



For assistance, please contact our Exhibitor Service Center 1-800-811-7151 or (203) 840-5610 (M-F 9:00 AM – 5:00 PM EST)

Click on the **Vendor Forms** section of the manual to see all approved vendors for this event.

## **SHOW LOCATION**

### **ORANGE COUNTY CONVENTION CENTER**

West Concourse

9800 Universal Blvd

Orlando, FL 32819

Registration + Temperature Screening / West A Lobby on Level 1

Expo Hall / WA1-WA2-WA3-WA4 on Level 2

## **SHOW SCHEDULE**

### **EXHIBITOR SERVICE CENTER**

FREEMAN is the official general service contractor for **VISION EXPO** and will maintain an Exhibitor Service Center during set-up, show days and dismantling. All other official show contractors will also be set up in this area as well. All inquiries regarding booth services and orders should be made at the Exhibitor Service Center, including booth furnishings, labor, freight, utilities and special show services. Exhibitors who have ordered labor are asked to check-in at this desk when they are ready to install their exhibits. The person in charge of your exhibit should carefully inspect and sign for all work order forms. If you disagree with a bill presented for your signature, question it immediately. If you cannot come to a satisfactory agreement with the contractor, contact show management. Do not put it off. Once the show has ended, it becomes very difficult to resolve issues.

*\*\*\*Order early to take advantage of advance order discount rates, place your order by Monday, May 3, 2021.\*\*\**

**EXHIBITOR SERVICE CENTER HOURS** – staff will be available at the **FREEMAN** Exhibitor Service Center as follows:

Sunday, May 30, 2021	8:00 AM – 5:00 PM
Monday, May 31, 2021	DARK DAY
Tuesday, June 1, 2021	8:00 AM – 5:00 PM
Wednesday, June 2, 2021	8:00 AM – 5:00 PM
Thursday, June 3, 2021	8:00 AM – 5:00 PM
Friday, June 4, 2021	8:00 AM – 5:00 PM
Saturday, June 5, 2021	8:00 AM – 9:00 PM
Sunday, June 6, 2021	8:00 AM – 5:00 PM
Monday, June 7, 2021	8:00 AM – 12:00 PM



### **MOVE-IN + SET-UP HOURS**

**VISION EXPO** is a TARGETED SHOW. Please go to **FREEMAN ONLINE** to download the COLOR-CODED TARGET FLOOR PLAN which will give you your specific targeted date + time for move-in. Targeted move-in is for delivery of freight; you do not have to begin construction of your booth on your target date or time, but your freight shipment(s) should be at the convention center on that date and time. Obviously, your installation cannot begin until your freight is delivered and any utilities you need have been installed, so be certain to order these in advance of move-in. Keep in mind, your target date + time applies to when your shipment(s) must be received by – it does not mean you must begin to set up your booth at that time.

If you have questions regarding your move-in, please contact FREEMAN for more information regarding move-in dates and times at (888) 508-5054.

### **THE PARK EXHIBITORS (FORMERLY EYEWEAR & ACCESSORIES)**

### **THE FOCUS EXHIBITORS (FORMERLY LENSES & PROCESSING / MED-SCI)**

Sunday, May 30, 2021	8:00 AM – 5:00 PM by Target
Monday, May 31, 2021	DARK DAY
Tuesday, June 1, 2021	8:00 AM – 5:00 PM
Wednesday, June 2, 2021	8:00 AM – 5:00 PM

### **THE RIVER, THE UNION, & THE SPRINGS EXHIBITORS**

Wednesday, June 2, 2021	8:00 AM – 5:00 PM
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**OVERTIME CHARGES APPLY** to any work performed before 8:00 AM and after 5:00 PM on weekdays and anytime Saturday, Sunday and Holidays.

