

GENERAL INFORMATION

Racquet & Paddle Sports Conference 2019

For assistance, please contact our Exhibitor Service Department at (407) 816-7900 or (203)-840-5628.

Click on the Exhibitor Action Checklist/Additional (Official) Contractors Services section of the manual to see all approved vendors for this event.

SHOW SCHEDULE

EXHIBITOR SERVICE CENTER

FREEMAN is the Official General Contractor of the 2019 Racquet & Paddle Sports Conference, and will maintain an Exhibitor Service Center during set-up, show days and dismantling. All other official show contractors will also be set up in this area as well. All inquiries regarding booth services and orders should be made at the Exhibitor Service Center, including booth furnishings, labor, freight, utilities, and special show services. Exhibitors who have ordered labor are asked to check-in at this desk when they are ready to install their exhibits. The person in charge of your exhibit should carefully inspect and sign for all work order forms. If you disagree with a bill presented for your signature, question it immediately. If you cannot come to a satisfactory agreement with the contractor, contact Show Management. Do not put it off. Once the show has ended, it becomes very difficult to resolve issues.

EXHIBITOR SERVICE CENTER HOURS – staff will be available at the **FREEMAN** Services Center as follows...

<u>DAY</u>	<u>DATE</u>	<u>TIME</u>
Friday	January 18, 2019	8:00 AM – 5:00 PM
Saturday	January 19, 2019	8:00 AM – 5:00 PM
Sunday	January 20, 2019	8:00 AM – 5:00 PM
Monday	January 21, 2019	8:00 AM – 5:00 PM
Tuesday	January 22, 2019	8:00 AM – 5:00 PM
Wednesday	January 23, 2019	8:00 AM – 6:00 PM
Thursday	January 24, 2019	8:00 AM – 6:00 PM
Friday	January 25, 2019	8:00 AM – 10:00 PM
Saturday	January 26, 2019	8:00 AM – 5:00 PM
Sunday	January 27, 2019	8:00 AM – 5:00 PM
Monday	January 28, 2019	8:00 AM – 12:00 PM

MOVE-IN & SET-UP HOURS:

Racquet & Paddle Sports Conference is a **TARGETED SHOW**. Please go to <http://www.freemanco.com/preshowFAQ> to download the **COLOR-CODED TARGET FLOORPLAN** which will give you your specific targeted date & time for move-in or click [here](#). Targeted move-in is for delivery of freight; you do not have to begin construction of your booth on your target date/time, but your freight shipment(s) should be at the convention center on that date and time. Obviously, your installation cannot begin until your freight is delivered and any utilities you need have been installed, so be certain to order these in advance of move-in. Keep in mind, your target date & time applies to when your shipment(s) must be received by - it does not mean you must begin to set-up your booth at that time.

GENERAL INFORMATION

Racquet & Paddle Sports Conference 2019

If you have questions regarding your move-in, please contact **FREEMAN** for more information regarding move-in times and dates at (407) 816-7900.

Friday, January 18, 2019	8:00 AM – 5:00 PM *Targeted Exhibitors Only
Saturday, January 19, 2019	8:00 AM – 5:00 PM
Sunday, January 20, 2019	8:00 AM – 5:00 PM
Monday, January 21, 2019	8:00 AM – 5:00 PM**
Tuesday, January 22, 2019	8:00 AM – 8:00 PM

OVERTIME CHARGES APPLY to any work performed before 8:00 AM and after 4:30 PM on weekdays and anytime on Saturday, Sunday and Holidays.

NOTE: Permission to erect booth space will be withheld from any company who has not submitted full payment of their exhibitor space rental fee or advertng/sponsorship fees.

It is highly recommended that you ship your freight in advance to the warehouse, as warehouse freight is delivered to the show floor first, and is automatically “on target”. Show-site shipments are unloaded on a first-come-first-serve-basis. Please do not schedule any labor until the end of your target window. For example, if your target window is 10:00 AM - 1:00 PM, it is best to request your labor to report to your booth no earlier than 1:00 PM.

