

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

SERVICE INFORMATION

BOOTH EQUIPMENT

The booth package will include 8’ high black back drape and 3’ high black side dividers. Booth identification signs are complimentary if ordered by April 20, 2020. After April 20, 2020, please complete and return the Booth Identification Sign Order Form (charges to the exhibitor will apply) to FreemanAnaheimES@freeman.com.

Please note that electrical service is not included with your booth equipment but to accommodate possible power requirements, electrical outlets will be installed in every inline booth. An audit will be conducted by electricians and on-site charges will apply if the electrical service is utilized without an order on file.

EXHIBIT HALL CARPET

The exhibit area is NOT carpeted. The main aisles will be carpeted in cayenne (red). All remaining aisles will be carpeted in tuxedo. Please note: All booths are required to have floor covering per show management.

Rental carpet is available through Freeman. Please refer to the Carpet Brochure and Order Form in this service manual.

A one-time booth vacuuming before the show opens is provided for carpets ordered through Freeman. If you require additional daily cleaning, please refer to the Cleaning Order Form.

DISCOUNT PRICE DEADLINE DATE

Order early on [FreemanOnline](#) to take advantage of advance order discount rates, place your order by April 20, 2020.

SHOW SCHEDULE

EXHIBITOR MOVE-IN

For more information and helpful hints on pre-show procedures and move-in, please go to [PreShowFAQ](#)

Please refer to the Targeted Direct Freight Delivery Only Floor Plan for the Designated Freight Arrival Schedule. The target plan will be strictly enforced. No shipments will be accepted prior to or after the allocated target date.

Monday	May 11, 2020	8:00 AM - 5:00 PM
Tuesday	May 12, 2020	8:00 AM - 5:00 PM
Wednesday	May 13, 2020	8:00 AM - 5:00 PM

EXHIBIT HOURS

Thursday	May 14, 2020	9:30 AM - 5:00 PM
Friday	May 15, 2020	9:30 AM - 5:00 PM

EXHIBITOR MOVE-OUT

For more information and helpful hints on post-show procedures and move-out, please go to [PostShowFAQ](#)

Friday	May 15, 2020	5:30 PM - 11:59 PM
Saturday	May 16, 2020	6:00 AM - 8:00 PM
Sunday	May 17, 2020	6:00 AM - 10:00 AM

We will begin returning empty containers at the close of the show.

PLEASE NOTE: Overtime / double time charges for labor and material handling will apply Monday through Friday from 4:30 PM to 8:00 AM 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 rolling up the aisle carpet at 6:00 PM on Friday, May 15th. This will take approximately 1.5 hours. When this process is finished, empty containers will be returned to all the booths. This process may take up to 9 hours to be completed. Please keep all aisles clear to enable us to complete the process as quickly as possible, and schedule your dismantle labor and carrier pick-up accordingly.
- All exhibitor materials must be removed from the exhibit facility by Sunday, May 17, 2020 at 10:00 AM. 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.
- All exhibitor materials must be removed from the exhibit facility by **Sunday, May 17, 2020 at 10:00 AM.**
- 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, May 17, 2020 at 6:00 AM.**

NOTE: Small and/or valuable items should not be left unattended at any time during the move-out process. Please remove or secure these items.

POST SHOW PAPERWORK AND LABELS

Our Exhibitor Services 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 Services Department at (714) 254-3410 for a quote.

