



EASY IS NICE, ON ANY DEVICE

FreemanOnline® provides you with all the right tools to ensure a seamless execution at show site, from move-in to move-out. With an enhanced FreemanOnline, we are making it easier than ever for you to get what you want to have a great event.

- Access important show information
- Track freight
- Receive notifications
- Receive assistance through Concierge Services while at show site
- Order Freeman products and services pre-show, during move-in and while the show is open
- Expedite the move-out process
- Access invoices after the show

HEALTH AND SAFETY

Stay informed on Products, Services and Resources that will help you plan for a safe return to your next event. [Click Here](#) for our Health and Safety Resources.

BOOTH EQUIPMENT

Each 10' x 10' booth will be set with 8' high blue / white back drape, and 3' high blue side dividers. 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

All booths are required to have carpet or management approved flooring. The aisles will be carpeted as follows:

Location	Aisles
First Time Exhibitor Pavilion	Latte
Family Entertainment Pavilion	Gray
Show Production & Design Pavilion	Black
Food & Beverage Pavilion	Red
Inflatable Pavilion	Midnight Blue
Operational Services Pavilion	Plum
Waterpark Pavilion	Blue
Rides & Equipment Pavilion	Tuxedo
Games & Arcade Pavilion	Green

DISCOUNT PRICE DEADLINE DATE

Order early on [FreemanOnline](#) to take advantage of advance order discount rates, place your order by October 14, 2021.

EXHIBITOR FREQUENTLY ASKED QUESTIONS

For more information and helpful hints on products and services, ordering and invoicing, shipping your freight, and other top questions, please visit [FreemanOnline FAQ page](#).

SHOW SCHEDULE

EXHIBITOR MOVE-IN

Thursday	November 11, 2021	8:00 AM - 5:00 PM
Friday	November 12, 2021	8:00 AM - 5:00 PM
Saturday	November 13, 2021	8:00 AM - 7:00 PM
Sunday	November 14, 2021	8:00 AM - 7:00 PM
Monday	November 15, 2021	8:00 AM - 8:00 PM

EXHIBIT HOURS

Tuesday	November 16, 2021	10:00 AM - 6:00 PM
Wednesday	November 17, 2021	10:00 AM - 6:00 PM
Thursday	November 18, 2021	10:00 AM - 6:00 PM
Friday	November 19, 2021	10:00 AM - 4:00 PM

EXHIBITOR MOVE-OUT

Friday	November 19, 2021	4:00 PM - 11:00 PM
Saturday	November 20, 2021	8:00 AM - 5:00 PM
Sunday	November 21, 2021	8:00 AM - 12:00 PM

We will begin returning empty containers once aisle carpet is removed.

EXHIBITOR SERVICE HOURS

Our Exhibitor Services team will be available from 8am - 5pm from the first day of Exhibitor Move-in to the last day of Exhibitor Move-out. Hours may be extended the day before show open and the day of show close to assist with additional exhibitor needs.

DISMANTLE AND MOVE-OUT INFORMATION

All exhibitor materials must be removed from the exhibit facility by **Sunday, November 21, 2021 at 12:00 PM.**

To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline, please have all carriers check-in by **Sunday, November 21, 2021 at 8:00 AM.**

POST SHOW PAPERWORK AND LABELS

Our Exhibitor Support Department will gladly prepare your outbound Material Handling Agreement and labels in advance. Complete the Outbound Shipping 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 shipping 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 disposal fee during move-in. Excessive booth materials and/or literature left in the booth at the end of the 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 Support Department at (888) 508-5054 for a quote.

SERVICE CONTRACTOR CONTACTS / INFORMATION:

FREEMAN

(888) 508-5054
ExhibitorSupport@freeman.com

FREEMAN EXHIBIT TRANSPORTATION

(800) 995-3579 Toll Free US & Canada or +1 (512) 982-4187 or +1 (817) 607-5183 Local & International Shipping Services or fax +1 (469) 621-5810 or email exhibit.transportation@freeman.com

FREEMAN ONLINE®

Take advantage of discount pricing by ordering online at [FreemanOnline](#) by October 14, 2021. Using the enhanced Freeman Online, 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 Freeman Online, click on the "**Create an Account**" link. To access Freeman Online without using the email link, visit [FreemanOnline](#).

If you need assistance with Freeman Online please call Exhibitor Support at (888) 508-5054 Toll Free US & Canada or +1 (512) 982-4186 or +1 (817) 607-5000 Local & International.

SHIPPING INFORMATION

Warehouse Shipping Address:

Exhibiting Company Name / Booth # _____
IAAPA Expo 2021
 C/O FREEMAN
 10088 GENERAL DR,
 ORLANDO, FL 32824

Freeman will accept crated, boxed or skidded materials beginning Tuesday, October 12, 2021, at the above address. Material arriving after November 04, 2021 will be received at the warehouse with an additional after deadline charge. 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 refrigerated 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 materials are accepted at the warehouse Monday through Friday between the hours of 8:00 AM - 3:30 PM. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (888) 508-5054.

Show Site Shipping Address:

Exhibiting Company Name / Booth # _____
IAAPA Expo 2021
 C/O FREEMAN
 ORANGE COUNTY CONVENTION CENTER
 9400 UNIVERSAL BLVD,
 ORLANDO, FL 32819-9340

Freeman will receive shipments at the exhibit facility beginning Thursday, November 11, 2021. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility are the responsibility of the Exhibitor. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (888) 508-5054.

Please note: All 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 form for charges for the service.

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.

PURCHASE TERMS

Freeman's Terms & Conditions apply to all orders submitted to Freeman for any goods or services, and may be amended without notice. To review the current Purchase Terms, [click here](#).

