

**SERVICE INFORMATION**

**BOOTH EQUIPMENT**

Each 8' x 10' or 10' x 10' booth will be set with 8' high RED and WHITE back drape and 3' high RED side dividers, Booths 300 sqft or less will receive a one-line identification sign. Booths larger than 300 sqft may receive a one-line identification sign upon request. No side item/materials higher than 3'.

**EXHIBIT HALL CARPET**

The exhibit area is carpeted, except 2nd and 3rd Floor Promenade Booths.

**DISCOUNT PRICE DEADLINE DATE**

Order early to take advantage of advance order discount rates, place your order by [Monday, October 28, 2019](#).

**SHOW SCHEDULE**

**Booths must be staffed during exhibit hours at all times.**

**EXHIBITOR MOVE-IN**

For more information and helpful hints on pre-show procedures and move-in, please go to [Pre-Show FAQ](#). Please refer to the target floor plan on pages 8 and 9 in this manual for Sunday move-in information. All booths other than those in the South Corridor must be completely set by 5:00 AM on Tuesday, November 19th. Exhibits must be set and ready for opening by 9:00 AM.

Monday (VEITH)	November 18, 2019	7:00 AM -	9:00 AM -	<u>SOUTH CORRIDOR ONLY</u>
Monday	November 18, 2019	8:00 AM -	4:30 PM -	2ND FLOOR PROMENADE

*If your booth set up time allows, we also recommend having your display shipped directly to the Hilton on Monday, November 18, 2019. This will ensure that no OT surcharges are applied to your Material Handling Rate. Please call the Freeman Exhibitor Services line for any questions or if you need further assistance.*

**EXHIBIT HOURS - SOUTH CORRIDOR 100 series booth numbers**

Monday	November 18, 2019	9:00 AM -	4:00 PM -	AIMsymposium
Tuesday	November 19, 2019	9:00 AM -	4:00 PM -	AIMsymposium
Wednesday	November 20, 2019	9:00 AM -	4:00 PM -	AIMsymposium
Friday	November 22, 2019	9:00 AM -	4:00 PM -	AVIDsymposium

**EXHIBITOR MOVE-OUT - SOUTH CORRIDOR**

For more information and helpful hints on post-show procedures and move-out, please go to [Post-Show FAQ](#)

Monday	November 18, 2019	4:00 PM -	8:00 PM -	AIMsymposium - MONDAY ONLY EXHIBITS
Tuesday	November 19, 2019	4:00 PM -	8:00 PM -	AIMsymposium - TUESDAY ONLY EXHIBITS
Wednesday	November 20, 2019	4:00 PM -	8:00 PM -	AIMsymposium

**We will return empty containers at the close of the show.**

**EXHIBIT HOURS - 2ND FLOOR PROMENADE AND 2ND FLOOR PAVILIONS\*  
200 series booth numbers**

Tuesday	November 19, 2019	9:00 AM -	4:00 PM -	VEITHsymposium
Wednesday	November 20, 2019	9:00 AM -	4:00 PM -	VEITHsymposium
Thursday	November 21, 2019	9:00 AM -	4:00 PM -	VEITHsymposium
Friday	November 22, 2019	9:00 AM -	4:00 PM -	VEITHsymposium

\* Pavilions will open and close at their own discretion, except for closing time on Friday.

**EXHIBITOR MOVE-OUT - 2ND FLOOR PROMENADE AND 2ND FLOOR PAVILIONS**

For more information and helpful hints on post-show procedures and move-out, please go to [Post-Show FAQ](#)

Friday	November 22, 2019	4:00 PM -	8:00 PM -	VEITH
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**We will return empty containers on Friday.**

**EXHIBIT HOURS - 3RD FLOOR FOYER AND PROMENADE 300, 400, 500 series booth numbers**

Tuesday	November 19, 2019	9:00 AM - 4:00 PM
Wednesday	November 20, 2019	9:00 AM - 4:00 PM
Thursday	November 21, 2019	9:00 AM - 4:00 PM
Friday	November 22, 2019	9:00 AM - 4:00 PM

Saturday, November 23, 2019 - VEITH optional exhibiting on Saturday will close at 2 PM on Saturday for companies that are keeping their existing booths and/or pavilions. Companies that are breaking down on Friday but keeping a tabletop display on Saturday, must be broken down by 2 PM Saturday. **Please note that Move-Out will not begin before 4 PM.**

\* 3rd Floor Pavilions will remain open on Saturday until 2 PM.

