

May 5-7, 2020 • Mandalay Bay Convention Center, Las Vegas, NV

Attendee Requirements

The Exposition & Conference is for the trade only. Qualified buyers may register online at www.hdexpo.com or onsite. NO ONE UNDER 16 YEARS OF AGE IS PERMITTED.

Balloons

- The use of helium balloons smaller than 36 inches in diameter is not allowed.
- Smaller air-filled balloons may be used for decoration and/or handouts.
- 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.

Booth Catering Service

All exhibitors must utilize the exclusive catering services of Mandalay Bay Exhibitor Services. Outside food or beverage (including logo bottled water) is not permitted. A corkage fee will be charged by the Mandalay Bay Exhibitor Services for any food or beverage not purchased through the catering departments. Contact the Mandalay Bay Exhibitor Services catering group at (855) 408-1349 for details.

Booth Cleaning

Booth cleaning (vacuuming booth carpet) is not provided with your booth space rental. Please arrange for cleaning services through Mandalay Bay Exhibitor Services, (855) 408-1349, in advance of the show. Wastebaskets left at the front edge of your booth will be emptied during show days.

Booth Construction Requirements

- HD Expo is a “**CUBIC CONTENT SHOW**”. Cubic Content guidelines will be observed. Refer to the HD Expo Booth Construction & Display Guidelines in the **SHOW RULES & REGULATIONS** section.
- All exposed parts of constructed displays must be finished to present an attractive appearance when viewed from aisles or other adjoining booths. Exposed back and sidewalls may not display copy, logos, graphics, artwork, or product if they adjoin a neighboring booth. Exhibitors using curved pop-up backdrops/displays may be required to provide side masking drape at their expense in the curvature exposes more than three feet of back scaffolding.
- Covered booths exceeding 1,000 square feet require an interior automatic sprinkler system. A separate permit application is required. Painting of signs, displays or other objects is strictly prohibited inside the facility or on the Mandalay Bay Convention Center grounds.
- 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 booths must have carpet or some type of floor covering (i.e. wood flooring or tile); see the Freeman Order Form in the **SERVICE ORDER FORMS** section of this manual.
- Nothing may be stored behind your booth. The Fire Marshal of the City of Las Vegas and Mandalay Bay Convention Center strictly enforces this policy and fines will be imposed on violators.
- Booths not following guidelines may be subject to a fine of \$1,500 and a loss of priority points. All compliance corrections will be made at the exhibitors' expense.

Coat & Baggage Check

The Mandalay Bay Convention Center Customer Service provides this service to attendees and exhibitors attending Hospitality Design 2020. Exhibitors & Attendees using this service will be charged per-item, per day, at the time of item check-in. This service is located in the lower lobby of the Mandalay Bay Convention Center.

Clean Floor Policy

If your target date is Saturday, May 2, or Sunday, May 3 (morning) your crates and skids must be tagged with empty labels for removal from the hall on Sunday, May 3 at 5:00pm. If your target date is Sunday, May 3 (evening) or Monday, May 4, your crates must be tagged with empty labels on Monday, May 4 by 5:00pm.

****All crates and skids must be tagged and removed from the exhibit floor no later than 5:00pm on Monday, May 4, 2020.**

This will allow Freeman sufficient time to complete the laying of the aisle carpet and the Mandalay Bay Convention Center cleaning team time to properly clean the exhibit halls as well as provide exhibitors the space to complete their booth set-up by keeping aisles clear. Exhibitors/display houses may continue working on product displays until show opening. Freight deliveries on Tuesday, May 5 will be limited to product and small packages only.

There will be no exceptions to this policy. Crates without empty or access storage stickers will be tagged by the area floor managers or Freeman and removed from the exhibit hall – whether full or empty. Exhibitors may request product to be returned to their booth at the exhibitor's expense. Depending on where the crates are located, it may not be possible to access the crates prior to move-out.

Exhibitor Appointed Contractor (EAC) Information

If you are planning to use an outside contractor to install/dismantle your display, complete and return the Intent to Use [Exhibitor Appointed Contractor Form](#) along with a copy of your Exhibitor Appointed [General Liability Insurance Certificate](#) or they will not be permitted on the show floor to service your exhibit. The forms must be received by April 10.

The Certificate of Insurance must include coverage in the amount of 2,000,000.00 combined single limit bodily injury and broad form property damage coverage, including broad form contractual liability. The following must be included or additionally insured: "HD Expo 2020, Mandalay Corp., Mandalay Bay Resort & Casino, its parent company, subsidiaries and affiliates are named as additional insured, Freeman and Emerald Expositions" and the certificate must cover the show dates including exhibitor move-in and move-out (May 1 – May 9, 2020), along with the exhibiting company's name and booth number.

