



Exhibit Logistics
Webinar

DIA 2015 51st Annual Meeting
Washington, DC

DIA DEVELOP
INNOVATE
ADVANCE



Webinar Participants

- ▶ **DIA**
 - Jeff Korn
 - Jessica Culp
 - Lori Risboskin
- ▶ **Freeman**
 - Christina Telles
 - Mike Jones
- ▶ **SPARGO**
 - Shirley Harris
- ▶ **Walter E. Washington Convention Center**
 - Khaoula Maddur
- ▶ **Hi-Tech Electric**
 - Alexis Epps
- ▶ **Smart City**
 - SeKisha Brown
 - Necayla Brice
- ▶ **Centerplate**
 - Jaime Hughes

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Exhibitor Resource Center

- ▶ The **Exhibitor Resource Center** (ERC) on the DIA Annual Meeting website is the single source for all your exhibitor needs.
- ▶ Bookmark DIAGlobal.org/DIA2015ERC for quick and easy access.
- ▶ The ERC is updated as new materials and information are received.



Exhibitor Resource Center - continued

- ▶ Exhibitor Order Forms
 - Freeman Online
 - Internet
 - Electrical
 - Catering
 - Et al.
- ▶ Authorized Vendor List
- ▶ Exhibit Personnel Registration
- ▶ EAC Intent Form
- ▶ Event & Meeting Space Application
- ▶ Exhibitor Directory Entry
- ▶ Marketing and Advertising
- ▶ Past Exhibitor eNewsletters
- ▶ Today's webinar



Exhibit Hall Location

- ▶ Two Exhibit Hall entrances are located on the Concourse Level of the Walter E. Washington Convention Center (WCC).
- ▶ Booths will occupy Exhibit Halls A-B, and both entrances will be used for attendee traffic.
- ▶ For a detailed view of the floor plan, visit the [Exhibitor Resource Center](#) and click on [View Floor Plan](#).

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Exhibit Hall Entrances



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Exhibit Hall Hours

Exhibitor Installation:

Saturday, June 13 9:00AM – 5:00PM
 Sunday, June 14 8:00AM – 6:00PM

Exhibit Hours:

Monday, June 15 9:30AM – 6:00PM
 Lunch 12:30PM – 2:30PM
 Reception 4:00PM – 6:00PM

Tuesday, June 16 9:00AM – 5:00PM
 Lunch 11:30AM – 1:30PM
 Guest Passes 1:30PM – 3:30PM

Wednesday, June 17 9:00AM – 4:00PM
 Lunch 11:30AM – 1:30PM
 Guest Passes 1:30PM – 3:30PM

Exhibitor Dismantle:

Wednesday, June 17 4:00PM – 10:00PM

- ▶ **ALL EXHIBITORS MUST BE SET BY 8:00AM ON MONDAY, JUNE 15**
- ▶ **ALL EXHIBITS MUST BE STAFFED DURING EXHIBIT HOURS**
- ▶ **NO DISPLAYS MAY BE DISMANTLED BEFORE 4:00PM ON WEDNESDAY, JUNE 17**

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Shipping

- ▶ Freeman will be accepting advanced warehouse shipments **Monday, May 11** through **Friday, June 5**. Shipments received at the warehouse after **Friday, June 5** will be received with an additional 'after deadline' charge. Warehouse materials are accepted Monday-Friday between 8AM and 3:30PM.
- ▶ Direct shipments to the WCC will be accepted starting **Saturday, June 13**. Shipments received before this date may be refused by the facility or may incur holding fees (any charges incurred for early freight are the responsibility of the exhibitor).
- ▶ Freeman manages all incoming shipments. Information on handling fees may be found in the Exhibitor Service Manual.

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Freight Delivery

- ▶ All freight must enter and exit the facility through Halls A, B, & C dock area.
- ▶ The local teamsters union is responsible for all material handling of equipment, all unloading and reloading, and handling of empty containers.
- ▶ Anything that comes through to the loading dock will be unloaded and delivered to the booth by a teamster union member.
 - Material handling fees will apply, and will be billed directly to the exhibiting company.



