

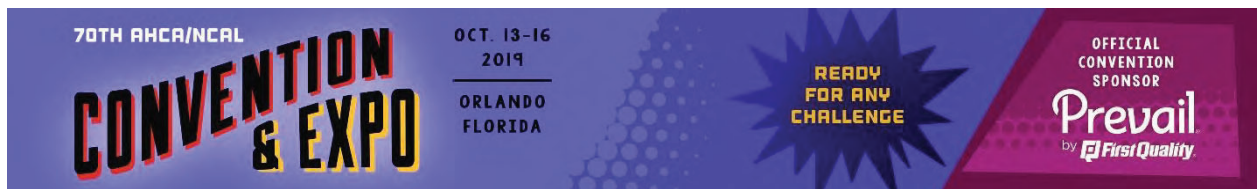
## Exhibitor Action Deadlines

- ❑ Housing: Reserve your hotel rooms early! Visit [www.AHCAconvention.org](http://www.AHCAconvention.org) to reserve online or to download a reservation form to mail with payment.
- ❑ Outstanding booth payments must be paid in full no later than **Friday, May 31, 2019**. Exhibitors with a booth balance after this date are subject to booth release. Payments will not be accepted onsite. Contact Vendor Relations at 202-898-2823 or [exhibitors@ahca.org](mailto:exhibitors@ahca.org) with payment questions.
- ❑ Take advantage of the early bird discount rates on booth furnishings and/or exhibitor services. Please note the advance order deadline included on each form.
- ❑ Exhibitors using an Exhibitor Appointed Contractor (EAC) to install and dismantle displays will be required to complete and return the **Exhibitor Appointed Contractor Notification and Wristband Request** form to the AHCA/NCAL Exhibits office. EACs **must** provide to AHCA/NCAL a **General Liability Insurance Certificate** to gain access to the Expo Hall. Request forms along with details included in the Exhibitor Service Manual.

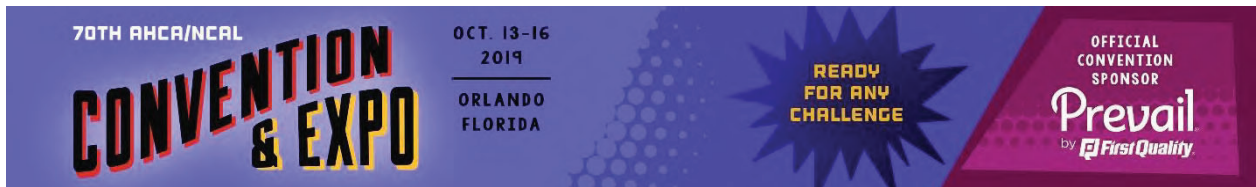


## **Important Exhibitor Action Deadlines- Review Immediately!**

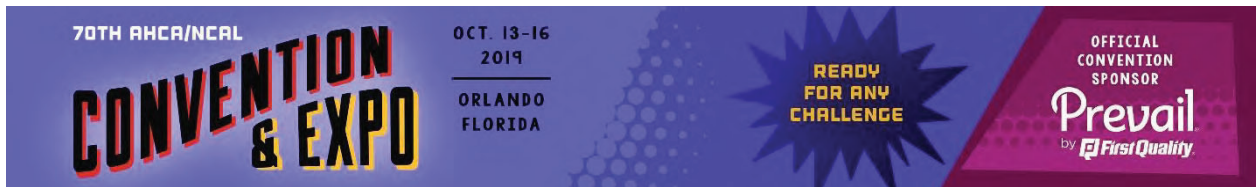
<b>Friday, May 31</b>	Exhibits booths must be paid in full. <i>No refunds after this date</i>
<b>Wednesday, June 26</b>	Hotel Group Rooming Lists with complete names and payment are due via e-mail <a href="mailto:AHCAHousing@cmrus.com">AHCAHousing@cmrus.com</a> (10 or more rooms). For more details, visit <a href="#">this page</a> .
<b>Thursday, August 29</b>	Deadline to update company profile for use in the official <i>Convention Program</i> and the <i>Convention Mobile App</i>
<b>Wednesday, September 4</b>	Advertiser Artwork deadline for the official <i>Convention Program</i>
<b>Friday, September 6</b>	Deadline to submit description of booth Prize/Giveaways to be included in <i>Convention Program</i>
<b>Friday, September 13</b>	Deadline to cancel hotel reservations without penalty
<b>Thursday, September 12</b>	Advance Receiving at Freeman Warehouse (General Service Contractor) begins at 8:00am EST
<b>Monday, September 16</b>	AHCA sends Pre-registered Attendee List via e-mail to exhibitors
<b>Monday, September 23</b>	Discount price deadline for ordering Freeman services
<b>Thursday, September 26</b>	Deadline to make hotel reservation (based on availability)
<b>Friday, September 27</b>	On-line Advance Exhibitor Registration closes
<b>Monday, September 30</b>	Hotel reservation changes/cancellations made directly with hotel
<b>Friday, October 4</b>	Last day to receive advanced shipping to Freeman Warehouse without penalty (must be received by 3:30pm EST)
<b>Saturday, October 12 &amp; Sunday, October 13</b>	Only dates direct exhibitor shipments (freight) accepted at show site



<b>Exposition Location</b>	<b>Orange County Convention Center</b> <b>Level 2, West Halls D2-E</b> 9800 International Dr. Orlando, FL 32819	
<b>Move-In Dates/Times</b>	Saturday, October 12      8:00 a.m. – 5:00 p.m. Sunday, October 13      8:00 a.m. – 5:00 p.m. Monday, October 14      8:00 a.m. – 10:00 a.m.	
<b>Exhibit Hours</b>	Monday, October 14      11:30 a.m. – 3:00 p.m. (Lunch Served) Tuesday, October 15      10:30 a.m. – 1:30 p.m. (Lunch Served)	
<b>Move-Out Dates/Times</b>	Tuesday, October 15      1:30 p.m. – 9:00 p.m. Wednesday, October      8:00 a.m. – 10:00 a.m. <b>(Exhibit materials must be completely removed by 10:00 a.m.)</b>	
<b>Exhibit Hall Colors</b>	Back drape 8' high: <b>Gold/Red/Gold</b> Side divider drape 3' high: <b>Red</b> <u>Aisle Carpet: <b>Blue</b></u> <u>VIP Area Carpet: <b>Black</b></u>	
<b>Booth Purchase</b>	The following is included with your booth purchase: <ul style="list-style-type: none"> <li>• 8' high back drape with 3' high side drape</li> <li>• Carpeted <u>aisles</u> with daily <u>aisle</u> cleaning</li> <li>• 7" x 44" Booth identification sign</li> <li>• General exhibit hall security service</li> <li>• Pre and Post-Convention attendee mailing list</li> <li>• Three (3) complimentary exhibitor badges per 10'x 10'booth</li> <li>• Attendance to Education Sessions, Welcome Reception, and Hospitality Hops</li> <li>• Complimentary brunch on both expo dates</li> <li>• Company listing in the AHCA/NCAL Annual Convention &amp; Expo Program and Mobile App</li> <li>• Pre and Post convention promotion on the virtual expo hall floor plan</li> </ul>	
<b>Booth Staffing</b>	Exhibit booths must be staffed during open show hours. Exhibitors are allowed access to the exhibit hall one hour before show opening and one hour after show closing each day. Show management must authorize any exceptions. Trading of badges with other exhibitors or attendees is strictly prohibited. Additional badges may be purchased onsite for a nominal fee.	