Exhibitor Unloading

Freeman will handle and control the unloading and loading of all vehicles at the loading dock. For additional information, please refer to the "Freeman Show Site Work Rules" located within this manual.

Full-time exhibitor personnel shall have the right to unload personal vehicles and hand carry exhibit material provided:

- They utilize the unloading space designated by the service contractor and the facility.
- The vehicle is a Privately-Owned Vehicle (POV) and is no larger than a panel van.
- They do NOT use hand-trucks, pallet jacks, or 4-wheel dollies.
- They utilize no motorized lift equipment.
- The vehicle is NOT left unattended at any time and is removed once it has been unloaded.

Facility

Mandalay Bay Resort & Casino
3970 Las Vegas Boulevard South
Las Vegas, NV 89119
P 702.322.3000
<http://www.mandalaybay.com>

First Aid

The first aid office is located behind the FED EX center located on Level 2 of the South Convention Center.

Freight Free Aisles

The floor of the Exhibit Hall will be marked to indicate all "Freight Free Aisles". If your booth borders one of these aisles, please keep your crates and materials out of these aisles so that they remain clear for the free movement of freight.

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Based on Union Regulations, Freeman personnel must perform the following in terms of freight handling:

- Unloading of all exhibits and exhibit materials arriving at the Mandalay Bay via union carriers, company-owned and operated trucks, cars, vans and station wagons.
- Delivery of all such materials to exhibitors' booths.
- Removal of exhibitors' empty cartons and crates for storage during the show.
- Return of empty carton and crates to the exhibitors' booth at the conclusion of the show.
- Removal of all packed cartons and crates from exhibitors' booths, and the reloading onto union carriers, company-owned and operated trucks, cars, vans and station wagons at the Mandalay Bay shipping platform.

General Service Contractor

Freeman is the official service contractor for HD Expo 2020 and can provide the following services to exhibitors: booth furnishings, carpet, decorations, display rental, labor, material handling, signs, etc. You may place orders using their online ordering service. Freeman show services can be ordered any time, 24 hours a day, from anywhere you have access to the Internet. Please refer to the Freeman Online form for instructions under the **SERVICE ORDER FORMS** tab or visit www.freeman.com/store and click on the "Login" link in the top right corner. If you need assistance with Freeman Online, call the Customer Support Center at 888-508-5054.

Freeman Service Desk Hours

Saturday, May 2	8:00AM – 5:00PM
Sunday, May 3	8:00AM – 5:00PM
Monday, May 4	8:00AM – 5:00PM
Tuesday, May 5	8:00AM – 5:00PM
Wednesday, May 6	8:00AM – 5:00PM
Thursday, May 7	8:00AM – 10:00PM
Friday, May 8	8:00AM – 10:00PM
Saturday May 9	8:00AM – 12:00PM

Hand Carry Material Guidelines

As defined under the Las Vegas Show site Work Rules, an exhibitor may "hand carry" material provided they do not use material handling equipment to assist them. When exhibitors choose to "hand carry" material, they may not be permitted access to the loading dock/freight door areas. Please refer to all the Union Rules & Regulations for Las Vegas. If you have any questions, please contact Freeman at 1-888-508-5054.

HD Expo Approved Vendors

Only those companies listed within the service kit are approved by show management to provide exhibitors with products and service for the upcoming show. Show management is aware that many of our exhibitors have been solicited by outside vendors not affiliated and/or endorsed either by Emerald Expositions or HD Expo.

Hotel and Airline Information

Exclusive discounts on hotel rates are available for HD Expo 2020 participants. Make your hotel reservations early since hotel rooms in Las Vegas are expected to sell out quickly during HD Expo 2020. To make reservations contact Travel Planners, the HD Expo 2020 official hotel reservation service provider at 800-221-3531 or [click here](#) to access the hotel and travel page of the HD Expo website.

Installation & Dismantle of Booths

- Las Vegas has strict work rules and union jurisdictions, please refer to the Show Site Work Rules located in the **SHOW RULES & REGULATIONS** Section of this manual.
- All booths must be completely set-up by 5:00 pm on Monday, May 4, 2020.
- All booths must remain completely set until 2:00 pm on Thursday, May 7, 2020.

Overtime charges for labor will apply Monday through Friday from 5:00 pm to 8:00 am and all day on Saturday, Sunday and Holidays. Please refer to the appropriate order form(s) for rates.

