

Exhibitor Service Manual

The Exhibitor Service Manual contains a complete list of all official contractors, available services, and work rules. It will be available online to exhibiting companies on July 28. The manual provides information and rates for services, including material handling; audiovisual services; complimentary and special signage; rental furniture; carpentry, decorator, and freight labor; rigging; floral services; computer rentals; booth security; freight forwarding; photography; telecommunications; lead follow-up; booth cleaning; and air, water, and electrical services.

Exhibitor Service Center

The Exhibitor Service Center, located at the back of Hall B4, will be staffed by the official contractors, beginning on the official exhibitor move-in date of Wednesday, November 5, and continuing throughout the Joint Meeting, including the period of dismantling. Some official vendors will be available on a limited schedule, and will provide information at the Exhibitor Service Center on how to contact them on-site. The Exhibition Director's and Floor Manager's offices, along with a staffed Academy Exhibitor Services booth, will be located in the service center.

Equipment Pass

Removal of equipment or display items from the exhibit hall during meeting days—Saturday, November 8, through Tuesday, November 11—will require a pass. The passes can be obtained at the Academy Exhibitor Services booth, located in the Exhibitor Service Center, Hall B4, beginning Saturday, November 8. Once the show closes at 3:00 PM on Tuesday, November 11, equipment passes will not be required. It is the responsibility of each exhibiting company to properly secure and remove its equipment when the show closes.

General Service Contractor

General questions regarding any services ordered through Freeman, including the installing and the dismantling of exhibits, material handling, and the provision of rental furnishings, special signage, carpet, and rental displays, should be directed to Freeman's Exhibitor Services Department.

Freeman also provides specialty services through the companies that follow.

- Freeman I & D – Custom installation and dismantle service
- Freeman Design & Fabrication—Complete custom exhibit design and building service

Contact:

Freeman

841 Joseph E. Lowery Blvd, NW
Atlanta, GA 30318

Tel. 404.253.6494

Fax 404.898.0415

Security

The Academy will provide perimeter security in the exhibit halls on a 24-hour basis from the installing through the dismantling of exhibits. Entrance and exit of workers, attendees, and exhibit personnel will be strictly monitored. Despite these precautions, neither the Academy, nor Freeman, nor the Georgia World Congress Center (GWCC) can assume responsibility for loss of or damage to exhibitors' property. Exhibitors are encouraged to take precautions to protect their own property and to arrange for appropriate insurance against loss.

The Exhibitor Service Manual will contain information on ordering security personnel and, if available, security cages. Exhibitors are urged to take advantage of the security services offered.

Lead Retrieval

The name, address, specialty, and practice information of each professional attendee can be retrieved through an electronic system offered by the registration and lead retrieval contractor. Complete information and order forms for this service will be provided in the Exhibitor Service Manual.

Utilities

Utilities are located on 30' centers on the floors of the exhibit halls.

Cleaning

The Academy will provide booth vacuuming on Friday, November 7. Exhibit hall aisles will be vacuumed daily, and wastebaskets will be emptied nightly if they are placed in the aisle. Exhibit booth cleaning is a service provided exclusively through Freeman. Exhibitor Designated Contractors (EDCs) are not allowed to provide booth cleaning services. Full-time exhibiting company employees may clean the booth.

A form for ordering this service for the duration of the meeting will be included in the Exhibitor Service Manual.