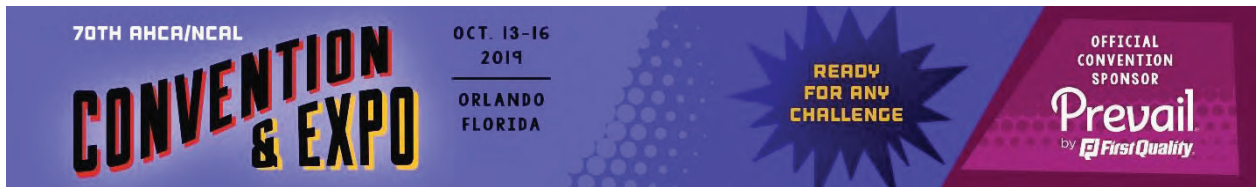


<b>Food Functions</b>	<i>Brunch</i> will be served <b>exclusively</b> to <b>Exhibitors</b> at <b>10:30 a.m.</b> on <b>Monday, October 14</b> and <b>10:00 a.m.</b> on <b>Tuesday, October 15</b> . On both days, the meals will be served in the rear of the exhibit hall. Attendees will be served lunch at Expo opening, each day.
<b>Registration &amp; Housing</b>	<p>All exhibit personnel must be registered and wear their badge at all times for admittance into the exhibit area. Badges must be picked up before entering the exhibit hall for display setup. To register booth personnel, go to the <a href="#">Exhibitor Registration</a> page and enter your user ID and password as noted in the confirmation letter received from CMR, the official AHCA/NCAL event housing and registration management company. Enter each name as you want them to appear on the badge.</p> <ul style="list-style-type: none"> <li>• <b>Advance exhibitor personnel registration online deadline: Friday, September 27, 2019.</b> After this date, exhibitor registration is only available onsite at the <i>Exhibitor Registration Desk</i> in the <b>Exhibit Halls West D2-E Foyer</b>, Registration area, Level 2 of the Orange County Convention Center.</li> <li>• <b>Housing deadline: Thursday, September 26, 2019</b> (based on availability)</li> </ul>
<b>Exhibitor CEUs</b>	Please refer to the <a href="#">Exhibitor Registration</a> site online for more information on how to receive Continuing Education Units (CEUs).
<b>Service Contractor</b>	The Exhibitor Service Manual in the <b>FREEMAN Services</b> section includes instructions for ordering furniture, carpeting, installation/dismantle, and freight handling services for your booth.
<b>Booth Carpet (or floor covering)</b>	Exhibitors are <b>REQUIRED</b> to carpet or provide a floor covering for at least 9' x 10' area of their booth ( <b>including additional space due to the presence of columns in island booths</b> ). Please refer to the <b>FREEMAN Services</b> section to order carpeting for your booth if needed.
<b>Electrical, Water, Air</b>	<b>Orange County Convention Center</b> is the exclusive service provider for all Expo utility needs. Please refer to the order form in the <b>Facility/Other Contractors</b> section of the manual for order information.
<b>Plant &amp; Floral</b>	<b>Floral Expositions, Inc.</b> Refer to their order form in the <b>Facility/Other Contractors</b> section for ordering information.



<b>Audio Visual</b>	<b>Freeman Audio Visual</b> is available to service your audiovisual needs. Please see their order form in the <b>Facility/Other Contractors</b> section for prices and equipment offerings.
<b>Internet/Telecom</b>	<b>SmartCity</b> is the official service provider for all your telecommunication needs in the Orange County Convention Center. This form can be found in the <b>Facility/Other Contractors</b> section.
<b>Lead Retrieval Services</b>	<b>Convention Management Resources (CMR)</b> will provide automated lead retrieval services to optimize your tradeshow marketing needs. Be sure to review this important information under the <b>Facility/Other Contractors</b> section.
<b>Lighting and Rigging</b>	<b>Orange County Convention Center</b> is the official service provider for all lighting and sign rigging. This form can be found in the <b>Facility/Other Contractors</b> section.
<b>EACs</b>	<p><b>Exhibitor Appointed Contractors (EACs).</b> Exhibitors may contract any display company they wish to install and dismantle their display, provided it is an accredited union shop and the employees follow local work rules. If you plan to use a firm that is not an AHCA/NCAL designated “official contractor”, please complete and return the <b>“Exhibitor Appointed Contractor Request”</b> form, located in the <b>AHCA/NCAL General Information section</b> of the exhibitor service kit. Please also review the <b>“Labor Jurisdictions”</b> document regarding union jurisdictions at the <b>Orange County Convention Center</b>, found in the <i>Freeman General Information</i> section.</p> <p>Any EACs <b>must</b> return the appropriate credentials application and general liability insurance certificate to AHCA/NCAL by <b>Friday, September 27, 2019</b>. <b>Under no circumstances will an EAC be permitted to service your exhibit without a General Liability Insurance Certificate.</b> Note that use of the exhibiting company’s full-time employees to set up and dismantle the booth (in observation of all local work rules) is not considered use of an EAC.</p>
<b>Insurance</b>	Exhibiting firms are responsible for their own equipment, property, and personnel. They are expected to protect against all perils and carry appropriate insurance. Exhibitor Liability Insurance can be purchased through <b>Rainprotection</b> , an authorized insurance supplier for the 2019 AHCA/NCAL Expo. This form can be found in the <b>Facility/Other Contractors</b> section.
<b>Cleaning</b>	FREEMAN will maintain all aisles clean throughout the show. If you wish to have your <b>booth</b> cleaned during the show, you may order cleaning services from <b>FREEMAN</b> . Please refer to the <b>FREEMAN Services section</b> .





