

SHOW INFORMATION A - Z

NEW YORK COMIC CON 2013

For assistance, please contact our Exhibitor Service Department at (888) 605-6059 or email inquiry@nycomicon.com.

Click on the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of the manual to see all approved vendors for this event.

Age Restrictions - In accordance with display rules and regulations and security measures, **no one under the age of 18 will be admitted in the exhibit hall during move-in or move-out. There will be no exceptions.** Children of any age are admitted during Show hours on Show Days **ONLY**; during that time, those 6 or over must be badged. **For security reasons, children under the age of 16 must be accompanied by an adult at all times.**

Animals - Permission for any domesticated animal (cats, dogs, etc.) to appear in a show or booth must first be approved by Show Management then by the Javits Center Customer Account Manager. **Guide Dogs and Service Animals** are welcome at the Center provided they are leashed or under similar control as appropriate. Since questions sometimes arise regarding Service Animals when the need is not obvious, we suggest that patrons have a certification, license or some other document showing their need for their service animal. The owner takes full responsibility of his/her animal.

ATM Machines - There are two ATM's in the Javits Center, one next to the Concierge in the Crystal Palace and the other in the Food Court by Villa Pizza. There will also be additional ATM's in various locations throughout the Show Floor.

Audio Visual - FREEMAN Audio Visual is the official audio/visual services provider of New York Comic Con. **Please refer to the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for order information.** Please be sure to indicate your booth number on all forms. **FREEMAN Audio Visual** will maintain a full staff on-site at the Exhibitor Service Center.

Bicycles and Rollerblades - The riding of bicycles and the use of rollerblades and "heelys" (sneakers with embedded wheels) are prohibited at all times in the Javits Center.

Booth Cleaning - Cleaning crews will be provided for general exhibit hall clean up, including aisles, each day before the opening of the show and during show hours.

Javits Center Cleaners vacuum, shampoo and sweep all carpeting, empty waste baskets and supply and handle containers for removing hazardous wastes. Cleaners are represented by the International Brotherhood of Teamsters, Local 237.

Work Hours: Cleaners work at any time as determined by Javits management or, when porter service is ordered, at times requested by exhibitors.

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Cleaning Work Exhibitors May Do Themselves

- Exhibitor may clean and wipe down their products and display merchandise and parts of their exhibit not installed by other Javits labor.

If you need cleaning services in your booth - vacuuming, shampooing, and trash removal – you can order these services from the **Javits Center** by using the form located in the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this manual.

Show Management does not provide cleaning or vacuuming for booth carpet at any time.

Booth Furnishings - Booth equipment, services and furnishings are available through the Official General Contractor of New York Comic Con, **FREEMAN**. Please refer to the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for order information.

Bootleg Policy - The buying and selling of counterfeit / knock-off / unlicensed materials is not tolerated at New York Comic Con. NYCC is a celebration of the best of popular culture, and bootlegs have no place in the show. Violation of this rule will result in one and only one warning. A second violation and you'll be removed from the show.

Bulk Sale of Your Booth - In the event you sell a portion or all of your booth's merchandise to an outside retailer who wishes to remove items at the close of the show, the retailer must contact **FREEMAN** at the Exhibitor Service Center **PRIOR TO 10:00 AM, Sunday, October 13, 2013**. They will receive special instructions on how to remove the merchandise they've purchased from your company at show close, **TO 5:00 PM, Sunday, October 13, 2013**.

Business Center - FedEx Office operates a full-service business center on-site to provide copy and fax services, cell phone and pager rental, small package shipping, etc. Please refer to the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for order information.

Catering Services - Centerplate Catering has exclusive rights to all catering in the facility. Menus and services can be found in the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for order information.

Center Accessibility - The **Javits Center** has sidewalk ramps, automatic doors at all street levels, restrooms and elevators accessible for persons with mobility impairments. Payphones are accessible and are equipped with volume and TTY capability for those with speech and hearing disabilities

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A limited number of **wheel chairs** are available at no fee. The **Javits Center** can also assist patrons wishing to rent **motorized wheelchairs**. Call the **Javits Center Command Center** at (212) 216-2196 before you arrive for information on reserving or renting a wheelchair.

While no public parking is available on-site, a limited number of spaces can be made available for customers with a valid Parking Permit for People with Disabilities issued by a government authority. Call (212) 216-2344 for information and reservations.

Coat /Baggage Check - The Javits Center operates a coat check open to all Exhibitors and Fans. It's located across from the Starbucks on the Level 2 South Concourse overlooking the entrance to the Special Events Hall. The cost is \$3.00 per item. You can also check briefcases, backpacks, umbrellas and luggage.

Cold Storage - We have cold storage available for medications on a first come first service basis located in our show office area on the Level 4 Terrace. *This is available on a first come, first serve basis and space is limited.

Computer Rental - National Micro Rentals (NMR) Staging & Events is the official computer supplier of New York Comic Con. Please refer to the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for order information. Please be sure to indicate your booth number on all forms. **National Micro Rentals (NMR) Staging & Events** will maintain a full staff on-site at the Exhibitor Service Center.

Copyrighted Music - If any copyrighted music is to be played in your booth, you must obtain all necessary licenses from the copyright owner or licensing agency representing the copyright owner. The licensing requirements include the playing of live, as well as recorded music, (records, tapes, compact discs, etc.) and also include music, whether it is the essence of the presentation or is only used as background, on a videotape or other presentation.

The proper license must be posted in your booth and available for inspection at the request of Show Management or properly authorized agents of ASCAP or BMI. We advise you to contact these agencies as listed below to acquire the proper licenses:

ASCAP Licensing Dept. 1 Lincoln Plaza New York, NY 10023 Tel: 212-621-6000	BMI (Broadcast Music, Inc.) 10 Music Square East Nashville, TN 37203-4399 Tel: 800-925-8451, 615-401-2000
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Adherence to these federally mandated copyright licensing laws is of critical importance. Failure to do so is both a violation of federal copyright law, and a breach of your contract for exhibit space for the show.