If you require utilities (electric, telephone, internet, etc.), your carpet cannot be installed until the utilities have been installed. Exhibitors are reminded that during move-in, display materials/products will be allowed to enter the **Orange County Convention Center** via loading docks and designated entrances **ONLY**.

Any booth not occupied by **3:00 PM, Tuesday, January 22, 2019**, will be presumed abandoned. If there is freight in the booth and Show Management believes the Exhibitor will be arriving late, the General Contractor will set up the display to the best of their ability with the information available. If there is no freight in the booth and/or Show Management believes the Exhibitor will not participate in the show, the booth will be reassigned. Exhibitors arriving after this time will be given space available and may incur additional costs. **ALL EXHIBITS MUST BE COMPLETELY SET BY 5:00 PM, Tuesday, January 22, 2019**. Absolutely no shipment, equipment or material may be brought onto the show floor during show hours.

Removal of excess trash/debris in the aisles **AFTER 5:00 PM, Tuesday, January 22, 2019** will be billed to the exhibitor(s) responsible for creating such excess trash/debris. The Fire Marshall will not permit the show to open if there are any boxes, cartons, visqueen, packing material, etc. in the aisles.

GENERAL INFORMATION

Racquet & Paddle Sports Conference 2019

SHOW DATES & HOURS:

Badged exhibitors will have access to the Exhibit Hall at 7:00 AM each morning.

Wednesday, January 23, 2019	8:30 AM – 6:00 PM
Thursday, January 24, 2019	8:30 AM – 6:00 PM
Friday, January 25, 2019	8:30 AM – 3:00 PM

All exhibits must remain fully intact until the official close of the Show

DISMANTLING & MOVE-OUT HOURS:

Friday, January 25, 2019	3:01 PM – 10:00 PM
Saturday, January 26, 2019	8:00 AM – 5:00 PM
Sunday, January 27, 2019	8:00 AM – 5:00 PM
Monday, January 28, 2019	8:00 AM – 12:00 PM (noon)

DISMANTLE AND MOVE-OUT INFORMATION

- Freeman will begin returning empty containers as soon as the aisle carpeting is removed from the exhibit floor. The entire process will take approximately 8 hours.
- All exhibitor materials must be removed from the exhibit facility by **Monday, January 28th at 12:00 p.m.** Any materials remaining in the facility will be re-routed via Freeman's choice or returned to warehouse to await disposition at exhibitor's expense.
- To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor move-out deadline, please have all carriers check-in by **Monday, January 28th, 2019 10:00 AM**

DO NOT leave material in your booth unlabeled at any time - it may be presumed to be abandoned and mistaken for trash.

REGISTRATION: Exhibitor

<u>DAY</u>	<u>DATE</u>	<u>TIME</u>
Sunday	January 20, 2019	9:00 AM – 5:00 PM
Monday	January 21, 2019	8:00 AM – 5:00 PM
Tuesday	January 22, 2019	8:00 AM – 5:30 PM
Wednesday	January 23, 2019	7:00 AM – 6:00 PM
Thursday	January 24, 2019	7:00 AM – 6:00 PM
Friday	January 25, 2019	8:00 AM – 3:00 PM

REGISTRATION: Attendee

Tuesday	January 22, 2019	8:00 AM – 5:30 PM
Wednesday	January 23, 2019	7:00 AM – 6:00 PM
Thursday	January 24, 2019	7:30 AM – 6:00 PM
Friday	January 25, 2019	8:00 AM – 3:00 PM

GENERAL INFORMATION

Racquet & Paddle Sports Conference 2019

SHOW INFORMATION: A-Z GUIDE

2019 Racquet & Paddle Sports Conference

Sign up for the **2019 Racquet & Paddle Sports Conference** at the Sales Booth located at the back of the 3500 aisle.

AUDIO VISUAL

FREEMAN Audio Visual Solutions is the official audio/visual service contractor of the **Racquet & Paddle Sports Conference**. Please refer to the [FREEMAN AV](#) section of this manual for the form and discount pricing cut-off date. Please be sure to indicate your booth number on all forms. **FREEMAN AV** will maintain a full staff on-site at the Exhibitor Service Center.