## Advance Shipping

As the exclusive AHCA/NCAL Exposition drayage contractor, FREEMAN will receive advance shipments of crated, boxed or skidded materials beginning **Thursday, September 12, 2019.** **Warehouse receiving hours are Monday - Friday, 8:00 am to 3:30 pm. To avoid after deadline charges, materials must arrive *by Friday, October 4, 2019 at 3:30 pm EST.*** Shipments must be sent with freight charges prepaid. Collect shipments will not be accepted. Address all shipping documents/bills of lading as follows for shipments to the warehouse:

**Advance Warehouse shipping address: (Sep. 12 – Oct. 4, 2019)**

**Exhibiting Company Name & Booth # \_\_\_\_\_**  
**AHCA/NCAL 70th Annual Convention & Expo**  
**C/O Freeman**  
 10088 GENERAL DR  
 ORLANDO, FL 32824

## Direct Shipments

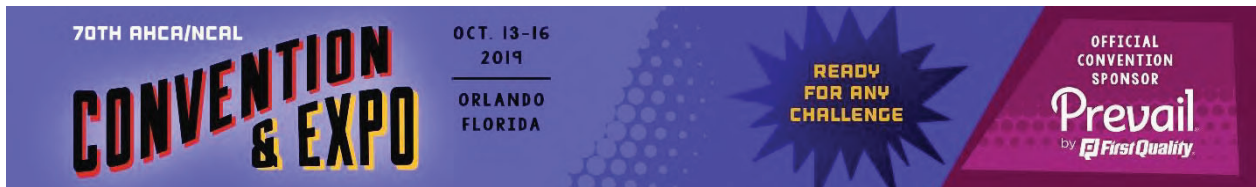
Shipments must be scheduled for delivery direct to show site beginning on **Saturday, October 12, 2019 at 8:00am.** Shipments can arrive for unloading and delivery to the booth only during the scheduled AHCA/NCAL exhibitor move-in period. Shipments must be sent with freight charges prepaid. Collect shipments will not be accepted.

*This show will be marshaled – Please refer to the marshalling yard map in the **FREEMAN Shipping & Material Handling** section of this service manual.*

Label each piece and address documents/bills of lading as follows for shipments direct to show site:

**Show site direct shipping address:** (Arrival on **Saturday, October 12, 2019** or **Sunday, October 13, 2019**)

**Exhibiting Company Name & Booth # \_\_\_\_\_**  
**AHCA/NCAL 70th Annual Convention & Expo**  
**C/O Freeman**  
 ORANGE COUNTY CONVENTION CENTER  
 9800 INTERNATIONAL DR  
 ORLANDO, FL 32819-8111

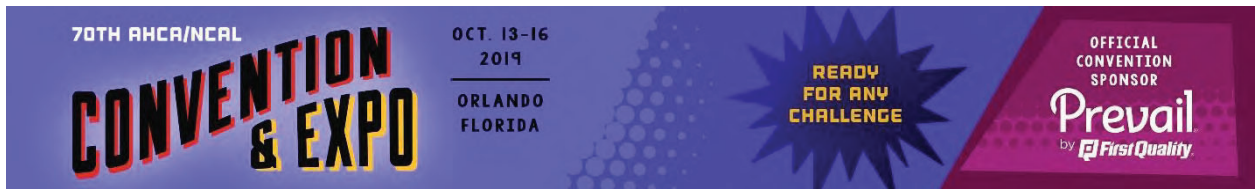


- Crate Removal, Storage & Return** Empty containers may not be stored with or behind booth areas during the show. When properly identified, (“empty” stickers are available at the Freeman Exhibitor Service Desk) empty crates and boxes will be removed, stored, and returned to exhibitors at the close of the show. Packing containers not properly marked by the exhibitor could be misplaced or destroyed.
- Air Freight Shipping** To arrange for air freight shipping to and from convention, please contact AHCA/NCAL’s preferred convention air freight service, Freeman. This form can be found in the ***FREEMAN Shipping and Material Handling*** section.
- Demonstrations** Exhibitors are required to have AHCA/NCAL Show Management approval when scheduling demonstrations or performances within their booth area. Show Management reserves the right to restrict exhibitors when noise levels or unsuitable presentations are disturbing attendees or adjacent exhibitors.
- Labor Rates** Please note that overtime/double time rates apply before 8:00AM and after 4:30PM during weekdays and all day on weekend days.
- Union Labor** Read the enclosed “**Labor Jurisdictions**” document regarding Union Rules and Regulations at the **Orange County Convention Center** in the *Freeman General Information* section.
- General Terms & Regulations** Please review the enclosed AHCA/NCAL exhibit rules and regulations as well as the Freeman Terms & Conditions. It is important that all booth personnel understand these terms and conditions, as well as the general information listed.

For further information or assistance contact:

Exhibits Management  
 AHCA/NCAL  
 1201 L Street NW  
 Washington, DC 20005  
 Phone: 202/842-4444 x- 3166 Fax: 202/898-6302  
 E-mail: [exhibitors@ahca.org](mailto:exhibitors@ahca.org)

## Exhibitor Appointed Contractor (EAC) Notification and Wristband Request



Return this form to AHCA by **Friday, September 27, 2019**

### EAC Notification

Exhibiting Company: \_\_\_\_\_ Booth#: \_\_\_\_\_

Exhibitor Client Contact On-Site: \_\_\_\_\_

**EAC Name:** \_\_\_\_\_

On-Site Supervisor: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ E-mail: \_\_\_\_\_

On-Site Supervisor: \_\_\_\_\_

On-site Supervisor Mobile Telephone: \_\_\_\_\_

Type of Service to be supplied: \_\_\_\_\_

**\*If also servicing other Exhibitors, please list their name and booth number below:**

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### EAC Personnel Wristband Request

Admittance to the show floor will be by ID wristband only. There is no charge for wristbands distributed to representatives of an exhibitor appointed contractor (EAC) who are servicing an exhibitor at this event. Wristbands will not be mailed in advance but must be picked up on-site at the **Exhibitor Registration Desk**. Wristbands are non-transferable. Personnel and corporate identification will be required at the Exhibitor Registration Desk to pick up wristbands.

