



# General Information

SuperZoo 2014 • The National Show for Pet Retailers™  
July 22-24, 2014 • Mandalay Bay Convention Center

**AIR CONDITIONING** – There is no air conditioning in the exhibit hall on move in days because the freight doors will be open and the AC will not be effective. The hall could be warm so please plan accordingly.

**ANNOUNCEMENTS** – Announcements will only be made for emergencies and show management information.

**ATTENDEE** – Credentials are screened to the best of our ability regarding eligibility to attend the show.

**AUDIO** – If audio is used inside the exhibit booth, all speakers must face into the booth and not into the aisles or into neighboring booths. Any complaints regarding audio will be mentioned two times to the offending exhibitor and on the third complaint the audio may be pulled for the duration of the show.

**BADGES** – Exhibitor badges will not be mailed. Exhibitors must register for staff badges online only at [www.superzoo.org](http://www.superzoo.org) and will receive a registration confirmation email with barcode to have badges printed onsite.

**BALLOONS/STICKERS/POSTERS, ETC.** – The use of helium balloons smaller than 36 inches in diameter is not allowed. Smaller air-filled balloons may be used for decoration, as long as they are secured to the booth. Balloons are not to be handed out. Large helium-filled balloons, such as advertising balloons, may be used only if they are securely anchored to the exhibit. No helium balloons or blimps may be flown inside the building. Mylar balloons are not allowed anywhere on property. Helium gas cylinders for refilling must be secured in an upright position on safety stands with the regulators and gauges protected from damage. No overnight storage of helium or compressed air cylinders in the building is allowed. Balloons cannot be released out of doors due to airport flight patterns in the area. A cleaning fee will apply should the balloons be left on property after the event.

**BOOTHS** – Standard booth equipment (back and side-wall draping, 11" x 17" identification sign and floor numbers) is provided by World Pet Association without added cost to the Exhibitor. No part of any booth shall project as to obstruct the view of adjacent booths. No booth, display or its contents may exceed height limitations as outlined in the Exhibitor Service Manual. Raw wood, cardboard, or similar material for walls to booths must be covered or painted if they are visible to adjacent booths. Packing, unpacking and assembly of exhibits shall be done only in designated areas and in conformity with directions of Show Management. All materials used in the construction of the booth and all decorative materials within exhibitor booths must be non-combustible or made flame retardant.

**BOOTH DRAPE COLORS** –

General Exhibitors – black	Rodeo Drive – red	Critter Alley – burgundy
Natures Pathway – green	New Exhibitors – purple	Equine – grey
Aquatic – teal		

**BOOTH CLEANING - *Exclusive Provider*** - There is no automatic booth cleaning, it is a service that must be ordered from the Mandalay Bay. Aisles will be cleaned nightly.

**BUSINESS CENTER SERVICE** – Mandalay Bay features a full service FedEx Office Business Center located on Level 1 of the South Convention Center. There are 2 satellite locations with limited service. They are both able to accept packages, and have some printing capabilities, but not all. Mandalay Bay is open from 7am-6pm, THEHotel is open from 9am-5pm. Packages are kept at the main business center, and can be delivered to the satellite locations or the room for an additional fee. For more information, please call the Business Center at 702 262-5320.

Produced by:



**World Pet Association, Inc.**

Producers of SuperZoo, PetSource.org, America's Family Pet Expo and Aquatic Experience  
135 W Lemon Avenue • Monrovia, California 91016

Phone: (626) 447-2222 • Fax: (626) 447-8350 • E-Mail: [info@SuperZoo.org](mailto:info@SuperZoo.org) • [www.SuperZoo.org](http://www.SuperZoo.org)

**CAMERA** – All camera photographers (still and video) must get exhibitor permission before taking a picture or filming. Anyone who is caught taking pictures or filming without permission will have their camera (including cell phones with cameras) held by Show Management until they leave the exhibit hall.

**CARPET** – Aisle carpet is provided. Exhibitors that would like carpeting in their booth must order their own carpet or other floor covering from the GES Service Kit.

**CARPENTERS** – GES Convention Services is designated as the official carpenter contractor. If you need any special exhibit or display constructed, repaired and/or renovated, please contact them for services.

**CHILDREN – SHOW DAYS:** Must be badged and if under 16, must be with their parents at all times. We ask that parents not allow their children under sixteen to walk the aisles without adult supervision. Lost children announcements will not be made.

