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## 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

As part of your contract to exhibit in JCK Las Vegas 2020, each 10' x 10' is furnished with complimentary booth carpet, 8 1/2" x 11" one-line company identification sign, one-time vacuuming of your booth, **one 1000 watt electrical outlet FOR SHOWCASES ONLY**, and one wastepaper basket per company.

**Unless otherwise indicated, all exhibitors are required to have a booth structure - either a custom booth (must be approved by show management) or a Freeman booth package.**

### The Exchange Booth Equipment

As part of your contract to exhibit in The Exchange 2020, each 10' x 10' is furnished with 8' high plum and white drape on three sides, facility carpeting, a one-line company identification sign, and one wastepaper basket per company. Electrical must be ordered separately by exhibitors and is not included in your booth contract.

### Booth Structure Approval

You can bring a custom booth display that you own. [View guidelines and restrictions here.](#) Please email your custom booth information to [jckbooth@reedexpo.com](mailto:jckbooth@reedexpo.com) for approval. Custom booth deadline is Friday, February 28, 2020. Please submit to Show Management as soon as possible.

### Cost-Effective Exhibitor Booth Packages

JCK Las Vegas has created turnkey packages should you not wish to bring a custom booth display. A reminder: take advantage of the early-bird pricing and order your package by APRIL 10, 2020 to save 40%. [Please click here to view Packages.](#)

Your booth ID sign will be produced using the ID sign list supplied to Freeman by Reed Exhibitions.

Black booth carpet will be provided for the general show floor. Please do not submit the Carpet Order Form in the Booth Furnishings section unless you would like to order a special carpet other than the one provided. If you choose to install your own carpet, it must be installed on top of the general show carpet. If you order from Freeman, you will be invoiced for any order submitted.

Please see Freeman Package Carpet Removal Form for Custom Booths only if you do not want the color provided.

Show Management will vacuum your booth the night before the show opens. You may order vacuuming for the remaining three days or porter service. If you want to order either of these services, refer to the Cleaning Order Form in the Facilities/Utilities section of the manual.

**SHOW COLORS**

**Pavilion                                      Booth Carpet                                      To Order A Custom Booth, Please Contact:**

**Level 1 - Hall G:**

Antique & Estate .....	Black .....	<a href="mailto:Karen.Robles@freeman.com">Karen.Robles@freeman.com</a>
Essentials & Tech (52000-54000) ...	Black .....	<a href="mailto:Anne.Kubaneck@freeman.com">Anne.Kubaneck@freeman.com</a>
Essentials & Tech (55000 & Above .	Black .....	<a href="mailto:Mallory.Maciuszek@freeman.com">Mallory.Maciuszek@freeman.com</a>
First Look (41000-46000) .....	Black .....	<a href="mailto:Karen.Robles@freeman.com">Karen.Robles@freeman.com</a>
First Look (47000 & Above).....	Black .....	<a href="mailto:Lewis.Heineman@freeman.com">Lewis.Heineman@freeman.com</a>
Gem Pavilion.....	Black .....	<a href="mailto:Anne.Kubaneck@freeman.com">Anne.Kubaneck@freeman.com</a>
Gallery - Level 1 (Hall G Foyer) .....	Multi Color/Facility .....	<a href="mailto:Godfrey.Tan-Torres@freeman.com">Godfrey.Tan-Torres@freeman.com</a>
Passport.....	Black .....	<a href="mailto:Karen.Robles@freeman.com">Karen.Robles@freeman.com</a>
Retail Innovation .....	Black .....	<a href="mailto:Lewis.Heineman@freeman.com">Lewis.Heineman@freeman.com</a>

**Level 1 - Ballrooms (Casanova, Marco Polo, Galileo):**

Fine Gems (Marco Polo).....	Multi Color/Facility .....	<a href="mailto:Lewis.Heineman@freeman.com">Lewis.Heineman@freeman.com</a>
Global Gemstone (Galileo) .....	Multi Color/Facility .....	<a href="mailto:Lewis.Heineman@freeman.com">Lewis.Heineman@freeman.com</a>
ICA (Casanova).....	Multi Color/Facility .....	<a href="mailto:Lewis.Heineman@freeman.com">Lewis.Heineman@freeman.com</a>