**NAME(S)**

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**NOTE:** Please inform your Exhibitor Appointed Contractor that they must supply AHCA with the following materials by **Friday, September 27, 2019**

- ❖ A **General Liability Insurance Certificate** indicating their coverage for this exposition or they will not be permitted to service your exhibit.
- ❖ The Exhibitor Appointed Contractor Badge Application so that proper identification can be prepared in advance for admittance to the show floor.
- ❖ All Exhibitor Appointed Contractors must read the requirements for Independent Service Contractors and Display Houses form included in this Service Manual.

***Return this and the forms mentioned above to:***

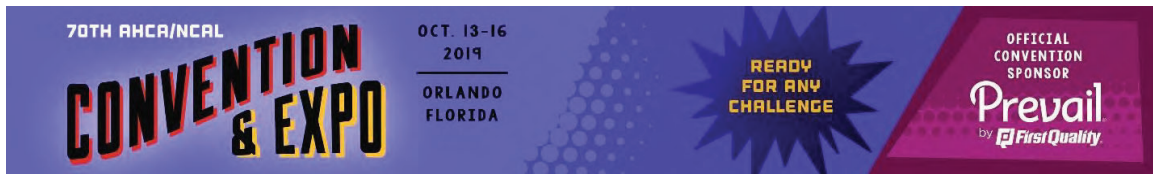
Manager, Conference & Exhibits  
AHCA/NCAL  
Re: Exhibitor Appointed Contractor Notification  
1201 L Street NW  
Washington, DC 20005

OR [exhibitors@ahca.org](mailto:exhibitors@ahca.org)

OR Fax: (202) 898-6302

OR deliver ONSITE to Exhibitor Registration Desk

***Please retain a copy of this form for your records.***



## **Exhibitor Badge Registration Reminders**

Exhibitors receive three (3) complimentary standard badges per 10" x 10" booth space purchase. Additional standard badges for exhibit personnel may be purchased for \$135.00 per badge. Exhibitors who want to receive CEU credits may purchase an Exhibitor CEU Badge upgrade for an additional \$100.00. Tickets for the Gala Dinner and Show may also be purchased at an "Early Bird" rate of \$145.00 (*before July 26, 2019*) and an Advance/On-site rate of \$160.00 per ticket (*after July 26, 2019*). To register your exhibit booth personnel and make any of the additional purchases listed above, please visit [Exhibitor Registration](#) with your user ID and password (received from CMR in your AHCA/NCAL Registration Welcome Letter).

- Organization names on badges will be issued to match the name under which the organization applied for space on the exhibit booth application.
- Badge may not be supplemented with business cards or company logos.
- Exhibitor badges must always be worn in the exhibit hall and while attending official Convention & Expo sessions.

Advance Exhibitor Registration on-line must be completed by

**Friday, September 27, 2019**

***(all registrations received after this date will be processed onsite)***

On-site individual or group Exhibitor staff badge pick-up will start on Sunday, October 13, 2019 at 6:45am. Please look for the **Exhibitor Registration Desk** in West D2 & E Foyer of the Orange County Convention Center.

If you have not received your Online Exhibitor Badge Registration information or have any questions or concerns about the online registration process, please visit:

**AHCA/NCAL [Registration & Hotel Support Center](#) or call 866-227-1876 (US & Canada) or 415-268-2098 (Local & International), Monday through Friday 9:00 a.m. – 9:00 p.m. EST.**

70TH AHCA/NCAL

# CONVENTION & EXPO

ORLANDO  
FLORIDA

OCT. 13-16  
2019

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[www.ahcaconvention.org](http://www.ahcaconvention.org)

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AMERICAN HEALTH CARE ASSOCIATION  
**NCAL**  
NATIONAL CENTER FOR ASSISTED LIVING

AHCA/NCAL

# EXPOSITION RULES & REGULATIONS

OCTOBER 14-15, 2019

ORANGE COUNTY CONVENTION CENTER

ORLANDO, FL

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## CONTRACT AND PAYMENT FOR SPACE

Exhibit space is defined as the actual area rented by the exhibitor and approved by American Health Care Association/ National Center for Assisted Living (AHCA/NCAL) Show Management with adherence to all restrictions as set out in the Exposition Rules & Regulations, Exhibit Space Application & Contract, Display Construction and Limitations, Exhibitor Service Manual and in other notices and correspondence from AHCA/NCAL. The Exhibit Space Application & Contract, formal written confirmation of space assignment by Show Management, the required deposit amount as specified in the contract and the full payment of rental charges shall constitute a contract for the right to use the space. In addition, all exhibitor accounts must be in good financial standing with AHCA/NCAL to occupy rental space.

### Space Assignment

Exhibit space will be assigned based on the date the Exhibit Space Application & Contract is received at the AHCA/NCAL Show Management office, the number of booths requested, the proximity of space to competitors and special exhibit requirements with preference given as outlined in the Exhibitor Prospectus. When possible, Show Management will accommodate the exhibitor's booth choices in order of preference. Notwithstanding the above, Show Management reserves the right to make and/or change location assignments at any time as it may in its sole discretion deem necessary.

### Payment Terms

A 50% deposit of the total contracted amount is required with submission of the Exhibit Space Application & Contract or space is not guaranteed. Applications submitted without deposit will not be assigned space until the appropriate deposit is received. Payment of the balance of the booth rental cost will be invoiced and is due upon receipt of invoice. Failure to remit full payment by **Friday, May 31, 2019** shall result in forfeiture of the Exhibit Space Application & Contract. In such an instance, Show Management reserves the right to cancel the exhibit booth space in accordance with the cancellation policy outlined below and the booth space will be re-assigned. Full payment is required with any Exhibit Space Application & Contract submitted after **Friday, May 31, 2019**.

### Cancellation policy:

An administrative cancellation charge of \$100 will be assessed against the initial exhibit space deposit for space canceled on or before **Friday, May 31, 2019**. No refunds shall be issued after **Friday, May 31, 2019**.

In the event of either type of cancellation, Show Management shall have the right to use said space to suit its own convenience including selling the space to another exhibitor, without any rebate or allowance to the canceled exhibitor. Show Management assumes no responsibility for having the name of the canceled exhibitor or description of the exhibitor's products in the show program book, brochures, news releases or other materials. In case the exposition is not held, for any reason whatsoever, the rental and lease of space to the exhibitors shall be terminated, in which case the limit of claim for damage and/or compensation by the exhibitor shall be the pro rata amount paid. Show Management will not be liable for any other damages, losses or amounts. In the event the exposition is canceled due to an event/reason beyond the control of AHCA/NCAL, space rental fees or deposits will be returned to Exhibitors on a priority basis after all related show expenses incurred by AHCA/NCAL through the date of cancellation have been met.