BOOTH FURNITURE AND FURNISHINGS

Booth equipment, services and furnishings are available through the Official General Contractor, **FREEMAN**. Please refer to the [FREEMAN ONLINE](#) section of this manual for the form and discount pricing cut-off date. Please be sure to indicate your booth number on all forms. **FREEMAN** will maintain a full staff on-site at the Exhibitor Service Center located in the rear of the hall.

FedEx/ Kinkos

FedEx/ Kinkos is located on level 2 just inside the West C Hall entrance at the Orange County Convention Center. They offer Copy, Fax, and Scan services, advance orders can be placed via email (a credit card must be placed on file). Office supplies and sundries are available at our counter. The hours are 8am- 5pm daily. Please [click here for more information](#).

CATERING

Catering is provided by the Centerplate at the Orange County Convention Center. The menu is located [here](#).

CUSTOMS BROKER / INTERNATIONAL SHIPPING

[Phoenix International Business Logistics](#) is the official provider of international shipping, customs brokerage, freight forwarding and related services of **Racquet & Paddle Sports Conference®**. All merchandise imported into the United States requires Custom House Clearance prior to release from any USA port or airport. It is the sole responsibility of the exhibitor to adhere to customs and international guidelines. The exhibitor must insure that all documents are valid and complete and procedures are followed correctly. Show management will not be held liable for freight held up due to customs issues, duty payments or any other problems related to inbound and outbound international shipments. Visit the **EXHIBITOR ACTION CHECKLIST/ADDITIONAL (OFFICIAL) CONTRACTOR SERVICES** section for more information. **Phoenix International** will maintain a full staff on-site at the Exhibitor Service Center.

GENERAL INFORMATION

Racquet & Paddle Sports Conference 2019

DISPLAY RULES & REGULATIONS

Visit the **DISPLAY RULES & REGULATIONS** section of this manual for more information.

ELECTRICITY & LIGHTNING

All electrical work will be done exclusively by the Orange County Convention Center. You may access the electrical order forms and view the discount pricing cut-off date in the **Exhibitor Action Checklist** section of this manual. Please be sure to indicate your booth number on all forms.

Electrical Labor is required for:

- All under carpet distribution of electrical wiring
- All facility overhead distribution of electrical wiring
- All motor and equipment hook-ups requiring hard wiring connections
- Installation and repair of electrical fixtures
- Installation of electrical motors and electrical apparatus

For safety and conservation reasons, OCCC will now enforce the following requirements of their existing 24-hour show power policy:

1. All exhibit power shall be shut off no later than (1) hour after trade shows conventions or event closing and will not be turned on until 7:00 AM the following morning.
2. In cases where exhibits require 24-hr power, that power source must be limited to the size outlet ordered by the exhibitor.

EXHIBITOR PERSONNEL, BADGES, SHOW ACCESS

Exhibitor staff personnel wishing to enter the exhibit floor must wear an exhibitor badge at all times. Please refer to the **EXHIBITOR ACTION CHECKLIST/ADDITIONAL (OFFICIAL) CONTRACTOR SERVICES** section to access information and order forms. Exhibitor badges must be worn at all times during Move-In, Show days and Move-Out. Access to the Show floor begins at 7:00 AM during Show days. For those individuals who still need a badge, one may be obtained at the Exhibitor Registration Counters on Level 2 of the Orange County Convention Center in the West C Lobby. Only booth personnel with an exhibitor badge can enter the exhibition hall prior to Show hours, or those individuals who made prior arrangements for meetings. (Please stop by Show Office on-site to make the proper arrangements if this has not already been so.)

Reed Exhibitions will furnish Exhibitor with badges for use by Exhibitor's company management, company salesmen, and its distributors, whether domestic or foreign. Reed Exhibitions will also furnish badges for Exhibitor's independent sales representatives whose names were supplied to Reed Exhibitions by Exhibitor. Exhibitor badges are NOT to be issued to buyers, source suppliers, ad agencies, importers / exporters, consultants, vendors, business agents / managers, and others who wish to gain admittance for the purpose of making contacts or any other purpose.

GENERAL INFORMATION

Racquet & Paddle Sports Conference 2019

Exhibitor badges must be worn at all times during Move-In, Show days and Move-Out.