Hand-carry Materials

- ▶ An exhibitor may move material that can be **HAND-CARRIED** by **ONE** person in **ONE** trip, without the use of dollies, hand trucks, or other mechanical equipment.
- ▶ The WCC has designated the entrance at the southwest corner of 9th Street and Mt. Vernon Place as the hand-carry entrance. Exhibitors may use this entrance to transport materials they can carry in ONE trip to their booths.
 - Examples of acceptable hand-carry materials include boxes, suitcases or fiberboard shipping cartons, portable displays on wheels, and small luggage racks.
 - The following items are not considered hand-carry items: two wheel dolly loads, hotel Bellman's carts, boxes or crates requiring two people to carry.
- ▶ You will not be able to park or leave a vehicle in this area as it is a designated no parking zone.



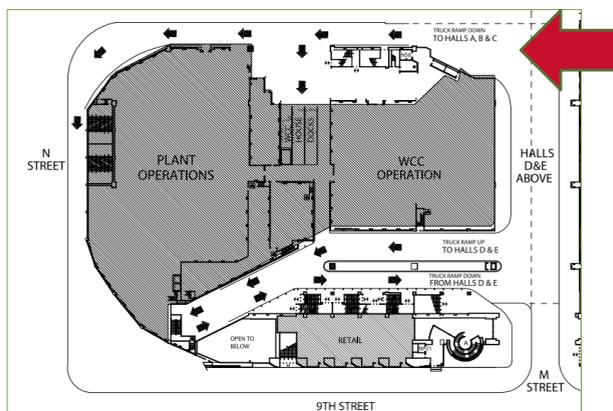
Privately Owned Vehicle Cart Service

- ▶ Privately Owned Vehicles (POV) are considered to be any vehicle that is primarily designed to transport passengers, not cargo or freight (pick-ups, passenger vans, taxis, etc.).
- ▶ Freeman offers a cart service for POV freight. This is for exhibitors transporting their materials in a POV and are unable to utilize the hand-carry entrance.
- ▶ Cart service provides one teamster and a 2' wide by 6' deep flat cart to assist in unloading and transporting materials to your booth at the cost of **\$203.00 per cart load**.
- ▶ If utilized on the inbound, service will be provided complimentary on the outbound.



Loading Dock

- ▶ Loading dock entrance is on M Street, between 9th and 7th:



Freeman Marshalling Yard

- ▶ The following direct-to-show-site shippers are **not** required to check in at the Marshalling Yard:
 - Air freight shipments under 1,000 pounds
 - Small Package Services (UPS, FedEx, DHL, RPS)
 - Company Vehicles or Personal Vehicles with shipments under 1,000 pounds
- ▶ All others must check-in at the Marshalling Yard before proceeding to the WCC.
- ▶ **Freeman Marshalling Yard**
9900 Business Parkway
Lanham, MD 20706



Early Move-in Available

- ▶ Early move-in is available to exhibitors with booths 400 square feet or larger.
- ▶ Freeman will accommodate early move-in beginning at **12:00 NOON** on Friday, June 12 at no additional charge.
- ▶ Shipping to the advanced warehouse is required to take advantage of this early move-in courtesy.
- ▶ Prior notification is required by emailing Exhibits@DIAHome.org.



Arrival Checklist

- ▶ **Check your booth!**
- ▶ Verify the correct booth location **BEFORE** setting up.
- ▶ Ensure all packages and freight are present.
- ▶ Make sure your electrical and/or internet has been installed (if ordered).
- ▶ Carpet ordered through Freeman should already be installed.
- ▶ **If something is not correct or you have questions, please go to the Service Desk or the Exhibit Information Desk. We are there to HELP!**



Booth Package

- ▶ Each 10x10 package includes:
 - 8' high back drape (grey and white)
 - 3' high side dividers (grey)
 - (1) 6'L x 21"W x 30"H draped table (white)
 - (2) side chairs
 - (1) wastebasket
 - (1) 7" x 44" ID Sign
- ▶ **NO SUBSTITUTIONS ARE ALLOWED**
- ▶ Package may be declined in full or in part.
- ▶ Return the [Show Package form](#) to Freeman by **June 1**



Booth Flooring

- ▶ Carpeting is **not** included in your booth package.
- ▶ DIA will carpet the aisles and reception areas in tuxedo and grey.
- ▶ It is the responsibility of each exhibitor to carpet or provide their own flooring for their booth.
- ▶ Carpet may be ordered through Freeman.
- ▶ Please note that pre-cut 9 foot carpet will be sufficient for inline booths, it will not work for island booths – additional charges will be incurred to cover the space.