### Forfeiture

If an exhibitor does not follow the rules and regulations set by Show Management, the exhibitor shall forfeit the amount paid for space rental, regardless of whether the exhibit space is subsequently leased or not.

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## FLOOR PLAN

All dimensions and locations shown on the official floor plan are believed, but not guaranteed, to be accurate. Show Management reserves the right to make such modifications as may be necessary to meet the needs of the exhibitors and the exhibit program.

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## EXHIBITOR CONDUCT

Show Management reserves the right to reject any application, which, in its judgment, does not serve the interests of AHCA/NCAL or will be operated in a way that will detract from other exhibits, the exposition, or the convention as a whole. Acceptability includes persons, things, conduct, printed matter in any medium, or anything of a character which Show Management determines is objectionable to the exhibition.

Show Management reserves the right to require the immediate withdrawal of any exhibit which is believed to be injurious to the purpose of the AHCA/NCAL. In the event of such restriction or eviction, the exhibitor may be evicted on the spot, forfeiting all moneys paid and its good standing with the association. Show Management is not liable for any damages alleged or claimed because of any action taken by Show Management hereunder.

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## USE OF DISPLAY SPACE

No exhibits will be permitted that interfere with the use of other exhibits, impede access to them, or impede free use of the aisles. **Booth activities that cause people to congregate in the aisles are prohibited.** Monitors for videotapes, films or live demonstrations may be utilized if they are placed in the back of the booth to alleviate congestion in the aisles. Apart from the specific display space for which an exhibitor has contracted with AHCA/NCAL, no part of the exhibit hall and its grounds may be used by any organization other than Show Management for display purposes of any kind or nature, unless otherwise approved by Show Management.

**Due to security and sales tax implications, no firm or organization is permitted to engage in direct sales (cash, check, or credit card) activity**

**within the exhibit area.** Exhibitors are responsible for draping any exposed, unfinished sides of the back of their booth to present an overall attractive exhibit. If this is not done, the decorator will be instructed by Show Management to drape the exposed area at the exhibitor's expense. **Exhibitors are required to provide padding and carpeting (or comparable flooring) for their entire booth area at their own expense.** This includes padding and carpeting for any additional space added to the booth area due to the presence of a column or columns.

The Exhibitor agrees that all exhibit space will be kept neat and orderly at all times, and will be operated in a professional manner and in accordance with Show Management policies and all convention center rules and regulations related to the use of the facility and the exhibit hall space. Exhibitor must keep the exhibit booth open and staffed at all times during show hours. **The serving or distribution of alcoholic beverages is not allowed without Show Management approval. The use of handbills, flyers, posters, banners, stickers, etc. by exhibitors in any part of the exhibit hall is forbidden. Exhibiting companies who desire to engage in prize drawings or giveaways valued in excess of \$2,000 must receive permission from Show Management and submit their intention in writing no later than Friday, August 30, 2019.** The use of live models, performers and other similar persons, and those other than regular full-time staff members of the exhibiting firm or organization, within the exhibit area for demonstrations, performances, etc., shall be subject to the approval of Show Management. Each of the aforementioned persons is required to wear an identification badge while in the Exhibit Hall. Any additional cost associated with the acquisition of such badges is solely the responsibility of the Exhibitor.

### Use of Expo Video and Photography by AHCA/NCAL

By registering for and/or attending the event, exhibitors and all related personnel acknowledge and agree that photographs, video, and other recordings of the event may be taken by AHCA/NCAL or parties acting on behalf of AHCA/NCAL, and that these photographs, video, and other recordings may be used by AHCA/NCAL in any media now known or later invented for any purpose related to AHCA/NCAL's mission, including educational, promotional, and awareness-related uses. Exhibitors and all related personnel give to AHCA/NCAL unlimited permission to use their name, likeness, image, statements, and other information given to AHCA/NCAL, whether through registration, at the event, or otherwise, that may be necessary for AHCA/NCAL to make use of its rights in the photographs, video, and other recordings.

### Failure to Occupy Space

In the event an exhibiting company has not arrived three (3) hours prior to the hall opening on the first day of the expo, Show Management reserves the right to re-assign that space as it sees fit with no obligation of a refund. If exhibit material has been delivered to the booth but has not been assembled, Show Management reserves the right to remove the material and place it in storage at the exhibitor's expense. If the exhibitor arrives after the material has been stored and would like the material brought back to the show floor, a drayage fee will be charged by the General Service Contractor. Failure to occupy exhibit space does not relieve the Exhibitor from their obligation to pay full booth rental fees.

### Circularization & Solicitation

All promotional activity, demonstration, and distribution of promotional materials must be confined to the limits of the exhibitor's display space. Firms or organizations not assigned exhibit space will not be permitted to engage in any activities within the exhibit area.

### Subletting of Space

The exhibitor agrees not to assign, sublet or apportion space or any part thereof allotted to the exhibitor, and not to exhibit, advertise, or offer for sale goods other than manufactured or sold by the exhibitor in the regular course of business, except as permitted by Show Management.

