



ORLANDO
MAY 15-18

FREQUENTLY ASKED QUESTIONS

SHIPPING FAQs

Do I have to ship my booth materials?

No, **exhibitors may hand-carry material through the back entrance of the EXPO hall**. Hand-carry material includes small boxes or anything an individual person can carry that does not require mechanical equipment.

How do I ship to the Freeman Advance warehouse? (*Advance shipment to warehouse*)

Freeman will accept freight (crated, boxed or skidded materials) beginning Friday, April 15th. The warehouse will accept crates, cartons, skids, trunks, cases, and carpets. **To ensure timely arrival of your materials at the show site, and to avoid additional fees, freight should arrive by Friday, May 6th**. Your freight will be accepted after the deadline date, but additional charges will be incurred. Refer to the Exhibitor Service Kit for shipping labels.

Warehouse Shipping Address

Exhibiting Company Name / Booth # _____

ATD 2022 INTERNATIONAL CONFERENCE & EXPOSITION

C/O FREEMAN

10088 GENERAL DR

ORLANDO, FL 32824

How do I ship to the show site? (*Direct shipment to show site*)

Freeman will receive shipments at the Orange County Convention Center beginning Friday, May 13. 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**. All crates, packages, cartons, and fiber cases sent directly to the show site must be addressed “in care of (c/o) Freeman Exposition Services.”

Freight will be accepted during move-in dates and times:

- Friday, May 13, 8 a.m.–5 p.m.
- Saturday, May 14, 8 a.m.–5 p.m.
- Sunday, May 15, 8 a.m.–5 p.m.

Show Site Shipping Address

Exhibiting Company Name / Booth # _____

ATD 2022 INTERNATIONAL CONFERENCE & EXPOSITION

C/O FREEMAN

ORANGE COUNTY CONVENTION CENTER

9800 INTERNATIONAL DR

ORLANDO, FL 32819-8111

What if I want to use my own shipping carrier and not Freeman?

Show management recommends that you use our preferred shipping provider, Freeman, to ensure the timely delivery of your booth materials. However, you are free to use any carrier you choose. If you use a different carrier (for example, UPS or FedEx), make sure to keep all records and tracking numbers in case you need to track your shipment on-site. Also, if using UPS or FedEx for your return shipment, you must schedule the pick-up with the carrier as there is no scheduled pick-up for the show. **Please be aware that all carriers must check in no later than 11 a.m. on Thursday, May 19, for freight pickup.**

How should I label my freight?

The label should contain the exhibiting company name, the booth number, and the conference name. Remove old shipping labels. Make sure your boxes have nothing on the outside that indicates the contents. Keep a master list of each numbered box and its contents. Please see the Exhibitor Service Kit for shipping labels.

MATERIAL HANDLING FAQs

What is material handling?

Material handling, also called freight handling or drayage, is the **movement of your freight from the loading dock or carrier to your booth, and back to the loading dock or carrier at the close of the show.** This includes delivery of the materials to your booth, the handling of empty containers to and from storage, and removal of your material from the booth for reloading onto your outbound carrier.

Does material handling include the cost for me to ship my materials?

No, **material handling should not be confused with the costs of shipping your materials and equipment to and from the show.**

Is there a charge for material handling?

Yes, **material handling charges are computed based on the weight of your materials.** Please see the [Exhibitor Service Kit](#) or contact Freeman directly for associated costs.

If I drive my booth materials to the convention center instead of shipping, do I pay material handling?

If you can hand carry your items into the exhibit hall from the designated POV area on the loading docks, you do not pay material handling. Please see below regarding rules and regulations pertaining to POV hand carry procedures. See the Exhibitor Service kit for rules regarding [material handling](#).

Can I hand-carry materials into the EXPO?

POV (Privately Owned Vehicles) Exhibitors may enter through the loading docks at the rear of the Orange County Convention Center, following signs to Ramp 12 for unloading. Exhibitors may hand-carry their own materials into the exhibit facility. The use or rental of dollies, flat trucks and other mechanical equipment, however, is not permitted. FREEMAN will control access to the loading docks in order to provide for a safe and orderly move-in /out. Only full-time employees of the exhibiting company will be allowed to hand-carry items. Unloading or reloading at the dock of any and all contracted carriers will be handled by FREEMAN.

Examples of acceptable hand-carry materials include boxes, suitcases or fiberboard shipping cartons, portable displays on wheels and small luggage racks. **The following items are not considered hand-carry items: two-wheel dolly loads, hotel bellman's carts, boxes, or crates requiring two people to carry.** Please see the Exhibitor Manual for complete rules regarding material handling.

For POV access to the EXPO Hall on move-in days, follow signs to the loading docks (Ramp 12) at the rear of the Orange County Convention. Entering through the front of the Orange County Convention Center (Passenger Doors) or through public space is NOT PERMITTED.

LOGISTICAL FAQs

When do I need to have my booth set up?

All booths must be completed and in place by 5 p.m., Sunday, May 15th. You can order labor through Freeman to set up your booth if you are unable to meet this requirement. See the Booth Labor Form in the Exhibitor Manual.

What happens to my empty containers during the show?

“Empty” labels are available at the Freeman Exhibitor Service Center on-site. Place a label on each container. **Labeled containers will be picked up periodically during move-in and stored during the show.** At the close of the show, the empty containers will be returned to your booth in **random order** and may take two to four hours. Please plan your departure time accordingly.