***NOTE: Permission to erect booth space will be withheld from any company who has not submitted full payment of their exhibitor space rental fee or advertising/sponsorship fees.***

It is highly recommended that you ship your freight in advance to the warehouse, as warehouse freight is delivered to the show floor first, and is automatically “on target”. Show site shipments are unloaded on a first-come-first-served-basis. Please do not schedule any labor until the end of your target window. For example, if your target window is 10:00 AM – 1:00 PM, it is best to request your labor to report to your booth no earlier than 1:00 PM.

If you require utilities (electric, telephone, internet, etc.), your carpet cannot be installed until the utilities have been installed. Exhibitors are reminded that during move-in, display materials and products will be allowed to enter the Orange County Convention Center via loading docks and designated entrances ONLY.

Any booth not occupied by **3:00 PM, WEDNESDAY, June 2, 2021**, will be presumed abandoned. If there is freight in the booth and Show Management believes the exhibitor will be arriving late, the General Contractor will set up the display to the best of their ability with the information



available. If there is no freight in the booth and/or Show Management believes the exhibitor will not participate in the show, the booth will be reassigned. Exhibitors arriving after this time will be given space available and may incur additional costs. **ALL EXHIBITS MUST BE COMPLETELY SET BY 5:00 PM, WEDNESDAY, JUNE 2, 2021.** Absolutely no shipment, equipment or material may be brought onto the show floor during show hours.

Removal of excess trash or debris in the aisles **AFTER 5:00 PM, WEDNESDAY JUNE 2, 2021** will be billed to the exhibitor(s) responsible for creating such excess trash or debris. The Fire Marshal will not permit the show to open if there are any boxes, cartons, visqueen, packing material, etc. in the aisles.

**SHOW DATES + HOURS:**

*Badged exhibitors will have access to the Exhibit Hall at 8:00 AM each morning.*

Thursday, June 3, 2021	9:30 AM – 6:00 PM
Friday, June 4, 2021	9:30 AM – 6:00 PM
Saturday, June 5, 2021	9:30 AM – 5:00 PM

**\*\*\*All exhibits must remain fully intact until the official close of the show\*\*\***

**DISMANTLE + MOVE-OUT HOURS:**

Saturday, June 5, 2021	5:00 PM – 9:00 PM
Sunday, June 6, 2021	8:00 AM – 5:00 PM
Monday, June 7, 2021	8:00 AM – 12:00 PM

**DISMANTLE + MOVE-OUT INFORMATION**

FREEMAN will begin returning empty containers at 5:00 PM on Saturday, June 5, 2021.

All exhibitor material must be removed from the exhibit facility by **MONDAY, JUNE 7, 2021 at 12:00 PM**. 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 **MONDAY, JUNE 7, 2021 at 9:00 AM**.

***DO NOT leave material in your booth unlabeled at any time – it may be presumed to be abandoned and mistaken for trash.***



## **SHOW INFORMATION: A-Z GUIDE**

### **VISION EXPO 2022**

Sign up for **VISION EXPO 2022** at the Sales Booth (location coming soon!).  
Next year's show dates are coming soon!

### **AGE RESTRICTIONS**

In accordance with display rules and regulations and security measures, **no one under the age of 18 will be admitted into the exhibit hall during move-in or move-out.** There will be no exceptions. Children of any age are admitted during show hours on show days **ONLY**; during that time, those 6 or over must have badges. For security reasons, children under the age of 16 must be accompanied by an adult at all times.

### **ANIMALS**

Animals are not permitted on the Orange County Convention Center premises except in conjunction with an approved exhibit or in accordance with the Americans with Disabilities Act. Animals that are approved to be on the convention center premises must be on a leash, within a pen, or under similar control. The owner will be fully responsible for his/her animal(s).

### **ATM MACHINES**

For the convenience of visitors, there are ATMs and money exchange machines located in each lobby of the West Concourse.

### **AUDIO VISUAL**

The official audio/visual service contractor of VISION EXPO EAST is FREEMAN AV.

