

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 will be included in the Exhibitor Service Manual (e-kit). The Academy no longer provides booth vacuuming on Friday, Sept. 30.

Equipment Pass

Removal of equipment or display items from the exhibition during meeting days — Saturday, Oct. 1 through Monday, Oct. 3 — will require a pass. The passes can be obtained at the Academy Exhibitor Services counter, located in the Exhibitor Service Center beginning Saturday, Oct. 1. Once the show closes at 5:00 p.m. on Monday, Oct. 3, 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 Exhibitor Service Center (ESC) will be located at the back of the Level 3 Exhibit Hall A2, in McCormick Place. Staff is available Tuesday, Sept. 27 through the meeting and dismantle. Vendors who aren't available will provide contact information on their counter.

The Exhibit Director's and Floor Managers' offices, along with a staffed Academy Exhibitor Services counter, will be located here.

Exhibitor Service Manual (e-kit)

The Exhibitor Service Manual (e-kit) contains a complete list of all official contractors, available services and work rules. It will be available to exhibiting companies on the Freeman web site beginning Wednesday, May 25. The e-kit provides information and rates for services including material handling, audiovisual services, complimentary and special signage, rental furnishings, carpenter, decorator, rigging and freight labor, floral services, computer rentals, booth security, international freight forwarding, photography, telecommunications, lead retrieval, booth cleaning, and air, water and electrical services.

McCormick Place

McCormick Place Technology Services Department is responsible for the delivery of utility services – telecommunications and internet. Review the Technology Service and Guideline details on the McCormick Place web page <https://www.mccormickplace.com/exhibitors/service-guidelines/>

Official Contractors

The Academy secures suppliers and vendors as official contractors to provide the necessary services for a successful meeting and expo. 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	International Freight Forwarding
Cleaning	Lead Retrieval
Computers	Photography
Floral	Registration
Housing	Security

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 Exhibit Transportation — Complete round trip exhibit & material shipping services.

Pre-quoted services are billed with one convenient invoice with no hidden charges.

Freeman Exhibitor Services

Tel: 888.508.5054

Email: ExhibitorSupport@freeman.com

Registration and Lead Retrieval

Maritz (formerly Experient) is the official contractor for registration and lead retrieval. Exhibitors may rent units or add technology to their personal 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 Kit (e-kit).

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 McCormick Place 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 (e-kit) will contain information on ordering security personnel and, if available, security cages. Exhibitors are urged to take advantage of the security services offered.

Utilities

In the Level 3 Exhibit Halls A1 & A2, electrical power comes from the utility ports in the floor and from the ceiling overhead. If electrical power must come from the ceiling overhead, it will be provided at an additional cost.

Following is the list of our Official Suppliers and their contact information:

Audio Visual

Freeman Audio Visual

Tel: 888.508.5054

Email: ExhibitorSupport@freeman.com

Computers & Monitors

Freeman Audio Visual

Tel: 888.508.5054

Email: EventTechServices@freeman.com

Electrical

Freeman

Tel: 888.508.5054

Email: ExhibitorSupport@freeman.com

Food & Beverage/Catering

Savor

Morgan Lamb

Email: mlamb@mccormickplace.com

Online ordering:

www.mccormickplace.com/exhibitors/online-ordering/

General Service Contractor

Freeman

Tel: 888.508.5054

Email: ExhibitorSupport@freeman.com

Hotel Door Drops

Convention Communications

Tom Marshall

Tel: 513.934.3700

Email: tom@doordrop.com

Hotel Reservation Service

Expovision

Tel: 866.774.0487 – (toll-free international and U.S.)

Fax: 703.205.0235

Email: aaohotels@expovision.com

Plumbing

Freeman
Tel: 888.508.5054
Email: ExhibitorSupport@freeman.com

Shipping

Freeman Exhibit Transportation
Toll Free Tel: 800.995.3579 (U.S. & Canada) Local &
International Tel: 817.607-5183 Fax: 469.621.5810
Email:
Exhibit.Transportation@freeman.com

Telephone/Internet/Cable TV Service

McCormick Place
Tel: 312.791.6113 (Call Center)
Email: technology@mccormickplace.com Online
ordering:
www.mccormickplace.com/exhibitors/online-ordering/

EyeNet's Exhibitor Guide

M.J. Mrvica Associates
Kelly Miller—Mark Mrvica
Tel: 856.768.9360
Fax: 845.753.0064
Email: markmrvica@mrvica.com

Lead Management

Maritz (formerly Experient)
Email: Exhibitorservices@maritz.com

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

