

Exhibitor Frequently Asked Questions

What does the booth fee include?

Booth rental fee includes, in addition to the space itself for the entire exhibit period:

- ❑ A two-line identification sign for your booth that lists your company name, city, and state
- ❑ Company name and booth number printed in the Pocket Pal (if received by December 3, 2024)
- ❑ Five complimentary exhibitor's badges for each 100 square feet of booth space purchased (any badges requested after the registration deadline will incur a \$25 fee).
- ❑ Listing on the event app

How do I make changes to the size of my booth?

If you need to change the size of your booth, notify The Society of Critical Care Medicine (SCCM) Management at +1 847 827-7478 or cmcnamara@sccm.org.

What happens if I must cancel or reduce the size of my booth?

Notification of an exhibitor's decision to cancel or reduce space must be sent in writing on company letterhead to SCCM. If written notification is received by Friday, October 4, 2024 a full refund, less a 50% administrative fee, will be refunded to the company. After this date no refunds will be given.

Any booth unoccupied by 5:00 p.m. on Saturday, February 22, 2025, will be regarded as a no show and the contract to exhibit will be terminated. All freight will be removed and returned to the loading dock at the exhibitor's expense.

The Society of Critical Care Medicine assumes no responsibility for inclusion or exclusion of the name of the cancelled exhibitor or booth number in the Pocket Pal, SCCM website, event app or any other materials.

How many exhibitor badges do I receive with my booth?

Each exhibiting company receives five (5) complimentary badges for each 100 square feet of exhibit space.

What does the exhibitor badge allow access to?

An exhibitor badge allows access to the Connections Central (the Exhibit Hall) and educational sessions (if space permits, after all badged professional attendees have entered). Access to pre-courses and ticketed events is not included.

Who receives exhibitor information?

The designated Exhibit Contact for your company will serve as the company's liaison and will receive all exhibitor correspondence, exhibitor bulletins, the Exhibitor Service Manual, and other exhibitor-related information.

What should I do if I am no longer the Exhibit Contact?

Update the Exhibit Contact information by using the exhibitor portal in Cadmium. If you have any issues updating the information in the exhibitor portal please send the new contact's name, address, email address to Colleen McNamara at cmcnamara@sccm.org.

On-Site Meetings

A certain amount of meeting rooms are available in both the Headquarter Hotel and the Convention Center. The request form can be found in the Exhibitor Service Manual found on www.sccm.org/expo. Exhibitors that cancel may be unable to hold meetings in conjunction with Congress or at SCCM Congress hotels.

Where do I find the most up-to-date exhibitor information?

Check the Congress Exhibits and Sponsorships page regularly at www.sccm.org/expo to find current information regarding the floorplan, Exhibitor Guidelines, Exhibitor Service Manual, etc.

How do I get information about housing?

See housing information under the **General Information Section** in this Exhibitor Service Manual.

Please be aware of unauthorized email solicitations from non-official vendors offering housing options. SCCM has not approved these emails nor have we given these companies your email address. We strongly encourage you to make hotel reservations thru the SCCM housing website at www.sccm.org/housing.

Who is the General Service Contractor for Congress?

General Exposition Services (GES) is our official general contractor. Please contact GES directly to order items for your booth and to help with shipment of booth materials to the meeting. Details available on the <<GES website>>.

Is there a list of SCCMs official vendors/partners?

Yes! A full list of official SCCM vendors and partners can be found in the <<Exhibitor Service Manual>>.

Does SCCM have an attendee list available?

Mailing addresses of registered Congress participants are available for purchase by exhibitors for mailing selected materials prior to and/or following Congress. SCCM does not sell or release email addresses.

I received an email from a company saying I can purchase the SCCM attendee list. Is this a scam or is it legitimate?

The only legitimate SCCM attendee registration list is available directly through SCCM. The registration request list can be found in the Exhibitor Service Manual found on www.sccm.org/expo.

Be aware of communications from "list" service providers promoting access to annual meeting attendee contact information. If you are unsure of the legitimacy of a company selling any SCCM service, please contact SCCM at support@sccm.org.

How can I purchase lead retrieval devices for my booth?

Exhibitors can purchase lead retrieval packages in the found in the Exhibitor Service Manual found on www.sccm.org/expo from our official provider, American Tradeshow Services (ATS).

Is booth carpeting/flooring included with my booth?

Connections Central is not carpeted, except for the aisles. Exhibit carpeting is mandatory and is the Exhibitor's responsibility. Carpet or alternate flooring may either be supplied by the Exhibitor or rented from GES. Exhibits not carpeted by 5:00 p.m. on Saturday, February 22, 2025, will be supplied carpet and charged accordingly.

What advertising and sponsorship opportunities are available at Congress?

To view available advertising and sponsorship opportunities, visit www.sccm.org/expo or contact our Desiree Ng at dng@sccm.org for more information.