

**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**

Each 10' x 10' booth will be set with 8' high gray back drape and 3' high gray 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**

The exhibit area is NOT carpeted. The aisles will be carpeted in tuxedo. The driver aisles will be carpeted in black. Floor covering is mandatory. To enhance the appearance of your booth, 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 **APRIL 9, 2020**.

**SHOW SCHEDULE**

**EXHIBITOR MOVE-IN**

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

**Please refer to the Target Move-In Floor Plan located under the Shipping & Material Handling tab.**

Saturday	May 2, 2020	8:00 a.m. - 5:00 p.m.	Targeted Move-In
Sunday	May 3, 2020	8:00 a.m. - 5:00 p.m.	Targeted Move-In
Monday	May 4, 2020	8:00 a.m. - 5:00 p.m.	Targeted Move-In

**EXHIBIT HOURS**

Tuesday	May 5, 2020	9:30 a.m. - 5:00 p.m.
Wednesday	May 6, 2020	9:30 a.m. - 5:00 p.m.
Thursday	May 7, 2020	9:30 a.m. - 2:00 p.m.

**EXHIBITOR MOVE-OUT**

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

**Please refer to the Target Move-Out Floor Plan located under the Shipping & Material Handling tab.**

Thursday	May 7, 2020	2:00 p.m. - 10:00 p.m.
Friday	May 8, 2020	8:00 a.m. - 10:00 p.m. Targeted Move-Out
Saturday	May 9, 2020	8:00 a.m. - 12:00 p.m. Targeted Move-Out

PLEASE NOTE: Overtime charges for labor 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**

**Please refer to the Target Move-Out Floor Plan located under the Shipping & Material Handling tab for your assigned dates and times for carrier check-in and material removal.**

- Freeman will begin returning empty containers as soon as the aisle carpeting is removed from the exhibit floor. The entire process will take approximately 8 hours.
- All exhibitor materials must be removed from the exhibit facility by **Saturday, May 9, 2020 at 12:00 p.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 **Saturday, May 9, 2020 at 9:00 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.

**SHIPPING INFORMATION**

**Due to time constraints for this show, all Hanging Signs are required to be sent to the Freeman Advance Warehouse under separate label. Freeman requires all signs be labeled using the Hanging Sign Labels included in this manual. DO NOT SEND ANY HANGING SIGNS DIRECT TO SHOW SITE. Freeman will not guarantee a sign will be hung by show opening if sent direct to show site. Hanging Sign shipments must arrive at the Freeman Advance Warehouse by the deadline date of APRIL 23, 2020 in order for Freeman to guarantee a sign is hung. Please contact the Rigging Department at (702) 579-1400 with any questions regarding hanging signs.**

**Please refer to the Target Move-In Floor Plan for your assigned date and time.**

Warehouse shipping address:

Exhibiting Company Name / Booth # \_\_\_\_\_  
**HD Expo 2020**  
 C/O FREEMAN  
 6675 W Sunset Rd  
 Las Vegas, NV 89118

FREEMAN will accept crated, boxed or skidded materials beginning **APRIL 1, 2020** at the above address. Materials arriving after **APRIL 23, 2020** will be received at the warehouse with an additional after deadline charge. Warehouse freight will be delivered prior to exhibitor set up. 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. Drivers must check in no later than 2:30 p.m. in order to be off-loaded on arrival date.** 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 # \_\_\_\_\_  
**HD Expo 2020**  
 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 **MAY 2, 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.

***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.

**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 APRIL 9, 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.

**SERVICE CONTRACTOR CONTACTS/INFORMATION:**

**FREEMAN**

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

**SERVICE CENTER HOURS**

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

Saturday	May 2, 2020	8:00 a.m.	-	5:00 p.m.
Sunday	May 3, 2020	8:00 a.m.	-	5:00 p.m.
Monday	May 4, 2020	8:00 a.m.	-	5:00 p.m.
Tuesday	May 5, 2020	8:00 a.m.	-	5:00 p.m.
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**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 to take advantage of advance order discount rates, place your order by **APRIL 9, 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.

Children under the age of 16 are not allowed on the show floor at any time during the installation and/or dismantle of the show.

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.