



EVENT RULES & REGULATIONS

AISLE SPACE

Exhibitors shall not solicit business or distribute literature in aisles or engage in any activity that leads to congestion in the aisles. Aisle logos, such as gels or footprints, are not allowed unless they are purchased as an official sponsorship. If your company is interested in sponsorship opportunities, please contact your sales representative.

AMERICANS WITH DISABILITIES ACT (ADA)

All exhibitors are required and shall be fully responsible for complying with the Americans with Disabilities Act (ADA) as well as local rules and regulations with regard to their participation in the conference and their booth space, including, but not limited to, the wheelchair access provisions of such laws. Exhibitors shall indemnify, defend and hold harmless ICMI, Informa LLC, its officers, directors, agents, members and employees from and against any claims, liabilities, losses, damages and expenses (including attorneys' fees and expenses) resulting from or arising out of the exhibitors' failure or allegations of exhibitors' failure to comply with the provisions of the ADA or local rules and regulations. Information regarding ADA compliance is available from the U.S. Department of Justice ADA Information Line (800-514-0301).

ANIMALS

No live animals are permitted. This does not include companion animals for people with disabilities.

ATTENDEE RESTRICTIONS

The conference is open to the trade only. No one under 21 years of age will be allowed on the exhibits floor at any time. No one will be allowed on the exhibits floor without a proper badge. Exhibitor Staff badges are for booth staff only. All clients and guests need to register as an attendee.

AUTOMOBILES

Automobiles are allowed on the Exhibit Floor for booths 20x20 or larger; however, exhibitors are required to sign a Hold Harmless Agreement BEFORE the auto is brought to show site. Please be sure to notify Event Management that you are planning to bring an auto to the event. Contact Beth Engle, beth.engle@informa.com for additional information.

BADGES

Each exhibiting company receives an allotted amount of exhibitor badges per booth for set-up staff. All other guests, customers, & clients will have to register as "Expo Only" and will have access to the exhibit floor only during the posted exhibit floor hours.

BANNER REQUIREMENTS

Pole Pockets – Include 4" pole pockets on the top and bottom of the banner. "Acceptable" condition is required. We strongly suggest banners are stored and/or shipped in round shipping cases and not folded or creased for storage or shipping prior to the event. In the case Event Management determines a banner to be unacceptable, the banner will not be displayed, and a replacement banner may be created on-site using GES's services, at the Exhibitor's expense.

BOOTH GIVEAWAYS AND SPONSORSHIP EXCLUSIVITY

If you are planning on giving away remembrances to attendees who visit your booth, please be sure that these mementos do not infringe on the exclusivity of any official sponsorships, as you will not be allowed to give them out from your booth if they are an infringement. If you are concerned that your giveaway might fall into this category, please contact Event Management or your sales representative prior to production so as not to incur unnecessary costs.



***Due to facility regulations, the following items are not permitted on the premises:**

- Stickers or Adhesive Backed Decals
- Glitter or Confetti
- Helium or Mylar Balloons

BOOTH REPRESENTATIVES AND STAFF

All company representatives shall wear badge identification furnished by Event Management at all times.

All exhibitors should be familiar with and abide the ICMI Contact Center Expo Code of Conduct. Please see the ICMI Contact Center Expo [website](#) for specific Code of Conduct information.

DECORATOR

Global Experience Specialists (GES) is the Official General Contractor. They are responsible for efficient operations of the event including scheduling freight at the loading dock, keeping aisles clear and delivering freight to the booths. GES will handle all material handling at the event (drayage) electrical and cleaning. For questions and on-site orders, please visit the GES Service Desk.

DEMONSTRATIONS, COSTUME CHARACTERS AND BOOTH ACTIVITIES INCLUDING SOUND LEVELS

Exhibitors shall not solicit business in aisles or engage in any activity that leads to congestion in the aisles. Exhibitors wishing to include demonstrations, presentations, drawings, or crowd gathering activities of any type must confine such activity within their specific booth space and during show hours only.

Costumed characters must remain in the confines of contracted booth space or designated area. Costumed characters may NOT stand in/roam the aisles or “work the crowd” outside of the Show entrance. The lobby and registration area is a “NO solicitation area” for all exhibitors. Any demonstrations or costumes found to be in poor taste or not within the scope of the show by Show Management is not permitted. For the safety of all show participants, we recommend the characters have someone with them (a guide) at all times. Characters and guides must be badged as exhibitors and conform to all other general rules, safety arrangements, and the ICMI Contact Center Expo [Code of Conduct](#).

