

## SERVICE INFORMATION

### BOOTH EQUIPMENT

Each 10' x 10' booth will be set with 8' high black back drape and 3' high black side dividers. Each exhibiting company will be provided with one wastebasket and one floor number. Booths 300 sqft or less will receive a 7" x 44" one-line identification sign. Booths larger than 300 sqft may receive a 7" x 44" one-line identification sign upon request.

### EXHIBIT HALL CARPET

The exhibit area is NOT carpeted. The aisles will be carpeted in tuxedo. Main Street will be carpeted in TBD. Please note that Conference Management requires all booth floors to be covered with standard flooring material. Rental carpet is available through Freeman. Please refer to the Carpet Brochure and Order Form in this service manual.

### DISCOUNT PRICE DEADLINE DATE

Order early on [FreemanOnline](#) to take advantage of advance order discount rates. Place your order by **MARCH 30, 2020**.

## SHOW SCHEDULE

### EXHIBITOR MOVE-IN

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

Saturday	April 18, 2020	1:00 p.m. - 5:00 p.m.
Sunday	April 19, 2020	8:00 a.m. - 5:00 p.m.
Monday	April 20, 2020	7:00 a.m. - 9:00 a.m.

All exhibits must be fully installed by **Monday, April 20, 2020 at 9:00 a.m.**

### EXHIBIT HOURS

Monday	April 20, 2020	11:30 a.m. - 2:00 p.m. 5:30 p.m. - 7:30 p.m. Reception
Tuesday	April 21, 2020	10:30 a.m. - 4:00 p.m. 5:00 p.m. - 7:00 p.m. Reception
Wednesday	April 22, 2020	11:00 a.m. - 3:00 p.m.

### EXHIBITOR MOVE-OUT

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

Wednesday	April 22, 2020	3:00 p.m. - 8:00 p.m.
Thursday	April 23, 2020	8:00 a.m. - 10:00 a.m.

PLEASE NOTE: Overtime charges for labor and material handling will apply Monday through Friday from 5:00 p.m. to 8:00 a.m. and all day on Saturday, Sunday and Holidays. Please refer to the appropriate order form(s) for rates.

### DISMANTLE AND MOVE-OUT INFORMATION

- Freeman will begin returning empty containers as soon as the aisle carpeting is removed from the exhibit floor. The entire process will take several hours.
- All exhibitor materials must be removed from the exhibit facility by **Thursday, April 23, 2020 at 10:00 a.m.** Any materials remaining in the facility will be re-routed via Freeman's choice or returned to warehouse to await disposition at exhibitor's expense.
- To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor move-out deadline, please have all carriers check-in by **Thursday, April 23, 2020 at 8:00 a.m.**

### POST SHOW PAPERWORK AND LABELS

Our Exhibitor Services Department will gladly prepare your outbound Material Handling Agreement and Labels in advance. Complete the Outbound Material Handling section on the order form and your paperwork will be available at show site. Be sure your carrier knows the company name and booth number when making arrangements for pick-up of your exhibit at the close of the show.

**EXCESSIVE TRASH AND BOOTH ABANDONMENT**

Any excessive trash which consists of display materials, carpet, padding, crates and/or pallets will be disposed of and charged both a handling fee and a disposal fee during exhibitor move-in. Excessive booth materials and/or literature left in the booth at the end of published exhibitor move-out that is not labeled for an outbound shipment will be considered abandoned and deemed as trash. The exhibitor will be charged for the removal and disposal of these items. Charges may include Installation & Dismantle Labor, Forklift & Rigging Labor, and/or Dumpster Fee. Please call our Exhibitor Services Department at (702) 579-1700 for a quote.

**FREEMANONLINE®**

Take advantage of discount pricing by ordering online at [FreemanOnline](#) by **MARCH 30, 2020**. Using the enhanced FreemanOnline, you will enjoy easy access to added features and functions as well as the high caliber of Freeman services you've come to expect - **before, during** and **after** your show.

To place online orders, you will be required to enter your unique Username and Password. If this is your first time to use FreemanOnline, click on the "Create an Account" link. To access FreemanOnline without using the email link, visit [FreemanOnline](#).

If you need assistance with FreemanOnline, please call our Customer Support Center at (888) 508-5054 Toll Free US and Canada or +1(512) 982-4186 Local and International.