Can I store my empty containers in my booth?

If your containers are hidden from public view within your booth (such as under a table you ordered), you may store empty containers in your booth. **No storage is allowed behind your booth or near electrical services.** Empty containers can also be stored by Freeman.

Can I distribute literature at the show?

Distribution of literature or promotional materials and products is limited to your booth space only. Companies that distribute materials outside their booth will have their materials removed, may lose priority points and may be banned from exhibiting at future shows.

What do I do after the close of the show?

Anything being shipped or picked up at the loading dock requires a completed Material Handling Form. Pick up a Material Handling Form at the Freeman Service Desk. Label each piece individually. After all your materials are packed, labeled, and ready to be shipped or returned to the loading dock, return the completed Material Handling Form to the Freeman Service Desk. **Contact your designated carrier (for example, UPS or FedEx) with the pickup time and location. In the event your selected carrier fails to arrive by 11 a.m. on Thursday, September 2, your shipment will either be rerouted to Freeman’s carrier choice or delivered back to the warehouse at your expense.**

When can I begin packing to leave?

Exhibitors may begin packing on Wednesday, May 18th, at 1:00 p.m. You can order labor through Freeman to pack up your booth if you are unable to meet this requirement. All booths must be staffed during open EXPO hours. Packing up early is disruptive to your neighbors and looks unprofessional to attendees. Exhibitors who tear down early may forfeit priority points and may lose access to the post-show attendee list.

All exhibitor materials must be removed from the facility by Thursday, May 19th, at 3 p.m.

BOOTH FAQs

What are the show colors?

The show colors are represented on an 8' high drape in blue and 3' side drape in gray.

What is included with my booth?

Your booth includes an 8' back drape, a 3' side drape, and a 7" x 44" black and white ID sign with your booth name and number for all linear and perimeter booths.

Am I required to carpet my booth space?

All exhibitors must provide a floor covering or carpet for their entire booth space. If a floor covering is not in place on Sunday, May 15th, at 5 p.m., show management will force carpet and the exhibitor will be charged accordingly.

Can I distribute food and beverages from my booth?

Yes, per CDC and state food and beverage guidelines. **The Orange County Convention Center requires that all food and beverage be ordered through the official convention center catering partner, Centerplate.**

Is furniture provided for my booth space?

No furniture is provided.

I only need a table and chairs with my booth. Will ATD provide this?

No furniture is provided with your booth, but Freeman offers a [special 10' x 10' booth package](#), which includes one 6' draped table, two chairs, and a wastebasket. Order form for additional furnishings, labor, electrical, etc., can be found in the Exhibitor Manual.

What is booth cleaning?

General vacuuming of the aisles is provided during the show but does not include individual booths. You can order booth cleaning, which includes vacuuming your booth and emptying wastebaskets, for a fee. See the Booth Cleaning and Porter Service Order Form in the Exhibitor Manual.

Does my booth include electricity?

Electricity is not included in your booth space. You will need electrical outlets if your display has lights, computers, printers, plasma screens, some lead retrieval systems, and so on. See the [Electrical Order Form](#) in the Exhibitor Service Kit.

Whom do I contact to rent a computer, an LCD projector, flowers, internet, and other items I may need for my booth?

Order forms and contact information for all the suppliers you will need are available within the [Exhibitor Service Kit](#).

Is security provided for my booth?

ATD provides perimeter security for the facility during move-in, move-out, and show days. If you require additional security, please contact the official security company listed under Contact Information in the Exhibitor Service Kit.

What is an Exhibitor Appointed Contractor (also known as an EAC)?

An Exhibitor Appointed Contractor (EAC) is defined as any service contractor that is not an official service provider for the show, as listed on the [official contractor list](#). Examples of EAC activities include set-up/tear-down, I&D contractors, AV companies, floral, etc.

Exhibitors intending to utilize an EAC to assist them during the Show must submit an EAC form by **March 18th**, as well as a copy of the EAC's General Liability Insurance Certificate, with minimum coverage limits as described in the insurance information.

No EAC will be allowed to work on the show floor without providing their COI; this must be sent to expo@td.org.

EAC's must check in at the West Building Security Checkpoint to obtain a wristband to have access during move-in and move-out. EACs who will need access to the show floor during show hours must be registered as Booth Personnel.

What are the Insurance Requirements?

Certificates of Insurance should be submitted through the Exhibitor Dashboard.

Exhibitors must obtain and maintain insurance on their exhibits during the use of the exhibition premises, Comprehensive General Liability Insurance covering themselves for property damage and any acts or omissions which cause bodily injury to any person authorized to be attending the conference or in the Orange County Convention Center during the event. Covering should protect against bodily injury and property damage claims that may arise from Exhibitor's participation in the event, including Commercial General Liability insurance such amounts as are adequate, but in no event less than \$1M (U.S.) combined single limit for both bodily and property damage, per occurrence. Exhibitors must secure insurance at their own expenses.

ATD Show Management does not carry insurance of any sort on the exhibit or other property of Exhibitors, and as set forth in the contract, assumes no liability for loss or damage thereto from any cause. Insurance maintained by ATD and the Orange County Convention Center shall apply in excess of, and not contribute with coverage provided by the Exhibitor or any of its agents, contractors, or representatives.