**\*NEW\* CHILDREN – MOVE IN:** Mandalay Bay states “Absolutely no children under 18 are allowed on the exhibit floors or docks during load in and load out.” If you would like information about child care while in Las Vegas, please call our office at 800 999-7295.

**CONTRACT** – Each exhibitor is responsible for understanding and abiding by the terms and conditions on your Application & Contract for Exhibit Space. This application properly executed by Applicant (Exhibitor) shall upon written acceptance by SuperZoo and World Pet Association (WPA) acting as show management constitute a valid and binding contract. Show Management reserves the right to render all interpretations and to establish further regulations as may be deemed necessary for the general success of the exhibition. It is further agreed that the conditions, rules and regulations as herein stated and as outlined in the Exhibitor Service Manual are made a part hereof as though fully incorporated herein, and that the said exhibitor agrees to be bound by each and every one thereof. Show Management reserves the right to manipulate the floor plan and to move exhibitors (with prior notice) to enhance and benefit the overall exhibition. Should you have any questions, please call our office at (800) 999-7295.

**CONTRACTORS (Official Contractors)** – Please note that cleaning, internet/phone, fresh water, food service and electrical are exclusive services of WPA Official Contractors and must be ordered through the appropriate forms from the service kits located in the SuperZoo website [www.SuperZoo.org](http://www.SuperZoo.org).

**DECORATIONS** – May NOT be affixed to the ceiling, painted surfaces, columns, fabric and decorative walls. All exhibitor materials must be flameproof. Decorations must be confined to your exhibit booth only and not extend into the aisles. This includes signs and easels as well. If you have a corner booth, you may not affix signs to your corner pole, as they could be dangerous to a passerby.

**DECORATOR/OFFICIAL SERVICE CONTRACTOR –**

Once you are at the show, the GES Servicenter is onsite to place any last minute orders.

GES Exposition Services

Ph: 1-800-475-2098 Fax: 1-866-329-1437

Web: [www.ges.com](http://www.ges.com)

International Ph: 1-702-515-5970 International Fax: 1-702-263-1520

**DECORATOR/CONTRACTOR SERVICE DESK** – The decorator’s service desk, staffed by GES Convention Services personnel, will be located on the show floor. They will handle your orders and inquiries concerning rental furniture, sign requests, freight shipments, labor and other information. Order forms for any of the above services are available online in the SuperZoo website under the GES portion of the Service Kit. It is very important that you place your order for these services in advance to receive discounted rates. All advance orders will be placed in the exhibitor’s booth prior to exhibitor’s move-in.

**DEMONSTRATIONS** – Must be confined within the boundaries of your booth and may not extend into the aisles. Attendees must not block the aisles. Sound levels, grooming demonstrations, glaring lights or other distracting exhibitor’s activities are subject to adjacent exhibitor and Show Management approval.

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**DISTRIBUTION OF PROMOTIONAL ITEMS** – Must be within the confines of your booth, not in the aisles. This includes anything being distributed by costumed characters.

**DRAPES** – Your booth consists of 8’ high back drape and 3’ high side drapes. If you have a corner booth and would like the side drape added, you may request this, free of charge, at the GES Service Desk.

**DRAYAGE - Exclusive Provider** – Freight rates and order forms for services are available in the GES portion of the Service kit. If you wish to send materials in advance you may send them to GES. See the Exhibitor Drayage form in the GES Service Kit.

**DRAYAGE** – SuperZoo management has contracted with GES to provide, at no additional charge to the exhibitor, the first 300 pounds of drayage per exhibitor. See GES portion of this Service Kit for drayage information.

**ELECTRICAL & PLUMBING SERVICES – EXCLUSIVE PROVIDER –**

Edlen Electrical is the exclusive supplier of all electrical and plumbing services to the building users.

3970 Las Vegas Boulevard South, Las Vegas, NV 89119

Ph: (702) 322-5707 Fx: (702) 318-8220

All electrical work must be performed by Edlen, the in-house contractor, which has jurisdiction over the installation, in accordance to their present union affiliations, operation, maintenance and repair of all portable electrical wiring and electrical equipment at tradeshow, conventions and events. See MBCC portion of this kit.