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Crate Removal, Storage & Return - Empty crates, shipping containers, cardboard boxes, etc. marked with “**EMPTY STICKERS**” will be removed to storage and returned to your booth at the end of the show by our floor crew at no additional charge, *provided you have used material handling services for the delivery of your booth*. Do not store merchandise in crates or cartons marked for empty storage or behind booths- this is prohibited due to Fire Regulations in the building. “**EMPTY STICKERS**” can be acquired from the **FREEMAN** desk located at the Exhibitor Service Center. Please label your materials as soon as they are ready to be removed. We ask your cooperation in this important matter so that we can clean the aisles and install aisle carpet.

Customs Broker / International Shipping - TWI Group is the official provider of international shipping, customs brokerage, freight forwarding and related services for New York Comic Con. All merchandise imported into the United States requires Custom House Clearance prior to release from any USA port or airport. It is the sole responsibility of the exhibitor to adhere to customs and international guidelines.

The exhibitor must insure that all documents are valid and complete and procedures are followed correctly. Show Management will not be held liable for freight held up due to customs issues, duty payments or any other problems related to inbound and outbound international shipments.

TWI Group will maintain a full staff on-site at the Exhibitor Service.

Please refer to the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for additional information.

Display Case Rental - American Fixture & Display Corp. is the official display case provider for New York Comic Con, offering a variety of display options **Please refer to the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for order information.** Please be sure to indicate your booth number on all forms. **American Fixture & Display Corp.** will maintain a full staff on-site at the Exhibitor Service Center.

Electricity In The Hall - Standard Operating Procedure provides the following. Should you have any special requests, please contact the Javits Center prior to the event.

- Move-In – Half-Lighting
- Show Days – Full lighting and floor power one (1) hour prior to opening. Half-lights at show close and floor power off thirty (30) minutes after show closes
- Breakdown – Electrical rip-out will commence at show closing and run for a minimum of seven (7) hours

For safety and conservation reasons, the **Javits Center** will now enforce the following requirements of their existing 24-hour show power policy:

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- All exhibit power shall be shut off no later than (1) hour after trade shows conventions or event closing and will not be turned on until 8:00 AM the following morning.
- In cases where exhibits require 24-hr power, that power source must be limited to the size outlet ordered by the exhibitor.

Electricity & Lightning - Javits Center Electricians install and remove all electrical wiring, load centers, disconnects and distribution panels. Electricians install and dismantle all lighting, except 10x10 ft. pop up booths with four or less lights, all electric signs, all communication and video cable between or outside exhibits and under carpet, and sound systems. Electricians also operate certain sound, light and video systems. Electricians are represented by the International Brotherhood of Electrical Workers (IBEW) Local 3.

Work Hours: Electrician's regular work hours are 7:30 AM to 3:00 PM. When labor charges are applied, straight time prices are charged for these hours, Monday through Friday, except weekday holidays. For all other move-in hours overtime rates will apply. All move-out hours will be charged at the applicable rate. Electricians have 11 holidays; New Year's Day; Martin Luther King, Jr. Day; President's Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Election Day; Thanksgiving and the day after and Christmas.

Javits Center Electricians will maintain a full staff on-site at the Exhibitor Service Center located in the West quadrant of the Crystal Palace.

For safety and conservation reasons, the **Javits Center** will now enforce the following requirements of their existing 24-hour show power policy:

- All exhibit power shall be shut off no later than (1) hour after trade shows conventions or event closing and will not be turned on until 8:00 AM the following morning.
- In cases where exhibits require 24-hr power, that power source must be limited to the size outlet ordered by the exhibitor.

Electrical Work Exhibitors May Do Themselves

- Exhibitors may plug in their own devices and equipment for properly ordered 110 volt electrical service of 1500 watts or less.
- Exhibitors may plug in their own devices of 110 volt/ 1500 watts themselves.
- An exhibitor with a 100 sq. ft booth and one 500 watt order may hang and dismantle their own lights without tools and ladders
- Connect modems, printers, computers and keyboards.
- Install their own light bulbs.
- Test and tune their own equipment.
- Run their own communications cable between machines in the same booth above the booth carpet.
- Exhibitors may install and dismantle their own lights in booths 100 square feet or less without the use of tools or ladders.

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You may access the electrical order forms in the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual. Please be sure to indicate your booth number on all forms.

Elevators and Escalators - All large and heavy equipment should be transported using the freight elevator. No equipment may be transported on escalators. This includes items such as easels, chairs, tables, wheelchairs, baby carriages, and other similar devices. Normally, escalators are not operated on move-in and move-out periods.

Passenger elevators are not to be used for transporting heavy freight and equipment.

Exclusive rights for certain business at the Center - The Javits Center maintains exclusivity for certain services which the Center provides itself and for certain services provided by other companies which have a contract with the Center.

The following is a list of the companies holding the exclusive rights to perform certain services:

- Utility Service: The Javits Center
 - Electric
 - Plumbing
 - Telecommunications
- Booth Vacuuming and Porter Service: The Javits Center
- Trash Removal From Javits Premises: Javits Contractor
- Sale of Food and Beverage: CenterPlate
- Coat and baggage check: CenterPlate
- Convenience Store: Hudson News
- Medical Service: TransCare
- Advertising in Public Areas of the Center: Javits Center
- Business Center: FedEx

EXHIBIT APPOINTED CONTRACTORS - EXHIBIT APPOINTED CONTRACTORS (EAC's) are hired by exhibitors to build and dismantle exhibits. EAC's supply their own on-site management and hire exhibit building labor employed by the Javits Center. In order to hire labor directly from the Center, EAC's must open an account, which requires, among other things, the posting of a guarantee of payment bond or letters of credit and the fulfillment of certain insurance requirements.

For more information, please refer to the [EXHIBIT APPOINTED CONTRACTORS](#) section of this online manual.