- Misuse of Exhibitor badges is strictly prohibited. Should such a violation occur, the badge will be reclaimed by Reed Exhibitions, and the wearer will be refused further entry into display areas for the duration of the event
- Exhibitor must staff its booth(s) during all show hours
- Exhibitor personnel are permitted access to booth areas at 7:00 AM on Show days. ***For those individuals who still need a badge, one may be obtained at the Exhibitor Registration Counters.***
- Exhibitor's personnel must wear the official Exhibitor badge for admission. Security personnel will refuse entry into display areas to all persons not wearing the official Exhibitor badge.

The official Exhibitor badge is not to be altered in any manner (replaced with business card, company badge or hand written badge). Any alteration to the Exhibitor badge may result in reclaiming the badge and refusing the wearer further entry into the display areas for the duration of the event.

In order for Exhibitor Appointed Contractors (EAC's) to gain admittance into the Hall, Show Management requires each individual to wear a wrist band. For your convenience, wrist bands may be picked up at the Security Command Post. Proper credentials will be required. Only three designated supervisors of approved EAC's, will be issued the necessary credentials.

Please do not give Exhibitor Badges to EAC personnel for Security reasons.

EXHIBITORS WITH SPECIAL REQUESTS - In the interest of fairness to all exhibitors, variances to allowable display heights will not be granted. Exhibitors wanting to discuss special needs for their exhibit should send detailed plans of their proposed display for this approval to:

Matthew Luke
Senior Operations Manager
Reed Exhibitions
Mluke@reedexpo.com
Tel: (203) 840-5434, Fax (203) 840-9434

GENERAL INFORMATION

Racquet & Paddle Sports Conference 2019

FIRE AND SAFETY REGULATIONS:

The Orlando Fire Marshal, in conjunction with the Orange County Convention Center, has very specific fire regulations/restrictions and permit requirements regarding display material within the exhibit hall.

*Smoking is not prohibited in exhibit areas.

- All materials used in construction and decoration of an exhibit must be flame retardant
- All exits and exit aisles must be kept clear and unobstructed
- Designated "NO FREIGHT" aisles must be maintained clear of crates and exhibit materials during move-in and move-out
- All empty cartons or crates must be labeled and removed for storage or they will be removed as trash
- All fire hose racks, fire extinguishers, strobe lights, and emergency exits must be visible and accessible at all times
- Combustible materials must not be stored beneath display vehicles
- Vehicles in building for unloading must not be left with the engine idling
- No storage of any kind is allowed behind booths or near electrical service
- All 110 volt extension cords shall be three-wire (grounded), #14 or larger AWG, copper wire, all connections must be supported and secure
- Cube tap adapters are prohibited (uniform fire code 85.107). Multi-plug connectors must be UL approved with built-in overload protection
- Electrical work under carpets or flooring must be installed by the official electrical service provider
- All temporary wiring must be accessible and free from debris and storage materials
- Flammable or combustible liquids are prohibited inside of building except as approved by the office of fire protection and safety
- Compressed gas cylinders, including LPG are prohibited unless approved by the office of fire protection and safety

Please refer to the [FIRE & SAFETY REGULATIONS](#) forms to review safety regulations for the Racquet & Paddle Sports Conference.

FLOOR MANAGERS

We have professional Floor Managers working on the Show floor. If you have any questions, problems, or need any information at all, please stop by to see them. Counters are staffed from the first day of installation through the end of dismantling.

FLORAL/PLANT RENTAL

Organized Jungle is the official florist of the **Racquet & Paddle Sports Conference**. Please refer to the [EXHIBITOR ACTION CHECKLIST/ADDITIONAL \(OFFICIAL\) CONTRACTOR SERVICES](#)

Section of this manual for the form and discount pricing cut-off date. Please be sure to indicate your booth number on all forms. **Organized Jungle** will maintain a full staff on-site at the Exhibitor Service Center located at the Exhibitor Service desk at the back of the exhibit hall.

GENERAL INFORMATION

Racquet & Paddle Sports Conference 2019

HOTEL/TRAVEL DISCOUNTS

The **Racquet & Paddle Sports Conference** is offering discounts on ground transportation and hotel accommodations. Get discounted hotel rates by booking your room on the [Official Housing website](#).