**EMERGENCY PROCEDURES** – Mandalay Bay Resort is equipped with sophisticated electronic fire detection and alarm systems which are designed to notify our Fire Command Center the location of any incident that triggers a detector or activates the sprinkler system. Once an alarm has been initiated, members of Mandalay Bay’s trained Security & Engineering staff immediately respond to the location of the alarm, determine the source, assess the situation and report back to the Fire Command Center with their evaluation. Evacuation is not automatic and is only ordered when warranted. In the unlikely event of fire, our facilities are equipped with state-of-the-art fire suppression systems to control and extinguish fires of major consequence. In addition, portable fire extinguishers have been strategically placed throughout the property to allow for extinguishing fires in their incipient stage, before they endanger our patrons and employees.

**EMERGENCY EQUIPMENT** – Mandalay Bay Resort is equipped with alarm and sprinkler systems. Fire extinguishers and other emergency equipment are strategically located in all areas of the building.

**EMERGENCY STAFF** – Mandalay Bay Security Dispatch is operational 24 hours a day and becomes the communications center and command post in the event of an emergency. The Convention Service Manager is responsible for keeping SuperZoo Show Management and service contractors informed of decisions relating to emergency events in progress. The 24-hour security hotline number from any in-house telephone is 77911. If calling from an outside line the emergency number is (702) 632-7911. Please call only this number during an emergency and our staff will alert the necessary emergency personnel.

**EXHIBITOR APPOINTED CONTRACTORS** – Should you choose to use a non-official contractor, you must provide appropriate insurance information to GES and fill out and submit the EAC forms located in the GES section of this kit. All contractors needing access to the exhibit floor must be badged during move in, show hours and move out. Badges will be issued at the loading docks and given only if insurance forms have been provided to GES in advance. For the protection of all concerned, there will be no admittance to the exhibit hall without the required insurance forms.

**EXHIBITOR REGISTRATION** – Every person who will be working in the exhibit booths during show hours will need an identification badge, which will admit them to the show during its entire course, including the installation and dismantling periods. During move-in at the MBCC, booth personnel should proceed immediately to the registration area located at the front of the hall to register and receive their identification badges. Please be advised that the Mandalay Boy will enforce their policy that states “Absolutely no children under 18 are allowed on the exhibit floors or docks during load in and load out.”

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**EXTERNAL BOUNDARIES AT MANDALAY Bay** – Vehicle loading and unloading is not allowed on the Access Road surrounding East Conference Lot and it must remain clear of all vehicles and equipment at all times. Vehicles will be towed from this area at the owner's expense pursuant to N.R.S. 487.038.

**FIRE MARSHALL REQUIREMENTS -**

- **Designated “No Freight” aisles are required. These aisles must be kept clear at all times during the move in and move out of trade shows. Please pay attention to the marked “No Freight” aisle markings in the show floor.**
- All fire exits and the illuminated exit sign above each must be clearly visible. Exit doors, exit signs, fire alarm, fire hose cabinets and fire extinguisher locations cannot be concealed or obstructed.
- Open flame devices of any kind are prohibited in all assembly areas, unless pre-approved by the Clark County Fire Department; they must meet requirements of the Uniform Fire Code and permit requirements of the Clark County Fire Department.
- Storage of any kind behind back drapes, display walls or inside the display areas is not allowed. All cartons, crates, containers, packing materials etc., necessary for repackaging, must be marked with an "Empty" sticker. GES will remove the "empties" from the show floor.
- All exhibit booths with solid covers and that exceed 1,000 square feet in area are required to contain internal automatic fire sprinklers.
- Fire sprinkler systems must be installed by a Nevada state licensed fire sprinkler contractor.
- When a multi-level enclosed exhibit is used in a show, a self-contained automatic fire extinguishing system may be required upon review by the CCFD.
- All multi-level booths must be stamped by a certified structural engineer and must have two (2) means of egress from upper levels.
- All fully enclosed booths with enclosed rooms must have at least two (2) exits leading directly to the aisle. These booths must possess a smoke detector and fire extinguisher for each enclosed area. The CCFD may require additional equipment.
- If any exhibiting booths have multiple levels or room(s) with enclosures, visible notification must appear on the stairway(s) or outside the room. This notice must state the maximum occupancy permissible or total weight load allowable on the second story at one time. If the second story occupancy level allows more than ten (10) people at one time, a second stairway must be present.
- All materials used in the construction of the booth and all decorative materials (drapery, table coverings, banners, foam board, signs, set pieces, etc. ) within exhibitor booths and those used for special events must be non-combustible or made flame retardant. Certificates of flame retardant treatment must be submitted to the CCFD along with samples of said materials prior to construction of booth. You must maintain copies of flame certificates on premises as the CCFD can require verification at any time. Utilizing cardboard boxes as parts of exhibits or displays is not permissible.
- Booth construction shall be substantial and fixed in position in a specified area for the duration of the show.
- Literature on display shall be limited to reasonable quantities. Reserved supplies shall be kept in closed containers and stored in a neat and compact manner.
- Compressed gas cylinders are prohibited unless prior approval is obtained from the Fire Marshal. Approved cylinders must be stored in an upright position. Helium canisters are permitted, but only in a secured, upright position. Helium canisters must be removed during non-show hours.