Booth Flooring – continued

- ▶ Freeman will automatically lay carpet in booths that are not yet covered by **12:00 NOON on Sunday**, unless prior notification has been received by DIA or Freeman that the exhibitor will be providing their own flooring. The exhibitor will be invoiced by Freeman for this service at the onsite rates.
- ▶ Exceptions will not be made.



Booth Installation and Dismantle

- ▶ Full-time exhibiting company employees (max of 2) may work without union labor for 1 hour to install and/or dismantle booths larger than 10x10.
- ▶ Exhibitors may install and/or dismantle 10x10 booths without the use of union labor.
- ▶ Exhibitors may hire an Exhibitor Appointed Contractor (EAC)
 - An EAC or Non-official Contractor is a company, other than the official contractors listed in the Exhibitor Service Manual, that is providing a service (I&D Labor/Supervision, A/V, Photography, etc.) and requires access to your booth during Installation and Dismantle.
 - The exhibiting company must submit an Intent to Use an EAC form – found in the [Exhibitor Resource Center](#).
 - The EAC must provide proof of insurance.



Booth Installation and Dismantle - continued

- ▶ Employees of the exhibiting company are not permitted to complete the exhibit preparation, installation, or dismantling if it requires more than 1 hour and/or the use of power tools.
- ▶ Standing on chairs, tables, or other rental furniture is not permitted.
- ▶ Exhibitors are not permitted to borrow tools, ladders, or other equipment from the exhibit facility and/or Freeman.
- ▶ Individuals not employed by the exhibiting company or and EAC are not permitted to help with booth installation or dismantle.
- ▶ The use of any entrance to the facility other than the loading dock for the purpose of bringing in booth freight/materials is not permitted (other than the one-time, hand-carried exception).
- ▶ Please refer to the Union Regulations information found in the [Freeman Services Manual](#) for full details.



Access to Exhibit Hall

- ▶ EACs or staff who are present to oversee booth installation do not need to be registered for the meeting.
 - Temporary Installation Badges will be available by request at the Exhibitor Registration Desk.
 - Preregistration is not required.
 - Installation badges will provide access to the Exhibit Hall on Saturday and Sunday ONLY.
- ▶ No one under the age of 18 is permitted in the Exhibit Hall for the duration of the event. No exceptions will be made.



Booth Structure Guidelines

- ▶ DIA will be strictly enforcing the booth structure guidelines found in our [Policies & Procedures](#).
- ▶ All booth displays must adhere to the rules.
NO EXCEPTIONS will be made.
- ▶ A thorough inspection of all booths will occur throughout installation and any company not adhering to the guidelines will be required to correct any violations at their own expense.



Booth Structure Guidelines - continued

▶ **Inline Booths**

- 10x10, 10x12, 10x30, etc.
- Max height of 8ft (2.44m) in the rear half of the booth space
- Max height of 4ft (1.22m) in front portion of booth
- Display materials must not be arranged so as to not obstruct sight lines of neighboring booths

▶ **Island Booths**

- 20x20, 20x30, 20x40, etc.
- Island booths have aisles on all 4 sides
- Max height of 20ft (6.1m) including hanging signage
- Must have ample sight lines to assure adjacent exhibits are visible



Booth Structure Guidelines - continued

▶ Exhibitors with an island booth must submit a scaled floor plan and elevation diagram (including rigging and hanging signage) to DIA for approval by **May 2**.

▶ Diagrams may be submitted through the **Custom Forms** section of the [SPARGO Exhibitor Console](#).

▶ Exhibiting Company's **SPARGO** password required.