### **BICYCLES, HOVERBOARDS AND ROLLERBLADES**

The riding of bicycles, hoverboards and the user of rollerblades and "heelys" (sneakers with embedded wheels) are prohibited at all times in the Orange County Convention Center.

### **BOOTH CLEANING**

Cleaning crews will be provided for general exhibit hall clean up, including aisles, each day before the opening of the show and during show hours.

Exhibitors may clean and wipe down their products and display merchandise and parts of their exhibit not installed by other FREEMAN/OCCC labor. If you need cleaning services in your booth (vacuuming, shampooing, trash removal), you can order these services from FREEMAN.

### **BOOTH FURNISHINGS**

Booth equipment, services and furnishings are available through the Official General Contractor, FREEMAN. Please refer to the FREEMAN ONLINE section of this manual for the form and discount pricing cut-off date. Please be sure to indicate your booth number on all forms.



FREEMAN will maintain a full staff on-site at the Exhibitor Service Center located at the back of the exhibit hall.

### **BUSINESS CENTER / FEDEX OFFICE**

The FedEx Office business center is located on Level 2 of the West Concourse. It is open Monday through Sunday, 8:00 AM. to 5:00 PM.

### **CATERING**

CENTERPLATE has the exclusive rights to all catering in the facility.

### **CENTER ACCESSIBILITY**

The Orange County Convention Center has wheelchair ramps, automatic doors, passenger elevators and accessible restrooms for those who need them.

Scoter and wheelchair rental services are provided by Scootaround. Through the on-site rental location, guests can rent mobility scooters, wheelchairs and oxygen equipment for events held at the convention center.

Please note:

- Advance reservations are encouraged for a scooter or wheelchair rental by visiting the Scootaround website. Please call 1-888-441-7575 for more information.
- Pick-up and drop-off locations for scooters and wheelchairs are located at the FedEx Office Business Centers in the respective concourses.

All parking at the Orange County Convention Center is available on a first-come, first-served basis, including disability permit parking. Exact numbers of available spaces vary according to show traffic.

Animals are not permitted on the Orange County Convention Center premises except in conjunction with an approved exhibit or in accordance with the Americans with Disabilities Act. Animals that are approved to be on the convention center premises must be on a leash, within a pen, or under similar control. The owner will be fully responsible for his/her animal(s).

Please email [info@occc.net](mailto:info@occc.net) to address any concerns.

### **COPYRIGHTED MUSIC**

If any copyrighted music is to be played in your booth, you must obtain all necessary licenses from the copyright owner or licensing agency representing the copyright owner. The licensing requirements include the playing of live, as well as recorded music (records, tapes, compact discs, etc.) and also include music, whether it is the essence of the presentation or is only used as background, on a videotape or other presentation.

The proper license must be posted in your booth and available for inspection at the request of Show Management or properly authorized agents of ASCAP or BMI. We also advise you to contact these agencies as listed below to acquire the proper licenses:



ASCAP Licensing Dept.  
1 Lincoln Plaza  
New York, NY 10023  
Tel: 212-621-6000

BMI (Broadcast Music, Inc.)  
10 Music Square East  
Nashville, TN 37203-4399  
Tel: 800-925-8451, 615-401-2000

Adherence to these federally mandated copyright licensing laws is of critical importance. Failure to do so is both a violation of federal copyright law, and a breach of your contract for exhibit space for the show.

#### **CRATE REMOVAL, STORAGE + RETURN**

Empty crates, shipping containers, cardboard boxes, etc. marked with “**EMPTY STICKERS**” will be removed to storage and returned to your booth at the end of the show by our floor crew at no additional charge, provided you have used material handling services for the delivery of your booth. Do not store merchandise in crates or cartons marked for empty storage or behind booths- this is prohibited due to Fire Regulations in the building. “**EMPTY STICKERS**” can be acquired from the FREEMAN desk located at the Exhibitor Service Center. Please label your materials as soon as they are ready to be removed. We ask your cooperation in this important matter so that we can clean the aisles and install aisle carpet.