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Exhibit Building - Carpenters perform crating and re-crating, and all work involved in the erection and dismantling of exhibits, displays, backgrounds and booths; all work requiring the use of bolts and screws or nail fasteners; tying, hanging or nailing, taping of flags, banners, signs, tile and rug-laying, skidding and res-kidding and turntables; handling and delivery of furniture, carpeting, modular interlocking booth systems and other contractor owned and leased equipment; pad wrapping, protection work, ramp protection; and installing draperies, including but not limited to wall draperies, table skirting, booth equipment draperies, flag and bunting and party decorations. They also do certain other unskilled work. Carpenters are represented by the International Brotherhood of Carpenters and Joiners, New York District Council. Carpenters are hired from the Center by general decorating contractors and exhibitor appointed contractors. Carpenters work under contractors' direction and supervision and their shifts are organized and determined by the contractor.

Work Hours: Carpenters have three shifts per day, per event, per contractor and are charged at straight time rates for the first eight hours of shift work. Monday to Friday (except holidays). Carpenters are paid overtime (1 1/2 x) for work more than 8 hours (Monday-Friday) and all day Saturday and certain Sundays. On other Sundays and on all holidays, they are paid double time. Carpenters have 10 holidays: New Year's Day; President's Day; Memorial Day; Independence Day; Labor Day; Columbus Day ; Election Day (in a Presidential Election year); Thanksgiving and the day after and Christmas.

Building Work Which Exhibitors May Do Themselves

- Exhibitors may install or dismantle their exhibit and lay carpet in their exhibit as long as the booth size is 100 square feet or less and work can be done without tools. Exhibitors may unpack, pack and arrange their merchandise and products in their exhibit. Those performing the work above must be employees of the exhibiting company and must carry identification to verify that fact.
- Exhibitors may be able to erect and dismantle "pop-up" displays and booths which do not exceed ten (10) feet in length and can be erected and/or dismantled by one full time employee of the exhibiting company, using no tools, in one half (1/2) hour or less. A "pop up" display at the Javits Center is defined as a self-contained unit which can be hand-carried by one employee. The Center may issue more detailed rules on this from time to time.

Exhibition Size

- Double tiered or double decked exhibit booths are not permitted in 1A, 1D, 1E, or 3D exhibit halls.
- Double tiered booths are permitted in the Galleria/River Pavilion, 3A, 3B and 3E exhibit halls.
- Double tiered booths are permitted in 1B and 1C exhibit halls after review and written approval by the Center's Facilities Division.
- A NYC Building Department permit is required whenever the second tier of a double-tiered booth will be walked upon.

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Exhibitor Badges - You may access the badge order forms in the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual

Exhibitor Registration

Exhibitor staff personnel wishing to enter the exhibit floor must wear an Exhibitor Badge at all times during Move-In, Show days and Move-Out. Access to the Show floor begins at **8:00 AM** during Show days. For those individuals who still need a badge, one may be obtained at the Exhibitor Registration Counters located in the Crystal Palace. Only booth personnel with an exhibitor badge can enter the exhibition hall prior to Show hours, or those individuals who made prior arrangements for meetings. (Please stop by Show Office on-site to make the proper arrangements if this has not already been so.)

In order for Exhibitor Appointed Contractors (EAC's) to gain admittance into the Hall, Show Management requires each individual to wear a wrist band. For your convenience, wrist bands may be picked up at the Security Command Post. Proper credentials will be required. Only three designated supervisors of approved EAC's will be issued the necessary credentials.

Please do not give Exhibitor Badges to EAC personnel for Security reasons.

For more information, please refer to the [EXHIBIT APPOINTED CONTRACTORS](#) section of this online manual.

EXHIBITOR SERVICE CENTER

FREEMAN is the Official General Contractor of the **NEW YORK COMIC CON** and will maintain an Exhibitor Service Center during set-up, show days and dismantling. All other official show contractors will also be set up in this area as well. All inquiries regarding booth services and orders should be made at the Exhibitor Service Center, including booth furnishings, labor, freight, utilities, and special show services. Exhibitors who have ordered labor are asked to check-in at this desk when they are ready to install their exhibits. The person in charge of your exhibit should carefully inspect and sign for all work order forms. If you disagree with a bill presented for your signature, question it immediately. If you cannot come to a satisfactory agreement with the contractor, contact Show Management. Do not put it off. Once the show has ended, it becomes very difficult to resolve issues.

EXHIBITOR SERVICE CENTER HOURS – staff will be available at the Services Center as follows...

DAY

DATE

TIME

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Tuesday	October 8, 2013	8:00 AM – 6:00 PM
Wednesday	October 9, 2013	8:00 AM – 6:00 PM
Thursday	October 10, 2013	8:00 AM – 9:00 PM
Friday	October 11, 2013	8:00 AM – 4:30 PM
Saturday	October 12, 2013	8:00 AM – 4:30 PM
Sunday	October 13, 2013	8:00 AM – 10:30 PM
Monday	October 14, 2013	8:00 AM – 12:00 PM (NOON)

Exhibitors With Special Requests - In the interest of fairness to all exhibitors, variances to allowable display heights will not be granted. Exhibitors wanting to discuss special needs for their exhibit should send detailed plans of their proposed display for this approval to:

Rich Askintowicz
Senior Operations Manager
Reed Exhibitions
raskintowicz@reedexpo.com
Tel: (203) 840-5419, Fax (203) 840-9419

Facility/Operational Policies - These regulations are detailed in the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual.

Fire and Safety Regulations - The New York City Fire Marshal, in conjunction with the **Javits Center**, has very specific fire regulations/restrictions and permit requirements regarding display material within the exhibit hall.

- All fire hose racks, fire extinguishers and emergency exits must be visible and accessible at all times
- All exits and exit aisles must be kept clear and unobstructed
- Designated "NO freight" aisle must be maintained clear of crates and exhibitor material during move-in and move-out.

These regulations are detailed in the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual.

Floor Managers - We have professional Floor Managers working on the Show floor and are responsible for enforcing the rules and regulations of the event. If you have any questions, problems, or need any information at all, please stop by to see them. Counters are staffed from the first day of installation through the end of dismantling.