**EXHIBITOR MOVE-OUT - 3RD FLOOR FOYER AND PROMENADE**

For more information and helpful hints on post-show procedures and move-out, please go to [Post-Show FAQ](#)

Friday	November 22, 2019	6:00 PM - 8:00 PM
Saturday	November 23, 2019	4:00 PM - 8:00 PM

**We will begin returning empty containers at the close of the show.**

**EXHIBIT HOURS - 3RD floor pavilions**

Tuesday	November 19, 2019	9:00 AM - 5:00 PM
Wednesday	November 20, 2019	9:00 AM - 5:00 PM
Thursday	November 21, 2019	9:00 AM - 5:00 PM
Friday	November 22, 2019	9:00 AM - 5:00 PM
Saturday	November 23, 2019	9:00 AM - 4:00 PM

\* Earlier opening and later closing of pavilions are allowed and are at the discretion of the pavilion owners (except on Saturday).

**EXHIBITOR MOVE-OUT - 3RD floor pavilions**

For more information and helpful hints on post-show procedures and move-out, please go to [Post-Show FAQ](#)

Saturday	November 23, 2019	4:00 PM - 8:00 PM
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**We will begin returning empty containers at the close of the show.**

**DISMANTLE AND MOVE-OUT INFORMATION**

All exhibitor materials must be removed from the exhibit facility by Saturday, November 23, 2019 at 8:00 PM. To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline please have all carriers check-in by Friday, November 22, 2019 at 6:00 PM.

**POST SHOW PAPERWORK AND LABELS**

Our Exhibitor Services Department will gladly prepare your outbound Material Handling Agreement and labels in advance. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

**EXCESSIVE TRASH AND BOOTH ABANDONMENT**

Any excessive trash which consists of display materials, carpet, padding, crates and/or pallets will be disposed of and charged both a handling fee and disposal fee during move-in. Excessive booth materials and/or literature left in the booth at the end of the published exhibitor move-out that is not labeled for an outbound shipment will be considered abandoned and deemed as trash. The exhibitor will be charged for the removal and disposal of these items. Charges may include Installation & Dismantle Labor, Forklift/Rigging Labor, and/or Dumpster Fee. Please call our Exhibitor Services Department at (201) 299-7575 for a quote.

**SERVICE CONTRACTOR CONTACTS / INFORMATION:**

**FREEMAN**

909 Newark Turnpike  
 Kearny, NJ 07032  
 (201) 299-7575 fax (469) 621-5618  
 FreemanNewYorkES@freeman.com

**FREEMAN EXHIBIT TRANSPORTATION**

(800) 995-3579 Toll Free US & Canada, (817) 607-5100 Local & International, (469) 621-5810 Fax

**ON-SITE SERVICE CENTER HOURS**

Sunday	November 17, 2019	8:00 AM - 5:00 PM
Monday	November 18, 2019	8:00 AM - 8:00 PM
Tuesday	November 19, 2019	8:00 AM - 5:00 PM
Wednesday	November 20, 2019	8:00 AM - 5:00 PM
Thursday	November 21, 2019	8:00 AM - 5:00 PM
Friday	November 22, 2019	8:00 AM - 5:00 PM
Saturday	November 23, 2019	8:00 AM - 9:00 PM

**FREEMAN ONLINE®**

**Take advantage of discount pricing by ordering online at [www.freeman.com](http://www.freeman.com) by Monday, October 28, 2019.**

Using the enhanced Freeman Online, you will enjoy easy access to added features and functions as well as the high caliber of Freeman services you've come to expect – **before, during** and **after** your show. Additionally, you can now access Freeman Online from any device – **desktop, laptop, tablet** or via our new **Freeman Online Mobile app**.

To place online orders, you will be required to login with your unique Username and Password. If this is your first time to use Freeman Online, click on the **"Create an Account"** link. To access Freeman Online without using the email link, visit [www.freeman.com](http://www.freeman.com). You can also download and use the FOL Mobile App from the Apple or Android store, or here: [folmobile.freeman.com](http://folmobile.freeman.com) A mobile web version of the Freeman Online Mobile App is available to extend mobile use for those users that do not have an Apple or Android device or who do not want to download the Mobile App.