**FIRST AID STATION** - Will be available during move-in, show days & move-out. The First Aid room is located on Level 1 of the South Convention Center, near to the Business Center adjacent to the escalators to the meeting rooms. If you need an EMT to come to you, please let a security guard or WPA staff member know, they will be called to attend to you on the show floor.

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**FOOD SAMPLING** – Exhibitors handing out samples are responsible in ensuring that they are compliant with the Southern Nevada Health District (SNHD) regulations. Please refer to the SNHD website for the reference checklist to ensure compliance with sanitary standards.

Questions may be directed to: SOUTHERN NEVADA HEALTH DISTRICT  
Environmental Health Division  
625 Shadow Lane, Las Vegas, NV 89127  
(702) 759-0588 Email: [environmentalhealth@snhdmail.org](mailto:environmentalhealth@snhdmail.org)  
Website: <http://www.southernnevadahealthdistrict.org/index.html>

Mandalay Bay Convention Center guidelines for the service of prepared food are as follows:

- Samples are limited to manufactured, processed or distributed products only.  
Food samples are limited to one (1) ounce. Beverage samples are limited to two (2) ounces.
- Items used as traffic promoters must be purchased through Mandalay Bay.
- Exhibitor Services department must approve all samples.
- Each exhibitor intending to serve samples must advise Exhibitor Services for approval and instructions.
- Corkage and gratuity fees may apply.
- Services can be ordered through the MBCC Website.

**FOOD SERVICE** – *Exclusive Provider* - Catering needs are handled by the Exhibitor Services department for the trade show floor. Food and beverage orders may be placed online at [www.mandalaybayexhibitorservices.com](http://www.mandalaybayexhibitorservices.com). For questions regarding food and beverage, please call toll free 855-408-1349 or email [services@mandalaybayexhibitorservices.com](mailto:services@mandalaybayexhibitorservices.com).

**GES CONVENTION SERVICES ORDER FORMS** – See GES Service Kit for all forms concerning: furniture, carpet, advanced freight shipping labels, drayage, advanced freight services, labor, and floral.

**HALOGEN LIGHTING** – This policy covers restrictions on stem mounted halogen lighting provided by display contractors and exhibitors for the temporary lighting of exhibit booths. The use of any stem mounted halogen or other fixtures employing a non-shielded halogen bulb is not allowed. In addition, conventional track lighting systems that use any of the approved types of halogen bulbs and that are securely mounted to stable exhibit structures will continue to be allowed.

Approved Halogen Bulbs	Disapproved Halogen Bulbs
MR 11/16 Covered-low voltage	MR 11/16 Uncovered
MR 16 Covered-line voltage	Line Voltage Uncovered
PAR 14,16,20,30 and 48	Low Voltage-Bi-Pin Uncovered

**HAZARDOUS MATERIALS** - Exhibitors are prohibited from possessing, storing, or bringing onto the property materials that constitute hazardous materials as defined by federal, state and local law.

**HOUSING INFORMATION** – Please contact Par Avion, our official travel provider, at (800) 826-5640 or (310) 590-4708 or [rescenter@paravion-inc.com](mailto:rescenter@paravion-inc.com) if you have any questions on housing. To make reservations, please see hotel and travel information provided on the website [www.superzoo.org](http://www.superzoo.org)

**INFORMATION** – Please go to Registration at exhibit hall entry during move in. On show days, please go to the WPA/SuperZoo Information booth #16099.