## Height and Other Structure Restrictions

- **In-line, Canopy and Perimeter Wall booths:** Maximum height for any structure or décor item placed within the booth area: eight feet (8'). Any booth structure that is eight feet (8') tall cannot be positioned more than three feet (3') forward from the back wall of the booth. Any structure or décor item beyond three feet (3') from the back wall of the booth cannot exceed four feet (4'), the height of the dividing side rails, to avoid sight-line violations.
- **Peninsula/End-Cap:** Not available on Expo floor unless authorized by Show Management.
- **Island booths:** Maximum height for any structure that is part of the booth: 28' in West Hall E and 38' in West Hall D (including hanging banners) due to fire and safety regulations at the Orange County Convention Center. Any structure designed with a second level intended to be occupied shall submit plans stamped by a licensed structural engineer to Show Management prior to move in. These booths shall be reviewed and approved by the designated Fire Marshall and, if applicable, the Building Safety Department prior to setup in the facility.
- **Covered, Enclosed, and Multi-Level Booths:** All covered booths (e.g. roof, ceiling, tenting, lattice, fabric, plastic) less than 300 sq. ft., must use non-combustible or flame retardant material for such a cover. a single-station or battery operated smoke detector must be installed in the interior of the exhibit structure, and at least one (1) 2A 10-BC portable, dry chemical fire extinguisher is required inside the structure. All booths over 299 sq. ft. that are completely enclosed must have a smoke detector within the enclosed area that can be heard outside the enclosed area. Multiple story booths measuring 299 sq. ft. or less must have a smoke detector on the ceiling of the first level, require an extinguishing system, and require a minimum of one set of stairs. If any enclosed or multiple story booth is over 299 sq. ft., an extinguishing system and a minimum of two (2) sets of stairs are required. The travel distance within any booth or exhibit enclosure to an exit access aisle may not be greater than 50 feet. Multi-Level Booth plans must be submitted to the Fire Marshal's office for approval. The plans must specify maximum number of occupants, include the rise and tread of the stairs, guardrail measurements, and have a structural engineer's stamp certifying that the platform can bear the maximum occupant load. Multi-Level Booths must contain at least two 5-pound fire extinguishers, ABC type (e.g. 3A40 B.C.), with at least one fire extinguisher per floor. Fire watch personnel may be required for these types of booths on all show days, at the exhibitor's expense, if so determined by the county Fire Marshal's Office.
- **Vehicles:** The outer perimeter of the Expo Hall or a designated vehicle display area, if available, shall be the booth location for vehicles displayed in an in-line booth. Vehicles displayed in an island booth, 20'x 20' or larger, are an exception to this rule.

## Noise Restrictions

Show Management reserves the right to restrict exhibits to a minimum noise level and to suitable methods of operations and display materials so as not to disturb adjacent exhibitors and their patrons.

## Exhibitor Personnel

Prior to the exposition opening, each exhibiting firm or organization shall supply Show Management with the name and title of the individual who shall be responsible for the installation, staffing, and removal of said exhibit. Said individual must be authorized to enter into service contracts when necessary, for which the exhibitor shall be responsible.



## Exhibitor Badge Cancellation Policy

Exhibitor Badge cancellations received on or before **Friday, August 30, 2019** will be refunded minus a \$55.00 administrative fee, if applicable. All changes or cancellations must be made in writing either via fax or e-mail. Refunds will not be given for Exhibitor Badge cancellations received on or after **Saturday, August 31, 2019**.

## Badges and Admission to Exhibit Hall

Badge wearing exhibitors may enter the exhibit hall one hour before show opening and remain in the hall one hour after show closing each day. If further access is required, special permission must be secured from Show Management. Trading of badges with other exhibitors or attendees is strictly prohibited. Each exhibitor must wear the official exhibitor badge at all times while at show site. No distributors or suppliers of an exhibiting company will be allowed into the Exhibit Hall unless an active exhibitor agrees to register them. In this case, badges will note only the name of that exhibiting company. Minors are allowed in the Expo Hall during show hours, but not allowed during show floor installation and dismantle.

## Hotel Suites and Conflicting Meetings & Activities

The use of hotel suites and other guest rooms for the purpose of entertaining convention attendees during the convention is subject to Show Management's approval. Activities and meetings held during General Sessions and Educational sessions will not be approved. No assignment of suites in hotels selected for use by convention attendees will be made for organizations or firms not currently holding exhibit space that has been paid for in full.

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## FREIGHT, EXHIBIT INSTALLATION AND DISMANTLING

*Exhibits or displays, equipment, stock or supplies will not be allowed to enter or leave by way of the front entrances of the Orange County Convention Center (OCCC).*

### Freight

Material Handling/Freight Deliveries including but not limited to, small pack- age, overnight, LTL & van line carriers will not be accepted by the Orange County Convention Center Exhibit Hall representatives immediately prior to the tradeshow event, during the event and immediately after the event. Shipments during the event contract dates should be addressed to the attention of the event's official General Service Contractor (GSC) per the guidelines established in the Exhibitor Service Manual. A Marshalling Yard managed by the GSC will be located near the Orange County Convention Center. All delivering carriers must check in at the Marshalling Yard prior to delivering to the facility.

### Loading Dock Access

Only trucks which are loading or unloading will be permitted in the loading dock area once they are authorized at the GSC Marshalling Yard. Privately owned vehicles (POVs) are not permitted in the dock areas. All show deliveries are to be made via the loading docks. Exhibitors are to refrain from using our parking lot and adjacent areas to load or un-load their materials. POV procedures and rate information, if applicable, will be included in the Exhibitor Service Manual.

### Exhibit Installation

Installation of exhibits must be completed three (3) hours prior to the opening of the exhibit hall for inspection by Show Management and the Fire Marshal. Noisy or unsightly work in any exhibitor's booth area after the published deadlines for move-in/install is prohibited. Exhibit materials

received after the opening of the exposition must be delivered at times other than open exposition hours and must be arranged in advance with Show Management.

## Removal of Materials

Once the exhibit area has opened, exhibit materials (other than exhibit samples) may not be removed from the exhibit area until the official exposition move-out/dismantle has begun, unless otherwise approved by Show Management. Failure to observe this rule may jeopardize the exhibitor's space assignment or right to exhibit at future AHCA/NCAL expositions. All exhibit materials must be completely removed from the exhibit area by the established time as designated in the exhibitor service kit. It is the responsibility of the exhibitor to have materials packed, identified and cleared for shipment, or to make arrangements for such. Show Management reserves the right, with no liability whatsoever for damage, spoilage or loss, to dismantle, dispose of, store and clear from the premises any display materials, goods, property or merchandise of any exhibitor who has failed to comply with the above requirements, or to order such work to be done, at the sole expense of the exhibitor.

## Storage of Materials

Exhibitors will not be permitted to store packing crates and boxes in their booth during the show period. If properly marked, such containers will be stored by the drayage service contractor and returned to the booth area for move-out at the close of the show. It is the exhibitor's responsibility to properly mark and identify empty crates and containers. Crates and containers not properly marked may be destroyed and Show Management will have no responsibility for or any liability for such destruction.

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## EXCLUSIVE SERVICES

Business Center (FedEx Office- show floor shipments 150 lbs. or less), Food & Beverage/ Catering & Concessions, Telecommunications/Network (including voice, data, telephone, fax, broadband and wireless internet), Event Utilities (i.e. Compressed Air, Electric, Natural Gas, Plumbing, Water), and Rigging are exclusive services from the Orange County Convention Center and its service partners. Show Management shall not be responsible for the quality, late installation or interruption of any of these services.

