

***** ANSWERS TO FREQUENTLY ASKED QUESTIONS *****

***** SPECIAL NOTES OF IMPORTANCE *****

IN-BOOTH EXHIBITOR SALES MEETING - - Sales meetings within your booth during morning non-exhibit hours are permitted upon fulfilling the requirements for such meetings. Times available: Wednesday and Thursday, 8 AM – NOON. Advance approval by Show Management is required. *Exhibitors should read and be familiar with all requirements to hold an in-booth sales meeting.* This information is under the “SALES MEETING” tab of this manual. All attendees for these meetings must be registered and badged.

TIPPING - - PLEASE DON'T! This includes such practices as giving money, merchandise, time off, coffee breaks, or any other special consideration for services rendered. Report any attempt by an employee to solicit a gratuity for any service or special favor immediately to Exhibit Management.

AISLE CARPETING AND EMPTY CRATES - - All aisles will be carpeted in plum. To enable the cleaning of the aisles and the installation of the aisle carpeting to be completed on time, it will be necessary that all exhibits be completely installed no later than 5 PM Tuesday. Furthermore, all boxes, crates and skids must be emptied and removed in sufficient time for them to be placed in storage by 1 PM Tuesday. Boxes, crates, and skids not emptied by 1 PM will be placed in storage at the Exhibitor's expense; empty containers not labeled for storage will be discarded as trash. ***Plan your travel schedule accordingly!***

Aisle carpet removal will begin promptly at NOON on Friday, the close of the Tradeshow. Empty crates cannot be returned until the aisle carpeting is removed. We estimate that one hour maximum will be required to remove all aisle carpeting. During this time, please pack your small items to minimize potential pilferage.

EARLY MOVE-IN - - Exhibitors with full trailer load shipments or special unloading requirements should make an appointment with EMI for early move-in to enable those trucks to be unloaded prior to 8 AM Monday, if possible. Also, if additional set-up time is required, contact EMI for arrangements. Only employees of the official contractors and full-time employees of the Exhibitor with advance permission are allowed on the exhibit floor prior to 8 AM Monday.

HANDLING EXHIBIT FREIGHT YOURSELF - - For the safety of personnel and exhibit material of others, neither personal nor company vehicles will be allowed in the building. An area will be provided for those unloading their exhibit material themselves, by hand, without the use of material handling equipment. ***Please note that dock space is extremely limited at the Phoenix Convention Center and there can be longer than normal wait times for space to unload your vehicle.*** Vehicles must be totally unloaded immediately so they can be quickly removed to allow access by others. *An Exhibitor vehicle allowed in the dock area for self-unloading is defined as a car, personal van, small pickup truck, or a trailer not longer than 12 feet. All larger vehicles must be unloaded by Freeman.* No material handling equipment will be loaned to you. You may not leave your vehicle at the freight door or dock to make multiple trips delivering exhibit material from your vehicle to the booth. During move-out, you must have all material at the dock or door before your vehicle will be allowed there, so that you can quickly load and remove your vehicle for the next person. NSSEA will provide security for these areas which will be controlled by first-come, first-served.

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SPECIAL REMINDERS - -

1. No children under the age of 16, strollers or carriages are permitted in the exhibit hall or sessions at any time. Infants are permitted during exhibit hours, but must be carried at all times. A waiver, available at the NSSEA Registration Desk, must be signed by parents of infants attending the show.
2. Exhibit height restrictions are enforced; all exhibit material must remain within the confines of the booth - - nothing in the aisles! In *linear booths*, nothing can exceed 8 ft. in height (except your product as manufactured in the normal course of business and displayed in its normal operating position); in *island and peninsula booths*, the height limit is 20 ft.
3. Inflated balloons must be filled with air or heavier than air gas only. No helium-filled balloons are allowed. Aerosol-can spray painting is prohibited within the building.
4. Installation time is 8 AM to 5 PM Monday and Tuesday; all crates, boxes, and skids must be emptied no later than 1 PM on Tuesday, at which time they will be removed from the building and aisle carpet installation will begin. **Plan your arrival accordingly!**
5. Nothing may be stored behind the booths. This is a fire hazard closely monitored by the Fire Marshal. Anything noted behind booths will be removed at the Exhibitor's expense and liability.
6. Dismantle and move-out is from NOON to 8 PM on Friday, and from 8 AM - NOON on Saturday. Everything must be dismantled, packed and ready for removal from the Convention Center by NOON Saturday. Please be familiar with the "Exhibit Removal" instructions on page 4 of the SES General Information included in this manual.
7. Photography and/or filming of any display or product other than the exhibitor's own material is strictly *prohibited* without permission from Show Management and the firm whose booth is being photographed/filmed. Violation may result in the confiscation of equipment and removal from the exhibit hall.

RESPONSIBILITY/LIABILITY FOR YOUR EXHIBIT SHIPMENTS - - With two exceptions, Exhibitors, at all times, are totally responsible for the care, custody, and control of all of their materials shipped or brought into the Convention Center. Exhibitors should carry all-risk floater insurance covering their materials against damage, loss, and all hazards, from the time shipment is made prior to the Show until shipments are received back after the Show. This can generally be done by adding "riders" to existing insurance policies, often at no additional cost.

The two exceptions are when the shipment is in the care, custody, and control of first, the inbound/ outbound carriers (truckline, van line, airline, etc.); and secondly, Freeman, the on-site material handling service supplier. When the inbound/outbound carrier accepts your shipment and signs the bill of lading, the carrier is totally responsible within their stated limits of liability until the freight bill is signed as either "free and clear" or with exceptions noted such as shortage, overage, or damage. Concealed damage is usually the Shipper's responsibility. When Freeman receives and signs for the shipment, making any notations on the freight bill, they are responsible for the care, custody, and control until that shipment is placed in or adjacent to your booth space. At that point, care, custody, and control revert back to the Exhibitor and remain with the Exhibitor until such time after the Show when Freeman, by your signed order (Material Handling Agreement), picks up the material at your booth location. At that time, only the material actually found and picked up at the booth location comes under Freeman's responsibility, and only until it is signed for by the outbound carrier. While the material is on the exhibit floor it remains the Exhibitor's responsibility. Specific information on Freeman's liability and responsibility is stated in their Material Handling Terms and Conditions. Exhibitors only are responsible for completing their outbound Bills of Lading/Material Handling Agreement and the information placed thereon.