#### **CUSTOMS BROKER + INTERNATIONAL SHIPPING**

**PIBL** is the official provider of international shipping, customs brokerage, freight forwarding and related services of VISION EXPO. All merchandise imported into the United States requires Custom House Clearance prior to release from any USA port or airport. It is the sole responsibility of the exhibitor to adhere to customs and international guidelines. The exhibitor must insure that all documents are valid and complete and procedures are followed correctly.

Show management will not be held liable for freight held up due to customs issues, duty payments or any other problems related to inbound and outbound international shipments. Visit the Vendor Forms section for more information.

#### **DISPLAY RULES + REGULATIONS**

Visit the **DISPLAY RULES + REGULATIONS** section of this manual for more information.

#### **ELECTRICITY + LIGHTING**

All electrical work will be done exclusively by the **ORANGE COUNTY CONVENTION CENTER**. You may access the electrical order forms and view the discount pricing cut-off date in the **VENDOR FORMS** section of this manual. Please be sure to indicate your booth number on all forms.



Electrical Labor is required for:

- All under carpet distribution of electrical wiring
- All facility overhead distribution of electrical wiring
- All motor and equipment hook-ups requiring hard wiring connections
- Installation and repair of electrical fixtures
- Installation of electrical motors and electrical apparatus

Electric Work Exhibitors May Do Themselves:

- Exhibitors may plug in their own devices and equipment for properly ordered 110 volt electrical service of 1500 watts or less
- Connect modems, printers, computers and keyboards
- Test and tune their own equipment
- Run their own communications cable between machines in the same booth above the booth carpet
- Install and dismantle their own lights in booths 100 square feet or less without the use of tools or ladders – provided that the service is for no more than 500 watts
- Connect up to eight (8) pieces of computer and/or telecommunications equipment to cables run by electricians.

### **ELEVATORS + ESCALATORS**

All large and heavy equipment should be transported using the freight elevator. No equipment may be transported on escalators.

### **EXCLUSIVE RIGHTS FOR CERTAIN BUSINESS AT OCCC**

The Orange County Convention Center maintains exclusivity for certain services which the Center provides itself and for certain services provided by other companies which have a contract with the center. The following is a list of companies holding the exclusive rights to perform certain services:

- Utility Service (Electric, Plumbing, etc.): OCCC
- Internet and Telecommunications: Smart City
- Sale of Food and Beverage: Centerplate
- Business Center: FedEx

### **EXHIBITOR PERSONNEL, BADGES, SHOW ACCESS**

Exhibitor staff personnel wishing to enter the exhibit floor must wear an exhibitor badge at all times as well as the appropriate day-specific colored wristband signifying they have gone through Temperature Screening as part of VISION EXPO's Health & Safety Requirements. Exhibitor badges must be worn at all times during Move-In, Show days and Move-Out. Access to the Show floor begins at 8:00 AM during Show days. For those individuals who still need a badge, one may be obtained at the Exhibitor Registration Counters on Level 1. Only booth personnel with an exhibitor badge can enter the exhibition hall prior to Show hours, or those individuals who made prior arrangements for meetings. (Please stop by Show Office on-site to make the proper arrangements if this has not already been so.)



Reed Exhibitions will furnish Exhibitor with badges for use by Exhibitor's company management, company salesmen, and its distributors, whether domestic or foreign. Reed Exhibitions will also furnish badges for Exhibitor's independent sales representatives whose names were supplied to Reed Exhibitions by Exhibitor. Exhibitor badges are NOT to be issued to buyers, source suppliers, ad agencies, importers / exporters, consultants, vendors, business agents / managers, and others who wish to gain admittance for the purpose of making contacts or any other purpose.

Exhibitor badges must be worn at all times during Move-In, Show days and Move-Out.