## Exhibit Services and Exhibitor Appointed Contractors

As a convenience to Exhibitors, AHCA/NCAL will have an official GSC (Freeman) to provide labor and equipment at prevailing rates and terms. AHCA/NCAL assumes no liability related to the performance or nonperformance by firms contracted. Contractors may not solicit business in the exhibit hall at any time. All participating exhibitors and contractors must abide by union jurisdictions in force at the time of the exposition. Arrangements for labor should be made with the official show GSC in advance whenever possible. **Official GSC** labor forms will be included in the Exhibitor Service Manual.

Exhibitors requiring the services of independent contractors (Exhibitor Appointed Contractors- EACs) must have prior approval of Show Management and no exceptions will be made that will interfere with the orderly function or security of the exposition, or with the obligations and commitments of AHCA/NCAL. The exhibiting company is solely responsible for the actions of their appointed non-official contractors (EACs) and all Rules and Regulations herein apply to them. All agents or representatives who are performing services, other than the Exhibitor's own employees, must provide Show Management with a Certificate of Insurance. The Certificate of Insurance must include comprehensive general liability, business automobile liability and property damage for at least \$1,000,000 and workmen's compensation insurance with the local law.

Show Management reserves the right to remove any contractor or their employees who do not comply with the Exposition Rules and Regulations. Any

objectionable practices by exhibitors or suppliers should be reported to Show Management immediately.

## Food & Beverage Sampling

**The Orange County Convention Center's Centerplate is the exclusive food & beverage services provider for the Expo and must approve all exhibitor sampling requests through a Food Waiver.**

### Exhibitor Samples & Food Promotion Requests

1. Centerplate must approve all samples. Sizes:
  - a. Beverages are limited to four (4) ounces for all beverages
  - b. Food samples are limited to three (3) ounces
2. The serving of generic products (i.e. frozen yogurt, ice cream, popcorn, cookies, coffee, bottled water, etc.) by exhibitors to draw traffic to their booth is permitted only when the product being served is purchased from Centerplate, Orange County Convention Center's exclusive caterer.
3. If exhibitors want to attract attendees to their respective booth by giving away fresh popcorn, the machine and the popcorn product must be obtained from our exclusive caterer. Exhibitors are permitted to use their own serving vessels (buckets, tubs, bags) to serve the popcorn. For example, an exhibitor can provide serving vessels with their logo on them.
4. All claims by an exhibitor that the generic product they wish to provide is not offered by our caterer must be verified with the catering sales staff. If it is determined that a product is not available through the caterer, Centerplate will decide whether or not to allow the exhibitor to serve the product.

Distribution of individual pieces of hard candy or chocolate mints from any source is allowed.

Service of any alcoholic beverage must be arranged through our exclusive caterer Centerplate.

Arrangements for the receiving and storing of products approved for sampling must be coordinated through our exclusive caterer.

Requests to serve food and / or beverage samples outside of these parameters must be submitted in writing to the Orange County Convention Center and the Events Services Manager. The written request must come from the customer (licensee), and must contain the name of the exhibitor(s) or sponsor(s), and the product(s) to be served (e.g. bottled water, candy, cookies, popcorn, yogurt, soda, coffee, etc.). Centerplate will notify the exhibitor in writing whether the request is or is not approved.

5. All such requests will be handled on a case-by-case basis. Occasionally, approval may be granted to the exhibitor for a corkage or service fee.

### Alcoholic Beverages

- Alcoholic beverages may be served within the facilities during certain events (e.g. dances, banquets, receptions). The Orange County Convention Center's Centerplate is the exclusive provider of food and beverage catering and concessions, including alcohol.
- BYOB (Bring Your Own Bottle) functions are not permitted in the facilities.
  - a) Any concerns regarding alcohol outside of these parameters need to be addressed directly with Show Management and Orange County Convention Center. Any alcoholic beverage sampling must be authorized by Show Management and Orange County Convention Center.

- b) Portion sizes must be of such size as to permit tasting - not to exceed a 4-ounce portion.
- c) The service or sale of alcohol to minors is prohibited by law. Alcoholic beverages will not be served to any individual less than 21 years of age or without a valid identification as proof of age.

## Cooking, Appliances, and Permits:

A Cooking Permit must be obtained through the Orange County Convention Center before any cooking activity is permitted within the convention center and approved by the Orange County Fire Marshal. Please consult with the Orange County Convention Center's exclusive caterer, Centerplate, for details.

- Cooking/warming devices shall be electric and UL or FM approved. Cooking/warming devices and heated products need to be four (4) feet away or have a shield 18" high, ¼" thick across the front and down the sides of the demonstration area. A 2A 40-BC fire extinguisher must be in the booth and readily available near the demonstration area.
- Exhibits involving cooking or food preparation must provide a clean-up area or use those provided by show management. Disposal of cooking residue into the OCCC's drainage system is prohibited. Holding tanks for disposal of cooking residue (oil, grease, etc.) are required. Day tanks" of bottled gas may be used, during show hours, for cooking or demonstration purposes. Tanks must have a release valve and be removed from the OCCC.

### Food and Beverage Items May be Sampled Only and Cannot Be Sold

**Vehicles:** All vehicles must meet Orange County Fire Marshal approval for display and location. Includes all vehicles (e.g.: cars, trucks, semi-trailer truck, recreational vehicles, boats, motorcycles, all-terrain vehicles, jet ski, etc. using Class I or Class II fuel.)

The following are requirements for vehicles on display and fuel powered engines:

- A. Not more than ¼ tank or ten (10) gallons of fuel, whichever is less.
- B. Vehicles shall not be fueled or refueled within the building
- C. Fuel tank gas cap must be locked or sealed with tape to prevent mishandling or escape of vapors.
- D. Battery cables shall be disconnected from the battery used to start the vehicle's engine, and the disconnected battery cables shall then be taped securely.
- E. A drip pan must be placed under the vehicle's drive train (motor to differential).
- F. Ignition keys removed and delivered to Show Management or General Service Contractor (Freeman)
- G. Propane tanks (if applicable) removed
- H. Visqueen or other protective covering must be placed underneath vehicle.
- I. A minimum 42-inch wide access aisle or clear space shall be maintained around all sides of the displayed vehicle.
- J. Displayed vehicle cannot be moved while the Expo is open.
- K. Bus, RV, and Trailers must have a listed fire extinguisher and smoke alarm
- L. Personal Transport Devices: rollerblades, razor scooters, skates, skateboards, and hoverboards are not permitted on OCCC premises. Electric wheelchairs and electric motor vehicles (e.g. Segways®) are permitted to operate on OCCC premises.