EXHIBITOR NAME
DIA

 **Edit Booth Info**
Manage the information that appears on your eBooth so attendees know to visit you on the show floor.

 **Custom Forms**
Submit information about your booth.

Booth	Custom Form	Form Status	Due Date
1523	Booth Floor Plan	NOT SUBMITTED	5/2/2015
1523	Rigging	NOT SUBMITTED	5/2/2015



Fire and Safety Guidelines

- ▶ The WCC maintains strict adherence to fire and safety guidelines as laid out in the service manual.
- ▶ Booths must be constructed of noncombustible or limited combustible materials. Wood must be greater than ¼ inch thick or be treated with fire retardant.
- ▶ It is highly suggested that exhibitors have a certificate of retardancy at the show to prevent the need for onsite testing or removal of the material.
- ▶ See the [Freeman Services Manual](#) for full guidelines.



Liability Insurance

- ▶ Comprehensive general liability insurance is required for all exhibiting companies, as well as for EACs.
- ▶ Companies outside the US and Canada and companies that are self-insured or government entities may submit a written statement of their coverage or self-insured status.
- ▶ Coverage may be purchased for the duration of the exhibit from K & K Insurance.
- ▶ Additional information may be found in the [Exhibitor Resource Center](#).



Authorized Vendor List

- ▶ Please refer to the [Authorized Vendor List \(AVL\)](#) in the [Exhibitor Resource Center](#) for service providers and contact information.
- ▶ Every year we hear of numerous unauthorized companies soliciting our exhibitors so it's a good idea to check the AVL or contacting Exhibits@DIAHome.org before entering into an agreement with a vendor.
- ▶ DIA will be unable to assist in resolving any issues that may arise from using an unauthorized vendor.



Service Providers

Service	Provider	Service	Provider
Audio Visual	Projection	Labor	Freeman
Booth Cleaning	Freeman	Lead Retrieval	Experient
Carpeting	Freeman	Material Handling	Freeman
Custom Booth	Freeman	Photography	Robert Levy
Custom Graphics	Freeman	Plumbing	Hi-Tech Electric
Electrical	Hi-Tech Electric	Rigging (other)	Freeman
Floral	TLC Conventions	Rigging (truss/motor)	Hi-Tech Electric
Food & Beverage	Centerplate	Telephone	Smart City
Furniture	Freeman	TV	Smart City
Hotel Reservations	Travel Planners	Videographer	TBD
Internet	Smart City		



Freeman

- ▶ Freeman, the official Show Contractor, offers exhibitors a 10% discount for online ordering.
 - This discount is applied to Freeman-specific services.
 - Order early to take advantage of advance order and online order discount rates.
- ▶ Advance Discount Deadline: **May 22**



Freeman Concierge Elite

- ▶ Concierge Elite is an innovative mobile customer service application bringing the Exhibitor Service Desk directly to exhibitors. Available via the web, mobile devices and tablets.
- ▶ **Concierge Elite App provides:**
 - Visibility to all move-in and move-out event activities
 - Real time status notifications via email and text
 - Ability to remotely submit service requests
 - Onsite access to Freeman products, services, and personnel
- ▶ Download the app at www.freemanco.com



Booth Cleaning

- ▶ Vacuuming and trash removal service is **not** included with your booth package.
- ▶ A booth cleaning service may be ordered through Freeman.
 - A one time vacuuming option is available for purchase, if you only need this service to clean up after installation.
- ▶ Booth Cleaning may also be ordered onsite if needed, however, higher rates will apply.



Smart City – Internet, Telephone, Cable TV

- ▶ Smart City is the exclusive provider of internet, telephone, and cable TV at the WCC.
- ▶ Free WiFi is not available in the Exhibit Hall or Meeting Rooms, but is accessible in all public spaces of the WCC.
- ▶ If internet services is needed in your booth, it is strongly recommended to order wired internet.
- ▶ Information on pricing and available service may be found in the [Exhibitor Resource Center](#).
- ▶ Advanced Discount Deadline: **May 22**



Hi-Tech Electric – Electric, Plumbing, Rigging

- ▶ Hi-Tech Electric is the exclusive provider of electricity, plumbing, and truss/motor rigging at the WCC.
- ▶ Electrical is not included with your booth package.
- ▶ Information on pricing and available service may be found in the [Exhibitor Resource Center](#).
- ▶ Advanced Discount Deadline: **May 23**