**INSURANCE** – Exhibitors must carry worker’s compensation, commercial general liability including products and completed operations independent Contractors, personal injury and blanket Contractual liability insurance at limits of at least \$1 Million per occurrence, \$2 Million aggregate. These coverage’s must be evidenced by a Certificate of Insurance with a 30-day notice of cancellation provision to the holder naming World Pet Association, Inc., MANDALAY BAY, GES GLOBAL EXPERIENCE SPECIALISTS as additional insured. If requested by Show Management, they must be made available on show site. It is strongly recommended that Exhibitors also carry insurance to cover loss or damage to their exhibits or other personal property while such property is located at or is in transit to or from the exhibit site. SuperZoo and WPA assume no liability for any loss, damage or injury to any property of the Exhibitor or to any of its officers, agents, employees or

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contractors, whether attributable to accident, fire, theft or any other cause whatsoever. While the exhibition may provide security guards, it is solely done as an accommodation to Exhibitors. The Exhibitor expressly agrees to save and hold harmless SuperZoo and WPA, their management, agents and employees from any and all claims, liabilities and losses for injury to persons or animals (including death) or damage to property arising in connection with Exhibitor's use of the exhibit space, except such losses as may be the result of the sole negligence of SuperZoo or WPA..

**LABOR** - Exhibitors are required to comply with the union labor rules and regulations during set-up, show days and tear down of the show. Please refer to literature from the GES Service Kit for specifics on union regulations.

**LEAD RETRIEVAL** – This is an invaluable follow-up sales tool for the leads generated at the show. This equipment records, prints and stores your leads with the swipe of a badge. Form located in the service kit/ [www.superzoo.org](http://www.superzoo.org) . Lead Retrieval will be located by registration at show site.

**LICENSES & PERMITS** – The exhibitor shall procure at its own cost and expense, any necessary licenses and official permits necessary for the purpose of displaying and exhibiting merchandise at the MBCC. All local laws, rules and regulations must be adhered to.

**LOADING AREA & POV'S** – All vehicles requiring use of the loading docks and/or forklifts must report to the marshaling yard (please check the GES Service Kit for directions). Trucks will be marshaled to the facility loading dock, in turn and as space is available. The dock marshal will move your vehicle onto the dock. Hand carried items must be brought in through the indicated Hand Carry Doors at Hall D and Convention Walkway door. Exhibitors will unload/load their materials under the direction of GES, Inc. personnel. It is mandatory that all vehicles be moved out of the loading dock area as soon as they are unloaded so other vehicles may enter the loading dock. Exhibitors driving personal vehicles will be directed to the POV unloading area. Once exhibit materials are unloaded your vehicle should be re-parked in the East Parking lot before you continue working on your display.

**LOADING DOCK** – During move-in and move-out, a twenty-four (24) foot wide lane must remain unobstructed for emergency vehicle access at all times. All fire exits leading from the building and compactor areas must also remain clear and unobstructed. Only trucks which are loading or unloading will be permitted in the area. Prohibited areas are marked in red or yellow. Privately owned vehicles (POVs) are not permitted in the dock areas.

**LOST & FOUND** – Lost & found will be located at SuperZoo registration.

**MARSHALLING** – All delivery carriers must check into the marshalling yard prior to show site deliveries. The marshalling yard will be open on Sunday, Monday, July 20, 21 from 6:00am to 2:00pm and July 24 from 6:00am to 2:00pm. There is no truck staging or truck marshaling on the streets surrounding the Mandalay Bay Convention Center.

**MOVE-IN** – Installation is Sunday, July 20, 10:00a.m. - 6:00p.m. and Monday, July 21, 8:00a.m. - 8:00p.m. for all exhibitors, regardless of booth size. ALL exhibits must be completed by 8:00p.m. Monday, July 21. Contact the show office if additional time is needed. Check the Rules & Regulations regarding booth decorations and obstructions. Exhibitors needing a forklift for moving material into the hall must arrive before 4:00p.m. on Monday, July 21. See the Exhibitor Drayage form in the GES Service Kit for further information. All exhibitors should obtain their badge prior to beginning to set up.

**MOVE-OUT OF EXHIBITS** – Dismantling begins at 3:00p.m. Thursday, July 24. Early dismantling (including packing-up of any part of your exhibit) violates Show Rules and more importantly, detracts from the professional appearance of SuperZoo. Please note that early dismantling will not be tolerated. Move-out of exhibit materials or dismantling prior to the 3 p.m. closing of the show Thursday, July 24 may risk being excluded from future WPA shows.