LABOR INFORMATION

Union Labor may be required for your exhibit installation and dismantle. Please carefully read the UNION RULES AND REGULATIONS to determine your needs. Exhibitors supervising Freeman labor will need to pick up and release their labor at the Freeman Service Center. Refer to the order form under Display Labor for Straight time and Overtime hours.

ASSISTANCE

We want you to have a successful show. If we can be of assistance, please call Exhibitor Support at (888) 508-5054.

WE APPRECIATE YOUR BUSINESS!

FREEMAN GENERAL INFORMATION

TRANSLATION SERVICES

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 feature you may contact Exhibitor Support at (888) 508-5054 US & Canada or +1(817) 607-5000 Local & International.

HELPFUL HINTS

SAVE MONEY

Order early on [FreemanOnline](#) to take advantage of advance order discount rates, place your order by October 14, 2021.

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, 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.

Children under the age of 18 years are not permitted in the exhibit hall during installation and dismantle.

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 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 (EACs). Thank you for your cooperation.

Call Exhibitor Support at (888) 508-5054 with any questions or needs you may have.

Interested in going green and saving money?

Follow these tips to make sure your sustainable booth strategies are cost-neutral or even cost-saving! Leave an impact on the show floor, not the environment.



1 BEFORE THE SHOW

booth structure

Option 1 Multiple Use

Use **Forest Sustainable Certified (FSC)** wood to build your booth and crates.

Get creative! Design your booth with a **small shipping footprint** to minimize carbon emissions. Freeman's eye-catching stretch-fabric booth designs pack up small (and light!) for shipping.

Option 2 One-time Use

Rent locally from nearby Freeman offices to reduce both shipping costs and carbon emissions.

2 carpet

Option 1 Rent

Rent rather than buy carpet to save on shipping, cleaning, and storage. Freeman Classic carpet can be reused at least four times.

Option 2 Color

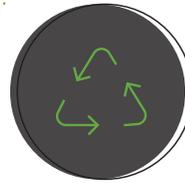
Use darker-colored carpet, which is easier to reuse and recycle. Freeman Classic dark-colored carpets are made of 20-50 percent recycled content.



3 shipping



Online + before deadline = better bottom line. Take advantage of early-bird pricing and consolidate shipping when ordering supplies.



Choose reusable shipping padding. Avoid packing peanuts and foam plastic materials that never decompose.



Ship early. Use the 30-day policy to ship materials to the Freeman advance warehouse.

4 graphics

Option 1 Multiple Use

Print on a durable substrate **without dates, event names, or locations.**

Option 2 One-time Use

Print on 100 percent recyclable materials like Freeman Honeycomb and Smartbuild Eco, which are just as cost-effective as PVC.

5 printing



Reduce printing and **go digital** with your booth literature.



Print locally. Supporting local businesses while reducing shipping? It's a win-win.



Print on at least **50 percent post-consumer recycled paper.**

6

ON SITE

save energy



Use Energy Star-rated equipment for audio-visual equipment and monitors.



Power down. Turn off equipment at the end of each day.



Light up your booth with CFLs, LEDs, or other energy-efficient lighting.

8

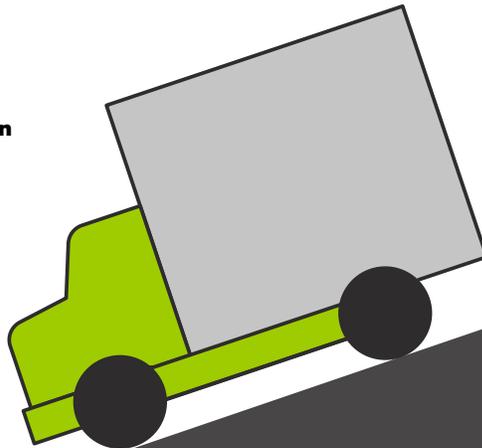
shipping out

Pack in, pack out.

Leave no traces on show site.

Join a caravan.

If you're shipping directly to another show, ask **Freeman Transportation about joining a caravan** to your next show.



7

MOVE OUT

train your team

Educate your installation and dismantling teams about **recycling and donation processes.**



9

leftover materials

Remember to label.

Clearly **label recyclable leftover material** for disposal.

Donate the rest.

Ask the Freeman Exhibitors Services desk about local donation programs.

TYPICALLY* DONATE-ABLE

Furniture: Purchased items
Home furnishing: Décor staging materials

Unused raw materials: Plywood, subflooring, non-laminate wood

Flooring: 100 square feet of flooring. Excludes carpet.

Left over giveaways: Pens, pads of paper, sunglasses, USBs, etc., left over in your promotional giveaway

TYPICALLY* RECYCLABLE

Cardboard: Used for signs or shipping boxes

Glass: Green, brown, clear

Plastics: Shrink-wrap or plastic banding used to secure shipments; water/soda bottles; plexiglass (acrylics) clear, smoked, or tinted; Visqueen used to protect flooring

Metal: Aluminum cans/ steel banding

Paper: Fliers, brochures, programs, tickets, office paper, newspaper, magazines, paperboard

Wood: Non-laminate wood

PAYMENT INFORMATION

Freeman only accepts payment information electronically. Place your order on [FreemanOnline](#) or follow the steps below to provide your payment information electronically and submit your order forms.

Freeman will no longer accept cash payments for any Freeman services.

1. Submit your payment information

Proceed to our electronic Freeman Pay site to securely submit your payment information

<https://www.freemanpay.com/504015>

2. Submit your order

Upload your order forms through the same link used to submit your payment information

- Both your order and your payment must be received by the discount price deadline date to guarantee discount pricing.
- Orders received without payment or after the discount price deadline date will be charged at the standard price.
- Copies of invoices may be picked up from the Freeman Service Center prior to show closing.