persons under the age of 21 will be denied alcoholic beverages. ACMA expressly denies liability for any acts or omissions resulting from excessive drinking, recklessness, or negligence on the part of any conference attendee, exhibitor, sponsor and/or guest.

Conference attendees, exhibitors, sponsors, and guests at the ACMA National Conference agree to indemnify, defend, and hold harmless ACMA and the officers, directors, and agents against all claims arising out of their own actions or omissions at or in connection with the ACMA National Conference except for ACMA's own negligence or willful misconduct. ACMA agrees to indemnify and hold harmless conference attendees, exhibitors, sponsors, and guests against all claims arising out of the acts of omissions of ACMA, the officers, directors, and agents in connection with the ACMA Case Management Conference except for conference attendees, exhibitors, sponsors and guests' gross negligence or willful misconduct.

ACMA's conference policies may be updated at any time. ACMA's Conference & Exhibition policies have been formulated in the best interest of all concerned and become a part of the contract between the exhibiting company and ACMA. All matters/questions not covered by these policies are subject to the decisions of ACMA.

ACMA RESERVES THE RIGHT to update show rules, policies, and guidelines. ACMA will note revision date and ensure that current rules, policies, and guidelines are publicly available via the conference website.

FAILURE TO COMPLY with these ACMA's Conference & Exhibition Policies on the part of exhibiting company, its employees, or agents may result in ACMA's termination of the exhibition contract, removal of exhibiting company and display from the conference and exhibit hall, and/or forfeiture of all fees paid to ACMA. Non-exhibiting individuals or corporate entities observed to have been conducting these activities or violating any of ACMA's Conference & Exhibition Policies will be given the option of immediately purchasing booth space in the exhibit hall (if space is available) or asked to surrender their conference badge and leave the premises immediately. They will also forfeit any registration fees paid to ACMA and may be restricted from attending and/or exhibiting at future ACMA events.

ACMA shall be the sole judge as to whether policies have been violated and all decisions of ACMA are final.

If you have questions, or need additional information, please contact:

Shelly Greenwood, Director of Exhibit Sales

Phone: 501-303-4732

Email: sgreenwood@acmaweb.org