Insurance

It is **mandatory** that each exhibiting company carries liability insurance for damage, loss, theft, or accident to their exhibit and/or company personnel. This insurance should be maintained through your company. Coverage provides for your physical booth and any materials shipped – NOT for services ordered or delivered by official service providers. Exhibitors are responsible for payment of all services ordered and delivered by contractors should the event be cancelled for any reason – i.e. ‘acts of God’, blizzards, strikes, terrorism, earthquakes, floods, war, riots, etc. Insurance is available for purchase from Marsh/Total Event Insurance. [Click here](#) to access their form.

Additional insured should be listed as follows: “Hospitality Design 2020, Mandalay Corp., Mandalay Bay Resort & Casino, its parent company, subsidiaries and affiliates are named as additional insured, Freeman and Emerald Expositions” and the certificate must cover the show dates including exhibitor move-in and move-out (**May 1 – May 9, 2020**), along with the exhibiting company’s name and booth number. [Click here](#), log-in using the password provided in your company’s booth confirmation and upload your insurance certificate.

Lead Retrieval Units

Lead Retrieval Units may be rented from Experient using the link or form provided in the *Official Service Provider Order Forms* section of this HD Expo Exhibitor Manual. On-site, Lead Retrieval Units can be picked up from and returned to the Lead Retrieval/ Exhibitor Service Center located main lobby of Hall F of the Mandalay Convention Center.

Marshaling Yard Information

All delivering carriers must check in at the Freeman Marshaling Yard prior to show-site delivery. Carriers will be assigned an unloading number according to driver check-in time. All shipments must be accompanied by a certified lightweight & heavy weight ticket. **NO EXCEPTIONS!** For your convenience, Freeman has available a full-size certified scale at the Marshaling Yard. **The Marshaling Yard is located at 6555 West Serene Ave, Las Vegas, NV 89139.**

All POV (Personally Operated Vehicles) and vehicles utilizing Caddie Service must check in. Privately Owned Vehicles are defined as cars, pick-up trucks, vans and other trucks primarily designed for passenger use, not cargo or freight. Vehicles that do not qualify for this service, or that have material that requires mechanical assistance to unload, will be directed to the Freeman Marshaling Yard. POV Check-In area (see map) for staging, checking in, processing paperwork and determining if vehicles are qualified for Caddie Service.

Move-in (Targeted)

All exhibitors are assigned a target move-in date, which is the date you freight must arrive at the Mandalay Bay Convention Center. Exhibitor personnel are not required to be present on the target move-in date but may begin set-up of their exhibit upon delivery of their freight to their booth. Refer to the color-coded Target Floor Plan to determine your freight move-in date/time. The target freight floor plan is a necessary component of HD. Without a target freight floor plan, it would be impossible to move this show in and open on time because 79% of all exhibitor freight for HD comes directly to show site as opposed to the advance warehouse. Missing your target freight deadline means you will be assessed a 25% penalty (based on your freight charges)!

As an exhibitor, you are responsible for alerting your carrier of this target date and holding them responsible for meeting it.

Saturday	May 2	8:00 am - 5:00 pm	Targeted Exhibitors (Halls C-F)
Sunday	May 3	8:00 am - 5:00 pm	Targeted Exhibitors (Halls C-F)
Monday	May 4	8:00 am - 5:00 pm	Targeted Exhibitors (Halls C-F)

*** All exhibits must be fully installed, and crates removed by Monday, May 4 at 5:00pm.**

Questions regarding the target freight move-in should be addressed to Freeman at 1-888-508-5054.

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Move-Out

Please review both the (TARGETED FLOOR PLAN ONLINE) to get the latest dates and times on (Empty Containers return, Booth Removal deadline, and Driver Check-In schedule).

Freeman will begin returning empty containers as soon as all the aisle carpeting is removed from the exhibit hall. Please adhere to the targeted move out schedule for more information. During this hectic time, there will be perimeter security, however with all the people in and out the exhibit hall, it's important to take the necessary security precautions. Instead of sitting in your booth all night watching your product and waiting for the return of your empties, take advantage of the Special Move-Out Booth Coverage Program. Contact SOA Security for more information. A security guard will arrive at your booth at 2:00PM, at the close of the show, and will remain in your booth until 8:00am Saturday morning. This gives you the opportunity to leave Friday, enjoy your evening, and return Saturday morning to pack up your booth. You will have peace of mind knowing that your booth and its contents are secure during the overnight move-out.