Please take into consideration the placement of speakers and theater presentations when designing your booth properties and face the speakers so as to direct sound and light into the booth rather than into the aisle. Sound demonstrations and lights should remain at a reasonable level and not disrupt neighboring exhibitors. See Booth Contract for further restrictions. Continued sound violations will be treated as a penalty and can result in priority point loss. Nothing louder than 75 decibels is allowed in the booth at any time.

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DRONES

Please be advised that drones are not allowed to be operated anywhere on the premises. There are very limited scenarios where this policy may be considered; however, prior review and approval (in writing) must be obtained from the Loews Royal Pacific Resort leadership team and Show Management. Any such requests must be made at least 60 days prior to any event to allow for sufficient review time. This policy also applies to any un-manned vehicles.

EARLY MOVE-OUT

All exhibitors must stay on the exhibits floor until the exhibits floor closes on the last day. Early dismantling is not allowed. Any exhibitor who does not comply may not be allowed to participate in future events.



ELECTRICAL SERVICE

All electrical service is provided by GES Electrical. If you have any questions that are not addressed in this Exhibitor Service Manual, please contact GES Electrical. Electrical service ordering information can be found in the Additional Show Section.

EXCLUSIVE SERVICES

- Food and Beverage – Loews Royal Pacific
- Internet – Loews IT
- Electrical – GES Electrical
- Drayage – GES
- Rigging - Encore

EXHIBIT HEIGHT RESTRICTIONS

Linear booths (booths that are no more than 10 feet in depth and are attached to another neighboring booth) are allowed that the back 5' of the booth be a maximum of 8 feet in height. In the front 5' of booth space, product displays are limited to a maximum height of 4', including sidewalls and signs. There will be no exceptions to this policy. No hanging signs are permitted over linear booths.

Perimeter wall booths (booths located on the exhibit floor's perimeter wall) will be allowed to extend the back 5' of the booth to 12' in height. In the front 5' of booth space, product displays are limited to a maximum height of 4', including sidewalls, signs and plasma screens. There will be no exceptions to this policy. No hanging signs are permitted over perimeter booths.

Peninsula booths (booths with a minimum of four standard linear booths back up two by two with aisle space on 3 sides) are allowed a maximum height of 12'. The backwall and all display fixtures are restricted to 4' high within 5' of each aisle, permitting adequate line of sight for adjoining booths.

Island booths (booths with a minimum of four standard booths with aisles surrounding all four sides of the exhibit space) are allowed a maximum height of 16'. Any type of interactive display must have a 3' clearance from the aisles. Walls may be installed in any portion of the booth; however, 50 percent of the perimeter of the booth must be left open.

EXHIBIT SET-UP

Union jurisdictions prevail over all set-up and dismantling of exhibits including signs and laying of carpet. A 10' x 10' or 10' x 20' display ("pop-ups") may be set by exhibitors as long as the person/ people setting up the booth work full time for the exhibiting company. Use of power tools is strictly prohibited. There is no time constraint to set up booth properties that are in 200 square feet or less of exhibit space. The union steward reserves the right to determine whether or not union labor is required to set-up the exhibitor's booth.

EXHIBITOR APPOINTED CONTRACTOR REQUIREMENTS

Exhibitors who wish to employ display houses or exhibit manufacturers to erect or dismantle their booth may have supervision of labor sent in from their supplier. Workers of this type cannot physically erect the booth, unless they are members of the appropriate Union Local. If outside labor will be hired, YOU MUST submit the Exhibitor Notice of Intent to Use EAC Form to Show Management. (More information found in the Exhibitor Appointed Contractors (EAC's) & Third Parties [section](#).)

EXHIBITOR EVENTS

It is Event Management policy that exhibitors cannot plan events that interfere with exhibit or conference hours, or with events such as the Expo Hall Welcome Reception or an Event Management-offered Attendee Party. If you have any questions about whether your event interferes with the conference scheduling, please contact your Sales Manager.



FLAMMABLE/HAZARDOUS MATERIALS REGULATIONS

Hazardous operations, including the use of flammable, explosive, or toxic materials, are not permitted. The Loews Royal Pacific Resort restricts the use of the following hazardous materials, including but not limited to compressed flammable gasses, flammable gasses, and aerosol cans with flammable propellants. Any material, equipment, substance, or object which reasonably may endanger the life of, or cause bodily injury to, any person in the Loews Royal Pacific Resort, or which may reasonably constitute a hazard to the building or to any property therein will not be permitted. Helium filled product (balloons) and helium tanks are also restricted. See the Fire Regulations Information in the Regulations and Guidelines Section.