******* IMPORTANT - PACK IN/OUT RESPONSIBILITY REGARDING CARPET & EXHIBITS *******

AIA, Freeman and the Los Angeles Convention Center requires exhibitors to ship out all carpet, pad and exhibit properties that are brought into the LACC. (This doesn't apply to carpet/pad rented from Freeman.) If you plan on disposing of carpet, pad or exhibit properties post show, please visit the Freeman Exhibitor Services desk to get an estimate for Disposal charges and put in a Disposal order. Items left on the floor without outbound labels or a Disposal order will be considered abandoned; **Labor & Disposal charges will be billed back to the Exhibitor or Third Party by Show Management, no exceptions.**

SERVICE CONTRACTOR CONTACTS / INFORMATION:**FREEMAN**

2170 S. Towne Centre Place, Ste 100
Anaheim, CA 92806
(714) 254-3410 fax (469) 621-5602
FreemanAnaheimES@freeman.com

FREEMAN EXHIBIT TRANSPORTATION

(800) 995-3579 US & Canada or +1(512) 982-4187 Outside the US or +1(817) 607-5183
International Shipping Services or fax (469) 621-5810 or email exhibit.transportation@freeman.com
(433306)

OUTBOUND MATERIAL HANDLING & SHIPPING LABELS

A Freeman Outbound Material Handling Agreement must accompany EACH outbound shipment. This form, along with shipping labels, may be obtained at the Freeman Service Center. NOTE: Shipping is not an automatic process. You must contact your carrier and schedule a pick-up. Do not leave our Outbound Material Handling Agreement(s) in your booth. They must be turned into the Freeman Service Center when all of your freight is packed and labeled for its destination. All Outbound Material Handling Agreements must be turned into the Freeman Service Center no later than 10:00 a.m. on Sunday, May 17th. Freeman is not responsible for shipments left on the floor without an Outbound Material Handling Agreement.

CARRIERS / SHIPPING DEADLINES

All carriers (except UPS and FedEx) must sign in at the Freeman Driver Check-in (please refer to the Driver Check-in Map & Directions). Shipments will be handled on a first come, first serve basis according to the order in which the Outbound Material Handling Agreements were turned in to the Freeman Service Center and when the carrier checked in. All carriers must check in by 6:00 a.m. on Sunday, May 17th. If your carrier fails to show up for your shipments by the check in time, your freight will be re-routed onto the show carrier at your expense. The official show carrier is Freeman Exhibit Transportation for ground and air, and Kuehne + Nagel for international.

FREEMANONLINE®

Take advantage of discount pricing by ordering online at [FreemanOnline](#) by April 20, 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 #
AIA Conference on Architecture 2020
 C/O FREEMAN
 3456 E. MIRALOMA AVE
 ANAHEIM, CA 92806

Freeman will accept crated, boxed or skidded material beginning **Wednesday, April 08, 2020** at the above address. Material arriving after **Thursday, April 30, 2020** 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: (714) 254-3410.

Show Site Shipping Address:

Exhibiting Company Name / Booth #
AIA Conference on Architecture 2020
 C/O FREEMAN
LOS ANGELES CONVENTION CENTER
 1201 S FIGUEROA ST
 LOS ANGELES, CA 90015

Freeman will receive shipments at the exhibit facility **on your designated target date and time. Please refer to the Target Floor Plan for your assigned target date and time.** 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: (714) 254-3410.

Please note:

- All delivering carriers must check in at the Marshalling Yard prior to delivering to the facility.
- Please be advised that certified weight tickets are required when checking into the Marshalling Yard. For your convenience, Freeman has available a full-size certified scale at the Marshalling Yard. If your driver has valid certified weight tickets, Freeman will accept these tickets and your driver will not have to scale at the Freeman Marshalling Yard.
- All carriers will be assigned an unloading number according to driver check-in time.

marshalling yard instructions will be forth coming

Please note: All items and materials that must be brought into the facility 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.

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 Labor Desk. 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 our Exhibitor Services Department at (714) 254-3410.

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 feature you may contact Freeman Exhibitor Services at (714) 254-3410 or Freeman's Customer Support Center at (888) 508-5054 US & Canada or +1(512) 982-4186 Local & International.

HELPFUL HINTS

SAVE MONEY

Order early on [FreemanOnline](#) to take advantage of advance order discount rates, place your order by April 20, 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, 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 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

Call Freeman's Exhibitor Services department at (714) 254-3410 with any questions or needs you may have.

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

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