(TARGETED FLOOR PLAN ONLINE)

Thursday May 7 2:00 pm – 10:00 pm

Friday May 8 8:00 am – 10:00 pm

Saturday May 9 8:00 am - 12:00 n

**** (Light Blue – Color Zone):** Carrier Check In (Thursday, May 7 @ 2:30 pm)/ Move Out By (Thursday, May 7 @ 5:30 pm)**** (Yellow – Color Zone):** Carrier Check In (Friday, May 8 @ 10:00 am)/ Move Out By (Friday, May 8 @ 12:00 pm)**** (Orange – Color Zone):** Carrier Check In (Friday, May 8 @ 2:00 pm)/ Move Out By (Friday, May 8 @ 4:00 pm)**** (Green – Color Zone):** Carrier Check In (Friday, May 8 @ 2:00 pm)/ Move Out By (Friday, May 8 @ 4:00 pm)**** (Pink – Color Zone):** Carrier Check In (Friday, May 8 @ 6:00 pm)/ Move Out By (Friday, May 8 @ 10:00 pm)

Saturday May 9 8:00 am – 12:00 n

**** (Purple – Color Zone):** Carrier Check In (Saturday, May 9 @ 9:00 am)/ Move Out By (Saturday, May 9 @ 12:00 n)

Exhibitors and display houses are requested to meet this deadline or Show Management will have any remaining displays dismantled, packed, and shipped at the exhibitor's or display house's expense and risk.

Occupancy

- Exhibit displays must be set by 5:00pm on Monday, May 4. Should any space (for which a signed contract has been received and rental payment made) remain unoccupied after this time, show management reserves the right to rent or otherwise use such space and shall not be obligated to refund the space rental fee.
- Every exhibit must be fully staffed and operational during the entire exhibition.
- Exhibitor's displays must not be dismantled or packed in preparation for removal prior to 2:00pm on Thursday, May 7. The dismantling of displays begins at 2:00pm on Thursday, May 7, 2020.

Paging/Announcements

Show Management will restrict announcements to general show information. We will not make announcements regarding exhibitor drawings, lost persons or articles.

Photography & Filming

- Photography and video recording are NOT permitted in the exhibit hall except by the Official Show Photographer or an *approved* Exhibitor Appointed Photographer. A security hot line will be provided to report violators.
- Exhibitors and/or approved Exhibitor Appointed Contractors may photograph or record their own exhibits during show days ONLY.
- Photography or video recording of any area outside an exhibitor's booth (including but not limited to Registration Areas, General Sessions, and Meeting Rooms) is prohibited.
- If planning to use an *approved* Exhibitor Appointed Photographer, please complete and submit the online Exhibitor Appointed Photographer Approval Form found within this manual.
- Members of the press must first receive permission from the exhibitor to photograph the exhibitor's booth.
- If you need to take picture of booth after hours, please contact the Mandalay Bay - Edlen Electrical at PH: (855) 408-1349. There will be a charge for cutting the lights on.

Personally Operated Vehicles (POV's)

- POV's are vehicles primarily designed for passenger use, such as a car, pickup, small mini-van or SUV.
- POV's are not closed body truck with dual wheels, trucks, utility vans, or trailers pulled by another vehicle. Personal vans filled with exhibit materials will be required to utilize handling services provided by Freeman.
- POV's can be unloaded and/or loaded by hand or apparel rack. Wheeled carts are not permitted.

Property Passes

Exhibitors and Attendees are required to have a completed Property Pass for all merchandise leaving the hall during move-in, show days, and move-out. Property Passes may be picked up at the Freeman Service Desk. Please note that attendees are still required to have a completed Property Pass to remove any goods during move-out. Any merchandise the customer will pick-up or remove from the hall at the close of the show, via the loading dock, must have a completed bill of lading naming the customer as purchaser. Both the Exhibitor AND Customer must have a copy of this bill of lading in order to gain admittance to the exhibit hall dock area to remove items from the hall. The Customer will be required to check-in with their vehicle at the designated check-in area in order to be dispatched to available dock space.

Sales Office

An on-site Sales Office will be in operation during show days. Please make sure to come by at your scheduled time to select your booth and sign up for future Hospitality Design events and sponsorship opportunities.

Security

Show Management provides adequate perimeter security on-site. However, it is the exhibitor's responsibility to ensure the security of their exhibit and products. To order in-booth security services for your exhibit, use the Security Services Order Form found within this manual. **Security is required for any before or after hours' function within your booth.**

Shipping

Freeman has the responsibility of receiving and handling all exhibit materials and empty crates. **No direct shipments (prior to 8:00 am on Saturday, May 2) will be accepted at the Mandalay Bay Convention Center and must correspond with your assigned target freight move-in time. Contact Freeman at 1-888-508-5054 if you have shipping questions. Regardless of which shipping method you use, all freight and bills of lading must be clearly marked with your designated freight move-in date.**

Warehouse Receiving Hours: 8:00am – 3:30pm* Monday – Friday

(* Drivers must check in no later than 3:30pm in order to be off-loaded on arrival date.)