LABOR REGULATIONS

Orlando has several major unions that have jurisdiction over trade shows. Please plan now to abide by labor regulations. **FREEMAN** is the official labor contractor. Labor arrangements may be made to set-up, service and dismantle your exhibit. Information regarding labor jurisdiction can be found in the [FREEMAN ONLINE](#) section of this manual. If you have any further questions or would like a quote for labor services, you may contact **FREEMAN** directly at **(407) 816-7900**. There are 3 distinct ways a booth can be set-up and dismantled.

1. Hire **FREEMAN** labor
2. Hire an Exhibitor Appointed Contractor (EAC). - [LINK TO EAC TAB](#)
Exhibitors using contractors other than **FREEMAN** for labor and/or supervision must return the **EXHIBITOR APPOINTED CONTRACTOR** form to Show Management prior to **Wednesday, December 12, 2018. NO EXCEPTIONS CAN BE MADE AFTER THIS DATE.** EAC's must meet specified requirements & **must** also be registered with the Orange County Convention Center.
3. If you are plan to set-up your own booth
Exhibitor is required to have with a Certificate of Insurance which names Reed Exhibitions and others (see the Certificate of Insurance sample in [EXHIBITOR APPOINTED CONTRACTOR](#) section of this on-line Exhibitor Manual) as an additional insured as well as documentation of full-time employee status such as paycheck stub or health insurance card. If you cannot produce the required documentation, the personnel without the required documentation will have to vacate the premises and you will need to hire labor from the General Contractor.

Examples of individuals **NOT ELIGIBLE** to perform booth set up and dismantle are: MANUFACTURERS REPRESENTATIVES, DISTRIBUTORS, SPOUSES, RELATIVES, and TEMPORARY OR DAY LABOR AND PART TIME EMPLOYEES OF ANY TYPE.

Floor Managers and Insurance Safety personnel will be on hand to check for adherence to the booth set up and dismantle guidelines. The safety of all people on the show floor is a prime concern to everyone. People without the proper documentation will be asked to leave the show floor.

LEAD RETRIEVAL SYSTEMS

Refer to the [EXHIBITOR ACTION CHECKLIST/ADDITIONAL \(OFFICIAL\) CONTRACTOR SERVICES](#) section to access information and order forms. Pick-up your lead retrieval unit at the Exhibitor Service Center at the back of the exhibit hall. **Don't wait until the first day of the show!**

LIABILITY AND INSURANCE

Exhibitors are advised to see that their regular company insurance includes coverage outside of company premises and that they have their own theft, public liability and property damage insurance. Show Management and its contractors will not be responsible for injury or damage

GENERAL INFORMATION

Racquet & Paddle Sports Conference 2019

that may occur to an exhibitor or his/her employees or agents, nor to the safety of any exhibit or other property against theft, fire, accident, or any other destructive causes. Please review the space contract for details.

If you are not insured but would like to be for this particular event, we have contracted with John Buttine Insurance Inc. Please refer to the [EXHIBITOR ACTION CHECKLIST/ADDITIONAL \(OFFICIAL\) CONTRACTOR SERVICES](#) section of this manual for contact information.

LOST & FOUND – please stop by the show office located on level three of the Orange County Convention Center.

MEETINGS IN YOUR BOOTH

If you plan to use your booth to conduct meetings before or after official show hours, you must obtain an EARLY/LATE access form from the on-site Show Management Office the day prior to your meeting. Authorization will not be granted for a pre-show appointment on the day of request.

Early/Late access form will include the following information:

1. The exhibiting company and booth number.
2. The non-exhibitor personnel visiting the booth
3. The time and date of the meeting
4. The name of the exhibitor who will meet the non-exhibitor personnel at the entrance to the show, and escort them directly to the booth.
5. Access to the floor during non-show hours will be denied unless Show Management receives this written request in advance.