Hi-Tech Electric – Electric, Plumbing, Rigging

- ▶ Please refer to the UL label on each piece of equipment that will be in your booth to order the correct power on the electrical order form.
- ▶ Unless otherwise specified on a scaled floor plan, electrical drops for inline booths will be along the back drape of the booth.
- ▶ For island booths, make sure to submit a scaled floor plan of your booth designating electrical drop(s) and orientation.
- ▶ Please refer to the HTE Electrical FAQs, located with their order form in the [Exhibitor Resource Center](#), for additional information on ordering and move-in.



Projection – Audio Visual

- ▶ Audio visual rental services will be provided by Projection, the in-house provider at the WCC.
- ▶ Information on pricing and available service may be found in the [Exhibitor Resource Center](#).
- ▶ Advanced Discount Deadline: **May 29**



Centerplate/NBSE – Food and Beverage

- ▶ Centerplate/NBSE holds the exclusive rights to all food and beverage within the WCC.
 - All F&B arrangements should be made directly with the catering office – this includes any prizes such as wine.
- ▶ Centerplate/NBSE will be strictly enforcing the policies of the WCC regarding the exclusivity of food and beverage service.
- ▶ If approval is granted to bring food or beverage that is not supplied by Centerplate/NBSE, a corkage fee will apply.
- ▶ Centerplate/NBSE requires that a WCC bartender dispense all alcoholic beverages.
- ▶ Individually wrapped chocolates, candies, or mints are acceptable in small bowls, however, fees are applicable to large candy displays.



Centerplate/NBSE – Food and Beverage

- ▶ Bottles of wine may be provided as prizes, however they must meet the following guidelines:
 - One (1) bottle of wine per booth.
 - Bottle must remain unopened throughout the show.
 - Exhibitor must complete a waiver form for approval.
 - Corkage fee will apply if the wine is not provided by Centerplate.
 - Prize cannot be presented to winner onsite but must be shipped or alternative arrangements made.
- ▶ Offerings and order forms are available in the [Exhibitor Resource Center](#).
- ▶ There will be no exceptions made. It will be the sole responsibility of the exhibitor to remove any unapproved food and beverage items, including aspects that affect booth structure.



Experient – Lead Retrieval

- ▶ Lead retrieval services will be provided by Experient.
- ▶ Experient offers the SWAP feature to improve your lead retrieval experience:
 - Download the app directly to your phone or device
 - Custom lead qualifiers
 - All leads captured are consolidated in your SWAP Portal
- ▶ Information on pricing, incentive dates, and available service may be found in the [Exhibitor Resource Center](#).



Experient – Lead Retrieval

- ▶ QR codes are located on the front of attendee badges and only include the attendee's badge number. This links back to the registration data to provide contact information.
- ▶ A developer's kit is available through Experient should you wish to use your own scanners.
- ▶ Scanning may take place outside of the exhibitors booth with the attendee's permission with one exception: **DIA does not allow exhibitor lead scanning of attendees while they are entering, exiting, or in DIA session rooms.**



Photography and Video Recording

- ▶ Photography and video recording is permitted in your booth, however, permission must be granted by the subject.
- ▶ If you are not using the official photographer or videographer a Notification of Intent to Use an EAC is required.
- ▶ DIA does not permit video recording of live sessions. If you wish to record one of your company's speakers, please contact AnnualMeetingProgram@DIAHome.org to make alternative arrangements.



Housing and Transportation

- ▶ Free shuttle service is provided to and from participating hotels that are not within walking distance of the WCC.
- ▶ Shuttle service will begin on Monday, June 15 and will be available in the morning and at the conclusion of events each day. Mid-day service is not available.
- ▶ Only those staying in DIA room block hotels will have access to the free shuttle service. Shuttle passes will be provided at hotel check-in.
- ▶ Travel Planners, now onPeak, is the official housing provider for the DIA Annual Meeting.
- ▶ Rooms may be booked through the [Exhibitor Housing Portal](#).
- ▶ Priority points are provided to companies booking within the DIA block.
- ▶ Deadline for room cancellations without penalty: **April 1**



Giveaways and Prizes

- ▶ Giveaways and prizes are permitted
 - Giveaways should be modest in value and be available to all attendees upon request
 - Prizes should not exceed \$1,000 in value
 - It is the responsibility of the exhibitor to notify winners. DIA will **not** utilize the PA system to make these announcements
- ▶ Contact Exhibits@DIAHome.org with questions regarding specific giveaways or prizes.