Advance Shipping Address:

Exhibiting Company Name/Booth #
 HD 2020 Expo & Conference
 C/O Freeman
 6675 West Sunset Road (215 & Rainbow)
 Las Vegas, NV 89118

(Must be delivered between April 1, 2020 and April 23, 2020 without surcharges)

Direct/On-site Shipping Address:

Exhibiting Company Name/Booth #
 HD 2020 Expo & Conference
 C/O Freeman
 Mandalay Bay Convention Center
 3970 Las Vegas Blvd South
 Las Vegas, NV 89119

(Cannot be delivered prior to 8:00AM, Saturday, May 2, 2020 and must arrive within your targeted move-in date)

Show Colors

Exhibitors may replace the standard booth drape with a color and material of their own choosing at the exhibitor's expense and must comply with all Fire Marshal fire retardant regulations. Drapes color changes must also have no effect on exhibitors behind or next to their booth. Contact the Freeman Service Center at 1-888-508-5054 for pricing options and to arrange your alternate color drape. The primary aisle carpet will be tuxedo (black with white spots). Booth spaces are NOT carpeted, and exhibitors are responsible for carpeting their entire booth space.

Show Colors

HD EXPO Pavilion	Booth Equipment	Aisle Carpet	Drive (Main) Aisles
All Pavilions	Grey	Tuxedo	Black

Show Directory

[Click here](#), log-in using the password supplied in your company's booth confirmation and complete your Company Profile and Product Category Listing for the Official HD Expo Show Directory. The deadline for submitting your information is Monday, March 23, 2020.

Shuttle Bus Service

Shuttle bus service is not provided during HD Expo.

Smoking Policy

No smoking will be allowed in the Exhibit Hall. Please look for designated areas where smoking is allowed.

Special Lighting in Booth

Exhibitors should adhere to the following guidelines when determining exhibit space lighting:

- 1) No lighting fixtures, lighting trusses, or overhead lighting are allowed outside the boundaries of the exhibit space. Exhibitors intending to use hanging lights systems should submit drawing to show management for approval.
- 2) Lighting, including gobos, should be directed to the inner confines of the exhibit space. Lighting should not project onto other exhibits or exhibition aisles.
- 3) Use of halogen rules vary by facility and need to be verified before publication. To ensure safety, halogen lamps are limited to 75-watts and must be of the sealed variety which prevents direct handling of the bulb.
- 4) Lighting that spins, rotates or pulsates, and other specialized lighting effects should be in good taste and not interfere with neighboring or otherwise detract from general atmosphere of the exhibition.

Storage and Handling

Freeman Decorating Company (official material handling contractor) will handle and provide storage space for crates, boxes, skids, etc., during the exhibition and return property marked materials at the completion of the meeting. Materials not in accordance with these regulations will be discarded. Fire regulations in the Mandalay Bay prohibits storing product, literature, empty packing containers or packing materials behind back drapes or under draped tables. In most cases, however, exhibitors may store a limited supply of literature or product appropriately within the exhibit space area, so long as these items do not impede access to utility services, create a safety problem, or look unsightly.

Trash

Any exhibitors promoting giveaways from their booths, which generate additional trash, are required to order porter service for their booth. Please review the cleaning order form for this type of service. Any wooden crates, exhibit structure and/or large containers left on the show floor (not labeled as empty storage) will be subject to an additional fee for dismantling or disposal.

Union Rules

Please refer to the Show Site Work Rules which are located within this manual.

Utilities: Electrical/Plumbing/Telecommunications/Internet (Mandalay Bay)

Online ordering forms for Mandalay Bay utilities are located in the *Official Service Provider Order Forms* section of the HD Expo Exhibitor Manual.

Website

Please visit www.hdexpo.com for information on Schedule of Events, Networking Events, Exhibitor Registration, Hotel Information, Sponsorship and Promotional Opportunities, Exhibitor Services, Exhibitor Listings and Conference Information.

Wheelchair & Scooter Rental

Desert Medical is Mandalay Bay's official Wheelchair & Scooter Rental vendor. Please call Desert Medical for more information on wheelchairs rentals information. Phone: 866-711-9171.