- Misuse of Exhibitor badges is strictly prohibited. Should such a violation occur, the badge will be reclaimed by Reed Exhibitions, and the wearer will be refused further entry into display areas for the duration of the event
- Exhibitor must staff its booth(s) during all show hours
- Exhibitor personnel are permitted access to booth areas at 8:00 AM on Show days. For those individuals who still need a badge, one may be obtained at the Exhibitor Registration Counters.
- Exhibitor's personnel must wear the official Exhibitor badge for admission. Security personnel will refuse entry into display areas to all persons not wearing the official Exhibitor badge.

The official Exhibitor badge is not to be altered in any manner (replaced with business card, company badge or hand written badge). Any alteration to the Exhibitor badge may result in reclaiming the badge and refusing the wearer further entry into the display areas for the duration of the event.

In order for Exhibitor Appointed Contractors (EAC's) to gain admittance into the Hall, Show Management requires each individual to wear a wrist band. For your convenience, wrist bands may be picked up at the Security Command Post. Proper credentials will be required. Only three designated supervisors of approved EAC's, will be issued the necessary credentials. **Please do not give Exhibitor Badges to EAC personnel for Security reasons.**

**EXHIBITORS WITH SPECIAL REQUESTS** - In the interest of fairness to all exhibitors, variances to allowable display heights will not be granted. Exhibitors wanting to discuss special needs for their exhibit should send detailed plans of their proposed display for this approval to:

**Jason Maczuba**

[jmaczuba@reedexpo.com](mailto:jmaczuba@reedexpo.com)

**O: 203-840-5685**

## **FIRE + SAFETY REGULATIONS**

The Orange County Convention Center Security team's mission is to provide a safe and friendly environment for everyone. Center security detail maintains 24-hour security, overseeing all public areas, concourses, back of house areas, parking lots and related exterior grounds. Additionally, we maintain an extensive relationship with the Orange County Sheriff's Office, as





well as many federal law enforcement agencies. The Orange County Sheriff's Office assigns deputies to the facility on a regular basis. The Fire Marshal regulations can be reviewed [here](#).

### **FLOOR MANAGERS**

We have professional Floor Managers working on the Show floor. If you have any questions, problems, or need any information at all, please stop by to see them. Counters are staffed from the first day of installation through the end of dismantling.

### **FLORAL + PLANT RENTAL**

SPRING VALLEY FLORAL is the official florist of the VISION EXPO. Please refer to the VENDOR FORMS section of this manual for the form and discount pricing cut-off date. Please be sure to indicate your booth number on all forms.

### **FREIGHT MOVING EXHIBITORS MAY PERFORM (HAND CARRY POLICY)**

Exhibitors may hand-carry their own materials into the exhibit facility. The use or rental of dollies, flat trucks and other mechanical equipment, however, is not permitted. FREEMAN will control access to the loading docks in order to provide for a safe and orderly move-in/out. Only full time employees of the exhibiting company will be allowed to hand-carry items. Unloading or reloading at the dock of any and all contracted carriers will be handled by FREEMAN.

### **HEALTH & SAFETY REQUIREMENTS**

At Vision Expo East and all Reed Exhibitions events, your health and safety is our top priority. As part of this commitment, we've taken proactive steps and implemented new guidelines and policies to help support a safe experience. Everyone in attendance, including customers, vendors and staff, are expected to comply with our health and safety requirements. Please review all aspects here: [VisionSAFE](#)

### **HOTEL + TRAVEL DISCOUNTS**

VISION EXPO is offering discounts on hotel accommodations. Get discounted hotel rates by booking your room on the [Official Housing website](#).

### **LABOR ORDERS**

Please make arrangements for the dismantling of your booth by early Sunday afternoon, June 6, 2021. Only then can you be reasonably assured of a start time.

### **LABOR REGULATIONS**

Currently FREEMAN has an agreement with the Local IATSE Union to provide labor for display erection and dismantling. Full time employees of the exhibiting companies, however, may set their own exhibits without assistance from this local. Any labor services that may be required beyond what your regular full time employees can provide, may be rendered by the Union. Labor can be ordered in advance by returning the Display Labor form, or at showsite, at the service desk.