Floral/Plant Rental - **Spring Valley Floral** is the official florist of New York Comic Con. **Please refer to the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for order information.** Please be sure to indicate your booth number on all forms. **Spring Valley Floral** will maintain a full staff on-site at the Exhibitor Service Center.

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Freight Moving - Javits' Freight Handlers are responsible for loading and unloading trucks and delivering exhibitor freight and machinery to and from exhibitors' booth; loading and unloading decorating contractors' equipment to and from a marshalling point on the exhibit show floor; and perform rigging work with forklifts. Freight Handlers are hired from the Center by general decorating contractors. Freight Handlers work under the direction and supervision of the general decorating contractor and their shifts are determined and organized by the contractor. Freight Handlers are represented by the International Brotherhood of Teamsters, Local 807.

Work Hours: Freight Handlers have three shifts per day, per event, per contractor and are paid straight time from Monday to Friday (except holidays). Freight Handlers are paid overtime (1 1/2 times) for Monday to Friday work over eight hours and all day Saturday and Sunday. They are paid double time for all work on holidays. Freight Handler's have 11 holidays: New Year's Day, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Election Day, Veteran's Day, Thanksgiving and the day after, and Christmas.

Freight Moving Exhibitors May Do Themselves ("Hand Carry Policy")

- Hand-Carried items can be brought in through the front of the building (east side) and at specified times, the north side, as long as traffic regulations are obeyed. Temporary loading and unloading zones are assigned and managed by Javits Public Safety personnel in conjunction with Show Management Staff. Loading and unloading of vehicles is limited to vehicles no larger than an Econoline van. Vehicles must be attended by a licensed driver at all times.
- Moving company trucks may be loaded and unloaded only on the Javits Center loading dock by Javits Freight Handlers. Such trucks may not be loaded or unloaded in front of the building or on the north end or anywhere else in the vicinity of the Center, as their freight is not considered "hand carry" regardless of its size. Under no circumstances will moving company employees, or any persons other than Javits Freight Handlers or direct employees of an exhibiting company engaged in legitimate "hand carry," be permitted to handle freight on Javits Center property.
- Exhibitors may use nothing larger than a two-wheeled baggage cart (plastic or rubber wheels only) to move their items. Hanging clothing racks with four wheels are allowed for moving hanging garments.
- "Pop-up" displays, equal or less than 10' in length, capable of being carried by hand by one person may be brought in.
- Exhibitors moving items must use the doors and routes designated by event management.
- Individuals moving these items must be employees of the exhibiting company and must carry identification with them to verify this fact.

General Decorating Contractor - General Decorating Contractors are hired by Show Management. They are generally responsible for the physical planning of the event, the

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shipment and delivery of exhibition freight, the rental of furniture, carpets and other booth/exhibit equipment and the building and dismantling of most of the exhibits. General Contractors supply their own on site management and supervisors and hire freight moving and exhibit building labor from the Javits Center.

Green Initiatives - The New York Comic Con Show is committed to reduce, reuse, and recycle approach to planning and producing our shows. Recycling waste, trash and other paper products and using recycled products are just a few of the steps we have taken toward “green” tradeshow experience.

For example sending out this Service Manual in a web based format conserves over 150,000 pieces of paper previously used for the 3-ring binder format!

Here are a few examples of what you can do to help the environment:

- Reduce, Reuse, Recycle
- Sign your office up for a recycling program: paper, plastic, cans, etc.
- Develop an online ordering system for your buyers.
- Reduce marketing on paper by opting for more electronic communication, email attendees after the show.
- Design your booth display to last for 5 years or longer using natural fibers.
- Practice Green Purchasing where ever possible by specifying Environmentally Preferable Products (EPP). These products or services contain recycled content, minimize waste, conserve energy or water, and reduce the amount of toxics disposed or consumed.
- Reduce packing material by utilizing recyclable materials and take advantage of convention center recycling options for packaging.
- Donate extra amenities or promotional products to local charities rather than shipping them back or tossing them in the trash.
- Reed Exhibitions has implemented the following programs and purchasing habits in an effort to reduce the amount of waste generated and encourage our clients and vendors to **Reduce, Reuse and Recycle** whenever possible.

- We have successfully implemented Express Badge on many shows, allowing attendees to print their badge on demand at show site. This process **reduces** the printing and mailing of unnecessary badges.
- Our offices are set up to **recycle** paper, plastic, cans.
- We design a show look for a minimum of 3 year lifecycle and **recycle** graphics for the same period.
- We have **reduced** paper communications both internally and externally by opting for electronic communication.
- Producing an on-line exhibitor manual **reduces** our paper consumption by over 150,000 sheets on this show alone.
- Where ever possible we partner with local charities to provide donation opportunities for our exhibitors as a way to “**reuse**” leftover products and merchandise, thus saving on

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packing materials and carbon emissions by not shipping home. A great way to “Reuse” material for a good cause.

Handouts - Exhibitors cannot distribute literature, samples, or other material outside your contracted exhibit space.

Hanging Signs - Please refer to the [DISPLAY REGULATIONS](#) section of this online manual for information.

Hazardous Materials - Flammable or combustible mixtures, waste, liquids and other hazardous materials are not permitted without approval of Javits management. Firearms, weapons, and live ammunition is prohibited for display or sale at Center events

Height Limitations - Please refer to the [DISPLAY REGULATIONS](#) section of this online manual for information.

Helium Balloon Displays - Helium-filled balloons and/or helium tanks are not permitted in any area of the Center unless they are the product displayed. A helium balloon responsibility form for helium related product displays can be obtained from the Convention Services Division. The show manager will be charged the cost of removing helium balloons from overhead.

Helium Balloon Displays must be approved by the Javits Center.

This form can be found in the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) tab of this online manual.

Hotel/Travel Discounts - Please refer to the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for information.

Inspection Deadline - Any booth not occupied **by 12:00 PM on Thursday, October 10, 2013** will be presumed abandoned.

