

## Cleaning

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 is included in this manual. The Academy no longer provides booth vacuuming on Friday, Oct. 11.

## Equipment Pass

Removal of **equipment or display items** from the exhibition during meeting days — Saturday, Oct. 12 through Tuesday, Oct. 15 — will require a pass. The passes can be obtained at the Academy Exhibitor Services counter, located in one of the Exhibitor Service Centers beginning Saturday, Oct. 12. Once the show closes at 1:00 p.m. on Tuesday, Oct. 15, 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.

## Exhibitor Service Center

**The main Exhibitor Service Center (ESC) will be located in Moscone Center, South, Hall C and satellite ESC centers will be in the North, Exhibit Hall F and the lobby of the West Building.** All locations will be staffed by the official contractors, beginning Tuesday, Oct. 8, and continuing throughout the meeting and dismantle. Some official vendors will be available on a limited schedule and will provide information at their counter on how to contact them onsite. The Exhibition Director's and Floor Managers' offices, along with a staffed Academy Exhibitor Services counter, will be located in the main service center.

## Moscone Center – Technology Services Department

Moscone Center Technology Services Department is responsible for the delivery of utility services – telecommunications and internet. Order forms and additional details will be in the online Exhibitor Service Manual. Download their Ordering Guide and Facility Information for a preview of these details - [moscone.com/contractors/facsvcs/internet.shtml](https://www.moscone.com/contractors/facsvcs/internet.shtml)

## Official Contractors

The Academy secures suppliers and vendors as official contractors to provide the necessary services for a successful meeting and exhibition. We encourage exhibitors to utilize their services. To identify our partners, look for the official contractor designation on order forms and email communications. We have asked them to include this designation when sending promotions to registered exhibitors.

The Academy has designated official suppliers for the following areas:

- Audiovisual
- Cleaning
- Computers
- Floral
- Housing
- International Freight Forwarding
- Lead Retrieval
- Photography
- Registration
- Security

## Official Contractor Designation



## Official General Service Contractor

General questions regarding any service ordered through Freeman, including the installing and the dismantling of exhibits, material handling, assembly of hanging signs and other items supported from the ceiling, such as canopies, rigging, 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
- Freeman Transportation – Complete turnkey service providing round trip transportation. Pre-quoted services are billed with one convenient invoice with no hidden charges.

Contact:

Freeman

245 S. Spruce Avenue, Suite 100

South San Francisco, CA 94080

Tel: 650.878.6100

Fax: 469.621.5607

Email: [FreemanSanFranciscoES@freeman.com](mailto:FreemanSanFranciscoES@freeman.com)

## Registration and Lead Retrieval

Experient is the official contractor for registration and lead retrieval. Exhibitors may rent units or add technology to their devices to scan the badges of the professional attendees capturing their name, address, email, specialty and practice information.

Complete information and order forms for this service will be provided in the online Exhibitor Service Manual.

## Security

The Academy will provide perimeter security in the exhibit halls on a twenty-four (24)-hour basis from the installation 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 Moscone Center can assume responsibility for loss of or damage to exhibitors' property. Exhibitors are encouraged to take precautions to protect their own property and to obtain the 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.

## Utilities

Utility floor ports containing electrical, natural gas, compressed air and water, are located every thirty feet (30') in North, Hall E, F and West, L1 exhibit halls. Utilities in the South, Halls A, B, & C are not on standard thirty feet (30') centers.

**EyeNet's Exhibitor Guide**

## MARKETING

M.J. Mrvica Associates  
2 West Taunton Avenue  
Berlin, NJ 08009  
Kelly Miller—Mark Mrvica  
Tel: 856.768.9360  
Fax: 856.753.0064  
Email: markmrvica@mrvica.com

**Audio Visual**

## OTHER SERVICES

Freeman Audio Visual Services  
Felicia Witherell  
Tel: 702.352.1448  
Email: Felicia.Witherell@freemanco.com

**Catering**

## OTHER SERVICES

SAVOR  
Robert Duncan  
Tel: 415.267.6427  
Email: rduncan@moscone.com

**Computers & Monitors**

## OTHER SERVICES

Freeman Audio Visual Services  
Felicia Witherell  
Tel: 702.352.1448  
Email: Felicia.Witherell@freemanco.com

**Electrical (Utilities)**

Freeman  
245 S Spruce Ave, Suite 100  
S San Francisco, CA 94080  
Tel: 650.878.6100  
Fax: 469.621.5607  
Email: FreemanSanFranciscoES@freeman.com

**Floral**

## OTHER SERVICES

Convention Plant Creations  
827 Magazine Street  
New Orleans, LA 70130  
Linda Wineski  
Tel: 800.749.4524 (toll-free within U.S.)  
Tel: 504.524.6066  
Fax: 504.524.5958  
Email: linda@conventionplant.com

**General Service Contractor**

Freeman  
245 S Spruce Ave, Suite 100  
S San Francisco, CA 94080  
Tel: 650.878.6100  
Fax: 469.621.5607  
Email: FreemanSanFranciscoES@freeman.com

**Hotel Door Drops**

## MARKETING

Convention Communications  
PO Box 470337  
Celebration, FL 34747  
Tom Marshall  
Tel: 513.934.3700  
Email: tom@doordrop.com

**Hotel Reservation Service**

## GENERAL INFORMATION

Expovision  
3141 Fairview Park Drive, Suite 550  
Falls Church, VA 22042  
Tel: 866.774.0487 (toll-free within U.S.)  
Tel: 703.770.3908  
Fax: 703.205.0235  
Email: aaohotels@expovision.com

**International Freight Forwarder**

## SHIPPING

International Shipping - Customs Clearance  
Agility Fairs and Events  
Margaret Churchill  
1100 S Tamiami Trail, Suite B  
Venice, FL 34285  
Tel: 866.298.3422 (toll-free within U.S.)  
Tel: 714.617.6675  
Fax: 941.237.5681  
Email: mchurchill@agility.com

**Lead Management**

## OTHER SERVICES

Experient, Inc.  
Ann Cusimano  
5202 Presidents Court, Suite 310  
Frederick, MD 217703  
Tel: 866.297.5247  
Fax: 301.694.3286  
Email: ann.cusimano@experient-inc.com

**Shipping**

## SHIPPING—MATERIAL HANDLING

Freeman Exhibit Transportation  
Tel: 800.995.3579 (U.S. & Canada)  
Tel: 817.607.5183 (Outside U.S.)  
Fax: 469.621.5810  
Email: exhibit.transportation@freeman.com

**Photography**

## OTHER SERVICES

MedMeeting Images, Inc.  
Todd Buchanan  
232 Benton Avenue  
Wayzata, MN 55391  
Tel: 612.226.5154  
Email: todd@medmeetingimages.com

## Plumbing

OTHER SERVICES

Freeman

245 S Spruce Ave, Suite 100

S San Francisco, CA 94080

Tel: 650.878.6100

Fax: 469.621.5607

Email: FreemanSanFranciscoES@freeman.com

## Telephone/Internet/Cable TV Service

OTHER SERVICES

Moscone Center

747 Howard Street

San Francisco, CA 94103

Technology Services

Tel: 415.974.4080

425.974.4065

Email: internet@moscone.com

## Security

OTHER SERVICES

Maloney Security, Inc.

Dennis Maloney

1055 Laurel Street

San Carlos, CA 94070

Tel: 650.593.0163

Fax: 650.593.1101

To identify our partners, look for the official contractor logo as shown below on order forms.