Labor options:

1. Hire FREEMAN labor
2. Hire an Exhibitor Appointed Contractor (EAC).  
Exhibitors using contractors other than FREEMAN for labor and/or supervision must return the EXHIBITOR APPOINTED CONTRACTOR form to Show Management prior to **April 30, 2021. NO EXCEPTIONS CAN BE MADE AFTER THIS DATE.** EAC's must meet specified requirements.
3. If you plan to set up your own booth:  
Exhibitor is required to have with a Certificate of Insurance which names Reed Exhibitions and others (see the Certificate of Insurance sample in EXHIBITOR APPOINTED CONTRACTOR section of this on-line Exhibitor Manual) as an additional insured as well as documentation of full-time employee status such as paycheck stub or health insurance card. If you cannot produce the required documentation, the personnel without the required documentation will have to vacate the premises and you will need to hire labor from the General Contractor.

Examples of individuals **NOT ELIGIBLE** to perform booth set up and dismantle are: MANUFACTURERS REPRESENTATIVES, DISTRIBUTORS, SPOUSES, RELATIVES, and TEMPORARY OR DAY LABOR AND PART TIME EMPLOYEES OF ANY TYPE.

**Floor Managers and Insurance Safety personnel will be on hand to check for adherence to the booth set up and dismantle guidelines. The safety of all people on the show floor is a prime concern to everyone. People without the proper documentation will be asked to leave the show floor.**

#### **LEAD RETRIEVAL SYSTEMS**

Refer to the **Exhibitor Resources page** to access information and order forms.

#### **LIABILITY AND INSURANCE**

Exhibitors are advised to see that their regular company insurance includes coverage outside of company premises and that they have their own theft, public liability and property damage insurance. Show Management and its contractors will not be responsible for injury or damage that may occur to an exhibitor or his/her employees or agents, nor to the safety of any exhibit or other property against theft, fire, accident, or any other destructive causes. Please review the space contract for details.

If you are not insured but would like to be for this particular event, we have contracted with John Buttine Insurance Inc. Please refer to the Vendor Forms section of this manual for contact information.



## **LOST + FOUND**

Lost and found is managed by the Security Division of the Orange County Convention Center, who patrol the convention center 24 hours a day, seven days a week. Please call for any lost and found inquiries. OCCC Security Command Center: (407) 685-1119

## **MATERIAL HANDLING AGREEMENTS + SHIPPING INFORMATION**

All freight that is to be shipped from the Orange County Convention Center must be accompanied by a Material Handling Agreement (MHA) unless you have small pieces which you intend to hand carry. All pieces must also be labeled with the booth name and number, as well as destination. Material Handling Agreements may be obtained from FREEMAN at the Exhibitor Service Center located in the back of the exhibit hall. You must have your exhibit completely dismantled and packed before returning your completed Material Handling Agreement (MHA) to the FREEMAN Service Desk.

FREEMAN is the exclusive material handling provider on the exhibit floor. They will receive all shipments whether consigned in advance to their warehouse or sent directly to the Orange County Convention Center. Material Handling includes return of your empty cartons and crates at the close of the show. **Please refer to the section of the online manual for more details.** FREEMAN will maintain a full staff on-site at the Exhibitor Service Center located in the back of the hall.

## **MEDICAL + FIRST AID**

On Site Medical Services will be located in the First Aid Room on Level 1 in the West A Lobby.

As a major metropolitan area, Orange County is home to industry-leading healthcare experts. Should your stay here require medical attention, the nearest hospital is:

Dr. P. Phillips Hospital  
9400 Turkey Lake Road  
Orlando, Florida 32819  
(407) 351-8500

## **MEETINGS IN YOUR BOOTH**

If you plan to use your booth to conduct meetings before or after official show hours, you must obtain an **EARLY OR LATE** access form from the on-site Show Management Office the day prior to your meeting. Authorization will not be granted for a pre-show appointment on the day of request.