PLEASE NOTE: All attendees and booth personnel must have a **Racquet & Paddle Sports Conference** badge to enter the exhibit hall. Please send your VIP ticket to your guests to register themselves, and use the Exhibitor Badge Form in the [EXHIBITOR ACTION CHECKLIST/ADDITIONAL \(OFFICIAL\) CONTRACTOR SERVICES](#) section to register your booth personnel

PHOTOGRAPHY

Oscar Einzig Photographers is the official photographer of the **Racquet & Paddle Sports Conference**. Please refer to the Oscar Einzig order form under the [EXHIBITOR ACTION CHECKLIST/ADDITIONAL \(OFFICIAL\) CONTRACTOR SERVICES](#) section of this manual for order information. NO PHOTOGRAPHY OR VIDEOTAPING (EXCEPT BY THOSE WEARING VALID **Racquet & Paddle Sports Conference** PRESS BADGES). SURVEILLANCE CAMERAS ARE IN USE 24/7.

RADIO FREQUENCY COORDINATION REQUIREMENTS

Exhibitors utilizing wireless microphone, IFB/IEM, camera or intercom equipment are required to coordinate frequencies with Professional Wireless Services (PWS). Radio frequency coordination reduces interference among exhibits hosting live in-booth events and is provided at no charge to exhibitors. Request frequencies in advance by January 18, 2019, at <http://www.professionalwireless.com/occc/>. PWS staff will be on site in the OCCC to manage frequency coordination questions and/or issues. Advance questions regarding radio frequency coordination may be directed to PR@PGAShows.com.

GENERAL INFORMATION

Racquet & Paddle Sports Conference 2019

SECURITY

Show Management will provide uniformed guards along the perimeter of the exhibit floor on a 24 hour basis during the entire period of the show (including installation and dismantle). Every reasonable effort will be made to prevent loses, however the final responsibility lies with the exhibitor. Security guards can also be reserved through [Century security](#).

SHIPPING

Refer to the **FREEMAN ONLINE** section of this manual for information on your shipping options. Shipping labels are also available in the [EXHIBITOR ACTION CHECKLIST/ ADDITIONAL \(OFFICIAL\) CONTRACTOR SERVICES](#) section of this manual.

SMOKING POLICY

The Orange County Convention Center is a non-smoking facility. Smoking is NOT permitted anywhere inside the building during set-up, show days, and tear down. Person caught smoking will be removed from the premises.

TELEPHONE SERVICES/INTERNET LINES

OCCC and Smart city handle all telecommunication services including internet lines and wireless connections at the Orange County Convention Center. For more information, please refer to the [EXHIBITOR ACTION CHECKLIST/ADDITIONAL \(OFFICIAL\) CONTRACTOR SERVICES](#) section, of this manual. **OCCC and Smart City** will maintain a full staff on-site at the Exhibitor Service Center.

BASIC SECURITY RECOMMENDATIONS

By now you should have arranged for insurance coverage to protect your exhibit and product against damage or loss from the time it leaves your premises until it returns.

Show Management is very security conscious. We go to great lengths to provide a safe and secure environment, where exhibitors and attendees can transact their business without distraction.

BASIC SECURITY MEASURES:

Among the Show's basic security arrangements are the following:

- Uniformed guards will be stationed at entrances and exits 24 hours a day and will patrol the exhibit floor during non-show hours
- Private guards may be hired from the official guard service
- Security cages for rent. Large and small safety containers may be rented from the official contractor. Exhibitors may prefer to bring a secure container of their own, such as a lockable trunk, footlocker or strongbox that can be stored out of sight in the booth
- A free overnight storage room where exhibitors may store valuables will be available. We recommend that especially vulnerable items be kept in the storage room during non-show hours and during set-up and dismantling. (Subject to Change)

GENERAL INFORMATION

Racquet & Paddle Sports Conference 2019

WHAT EXHIBITORS CAN DO TO ENHANCE SECURITY:

- Exhibitor personnel must wear official Show Exhibitor badges at all times during move-in, show days and move-out. Please do not give Exhibitor Badges to anyone other than your full time employees and remove all badges from the building when you leave on your last day there. Badges left behind are often abused by unauthorized personnel so do not leave them in your booth or discard on the floor
- At the close of business each day, cover all display tables. This establishes a barrier to curiosity seekers and other would-be thieves from selecting such items to steal at a later time
- Place your wastebasket along the aisle at the end of each day to facilitate trash removal
Immediately report to security or Show Management, the presence of any unauthorized visitors, or suspicious activity on the show floor.

