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| Exposition Location | Gaylord Opryland Resort & Convention Center Ryman Hall C 2815 Opryland Drive Nashville, TN 37214 | |
| Move-In Dates/Times | Sunday, October 16 | 8:00 a.m. – 5:00 p.m. |
| | Monday, October 17 | 8:00 a.m. – 10:00 a.m. |
| Exhibit Hours | Monday, October 17 | 11:30 a.m. – 3:00 p.m. (Lunch Served) |
| | Tuesday, October 18 | 11:00 a.m. – 2:00 p.m. (Lunch Served) |
| Move-Out Dates/Times | Tuesday, October 18 | 2:00 p.m. – 9:00 p.m. |
| | Wednesday, October 19 | 8:00 a.m. – 12:00 p.m. |
| | <i>(Exhibit materials must be completely removed by 12:00 p.m. from all halls)</i> | |
| Exhibit Hall Colors | Back drape 8’ high: Red/ Plum/ Red Side divider drape 3’ high: Plum <u>Aisle Carpet: Gray</u> <u>VIP Area Carpet: Black</u> | |
| Booth Purchase | The following is included with your booth purchase: | |
| | <ul style="list-style-type: none"> • 8’ high back drape with 3’ high side drape • Carpeted <u>aisles</u> with daily <u>aisle</u> cleaning • 7” x 44” Booth identification sign • General exhibit hall security service • Pre and Post-Convention attendee mailing list • Three (3) complimentary exhibitor badges per 10’x 10’booth • Attendance to Education Sessions, Welcome Reception, and Hospitality Hops • Complimentary brunch on both expo dates • Company listing in the AHCA/NCAL Annual Convention & Expo Program and Mobile App • Pre and Post convention promotion on the virtual expo hall floor plan | |
| Booth Staffing | 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. | |

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| Food Functions | Brunch will be served exclusively to Exhibitors at 10:30 a.m. on Monday, October 17 and 10:00 a.m. Tuesday, October 18 . On both days, the meals will be served in the rear of Ryman C Hall. Attendees will be served lunch at Expo opening, each day. |
| Registration & Housing | 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 Exhibitor Registration page and enter your user ID and password as noted in the confirmation letter received from CMR, the AHCA/NCAL event housing and registration management company. Enter each name as you want them to appear on the badge. <ul style="list-style-type: none"> • Advance exhibitor personnel registration online deadline: Friday, September 30, 2016. After this date, exhibitor registration is only available onsite at the <i>Exhibitor Registration Desk in Delta Lobby B/C/D</i> (across from the Delta Ballroom) • Housing deadline: Wednesday, September 21, 2016 (based on availability) |
| Exhibitor CEUs | Please refer to the Exhibitor Registration site online for more information on how to receive Continuing Education Units (CEUs). |
| Service Contractor | The Exhibitor Service Manual in the FREEMAN Services section includes instructions for ordering furniture, carpeting, installation/dismantle, and freight handling services for your booth. |
| Booth Carpet (or floor covering) | Exhibitors are REQUIRED to carpet or provide a floor covering for at least 9' x 10' area of their booth (including additional space due to the presence of columns in island booths). Please refer to the FREEMAN Services section to order carpeting for your booth if needed. |
| Electrical, Air, Water | Gaylord Opryland is the exclusive service provider for all Expo utility needs. Please refer to the order form in the Facility/Other Contractors section of the manual for order information. |
| Plant & Floral | Teasley's Convention Florist . Refer to their order form in the Facility/Other Contractors section for ordering information. |
| Photography | Professional Images Photography . Refer to the order form in the Facility/Other Contractors section for information. |
| Audio Visual | Freeman Audio Visual is available to service your audiovisual needs. Please see their order form in the Facility/Other Contractors section for prices and equipment offerings. |

- Internet/ Telecom** **Opryland IT** is the official service provider for all your telecommunication needs. This form can be found in the **Facility/Other Contractors** section.
- Lead Retrieval Services** **Convention Management Resources (CMR)** will provide automated lead retrieval services to optimize your tradeshow marketing needs. Be sure to review this important information under the **Facility/Other Contractors** section.
- Lighting and Rigging** **PSAV** is the official service provider for all lighting and sign rigging needs. This form can be found in the **Facility/Other Contractors** section.
- EACs** **Exhibitor Appointed Contractors (EACs)**. 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 **"Exhibitor Appointed Contractor Request"** form, which is located in the **AHCA/NCAL General Information section** of the exhibitor service kit. Please also review the **"Labor Jurisdictions"** document regarding General Service Contractor labor at the **Gaylord Opryland Convention Center**.
- Any EACs **must** return the appropriate credentials application and general liability insurance certificate to AHCA/NCAL by **Friday, September 23, 2016**. **Under no circumstances will an EAC be permitted to service your exhibit without a General Liability Insurance Certificate.** 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.
- Insurance** Exhibiting firms are responsible for their own equipment and personnel. Exhibiting firms are expected to protect against all perils and to carry appropriate insurance.
- Cleaning** FREEMAN **will maintain all aisles clean through out the show**. If you wish to have your **booth** cleaned during the show, you must order cleaning services from the **FREEMAN**. You can find further instructions on how to order booth cleaning in the **FREEMAN Services** section.
- Advance Shipping** As the exclusive AHCA/NCAL Exposition drayage contractor, FREEMAN will receive advance shipments of crated, boxed or skidded materials beginning **Thursday, September 15, 2016**. **Warehouse receiving hours are Monday - Friday, 8:00 am to 3:30 pm. To avoid after deadline charges, materials must arrive by Monday, October 10, 2016 at 3:30pm.** 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:

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.

Union Labor Information

Please read the enclosed **“Labor Jurisdictions”** document regarding labor requirements at the Gaylord Opryland Resort & Convention Center in the *Labor Services* section.

General Terms & Regulations

Please read the enclosed exhibit rules and regulations. 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:

Exhibit Management
AHCA/NCAL
1201 L Street NW
Washington, DC 20005
Phone: 202/842-4444 x- 2815 Fax: 202/898-6302
E-mail: exhibitors@ahca.org

Advance Warehouse shipping address: (Sep. 15 – Oct. 10, 2016)

**Exhibiting Company Name & Booth # _____
AHCA/NCAL 67th Annual Convention & Expo
c/o Freeman
1701 Lebanon Pike Circle
Nashville, TN 37210**

Direct Shipments

Shipments must be targeted for delivery direct to show site beginning on **Sunday, October 16, 2016 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 **Sunday, October 16, 2016**)

**Exhibiting Company Name & Booth # _____
AHCA/NCAL 67th Annual Convention & Expo
c/o Freeman
GAYLORD OPRYLAND RESORT & CONV CTR
RYMAN HALL C
2815 OPRYLAND DR
NASHVILLE, TN 37214**

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.

Security

Should you require security/safety services for your expo booth, please contact **Gaylord Opryland Resort & Convention Center Security & Safety Department** at 615-458-5555.

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 Services** section.

Important Exhibitor Action Deadlines

Review Immediately!

- ❑ To arrange hotel accommodations for the 2016 AHCA/NCAL Annual Convention and Exposition, use one of the following options. Please DO NOT call or send hotel reservation forms to AHCA/NCAL directly.
 - Online at www.AHCAconvention.org
 - Mail to AHCA/NCAL Housing Bureau. Mail the form with check payment only to:
 AHCA/NCAL Housing
 C/O Convention Management Resources, Inc.
 33 New Montgomery, Suite 1100
 San Francisco, CA 94105

- ❑ All outstanding payments for reserved exhibit space must be paid in full to AHCA/NCAL as soon as possible (**Deadline: Friday, June 3, 2016**). Exhibiting companies must be paid in full before entering the exhibit hall to setup their booth. Payments will not be accepted onsite. Direct payment questions to Vendor Relations at (202) 898-2823.

- ❑ All advance order forms for supplies and/or exhibitor services should be returned to the address and by the date noted on the forms to take advantage of exhibitor discounts.

- ❑ If you plan to use an exhibitor appointed contractor to install and dismantle your display, complete and return the **Exhibitor Appointed Contractor Notification and Wristband Request** form to the AHCA/NCAL Exhibits Office. Exhibitor Appointed Contractors **must** also provide AHCA/NCAL a **General Liability Insurance Certificate** to gain access to the Expo.

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| Friday, June 3 | Exhibits booths must be paid in full. <i>No refunds after this date</i> |
| Friday, June 24 | Hotel Rooming Lists with complete names are due via e-mail to AHCAHousing@cmrus.com (applicable to 10 or more rooms) |
| Friday, August 19 | Deadline to update company profile for use in the official <i>Convention Program</i> and the <i>Convention Mobile App</i> |
| Friday, August 26 | Exhibitor advertising deadline for the official <i>Convention Program</i> |
| Wednesday, August 31 | Deadline to submit description of booth Prize/Giveaways to be included in <i>Convention Program</i> |
| Thursday, September 15 | Advance Receiving at Freeman Warehouse (General Service Contractor) begins at 8:00am CST |
| Friday, September 16 | AHCA sends Pre-registered Attendee List via e-mail to exhibitors |
| Wednesday, September 21 | Deadline to make hotel reservation |
| Wednesday, September 21 | Deadline to cancel hotel reservations without penalty |
| Monday, September 26 | Discount price deadline for ordering Freeman services |
| Friday, September 30 | On-line Advance Exhibitor Registration closes |
| Monday, October 10 | Last day to receive advanced shipping to Freeman Warehouse without penalty (must be received by 3:30pm CST) |
| Sunday, October 16 | Only day direct exhibitor shipments (freight) accepted at show site |