Early OR Late access form will include the following information:

1. The exhibiting company and booth number
2. The non-exhibitor personnel visiting the booth
3. The time and date of the meeting
4. The name of the exhibitor who will meet the non-exhibitor personnel at the entrance to the show, and escort them directly to the booth.



5. Access to the floor during non-show hours will be denied unless Show Management receives this written request in advance.

**PLEASE NOTE:** All attendees and booth personnel must have a VISION EXPO show badge and temperature screening wristband to enter the exhibit hall.

### **PHOTOGRAPHY & VIDEO**

**Oscar & Associates** is the official photographer of VISION EXPO. Please refer to the order form under the **Vendor Forms** section of this manual for order information. **NO PHOTOGRAPHY OR VIDEOTAPING (EXCEPT BY THOSE WEARING VALID VISION EXPO PRESS BADGES). SURVEILLANCE CAMERAS ARE IN USE 24/7.**

### **PRIVATELY OWNED VEHICLES (POV)**

Defined as cars, pick-up trucks, vans and other trucks primarily designed for passenger use and no larger than a Ford Econoline Van. Vehicles containing more than 300 lbs of materials, straight trucks, bobtail, contract carries and vehicles with trailers are NOT considered POVs.

***Box trucks, cube trucks, U-Haul trucks, Ryder trucks, and other large rental vans, as well as any trailers hitched to any vehicle are not permitted in the self-service hand-carry unloading area.***

### **SECURITY**

Show Management will provide uniformed guards along the perimeter of the exhibit floor on a 24-hour basis during the entire period of the show (including installation and dismantle). Every reasonable effort will be made to prevent losses, however the final responsibility lies with the exhibitor. If you have items in your booth that are vulnerable to theft, please contact someone in Show Management to make arrangements.

### **SHIPPING**

Refer to the **FREEMAN ONLINE** section of this manual for information on your shipping options.

### **SMOKING POLICY**

The Orange County Convention Center maintains a smoke-free campus. Smoking is prohibited anywhere on OCCC property.

### **TELEPHONE SERVICES + INTERNET LINES**

Smart City handles all telecommunication services including internet lines and wireless connections. For more information, please refer to the **Vendor Forms** section, of this manual.



## **BASIC SECURITY RECOMMENDATIONS**

By now you should have arranged for insurance coverage to protect your exhibit and product against damage or loss from the time it leaves your premises until it returns.

Show Management is very security conscious. We go to great lengths to provide a safe and secure environment, where exhibitors and attendees can transact their business without distraction.

### **BASIC SECURITY MEASURES:**

Among the Show's basic security arrangements are the following:

- Uniformed guards will be stationed at entrances and exits 24 hours a day and will patrol the exhibit floor during non-show hours.
- Private guards may be hired from the official guard service, Century Security.
- Security cages for rent. Large and small safety containers may be rented from the official contractor. Exhibitors may prefer to bring a secure container of their own, such as a lockable trunk, footlocker or strongbox that can be stored out of sight in the booth
- **Merchandise passes.** These are special forms issued by Show Management. When properly filled out and signed by the exhibitor, they tell security guards that removal of an item from the exhibit floor is authorized. (Subject to Change)
- A free overnight storage room where exhibitors may store valuables will be available. We recommend that especially vulnerable items be kept in the storage room during non-show hours and during set-up and dismantling. (Subject to Change)