- Unpack product as close to the Show opening as possible. At the close of the Show, we suggest that you stay at your booth until these valuables are repacked
- Treat especially valuable goods such as prototypes as irreplaceable. If they truly are one-of-a-kind, hire your own security guard. **Under no circumstances** should such goods ever be left unattended. Plasma Screens & Flat Screens, DVD's, televisions, laptops, and other electronic devices are particularly vulnerable to theft. Remove tapes or discs at night and store them in a safe place. Keep close tabs on personal items (cell phones, purses, laptops, briefcases, etc.)
- Do not put articles of any value in a container marked "**EMPTY STORAGE**", or behind booth
- Shipping cartons should not identify contents. Use coded labels.
- Give special considerations to prototypes, irreplaceable and highly valuable articles, or other sensitive items
- Be sure to send copies of Shipping Information, including all tracking numbers with your set-up people so that they know how many pieces should arrive.
- Booth staffing plans should take the following into consideration:
 - Who will be at the booth during set-up and dismantling?
 - Will an inventory list be available to check complete delivery during set-up and complete shipment after dismantling?
 - Will you need a security cage?
 - Will you need a private guard?
 - Should you safeguard material in the free storage room during non-show hours?
 - Does everyone concerned know that nothing of value should be left in containers labeled "**EMPTY**"?
 - Things to consider in preparing your booth duty roster:
 - Will someone be on duty at least a half-hour before the show opens? And until show is closed for the day? Will you schedule rotation to cover lunch breaks, etc?
- All of your booth personnel should be advised to wear official show badges at all times as a security measure, and to use the official Merchandise Passes when removing items from the exhibit floor

GENERAL INFORMATION

Racquet & Paddle Sports Conference 2019

- DO NOT leave laptop, purses, cell phones, cameras, blackberry's, etc unattended

ONE FINAL WORD ABOUT SECURITY:

The best security available is still inadequate and losses will occur, if exhibitors leave merchandise, especially valuable merchandise; unsecured in their booth overnight. Please place such valuables in the security room, overnight storage (subject to change), or otherwise secure all such merchandise at all times during the non-show hours.

Items particularly vulnerable to pilferage include DVD Players, monitors, personal computers and all small items of personal value. We strongly urge that these items be placed in the Security Room located on the exhibit floor.

We can assume no responsibility or liability for loss, damage or theft. That responsibility is yours, and we therefore recommend that you provide your own insurance coverage against all contingencies.

The Racquet & Paddle Sports Conference closes at 6:00PM on Wednesday and Thursday, and will close at 3:00PM on Friday. Other than aisle carpet personnel, labor will not be admitted to the Show floor until 5:00PM on Wednesday and Thursday and 2:00pm on Friday. **Secure all valuables immediately!**

- Pack and label product and remove them, or hire Security until you can secure them properly. It is essential that exhibitor personnel remain in their exhibit areas until their display materials are secured. All small articles which can be easily picked up should be securely packed before you leave your booth after the Show closes at **6:00 PM and 3:00PM**. Remember, during teardown, stay with your exhibit until your empty cartons are delivered and your goods are packed, sealed and properly labeled
- Do not leave material in your booth unlabeled at any time during move-out because many things could happen: it may be presumed abandoned; mistaken for trash; or one of your neighboring booths might label it in error!
- At the close of the show please be sure to secure all electronic equipment especially plasma screens, flat screens, laptops, and any electronic equipment

DON'T LEAVE YOUR BOOTH UNATTENDED UNTIL YOUR MERCHANDISE IS SECURE! Our objective is to make your show experience as worthwhile and profitable as it can be. Adhering to these simple security recommendations will go a long way to ensure your success! Do not leave material in your booth unattended at any time during move-out because many things could happen: it may be presumed abandoned; mistaken for trash; or one of your neighboring booths might label it in error! At the close of the show please be sure to secure all electronic equipment especially plasma screens, flat screens, laptops, and any electronic equipment.