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- Helium or Mylar Balloons

FOOD AND BEVERAGE

Any food and beverage (meeting room, and staff food and beverage) must be ordered through the Loews Royal Pacific Resort, the official caterers of the hotel. No outside food is allowed. To order these food items, contact Loews Royal Pacific Resort Catering, [Nathan Pucke](#). See the [Catering menus](#) in the Additional Show Services section.

HAND-CARRIED ITEMS

Exhibitors may carry computers, appliances, cases & cartons. Wheeled dollies are permitted providing they have 2 or less wheels. Exhibitors may remove small computers and appliances from crates or boxes provided it can be done without a forklift or any power equipment. Common sense and safety will be considered when determining whether a package can be hand carried. Please be sure to thoroughly read the information on union regulations in the Labor Section.

HANDOUTS/LITERATURE DISTRIBUTION

Literature, samples, or other promotional materials may only be handed out within the confines of contracted booth space. Any materials placed elsewhere will be discarded.

HARD HATS

Hard Hats must be worn for all those working on multi-level exhibit booths and those with a structural canopy and/or ceiling. OSHA states that hard hats must feature a hard, outer shell and a lining that absorbs shock and incorporates a Head band. Straps should suspend from the shell about 1 inch to 1¼ inches away from the worker's head. The OSHA industrial class of hard hat that is a requirement for workers on multi-level exhibit booths and exhibits with a structural ceiling or canopy is the Class G - General Helmet. These hard hats provide protection against impact and object penetration. Their voltage protection is limited to 2,200 volts.

HOSPITALITY SUITES/MEETING ROOMS

The Conference encourages exhibiting companies to operate a hospitality suite, demo suite, or meeting room. However, functions may not conflict with conference and exhibit floor hours or any sponsored special event. If your company wishes to arrange for a meeting room or to stage an after-hours reception, please contact your Sales Representative to make sure there are no conflicting dates or times with any other show activities. A limited number of meeting room packages are available.

INDEMNIFICATION

It is understood and agreed that neither Event Management, nor the owners, nor the lessors of the property which serves as the exposition hall, nor the management of these properties, can or will be responsible for the safety of exhibits, exhibitors, or their employees against robbery, burglary, theft or damage by fire or any other cause. Event Management will provide perimeter security for the limited protection of property during hours when the exposition is closed. In all cases the Exhibitor is advised to insure its property against damage or loss and insure itself against public liability at its own expense. The Exhibitor waives all claims of any kind against SupportWorld Live and/or ICMI, UBM LLC, part of Informa PLC, Event Management, or any of their



directors or employees, arising from the conduct of the exposition and agrees that none of the parties referred to above shall be liable for any loss, damage or destruction of property belonging to the Exhibitor, its agents or its employees, while on the premises, nor for any other loss or damage whatsoever, including, without limiting the foregoing, any loss or damage to the Exhibitor's business by reason of failure to hold the conference and/or exhibition, or failure to provide space for an exhibit or the removal of an exhibit, for any action of Management and the owners and lessors of the exposition areas of the Loews Royal Pacific Resort, harmless from claims by the Exhibitor's agents or employees or by any other persons arising out of any act or omission connected with the Exhibitor's participation in the conference and/or exposition, whether negligent or not.

INTERACTIVE DISPLAYS & LINE CONTROL

If you have any type of interactive display, you must have a three-foot clearance from the aisle(s) to allow for crowds. All demonstrations must maintain a professional presence. Any demonstration found to be in poor taste or not within the scope of the show by Show Management is not permitted. Line control and management is the responsibility of the exhibitor. All booths must have a line/crowd control plan. For larger booths of 2,400 square feet and larger, line management plans must be incorporated into their booth rendering.

MEETINGS ON THE EXHIBITS FLOOR

Though the exhibits floor will open at 8:00am for move-in, no one will be allowed on the exhibits floor during non-exhibit hours without an exhibitor staff badge. Therefore, no meetings with the press, clients, or staff without an exhibitor staff badge may be conducted in your booth, or on the exhibits floor during non-exhibit hours.

MINORS

The conference is open to the trade only. No one under 21 years of age, including infants will be allowed on the exhibits floor at any time. There are no exceptions.

PHOTOGRAPHY/RECORDINGS

Taking pictures or recordings within the exhibit area or meeting rooms is prohibited by Event Management. The official show photographer is exempt from this rule. If you wish to have pictures of your booth taken, please refer to their order form in the Additional Show Services section of this website.

POWER SAWS

The use of power saws is prohibited inside the expo hall. Union labor may use a power saw outside on the dock(s) if needed.