Marketing and Advertising

- ▶ Increase your company’s exposure with an assortment of marketing, advertising, and support opportunities!
- ▶ Go to DIAGlobal.org/DIA2015Marketing for more information.



Door Hangers



Table Clings



Lunch Totes



Attendee eBlast



Marketing Free Zone

- ▶ Keep in mind while developing your marketing strategy that there is a [Marketing Free Zone](#) in place.
- ▶ All marketing activities must be approved by DIA, regardless of location.
- ▶ DIA reserves the right to halt any unapproved marketing activity and required the removal of any unapproved advertising materials.



Exhibitor Marketing Kit

- ▶ Take advantage of some free and low cost ideas to help promote your presence.
 - Digital banners for use on your website or in emails.

 - Social Media outlets and suggested posts.

 - Exhibitor Invites – a free premeeting email marketing tool.

 - Business Wire – for online press kits and other news release distribution options.
- ▶ See the [Exhibitor Marketing Kit](#) for more information.

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Exhibitor Events and Meetings

- ▶ All events and meetings occurring in conjunction with the DIA 2015 51st Annual Meeting require formal approval from DIA.
- ▶ The [Event & Meeting Space Application Form](#) must be completed and submitted prior to making arrangements with the venue.
- ▶ Approved dates and times are provided on the form.
- ▶ DIA reserves the right to halt all events and meetings that did not obtain proper DIA approval.
- ▶ Requests or questions may be directed to Jessica.Culp@DIAHome.org.

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Directory Listing

- ▶ We ask for a short summary of your company and contact information to provide to attendees. The information provided will be viewable online, in the DIA Global App, and the printed Final Program.
- ▶ From the [Exhibitor Resource Center](#), click [Exhibitor Directory Entry](#). You will be required to login using your company's SPARGO password.
- ▶ Deadline for inclusion in the printed Final Program: **April 17**



Exhibit Staff Registrations

- ▶ Each 10x10 (100 square feet) includes 1 full meeting registration and 3 booth personnel registrations.
- ▶ Additional booth personnel registrations are included in certain additional marketing or industry support opportunities.
- ▶ Once your allotment of complimentary badges is used, additional staff would need to register as standard paying attendees.



Exhibit Staff Registration - continued

- ▶ Register your staff using either the [Online Personnel Registration System](#) (Contact person's DIA login required) or the [PDF form](#).
- ▶ Deadline for names to appear in the printed Attendee List: **5:00PM ET, May 9**
- ▶ Deadline for all registrations and personnel changes: **11:59PM ET, June 11**
- ▶ Any new registrations or changes received after June 11 will not be available for pick-up at the Scan & Go desks, but will need to be processed onsite.



Exhibit Staff Registrations - continued

The table below shows the number of badges included with each booth size. Keep in mind additional badges may be included with certain marketing and industry support opportunities purchased.

Booth Size	Full Meeting	Booth Personnel	Total Badges
10x10 or 100 sq ft	1	3	4
10x20 or 200 sq ft	2	6	8
10x30 or 300 sq ft	3	9	12
20x20 or 400 sq ft	4	12	16
20x30 or 600 sq ft	6	18	24
20x40 or 800 sq ft	8	24	32
20x50 or 1000 sq ft	10	30	40