The aisle carpet must be removed before exhibitors may start moving out. Exhibitors are asked for their cooperation in not placing any booth materials on the aisle carpet so that carpet removal can be expedited.

You may hand carry items out of the hall at 3:00p.m. The center will close at 9:00p.m. Thursday July 24 but exhibitors may continue to remove booth materials on Friday, July 25, 8:00a.m. until 2:00p.m.

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Remember to remove valuable items from your booth on the first load. Do not leave briefcases, computers, printers, telephones, or product in an unattended booth. Show management cannot assume responsibility for the loss or damage. If you are leaving materials in your booth overnight, please use a security cage to store costly or smaller items. SuperZoo management does not guarantee the safety of items left overnight. While we do provide over all security for the hall, the responsibility is the exhibitor's to safeguard exhibit materials.

**MUSIC** – Please be advised that if any copyrighted music is to be played in your booth, you must obtain all the necessary licenses from the copyright owner or licensing agency representing the copyright owner. Licensing jurisdictions include the playing of live, as well as recorded music (record, tape, compact disc, internet, etc.) whether or not, it is the essence of the presentation, or is only used as background on a videotape or other form of presentation. Documentation showing proper licensing must be posted within your booth and be made available for inspection at the request of authorized agents of ASCAP and/or BMI. Please contact the agencies listed below to obtain the required proper license(s).

ASCAP  
Licensing Department  
1 Lincoln Plaza, New York, NY 10023  
800-755-1010.1

BMI (Broadcast Music, Inc.)  
Licensing Department  
10 Music Square East, Nashville, TN 37203-4399  
800-326-4264

**PARKING** – All parking is complimentary. The main self-parking structure is located on the west side of the building and can be accessed via Hacienda or Frank Sinatra Way. Convention Center lot is located on the south end of the building and can be accessed via Las Vegas Boulevard or Russell Road.

Parking policies are as follows:

- Any vehicle parking in a red zone or in any zone labeled “No Parking” will be towed at the owner's expense without notice.
- Privately owned vehicles (POV) will be allowed limited time to load and unload in designated areas as long as there is someone with the vehicle at all times.
- Check with the GES service desk about overnight parking for trucks and large vehicles.
- Parking of vehicles in the exhibit halls is not permissible due to fire regulations.
- Handicap parking spaces are available on site at the Mandalay Bay Convention Center within close proximity to the facility.

**RIGGING - EXCLUSIVE PROVIDER** – GES Convention Services is designated as the official rigger of all signage INSIDE the convention center hall. The sign must be 200 lbs. or less with no electrical outlets. For signs over 200 lbs or that require electricity, please use the Mandalay Bay Hanging Sign order form.

**SECURITY** – Will be provided by WPA from move in through move out. However, neither WPA nor the Mandalay Bay Convention Center is liable for any loss or damage of materials. Additional booth security may be ordered by exhibitor. See form/information in the Exhibitor Service Kit/ [www.superzoo.org](http://www.superzoo.org).

Do not leave expensive or personal valuables visible in your booth or in the seat of a car or truck. Remember the exhibitor has ultimate and sole responsibility of protecting his own materials.

**SHIPPING AND HANDLING** – All packages/boxes shipped to the hotel will be received at the FedEx Office Business Center.

All packages should be addressed as follows: Mandalay Bay Resort & Casino  
(Event Name) (Arrival Date)  
Hold for Guest  
(Guest Name) (Guest Cell Number)  
(Guest Company Name)  
3970 Las Vegas Boulevard South  
Las Vegas, NV 89119  
(Meeting Room)

**Shipments to and from a trade show floor:**

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**Shipments 150lbs or less:** All shipments from the trade show floor that are 150lbs or less must be shipped and received via the FedEx Office Business Center.

**Shipments over 150lbs:** Shipments that are over 150lbs must be shipped to the General Service Contractor handling freight for the show. If trade show shipments over 150lbs are shipped to the hotel, FedEx cannot deliver them to the show floor. Therefore, the exhibitor will be charged handling fees from FedEx and delivery fees from the General Service Contractor.