### **WHAT EXHIBITORS CAN DO TO ENHANCE SECURITY:**

- Exhibitor personnel must wear official Show Exhibitor badges at all times during move-in, show days and move-out. Please do not give Exhibitor Badges to anyone other than your full time employees and remove all badges from the building when you leave on your last day there. Badges left behind are often abused by unauthorized personnel so do not leave them in your booth or discard on the floor
- At the close of business each day, cover all display tables. This establishes a barrier to curiosity seekers and other would-be thieves from selecting such items to steal at a later time
- Place your wastebasket along the aisle at the end of each day to facilitate trash removal  
**Immediately report to security or Show Management, the presence of any unauthorized visitors, or suspicious activity on the show floor.**
- Unpack product as close to the Show opening as possible. At the close of the Show, we suggest that you stay at your booth until these valuables are repacked
- Treat especially valuable goods such as prototypes as irreplaceable. If they truly are one-of-a-kind, hire your own security guard. **Under no circumstances** should such goods ever be left unattended. Plasma Screens & Flat Screens, DVD's, televisions, laptops, and other electronic devices are particularly vulnerable to theft. Remove tapes or discs at night and store them in a safe place. Keep close tabs on personal items (cell phones, purses, laptops, briefcases, etc.)



- Do not put articles of any value in a container marked "EMPTY STORAGE", or behind booth
- Shipping cartons should not identify contents. Use coded labels.
- Give special considerations to prototypes, irreplaceable and highly valuable articles, or other sensitive items
- Be sure to send copies of Shipping Information, including all tracking numbers with your set-up people so that they know how many pieces should arrive.
- Booth staffing plans should take the following into consideration:
  - o Who will be at the booth during set-up and dismantling?
  - o Will an inventory list be available to check complete delivery during set-up and complete shipment after dismantling?
  - o Will you need a security cage?
  - o Will you need a private guard?
  - o Should you safeguard material in the free storage room during non-show hours?
  - o Does everyone concerned know that nothing of value should be left in containers labeled "EMPTY"?
  - o Things to consider in preparing your booth duty roster:
    - Will someone be on duty at least a half-hour before the show opens? And until show is closed for the day? Will you schedule rotation to cover lunch breaks, etc?
- All of your booth personnel should be advised to wear official show badges at all times as a security measure, and to use the official Merchandise Passes when removing items from the exhibit floor
- DO NOT leave laptop, purses, cell phones, cameras, iPads, electronics, etc. unattended

#### **ONE FINAL WORD ABOUT SECURITY:**

The best security available is still inadequate and losses will occur, if exhibitors leave merchandise, especially valuable merchandise; unsecured in their booth overnight. Please place such valuables in the security room, overnight storage (subject to change), or otherwise secure all such merchandise at all times during the non-show hours.

Items particularly vulnerable to pilferage include DVD Players, monitors, personal computers and all small items of personal value. We strongly urge that these items be placed in the Security Room located on the exhibit floor.

We can assume no responsibility or liability for loss, damage or theft. That responsibility is yours, and we therefore recommend that you provide your own insurance coverage against all contingencies.

**VISION EXPO** closes at 5:00 PM on Saturday, June 5, 2021. **Secure all valuables immediately!**

- Pack and label product and remove them, or hire Security until you can secure them properly. It is essential that exhibitor personnel remain in their exhibit areas until their display materials are secured. All small articles which can be easily picked up should be securely packed before you leave your booth after the Show closes at **5:00 PM**.



- Remember, during teardown, stay with your exhibit until your empty cartons are delivered and your goods are packed, sealed and properly labeled
- Do not leave material in your booth unlabeled at any time during move-out because many things could happen: it may be presumed abandoned; mistaken for trash; or one of your neighboring booths might label it in error!
- At the close of the show please be sure to secure all electronic equipment especially plasma screens, flat screens, laptops, and any electronic equipment

**DON'T LEAVE YOUR BOOTH UNATTENDED UNTIL YOUR MERCHANDISE IS SECURE!**

Our objective is to make your show experience as worthwhile and profitable as it can be. Adhering to these simple security recommendations will go a long way to ensure your success! Do not leave material in your booth unattended at any time during move-out because many things could happen: it may be presumed abandoned; mistaken for trash; or one of your neighboring booths might label it in error! At the close of the show please be sure to secure all electronic equipment especially plasma screens, flat screens, laptops, and any electronic equipment.