- If there is freight in the booth and Show Management believes the exhibitor will be late, then **FREEMAN** will set up the display as best they can with the information available
- If there is no freight in the booth and/or Show Management believes the exhibitor will not participate in the show, the booth will be reassigned
- Exhibitors arriving after this time will be given space available and may incur additional costs. Please contact your Sales Management team to let them know of this important deadline.
- All exhibits must be completely set by **3:00 PM on Thursday, October 10, 2013**.
- No shipment will be accepted at anytime past **5:00 PM on Wednesday, October 9, 2013**, or beyond. Absolutely no shipment, equipment, or material may be brought onto the show floor during show hours.

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Labor Orders - Please make arrangements for the dismantling of your booth by early **Sunday afternoon, October 13, 2013**. Only then can you be reasonably assured of a start time.

Labor Provided By The Center - The Center provides skilled and courteous employees to perform most of the labor needed for events. With few exceptions (explained below), Event Managers, Contractors and Exhibitors must hire the Center's employees to perform the following work: Electric Work, Freight Moving, General Exhibit Building Functions, Plumbing Work, Rigging and Telephone Work.

Please refer to the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for additional information.

Labor Regulations - New York City has several major unions that have jurisdiction over trade shows. Please plan now to abide by labor regulations. **FREEMAN** is the official labor contractor. Labor arrangements may be made to set-up, service and dismantle your exhibit. Information regarding labor jurisdiction can be found in the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual. If you have any further questions or would like a quote for labor services, you may contact **FREEMAN** directly at **(201) 299-7575**.

Lend-A-Hand Program - Please refer to the [SHIPPING/MOVE-IN & MOVE-OUT](#) section of this online manual for Lend-A-Hand Program information.

License Agreement - Please be sure you have read the space application for your booth for all exhibition rules and regulations. It is the exhibitor's responsibility to adhere to all rules pertaining to your license agreement.

Lost & Found - During show days, please first check with Citadel Security located on the 4th floor terrace. Lost & Found at the **Javits Center** is open Monday-Friday from 8:00 AM to 7:00 PM. The phone number is (212) 216-2344. The Public Safety Division keeps lost items for 30 days and lost valuables for up to three months.

Marketing Opportunities - Please refer all artist, dealer, exhibitor, advertising, and sponsorship inquiries to Larry Settembrini, Group Sales Director, at 203-840-5321 or lsettembrini@reedexpo.com.

Material Handling Agreements/ Shipping Information - All freight that is to be shipped from the **Javits Center** must be accompanied by a Material Handling Agreement (MHA) unless you have small pieces which you intend to hand carry. All pieces must also be labeled with the booth name and number, as well as destination. Material Handling Agreements may be obtained from **FREEMAN** at the Exhibitor Service Center located in the West quadrant of the Crystal Palace.

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You must have your exhibit completely dismantled and packed before returning your completed Material Handling Agreement (MHA) to the **FREEMAN** Service Desk.

Material Handling (Drayage) Services - FREEMAN is the exclusive material handling provider on the exhibit floor. They will receive all shipments whether consigned in advance to their warehouse or sent directly to the **Javits Center**. Material Handling includes return of your empty cartons and crates at the close of the Show. **Please refer to the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for more details.** **FREEMAN** will maintain a full staff on-site at the Exhibitor Service Center located in the West quadrant of the Crystal Palace.

Medical - St. Vincent's Hospital EMT's maintain a medical office located in the southwest corner of the first floor of the building and in the back corner of the Crystal Palace, Level 3. If you're hurt, please reach out to a staff member and we'll get you to the EMT's.

- The Center maintains a small medical facility on site.
- The Facility is staffed with paramedics during event with 5000 or more in attendance in accordance with the New York Public Assembly Law.
- House telephones can be found in halls corridors throughout the Center and should be used to notify the Command Center of emergency situations.
- The emergency number is 2222.
- The Javits Center has 22 portable defibrillators strategically placed around the Center. The Public Safety Department has been trained in the proper use of defibrillators should such an emergency occur.
- In case of cardiac arrest, or other serious emergency such as a fire, dial the Command Center at Extension 2222 from any house phone, or call the Command Center at 212 216-2222. Do not call 911. Give your name, type of emergency and the exact location of the incident (be as specific as possible).

Meetings in Your Booth - If you plan to use your booth to conduct meetings before or after official show hours, you must **fax** the following information to **Rich Askintowicz, Senior Operations Manager** at 203-840-9419 or **email** raskintowicz@reedexpo.com no later than **September 6, 2013.**

1. A letter requesting early access to the Show Floor for non-exhibitor personnel. Please state the exhibiting company and booth number.
2. List the non-exhibitor personnel and type of badge they will be wearing.
3. State the time and date of the meeting (meetings cannot be scheduled prior to the show opening on **Thursday, October 10, 2013**).
4. State the name of the exhibitor who will meet the non-exhibitor personnel at the entrance to the show, and escort them directly to the booth
5. Access to the floor during non-show hours will be denied unless Show Management receives this written request in advance

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Access to the Show Floor during non-show hours will be denied unless Show Management receives this written request in advance. Show Management reserves the right to have the exhibitor hire security personnel for any event held on the Show Floor during non-Show Floor hours.

Please Note: All attendees and booth personnel must have a badge to enter the exhibit hall. Please have your guests register themselves as Attendees and your booth personnel register themselves as Exhibitors either online via the [Online Exhibitor Badge](#) link in the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual or on-site.