Mandalay Bay reserves the right to refuse to accept any package in its commercially reasonable discretion. In addition, we are not responsible for packages that are lost, stolen, damaged, or not delivered on time once they have been given to the designated carrier.

**SIGNS** – Each linear booth will receive a floor number and a 17” x 11” company identification sign with the company name and booth number. They are included as part of your exhibit fee. Any errors should be reported to GES on site and they will correct them for you. Any exhibitor requiring additional signs, including hanging signs should place an order with GES.

**SMOKING POLICY** – According to the Nevada Clean Indoor Act, there is no smoking permitted in the facility with the exception of the main casino and designated guest rooms

**SOLICITATION POLICY** – Solicitation by non exhibiting companies is strictly against our rules and will not be tolerated. We ask that if you are bothered by a solicitor, or see someone else being bothered by a solicitor, please call the SuperZoo information number (626) 840-0222 immediately so that we can take care of this situation for you.

**STORAGE** – Of empty boxes is available by using the Empty stickers you may pick up at the GES Service Desk. There is no charge for this service. Crates and boxes will be returned to your booth as quickly as possible at the closing of the show. Empty boxes, cartons or crates may not be stored in your booth area due to Fire Marshall regulations.

**USE OF SPACE** – Exhibit Management reserves the right to decline, prohibit or expel an exhibit which, in its judgment, is out of keeping with the character of the exhibition; this contract being all inclusive as to persons, things, printed matter, product, conduct, sound level, etc. Distribution of advertising material and exhibitor solicitation of any sort shall be restricted to the Exhibitor’s booth. No part of an Exhibitor’s exhibit, or their product, may extend beyond the limits of the Exhibitor’s booth or into any aisle. No Exhibitor shall so arrange his/her exhibit so as to obscure or prejudice adjacent Exhibitors in the opinion of Exhibition Management. No Exhibitors shall assign or sublet any part of his assigned space without the consent of Show Management in writing.

Any space not occupied by the time set for completion of installation of displays will be reassigned at the discretion of Show Management. Deposits will be forfeited unless management has approved special arrangements.

Exhibitor will keep their exhibit open and staffed at all times during the show days and hours.

Failure to comply with the rules and regulations of this Contract and as stated in the Exhibitor Service Kit will result in the alteration or removal of the booth at the Exhibitor’s expense. Rental fees for services and exhibit space are non-refundable.

Exhibitor shall be bound by all pertinent laws, codes and regulations of municipal or other authorities, having jurisdiction over the exhibit facility or the conducting of said exhibit, together with the rules and regulations of the owners and/or operators of the facility in which the exhibition is held.

**VEHICLES ON EXHIBIT FLOOR** – If you will have a vehicle in your booth, you must return the Vehicle Placement Order form in the GES portion of the Exhibitor Service Kit.

The Clark County Fire Department 2005 UNIFORM FIRE CODE states that all procedures must be in accordance with section 2505 when pertaining to general liquid-fueled and gas fueled vehicles and equipment for display, competition and/or demonstration.

Produced by:



**World Pet Association, Inc.**

Producers of SuperZoo, PetSource.org, America’s Family Pet Expo and Aquatic Experience  
135 W Lemon Avenue • Monrovia, California 91016

Phone: (626) 447-2222 • Fax: (626) 447-8350 • E-Mail: [info@SuperZoo.org](mailto:info@SuperZoo.org) • [www.SuperZoo.org](http://www.SuperZoo.org)



Automobiles or other fuel powered vehicles of any nature must adhere to the following guidelines:

- Fuel in the tank shall not exceed 1/4 of the tank capacity
- Vehicles shall not be fueled or refueled within the building
- Batteries to be removed or disconnected
- Locking gas caps or caps sealed with tape
- Ignition keys removed
- Propane tanks to be removed
- Visqueen or other protective covering approved by the Mandalay Bay Convention Center placed underneath vehicle
- At least 30" clear access or aisles must be maintained around the vehicle

Exhibitor/Show management is responsible for obtaining all CCFD permits. CCFD reserves the right to alter the above requirements without prior notice.

**WHEELCHAIR RENTAL** – To reserve one ahead of time, call Desert Medical at 866 711-9171. This will make certain one is available upon arrival. Wheelchairs and scooters should be picked up at the Bell desk at the MB, across from registration. Prices are: Wheelchairs - \$15/day Scooters - \$45/day

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