**SHIPPING INFORMATION**

Warehouse shipping address:

Exhibiting Company Name / Booth # \_\_\_\_\_

**COLLABORATE 20**

C/O FREEMAN

6675 W Sunset Rd

Las Vegas, NV 89118

FREEMAN will accept crated, boxed or skidded materials beginning **MARCH 20, 2020** at the above address. Materials arriving after **APRIL 15, 2020** will be received at the warehouse with an additional after deadline charge. Warehouse freight will be delivered prior to exhibitor set up. If warehouse freight has to be moved in on a weekend in order to be in the exhibitors booth for move-in day, an overtime charge may apply. Please note that the Freeman warehouse does not accept uncrated freight (loose, pad-wrapped material and/or unskidded machinery), COD shipments, hazardous materials, freight requiring refrigeration or frozen storage, a single piece of freight weighing more than 5,000 pounds or a single piece of freight beyond the dimensions of 108"H x 93"W. Warehouse receiving hours are Monday through Friday between the hours of 7:00 a.m. and 2:30 p.m. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (702) 579-1700.

Showsite shipping address:

Exhibiting Company Name / Booth # \_\_\_\_\_

**COLLABORATE 20**

C/O FREEMAN

Mandalay Bay Convention Resort

3970 Las Vegas Blvd S

Las Vegas, NV 89119

FREEMAN will receive shipments at the exhibit facility beginning **APRIL 18, 2020**. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (702) 579-1700.

**Please Note: Overtime rates will apply on all shipments, inbound/outbound, between 5:00 p.m. - 8:00 a.m., Monday - Friday; ALL DAY on Saturdays, Sundays and Holidays.**

***This show will be marshalled. Please see marshalling yard map in this service manual.***

**Please note:** Any materials received by Freeman are subject to material handling charges and are the responsibility of the exhibitor. This also applies to items not ordered through the Official Show Vendors. Refer to the Material Handling Order Form for rates.

Please be aware that disposal of exhibit properties is not included as part of your material handling charges. Please contact Freeman for your quoted rates and rules applicable to disposal of your exhibit properties.

## SERVICE CONTRACTOR CONTACTS/INFORMATION:

### FREEMAN

6555 West Sunset Road  
Las Vegas, Nevada 89118  
Ph: (702) 579-1700 Fax: (469) 621-5604  
FreemanLasVegasES@freeman.com

### FREEMAN EXHIBIT TRANSPORTATION

(800) 995-3579 US & Canada  
+1 (512) 982-4187 Outside the US  
+1 (817) 607-5183 International Shipping Services  
(469) 621-5810 Fax  
exhibit.transportation@freeman.com

### SERVICE CENTER HOURS

We will have staff available at the Freeman Services Center as follows:

Saturday	April 18, 2020	1:00 p.m.	-	5:00 p.m.
Sunday	April 19, 2020	8:00 a.m.	-	5:00 p.m.
Monday	April 20, 2020	7:00 a.m.	-	5:00 p.m.
Tuesday	April 21, 2020	8:00 a.m.	-	5:00 p.m.
Wednesday	April 22, 2020	10:00 a.m.	-	8:00 p.m.
Thursday	April 23, 2020	8:00 a.m.		10:00 a.m.

### LABOR INFORMATION

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

### ASSISTANCE

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at (702) 579-1700.

### WE APPRECIATE YOUR BUSINESS.

## FREEMAN GENERAL INFORMATION

### TRANSLATION SERVICE

Freeman is pleased to offer a new service for our international exhibitors that provides quick interpretation and translation in 150 languages. This service will not only interpret for us on a three-way conversation, but also translate emails from customers. To access this service you may contact Freeman Las Vegas Exhibitor Services at (702) 579-1700 or Freeman's Customer Support Center at (888) 508-5054 Toll Free US & Canada or +1(512) 607-5000 Local & International.

### HELPFUL HINTS

#### SAVE MONEY

Order early on [FreemanOnline](#) to take advantage of advance order discount rates. Place your order by **MARCH 30, 2020**.

#### AVOID DELAY

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

#### SAFETY TIPS

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

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

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

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

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

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

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

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

#### EXHIBITOR ASSISTANCE

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

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

Call Freeman's Exhibitor Services department at (702) 579-1700 with any questions or needs you may have.