Motor Vehicles - Motor Vehicles for display are permitted subject to the following criteria:

- No more than one gallon of fuel is permitted per vehicle.
- Tanks cannot be refueled or emptied inside the Center.
- Fuel tanks must be equipped with a locking gas cap.
- Battery cables must be disconnected and the ends taped.
- During non-show hours, vehicles must be locked.
- A properly tagged set of keys to each vehicle must be left with Javits Public Safety Division prior to display.
- No repairs or alterations may be made on vehicles.
- Fire extinguishers, in appropriate numbers and classifications, must be provided by exhibitors.
- Vehicles displayed in house carpeted halls must have floor covering installed beneath the motor.
- Other Regulations Regarding Motor Vehicles:
 - Motor vehicles must be turned off when parked inside.
 - Operating equipment or machinery must not be left unattended.
 - Motor vehicles may be operated on carpeted areas of the Center when approval is given by Center staff. Protective material must be placed in the carpeted areas for protection of floor surface. The show manager is responsible for all damages and for restoration of the damaged areas to the original condition.
- All forklifts or other heavy loading devices operated within the Center must be operated by certified personnel.
- Forklifts are not permitted to operate on terrazzo areas. Special permission is granted in certain circumstances by Javits management. In those instances, the forklift must have pneumatic tires.
- Forklifts are not permitted to operate in the Galleria/River Pavilion, or in carpeted halls 1D and 1E, unless a pathway of masonite is constructed.
- Motor driven aerial lifts must have wheels covered with "shrink-wrap" to operate on the Galleria/River Pavilion and carpeted halls 1D and 1E.
- Parking on the loading docks or inside the Center (except for loading and unloading) is prohibited; violators will be towed at owner's expense.

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- Utility carts may be operated in the Center exhibit halls, loading docks and main roadway only. Under no circumstances are vehicles or personnel carts to be operated in meeting rooms, concourses, or lobby during show hours.

Official Contractors - Please refer to the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for a detailed list of companies, the services provided and order forms.

Notice To Exhibitors Regarding Non-Official Contractors - Show Management carefully considers the selection of Official Contractors based on quality of service, variety of products, price and reputation. Since these contractors frequently work on more than one show with us, they value the business of our customers and provide quality products and services.

Some companies may misrepresent themselves as being an Official Contractor so please be sure to check the list below or give us a call. Some things to watch for if you are considering the services of a non-official contractor are hidden charges for material handling, labor and shipping that you might not pay otherwise (for example on carpet rental), control over delivery time, availability during move-in and leverage if something goes wrong. Also be advised that non-official contractors will need to abide by the **Exhibitor Appointed Contractor (EAC)** procedures, provide insurance certificates, etc. in order to gain access to the Show Floor.

Official Hotels - Please refer to the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for information.

Rate Assurance - We've gone to great lengths, including automated rate checks, to ensure that your rates are the lowest over the dates of this event. In fact, if you should find a lower rate for all the dates of your stay, simply contact us and we'll work to match that rate.

Outbound Shipping - FREEMAN Transportation is the Official Carrier of New York Comic Con. Please refer to the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for further information and assistance regarding Air Freight, Padded Van Lines, and Common Carrier. **FREEMAN Transportation** will maintain a full staff on-site at the Exhibitor Service.

Parking - There are less than 500 parking spaces located in parking lots within walking distance around the **Javits Center**. We strongly recommend that you DO NOT drive to the show. Please refer to the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for more information on our discounted hotel room offerings, as well as directions and parking for New York Comic Con.

Personal Transporters - Motorized personal transporters, scooters and similar vehicles are not permitted in the Center absent a compelling need, coupled with assurances of safe operation and adequate insurance coverage provided by Event Management, all of which must be

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approved by the Center at least 30 days in advance. Motorized devices are permitted for use by people with mobility impairments as described in the "Accessibility" information on the Center's website.

Photography - Oscar Einzig Photographers is the official photographer of New York Comic Con. For the most part, you're welcome to take still pictures and video at New York Comic Con; however, please note that all photography and recording is prohibited during screenings and concerts. Also, please understand that guests may or may not pose for photographs with fans. Guests have a right to their privacy, and if they ask not to have their picture taken, please respect their wishes.

Please refer to the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for order information.

Plumbing Work - Javits Center Plumbers install and remove all compressed air lines, water and drain lines, sinks, hot water heaters, and overhead venting. Plumbers make all final connections to the compressed air, water and drainage systems. Plumbers also store, handle and connect bottled gas and fill and drain all water tanks over 20 gallons. Plumbers are represented by Plumbers Union Local 1.

Work Hours: Normal work shift for plumbers is 7:30 AM to 3:00 PM. Most of the plumbing service rates include labor. Plumbing labor is only applied for work as requested which is not on the plumbing service order form and for repairs and relocations. In these instances, straight time rates are charged Monday to Friday 7:30 AM to 3:00 PM (except holidays). At all other times (including hours after 3:00 PM to 7:30 AM Monday through Friday, Saturday, Sunday and holidays) overtime rates are charged. Plumber's have 10 holidays; New Year's Day; President's Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Election Day; Thanksgiving and the day after and Christmas.

Plumbing Work Exhibitors May Do Themselves

- Test, tune or repair water, drain, air and gas lines on the exhibitor side of the disconnect to the building system.

Privately Owned Vehicles (POV) - Defined as cars, pick-up trucks, vans, and other trucks primarily designed for passenger use and no larger than a Ford Econoline Van. Vehicles containing more than 300 lbs of materials, straight trucks, bobtail, contract carriers and vehicles with trailers are NOT considered POV's.

Box Trucks, Cube Trucks, U-Haul Trucks, Ryder Trucks, And Other Large Rental Vans, As Well As Any Trailers Hitched To Any Vehicle Are Not Permitted In The Self-Service Hand-Carry Unloading Areas At All Times.

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Rigging Work - Rigging is performed by Javits employees. The nature of the work involved will determine which employees perform rigging work.

Security - Citadel Security Agency is the Official Security Contractor of New York Comic Con located on the 4th floor terrace. Show Management will provide perimeter security personnel on the exhibit floor on a 24-hour basis during the entire period of the show (including installation and dismantle). Every reasonable effort will be made to prevent losses; however the final responsibility lies with the exhibitor. If you have items in your booth that are vulnerable to theft, take them with you when you leave the building for the day. For larger items that cannot be moved, we recommend that you hire additional security for your booth.

Please refer to the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for order information.