PROHIBITED MATERIALS, PROCESSES, AND EQUIPMENT

- Blasting agents, or explosives
- Pyrotechnics
- Flammables / Gases / Neon Tubing
- Smoking within the facilities
- Fueling of motor vehicles
- Wood matches with all-surface strikes
- Cellulose nitrate motion picture film
- Aerosol cans with flammable propellants
- Adhesive backed decals
- Balloons
- Confetti/Glitter
- Liquid petroleum gas
- Pressurized gas tanks, empty or full
- Gas operated cooking equipment
- Overnight sleeping
- Portable heating equipment



PROHIBITED EQUIPMENT AND OPERATIONS DURING SET-UP & DISMANTLING

- Materials-handling equipment which exceeds established emission levels
- Electrically powered tools and equipment other than those listed by Underwrites Laboratories, Inc. or approved by a nationally recognized testing laboratory
- Portable heating equipment
- Painting with flammable or volatile paints and finishes
- Any equipment or operation that increases the risk to fire and life safety

Please contact Beth Engle at beth.enge@informa.com if you have questions.

PROPER FOOTWEAR

All booth staff in the hall during setup and teardown are required to wear closed-toed shoes for safety purposes. Anyone found not to be in compliance will be asked to leave the hall.

RECRUITING

Recruiting of any kind is prohibited on the exhibits floor.

SELLING ON THE EXHIBITS FLOOR

Selling is allowed in the designated exhibit areas with valid Florida Seller's Permit. You must provide us with your Seller's Permit number prior to the show to avoid a penalty. Email your Seller's Permit number by September 11, 2023 to Beth Engle at beth.enge@informa.com

Visit https://floridarevenue.com/taxes/taxesfees/Pages/annual_resale_certificate_sut.aspx for more info.

SIGNAGE RULES

All signs must be professionally produced and may not infringe upon neighboring booths. Very lightweight banners may be hung with "S" hooks off the drape. All signs that are floor supported must adhere to line-of-sight rules. See Booth Regulations for more info. Hanging signs are allowed for 20' x 20' and larger booths only and must be submitted for approval. See Hanging Sign information in this section for more details. You may contact GES for signage production or to order sign holders. Information on graphics and signage is located in the Booth Furnishing section of this website.

SMOKING POLICY

There is a no-smoking policy on the exhibit floor and throughout the facility. Smoking is only allowed outside of the building.

STEP LADDERS

Step ladders being used by contractors are restricted to those below from **Types IA, I, II, III: Subpart X—Stairways and Ladders, Appendix A (American National Standards Institute (ANSI) 14.1, 14.2, 14.5 (1982)) of OSHA's Construction standards. Source for Type IAA: ANSI 14.1, 14.2, 14.5 (2009).** See table below:

Type	Duty Rating	Use	Load
1AA	Special Duty	Rugged	375 lbs.
1A	Extra Heavy Duty	Industrial	300 lbs.
1	Heavy Duty	Industrial	250 lbs.
II	Medium Duty	Commercial	225 lbs.



STORAGE – ON-SITE RULES

Fire regulations prohibit storage of any kind behind exhibits, including empty packing materials. Please tag all your empties and have GES store them until move-out. Reserve quantities of literature must be stored away from electrical cables or junction boxes. Arrangements can be made with GES for on-site storage of excess items. See the Labor, Equipment and Storage section of this website for the Skid Accessible Storage Form to order.

SUBLETTING A BOOTH

No exhibitor may assign, sublet, or apportion any part of the space allotted, or represent, advertise, or distribute literature for the products and services of any other firm or individual, except with the prior written approval of Event Management.

TAXES AND LICENSES

Exhibitors shall be responsible for obtaining any licenses, permits, or approvals required under local or state law applicable to their activity at the exposition, which includes any music licensing needed under the ASCAP and BMI copyright laws. Exhibitors shall be responsible for obtaining any tax identification numbers and paying all taxes, license fees or other charges that shall become due to any government authority in connection with their activity at the conference.

TIPPING

Work Rules prohibit the solicitation and/or acceptance of tips by any employee, including all employees representing ICMI Contact Center Expo, Informa, Global Experience Specialists (GES), and the Loews Royal Pacific Resort. Should you be solicited for a tip, please report to the incident to Event Management as soon as possible.

UNSPORTSMANLIKE CONDUCT

Tampering with another party's exhibit will not be tolerated. In such case the offender will be immediately removed from the exhibit floor at his/her own expense and will be restricted from future participation.

PLEASE READ THE GES FIRE REGULATIONS INFORMATION