**SHIPPING INFORMATION**

Warehouse Shipping Address:

Exhibiting Company Name / Booth # \_\_\_\_\_  
**VEITHsymposium / AIMsymposium / AVIDsymposium 2019**  
 C/O FREEMAN  
 909 NEWARK TURNPIKE  
 KEARNY, NJ 07032

Freeman will accept crated, boxed or skidded materials beginning Monday, October 21, 2019 at the above address. Material arriving after Monday, November 11, 2019 will be received at the warehouse with an additional after deadline charge. Warehouse materials are accepted at the warehouse Monday through Friday between the hours of 8:00 AM - 2:30 PM. If required, provide your carrier with this phone number: (201) 299-7575

Show Site Shipping Address:

Exhibiting Company Name / Booth # \_\_\_\_\_  
**VEITHsymposium / AIMsymposium / AVIDsymposium 2019**  
 C/O FREEMAN  
 NEW YORK HILTON MIDTOWN  
 1335 AVENUE OF THE AMERICAS  
 NEW YORK, NY 10019-6012

Please refer to the targeted floor plan for show site deliveries.

Freeman will receive all other shipments at the exhibit facility beginning Monday, November 18, 2019. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor. If required, provide your carrier with this phone number: (201) 299-7575

Please note: All items and materials that must be brought into the facility may be subject to Material Handling Charges and are the responsibility of the Exhibitor. This also applies to items not ordered through the Official Show Vendors.

**VEHICLE RESTRICTIONS**

Due to the loading dock configuration, trucks are not to exceed 13' high and 55' long. Any truck over the 55' length restriction will be subject to a "truck & driver" minimum charge of \$350.00.

**LABOR INFORMATION**

Booth Installation & Dismantle: If utilizing Freeman labor, please refer to the Installation & Dismantle order form to place your order for display labor. Straight time and Overtime hours are also listed on the order form. Exhibitors supervising Freeman labor will need to pick up and release their labor at the Service Desk.

Please note: All Exhibitor Appointed Contractors working on the exhibit floor are required to send their Certificate of General Liability insurance to Cleveland Clinic/VEITHsymposium / AIMsymposium / AVIDsymposium. Please refer to the "EAC" form after the General Information page.

**ASSISTANCE**

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at (201) 299-7575.

**WE APPRECIATE YOUR BUSINESS!**

## **FREEMAN GENERAL INFORMATION**

### **TRANSLATION SERVICE**

Freeman is pleased to offer a new service for our international exhibitors that provides quick interpretation and translation in 150 languages. This service will not only interpret for us on a three-way conversation, but also translate emails from customers. To access this service you may contact Freeman Exhibitor Services at (201) 299-7575 or Freeman's Customer Support Center at (888) 508-5054 Toll Free US & Canada or (817) 607-5000 Local & International.

### **HELPFUL HINTS**

#### **SAVE MONEY**

Order early to take advantage of advance order discount rates, place your order by Monday, October 28, 2019.

#### **AVOID DELAY**

Ship early to avoid delays. Shipments arriving late at show site will cost you money, time and business!

#### **SAFETY TIPS**

Use a ladder, not a chair. Standing on chairs, tables and other rental furniture is unsafe and can cause injury to you or to others. These objects are not designed to support your standing weight.

Be aware of your surroundings. You are in an active work area with changing conditions during move-in and move-out. Pay attention. Look for obstacles, and machinery and equipment that are in use.

Keep your eyes open for scooters and forklifts. The drivers of these vehicles may not be able to see you.

Stay clear of dock areas, trucks and trailers. These areas can be particularly dangerous.

Prevent electrical shocks, falling items and damage to materials. Do not attach items or equipment to the drapes or metal framework provided for your booth. This can cause serious injury or damage to materials.

We discourage children from being in the exhibit hall during installation and dismantle. If children are present during installation and dismantle, they must be supervised by an adult at all times.

Freeman does not ship or handle Hazardous Materials. If any materials you are shipping to the event fall into this category, please contact Freeman to be sure that the material will be allowed at the facility and by the association. In addition, if authorized by the facility and the association, you will need to make separate arrangements for the transport and handling of the approved materials, since Freeman will not transport or handle them.

The operation or use of all motorized lifts and motorized material handling equipment for installation/dismantle of exhibits is NOT permitted by exhibitors or by their exhibitor appointed contractors (EACs). Thank you for your cooperation.

#### **EXHIBITOR ASSISTANCE**

Call Freeman's Exhibitor Services department at (201) 229-7575 with any questions or needs you may have.

For more information and helpful hints on pre-show procedures and move-in, please go to [Pre-Show FAQ](#)