Self-Unloading/ Privately Owned Vehicles (POV) Access Area - For Hand-Carry items the **Javits Center** is very flexible it comes to off-loading your booth materials as long as you follow the rules. The movement of all freight from the loading docks at the **Javits Center** is handled by Teamsters. However, Exhibitors are allowed to bring in certain hand-carried items through the front of the building on 11th Avenue (east side) and at specified times, the north side, as long as traffic regulations are obeyed.

A special POV LANE and short term parking area will be located in the "Inner-Roadway" off of 11th Avenue.

Suitable vehicles for the **self-service** hand-carry unloading procedure - **Privately Owned Vehicles (POV's)** are defined as cars, pick-up trucks, vans, and other trucks primarily designed for passenger use. Vehicles containing more than 300 lbs of materials, straight trucks, bobtail, contract carriers and vehicles with trailers are NOT considered POV's and must report directly to **FREEMAN Marshalling Yard**.

Box Trucks, Cube Trucks, U-Haul Trucks, Ryder Trucks, And Other Large Rental Vans, As Well As Any Trailers Hitched To Any Vehicle Are Not Permitted In The Self-Service Hand-Carry Unloading Areas At All Times. These Vehicles Will Be Directed To The Javits Loading Docks And Unloaded By Union Labor At The Exhibitor's Expense.

All single occupancy vehicles will be turned away by security personnel – no exceptions. There must be someone representing the exhibitor with the vehicle at all times/vehicles left unattended will be towed at exhibitor expense.

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- Temporary loading and unloading zones are assigned and managed by Javits Public Safety personnel in conjunction with show management staff.
- Loading and unloading of vehicles is limited to vehicles no larger than an Econoline van.
- Vehicles must be attended by a licensed driver at all times.
- Moving company trucks may be loaded and unloaded only on the Javits Center loading dock by Javits Freight Handlers. Such trucks may not be loaded or unloaded in front of the building or on the north end or anywhere else in the vicinity of the Center, as their freight is not considered "hand carry" regardless of its size. Under no circumstances will moving company employees, or any persons other than Javits Freight Handlers or direct employees of an exhibiting company engaged in legitimate "hand carry," be permitted to handle freight on **Javits Center** property.
- Exhibitors may use nothing larger than a two-wheeled baggage cart (plastic or rubber wheels only) to move their items. Hanging clothing racks with four wheels are allowed for moving hanging garments.
- "Pop-up" displays, equal or less than 10' in length, capable of being carried by hand by one person may be brought in.
- Exhibitors moving items must use the doors and routes designated by event management.
- Individuals moving these items must be employees of the exhibiting company and must carry identification with them to verify this fact.

Shipping - Please refer to the [SHIPPING/MOVE-IN & MOVE-OUT](#) section of this online manual for information on your shipping options.

Show Office - The Show Office is located on the 4B terrace of the **Javits Center**. It will be staffed and operational during the following times:

Tuesday	October 8, 2013	8:00 AM – 5:00 PM
Wednesday	October 9, 2013	8:00 AM – 5:00 PM
Thursday	October 10, 2013	8:00 AM – 5:00 PM
Friday	October 11, 2013	8:00 AM – 7:00 PM
Saturday	October 12, 2013	8:00 AM – 7:00 PM
Sunday	October 13, 2013	8:00 AM – 6:00 PM
Monday	October 14, 2013	8:00 AM – 12:00 PM (NOON)

Shuttle Bus Service - Free Shuttle Bus Service to and from the **Javits Center** and the Official NYCC Hotels are available on Show days.

Smoking Policy - The **Javits Center** is a non-smoking facility. Smoking is prohibited in all areas of the **Javits Center** at all times by New York State law.

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Telephone Services / Internet Lines - All telecommunication services including internet lines will be handled through the **Javits Center**. Telephone technicians are represented by the International Brotherhood of Electrical Workers (IBEW) Local 3.

Work Hours: Telephone electrician's normal work hours are 7:30 AM to 3:00 PM each day. Most of the telephone service rates include labor. Telephone labor is only applied for work as requested which is not part of the service order form and for repairs and relocation. In these instances, straight time rates are charged Monday to Friday, 7:30 AM to 3:00 PM (except holidays). At all other times, Monday through Friday, Saturday, Sunday and holidays, overtime rates are charged. Telephone electricians have 11 holidays; New Year's Day; Martin Luther King, Jr. Day; President's Day; Memorial Day; Independence Day; Labor Day; Columbus Day ; Election Day; Thanksgiving and the day after and Christmas.

Telephone Work Exhibitors May Do Themselves

- Exhibitors may plug and unplug their phones, modems, faxes or credit card readers.

Please refer to the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for order information.

Use Of Company Personnel As Managers And Supervisors - Contractors are permitted to use their own personnel as managers and supervisors of the labor described above, provided that they have completed a questionnaire, been approved by the Center and affirm that they are performing only legitimate managerial tasks, and that the company maintains a reasonable ratio of managers and supervisors to labor. Violation of any of these conditions shall result in a revocation not only of the supervising employee's authorization, but also of the contractor's authorization to conduct business at the Javits Center.

Important: These rules are designed to protect the Center's important business interests. The Center reserves the right to eject anyone working in violation of these rules as well as the exhibitors, contractors and others for whom they are performing work.

Vehicle Demonstrations Or Exhibitions - There is a round trip spotting fee per vehicle. Please refer to the **FREEMAN** Manual link in the [Exhibitor Action Checklist/Additional \(Official\) Contractors Services](#) section of this online manual for more information.

- Vehicles are allowed in the **Javits Center** for display purposes provided they meet the following requirements:
- Fueling or fuel removal is prohibited.
- Vehicles are prohibited from being moved during an event without prior approval.
- Natural gas powered vehicles must have the tank purged before entering the building.

Gasoline powered vehicles on display must have fuel maintained at ¼ tank or five (5) gallons, whichever is less. Fuel tank caps must be locked or taped shut. Battery cables must be disconnected, and the connecting leads wrapped with electrical tape. Gasoline and diesel fueled material handling equipment may not be stored overnight anywhere in the exhibit halls.