**Level 2 - Halls A, B, C:**

Bella Italia, Germany, Spain.....	Black .....	
Bridal.....	Black .....	<a href="mailto:Godfrey.Tan-Torres@freeman.com">Godfrey.Tan-Torres@freeman.com</a>
Bridge.....	Black .....	<a href="mailto:Judith.Davis@freeman.com">Judith.Davis@freeman.com</a>
Clockwork .....	Black .....	<a href="mailto:Judith.Davis@freeman.com">Judith.Davis@freeman.com</a>
Currents .....	Black .....	<a href="mailto:Sheryl.Rockwell@freeman.com">Sheryl.Rockwell@freeman.com</a>
Design Center (Hall D).....	Gray .....	<a href="mailto:Judith.Davis@freeman.com">Judith.Davis@freeman.com</a>
Diamond Plaza.....	Black .....	<a href="mailto:Jill.Syler@freeman.com">Jill.Syler@freeman.com</a>
Gallery - Level 2 (Hall C Foyer) .....	Multi Color/Facility .....	<a href="mailto:Godfrey.Tan-Torres@freeman.com">Godfrey.Tan-Torres@freeman.com</a>
Lab Grown Diamonds .....	Black .....	<a href="mailto:Emma.Cortez-Farrington@freeman.com">Emma.Cortez-Farrington@freeman.com</a>
Plumb Club .....	Gray .....	<a href="mailto:Anita.Moreano@freeman.com">Anita.Moreano@freeman.com</a>

**\*\* Carpet colors may change at discretion of show management. \*\***

To email your inquiry, please send to [ExhibitorSalesWest@freeman.com](mailto:ExhibitorSalesWest@freeman.com).

Please see Freeman Package Carpet Removal Form if you do not want the color provided as listed above.

Show Management will vacuum your booth the night before the show opens. You may order vacuuming for the remaining three days or porter service. If you want to order either of these services, refer to the Cleaning Order Form in the Facility/Utilities section of the manual.

**DISCOUNT PRICE DEADLINE DATE**

Order early on [FreemanOnline](http://FreemanOnline) to take advantage of advance order discount rates. Place your order by **MAY 7, 2020**.

**FREEMANONLINE®**

Take advantage of discount pricing by ordering online at [FreemanOnline](http://FreemanOnline) by **MAY 7, 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](http://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.

## SHOW SCHEDULE

**EXHIBITOR MOVE-IN** - The times listed below refer to booth installation. Please refer to the Targeted Move-In Floor Plan in the Target Move-In Floor Plan Tab for delivery of booth materials directly to the show.

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

### Global Gemstone and The Exchange at JCK Pavilions

Saturday May 30, 2020 8:00 a.m. - 5:00 p.m. By Target Only

\* Overtime rates will apply.

\* All exhibitor materials must be tagged for removal (empty storage) by 3:00 p.m., Saturday, May 30, 2020.

Sunday May 31, 2020 PRODUCT ONLY DAY \*\*

\* Overtime rates will apply.

**All exhibits must be completely assembled no later than 5:00 p.m. on Saturday, May 30, 2020.**

### Design Center

Sunday May 31, 2020 6:00 p.m. - 10:00 p.m.

Monday June 1, 2020 6:00 p.m. - 10:00 p.m. Product Day Only \*\*

### JCK

Thursday May 28, 2020 12:00 p.m. - 5:00 p.m. By Target Only

Friday May 29, 2020 8:00 a.m. - 5:00 p.m. By Target Only

Saturday May 30, 2020 8:00 a.m. - 5:00 p.m. By Target Only \*

\* Overtime rates will apply.

Sunday May 31, 2020 8:00 a.m. - 5:00 p.m. By Target Only \*

\* Overtime rates will apply.

\* All exhibitor materials must be tagged for removal (empty storage) by 3:00 p.m., Sunday, May 31, 2020.

Monday June 1, 2020 PRODUCT ONLY DAY \*\*

**All exhibits must be completely assembled no later than 5:00 p.m. on Sunday, May 31, 2020.**

### \*\* What is Product Only Day?

Product Only Day is intended for picking up your product from your armored car carrier, setting up your product displays and attending to last minute details in your booth.

**On Sunday, May 31, 2020 after 5:00 p.m., all crates, containers, ladders and tool boxes MUST be removed and no booth construction will be permitted after this date and time. If these items are not removed by this date and time, they will be tagged as empty and forced in to Access Storage at your expense. Please advise your EACs (subcontractors) regarding this policy.**

## EXHIBIT HOURS

### Global Gemstone and The Exchange at JCK Pavilions (Ballrooms)

Monday June 1, 2020 9:30 a.m. - 6:00 p.m. \*

Tuesday June 2, 2020 9:30 a.m. - 6:00 p.m.