Deadline Checklist

April 1 – Wednesday	Housing cancellations without penalty
April 17 – Friday	Company Summary to SPARGO
April 20 – Monday	Lead Retrieval incentive 1
May 2 – Saturday	Island Booth Floor Plans due for approval
May 5 – Tuesday	Lead Retrieval incentive 2
May 8 – Friday	Personnel Registrations to DIA for Final Program
May 14 – Thursday	EAC Notification to DIA
May 22 – Friday	Freeman, Catering, Internet, Telephone, & Cable TV incentives
May 23 – Saturday	Electrical, Plumbing, Rigging incentive
May 29 – Friday	Audio visual incentive
June 1 – Monday	Show Package form to Freeman
June 5 – Friday	Advance Warehouse Deadline
June 11 – Thursday	Personnel Registrations to DIA for Badge Pick-up Onsite
June 13 – Saturday	Direct Shipments to WCC Permitted
June 15 – Monday	ALL EXHIBITS SET BY 8AM
June 17 – Wednesday	ALL EXHIBITS REMOVED BY 10PM



DIA 2016 52nd Annual Meeting

- ▶ The DIA 2016 52nd Annual Meeting will be held at the Pennsylvania Convention Center in Philadelphia, PA – June 26-29, 2016.
- ▶ Labor and union rule changes in 2014 greatly benefit show management and exhibitors.
- ▶ A webinar will take place on April 30th with representatives from SMG and PCC to discuss the changes, their positive impact on the exhibitor, and to answer any of your questions related to exhibiting in Philadelphia.



Booth Selection for 2016

- ▶ Booth selection for 2016 will take place during the Annual Meeting in DC.
- ▶ Companies will be assigned appointment times based on a points system.
- ▶ History, booth size, marketing & industry support, and booking hotels through Travel Planners all affect the number of points a company receives.
- ▶ Additional information on the points system may be found in the [Exhibitor Resource Center](#).

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Ask



Questions

- ▶ If I need a TV for projection purposes, but do not need cable TV, which vendor would I order from?
 - Projection, the AV provider, would be the appropriate service provider. Smart City is the provider for the cable TV feed, but does not provide monitors or television sets.
- ▶ Can I bring in my own monitor if I can carry it in myself?
 - Yes, that would fall under the hand-carry rule.
- ▶ If I need to change the name of a person on a hotel reservation, will a cancellation fee be charged?
 - No, changes to reservations will not incur a cancellation fee. Cancellation fees will only be assessed if fully cancelling a room.



Questions – continued

- ▶ Is there a charge for the meeting space and if so, can you provide pricing? Are suites available where a cocktail reception could be held?
 - There is no charge from DIA for meeting space and/or exhibitor events. Our main involvement is to approve your event – and authorize the hotel to release space if being held in a DIA hotel. The rest is up to you. We just need to make sure it doesn't conflict with scheduled DIA activities to make sure the requesting company is exhibiting. Space is not available in the Convention Center, but there are nearby hotels, or you could use an offsite restaurant, etc.
- ▶ Will companies doing an Innovation Theater be able to use a scanner to scan attendees participating their session?
 - Yes, as this is an exhibitor hosted session in the exhibit hall, scanning attendees is permitted.



Questions – continued

- ▶ We have a vendor who will be constructing our exhibit (EAC) – do we still need to go through Freeman for shipping and all other requirements?
 - Anything coming in through the loading docks would be delivered to your booth by the teamsters union regardless of who is constructing the booth.
- ▶ For set-up, if there is just one person setting up a 10x20 booth, can they take 2 hours instead of one since it is just one person?
 - No, union regulations limit set-up without labor to one hour regardless of it being 1 person or 2 setting up the booth.
- ▶ We're allowed 1 hour to set-up our booth, but then are required to hire labor if it's going to take longer than that?
 - Yes, all companies are expected to abide by the union regulations for the Baltimore/Washington area.



Questions – continued

- ▶ Why do you only provide 1 full-conference badge with the booth rental fee?
 - The primary reason to exhibit is to meet with attendees and clients in the Exhibit Hall. Three booth personnel badges are provided per 10x10 for that purpose. We do understand that many people from exhibiting companies also want to attend sessions and learn while at the meeting. While only one full-conference badge is provided per 10x10, we do allow badge sharing onsite, and also permit booth personnel to attend sessions provided space is still available once the session has begun.
- ▶ If our employees take pictures at our own event or booth, do we still need attendee permission?
 - A simple acknowledgement from the subject(s) of the photo being taken (posing, etc.) would be considered permission being granted.