## Drone/Unmanned Aerial Vehicle (UAV) Policy

An Unmanned Aerial Vehicle/Remotely Piloted Aircraft/Drone is defined as a "powered" aerial vehicle that does not carry a human operator, uses aerodynamic forces to provide vehicle lift and can fly autonomously or be piloted remotely.

The following are requirements and procedures for utilizing Unmanned Aerial Vehicles/Remotely Piloted Aircraft/Drones at the Orange County Convention Center (OCCC):

- Aircraft are not permitted to be operated on the OCCC campus without prior approval from Show Management and OCCC.
- Casual or recreational use of aircraft is strictly prohibited.
- If the aircraft is to be used to video record an event, additional approval must be obtained from Show Management and OCCC.

Approved Flight Areas for Use:

- Inside Exhibit Halls – Along perimeter of halls, no less than (15) feet from any person or existing facility structures

Exhibitor must provide Show Management the following information at least 14 days in advance:

- Equipment Operator's Company Name, Address, Phone Number and Email Address
- Name of Person(s) Authorized to Fly Aircraft
- Contact Number(s) for those Person(s) Authorized to Fly Aircraft
- Make & Model of Aircraft
- Size & Weight of Aircraft
- FAA Small Unmanned Aircraft System ID Number and Certificate of Aircraft Registration for Aircraft

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## LIABILITY AND INDEMNITY

It is expressed, understood and agreed by each and every contracting exhibitor, its employees, agents, servants and representatives that neither the American Health Care Association (AHCA), National Center for Assisted Living (NCAL), nor its employees and its contractors shall be liable for loss or damage to the goods or properties of exhibitors. At all times, such goods and properties remain in the sole possession and custody of each exhibitor. On signing the Exhibit Space Application & Contract, the exhibitor agrees to indemnify and hold harmless AHCA, NCAL, its managers, officers, members, sponsors, employees and agents, and each hotel, trade show facility, or other facility connected with the Annual Convention and Exposition from any and all liability, including claims, loss, damage to persons or property, governmental charges or fines, and attorney's fees, arising from the breach by exhibitor, its agents, servants, subcontractors or employees of any conditions of these Exposition Rules and Regulations, by reason of any condition, defection or otherwise, of any apparatus, equipment or fixtures furnished by exhibitor in connection with its exhibit, or by any intentional act, negligence, or act of omission of exhibitor, or its agents, employees, and/or subcontractors.

### Security

Show Management will provide security during the hours the exhibition is not operating, but the furnishing of such services shall not be construed to be any assumption of obligation nor duty with respect to the protection of the property of exhibitors, which shall at all times remain in the sole possession and custody of each exhibitor and shall be the sole responsibility of each exhibitor.

### Insurance

The exhibitor shall, at its sole cost and expense, procure and maintain throughout the term of this contract, comprehensive general liability insurance against claims for bodily injury or death and property damage occurring in or upon or resulting from the premises leased. Such insurance shall include contractual liability, products liability and business automobile liability coverage, with combined and single limits of liability of not less than \$1,000,000. The exhibitor shall, at its sole cost and expense, procure and maintain throughout the term of this contract worker's compensation and occupational disease insurance in full compliance

with all federal and state laws and covering all of exhibitor's employees engaged in the performance of any work for the exhibitor. Exhibitor shall obtain and shall furnish upon request of Show Management a Certificate of Insurance evidencing the required insurance. All property of the exhibitor is understood to remain under its custody and control in transit to, within, and in transit from the confines of the exhibit hall.

### Fire Marshal Regulations and Fire Protection

There is no smoking or vaping (e-cigarettes), permitted in the facility. Open flame devices of any kind are prohibited in all assembly areas. Booth decorations must be flameproof and all hangings must clear the floor. Electrical wiring must conform with all local and state government requirements and to the National Electrical Code Safety Rules. If inspection indicates that any exhibitor has neglected to comply with these regulations, or otherwise incurs fire hazards, Show Management reserves the right to cancel all or such part of this exhibit as may be irregular. All installations are subject to approval with all local fire regulations. No combustible materials shall be stored in or around the exhibit booths. Compressed gas cylinders are prohibited unless prior approval is obtained from the Fire Marshal. Helium filled balloons, either for displays or exhibits, are prohibited. Mylar balloons are not allowed. Any part of a display that does not comply with all rules, or which presents a fire or safety hazard, may be ordered removed with no liability on the part of AHCA/NCAL and solely at the expense of the exhibitor.

### Open Flame, Pyrotechnics, and Special Effects

The following items may not be used without prior approval of the Fire Marshal.

- A. Use, display or storage of LPG (Propane or Butane)
- B. Flammable Liquids of Gas
- C. Barbeque Grills
- D. Straw, sawdust, or wood shavings
- E. Welding or cutting equipment for demonstration purposes
- F. Gas fired appliances for demonstrations or cooking purposes
- G. Salamander stoves for demonstrations or cooking purposes
- H. Lit candles and lanterns for demonstration purposes
- I. Class B or C Fireworks
- J. Hazers/Fog Machines (fluid used must be water-based)

The use of open flames, burning or smoke-emitting materials as part of an act, display or show is prohibited, unless approved by the Fire Marshal.

### Safety and Health Regulations

The Exhibitor agrees to comply with local, city and state laws, ordinances and regulations and the regulations of the facility covering fire, safety, health and all other matters. Firearms may not be used as part of an exhibit nor as a giveaway. Exhibitor will not display or bring into the exhibit any animal, bird, fish, or other nonhuman creature without the written permission of Show Management.

### Repair of Damages

The Exhibitor must surrender rented space in the same condition it was at commencement of occupation. The Exhibitor or his agents shall not injure or deface any part of the building where the exposition is held, the booths or the equipment or furniture of the booth, or any property of other exhibitors or AHCA/ NCAL. When such damage appears, the Exhibitor shall be liable to the owners of the property so damaged.

### Severability

Any provision of this agreement that is prohibited or unenforceable shall be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof.

### Counterparts

This agreement may be executed in any number of counterparts, each of which shall be deemed to be an original but all of which, together, shall constitute one and the same agreement.