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Vendor Invoices - Show Management will have personnel on hand throughout the course of the show to consult with exhibitors regarding any bills received from service companies. If there is any question as to the charges made, please consult with our show representatives before paying the bill. Do not wait until after the show to settle problems that can be easily resolved at the Convention Center.

Weapons Policy - Please read this entire policy before attending New York Comic Con. Failure to follow this policy may result in your removal from the convention without refund.

The following items are forbidden at New York Comic Con:

- Functional firearms (including air soft guns, BB guns, cap guns, paintball guns, and pellet guns)
- Functional projectile weapons (including blow guns, crossbows, long bows, silly string, slingshots, water balloons, and water guns)
- Metal-bladed weapons (including axes, daggers, hatchets, knives, kunai, shuriken, swords, sword canes, and switch blades)
- Explosives (including firecrackers and fireworks)
- Chemical weapons (including mace and pepper spray)
- Blunt weapons (including brass knuckles, clubs, and nunchaku)
- Instruments which cause excessive noise (including vuvuzelas)

Prop weapons will be allowed providing they are composed of cardboard, foam, wood, or other light materials. Prop firearms are allowed only if they cannot be mistaken for real weapons. The barrels of all prop firearms must be covered with brightly-colored caps. Prop bows will be allowed providing all arrows have soft tips.

Metal-bladed weapons can be bought and sold provided they are not sharpened, remain in their sheathes while on display, and are placed in sealed boxes immediately upon purchase.

Replica firearms can be bought and sold only if they cannot be mistaken for real weapons. The barrels of all replica firearms must be covered with brightly-colored caps.

Basically, don't be an idiot. If you bring a prop that could maim, damage, or cause serious bodily harm, we're going to take issue. If you're smart, come to New York Comic Con to have a good time, and have a Zangetsu made out of wood instead of steel, we're going to welcome you to the show.

Wheelchairs/Motorized Chairs - A limited number of wheel chairs are available at no fee. The **Javits Center** can also assist patrons wishing to rent motorized wheelchairs. Call our Command

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Center at (212) 216-2196 before you arrive for information on reserving or renting a wheelchair.

WiFi - Wireless access is currently available throughout the **Javits Center**. The service can accommodate one computer per connection and can only be subscribed to on site from the computer that will be accessing the Internet.

Pricing is as follows (prices are subject to change):

256K bandwidth: \$4.95 per hour

\$29.95 per show day

\$69.95 for (3) days

It is up to the customer to be familiar with using wireless services as we do not offer technical support for connectivity issues.

Basic Connection Steps:

1. Turn on your wireless ready computer (from your booth or anywhere within the Javits Center) and select the "Javits" wireless access point.
2. Open up your internet browser and the sign up page will appear.
3. If you have previously purchased access use the login area on the left hand side of the screen to login using your email address and the password you specified at purchase.
4. If you have not previously purchased access, click on the Get High Speed Internet Access button and provide the required billing and credit card information and you will be given access once you sign up successfully.
5. A receipt for your purchase will be emailed to the address specified at sign up.

Please be aware that VPN is not supported on our wireless network. We do not sell wireless cards or any other wireless accessories here on site.

The Javits wireless system is used primarily by our attendees and exhibitors to check email and browse the Internet. If you are planning to utilize the wireless network for an important core function within your booth we recommend that you call us prior to the event to discuss why our wired high-speed Internet options might be a better fit for your company.

BASIC SECURITY RECOMMENDATIONS

- By now you should have arranged for insurance coverage to protect your exhibit and product against damage or loss from the time it leaves your premises until it returns.
- Unpack product as close to the Show opening as possible. At the close of the Show, we suggest that you stay at your booth until these valuables are repacked.
- Treat especially valuable goods such as prototypes as irreplaceable. If they truly are one-of-a-kind, hire your own security guard. **Under no circumstances** should such goods ever be left unattended. Plasma Screens & Flat Screens, DVD's, televisions, laptops, and other electronic devices are particularly vulnerable to theft.

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- Remove tapes or discs at night and store them in a safe place. Keep close tabs on personal items (cell phones, purses, laptops, briefcases, etc.).
- Do not put articles of any value in a container marked "EMPTY STORAGE", or behind booth.
- Exhibitor personnel must wear official Show Exhibitor badges at all times during move-in, show days and move-out. Please do not give Exhibitor Badges to anyone other than your full time employees and remove all badges from the building when you leave on your last day there. Badges left behind are often abused by unauthorized personnel so do not leave them in your booth or discard on the floor.
- At the close of business each day, cover all display tables. This establishes a barrier to curiosity seekers and other would-be thieves from selecting such items to steal at a later time.

Immediately report to security, or Show Management, the presence of any unauthorized visitors, or suspicious activity on the show floor.

New York Comic Con closes on Sunday, October 13, 2013 at 5:00 PM. Other than aisle carpet personnel, labor will not be admitted to the Show floor until **6:00 PM.** **Secure all valuables immediately!** Pack and label product and remove them, or put them in the Security Command Post for outbound freight, or hire Security until you can secure them properly.

It is essential that exhibitor personnel remain in their exhibit areas until their display materials are secured. All small articles which can be easily picked up should be securely packed before you leave your booth after the Show closes at **5:00 PM.**

Remember, during teardown, stay with your exhibit until your empty cartons are delivered and your goods are packed, sealed and properly labeled.

Do not leave material in your booth unlabeled at any time during move-out because many things could happen: it may be presumed abandoned; mistaken for trash; or one of your neighboring booths might label it in error! At the close of the show, please be sure to secure all electronic equipment especially plasma screens, flat screens, laptops, and any electronic equipment.

Don't Leave Your Booth Unattended Until Your Merchandise Is Secure

Our objective is to make your show experience as worthwhile and profitable as it can be. Adhering to these simple security recommendations will go a long way to ensure your success!