Wednesday June 3, 2020 9:30 a.m. - 6:00 p.m.

Thursday June 4, 2020 9:30 a.m. - 6:00 p.m.

Friday June 5, 2020 9:30 a.m. - 4:00 p.m.

\* Only Global Gemstone booths located in the Level 1 Ballrooms will be open on Monday, June 1, 2020.

### JCK

Tuesday June 2, 2020 9:30 a.m. - 6:00 p.m.

Wednesday June 3, 2020 9:30 a.m. - 6:00 p.m.

Thursday June 4, 2020 9:30 a.m. - 6:00 p.m.

Friday June 5, 2020 9:30 a.m. - 4:00 p.m.

## EXHIBITOR MOVE-OUT

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

### Global Gemstone and The Exchange at JCK Pavilions (Ballrooms)

Friday June 5, 2020 4:00 p.m. - 8:00 p.m.

**\*\* PLEASE NOTE: NO LABOR IS ALLOWED ON THE SHOW FLOOR 4:00 PM - 5:00 PM**

### JCK

Friday June 5, 2020 4:00 p.m. - 9:00 p.m.

**\*\* PLEASE NOTE: NO LABOR IS ALLOWED ON THE JCK SHOW FLOOR 4:00 PM - 6:00 PM**

Saturday June 6, 2020 8:00 a.m. - 5:00 p.m.

Sunday June 7, 2020 8:00 a.m. - 5:00 p.m.

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 and Sunday.

**DISMANTLE AND MOVE-OUT INFORMATION**

- Freeman will begin returning empty containers at 7:00 p.m., Friday, June 5, 2020 and will be finished by 8:00 a.m., Saturday, June 6, 2020. Many booths will not receive their crates until Saturday, so please plan your travel accordingly.
- All exhibitor materials must be removed from the exhibit facility by:  
**Global Gemstone and The Exchange:** 8:00 p.m., Friday, June 5, 2020  
**JCK:** 5:00 p.m., Sunday, June 7, 2020  
 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:  
**Global Gemstone and The Exchange:** 6:00 p.m., Friday, June 5, 2020  
**JCK:** 1:00 p.m., Sunday, June 7, 2020

**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.

**SHIPPING INFORMATION**

Warehouse shipping address:  
 Exhibiting Company Name / Booth # \_\_\_\_\_  
**JCK Las Vegas 2020**  
 C/O FREEMAN  
 6675 W Sunset Rd  
 Las Vegas, NV 89118

FREEMAN will accept crated, boxed or skidded materials beginning **APRIL 30, 2020** at the above address. Materials arriving after **MAY 22, 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 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 # \_\_\_\_\_  
**JCK Las Vegas 2020**  
 C/O FREEMAN  
 Sands Expo Center  
 201 Sands Ave  
 Las Vegas, NV 89169

FREEMAN will receive shipments at the exhibit facility beginning **MAY 28, 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.

## 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 AUDIO VISUAL SOLUTIONS, INC.

3325 West Sunset Road, Suite A  
Las Vegas, Nevada 89118  
Ph: (702) 263-1484 Fax: (469) 621-5604

### 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)

### CUSTOM EXHIBIT/GRAPHICS

Freeman Exhibitor Sales Department  
Fax: (702) 579-6191  
[ExSalesLVLeads@freeman.com](mailto:ExSalesLVLeads@freeman.com)

### SERVICE CENTER HOURS

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

Thursday	May 28, 2020	12:00 p.m.	-	5:00 p.m.
Friday	May 29, 2020	8:00 a.m.	-	5:00 p.m.
Saturday	May 30, 2020	8:00 a.m.	-	5:00 p.m.
Sunday	May 31, 2020	8:00 a.m.	-	5:00 p.m.
Monday	June 1, 2020	8:00 a.m.	-	5:00 p.m.
Tuesday	June 2, 2020	8:00 a.m.	-	6:00 p.m.
Wednesday	June 3, 2020	8:00 a.m.	-	6:00 p.m.
Thursday	June 4, 2020	8:00 a.m.	-	6:00 p.m.
Friday	June 5, 2020	8:00 a.m.	-	9:00 p.m.
Saturday	June 6, 2020	8:00 a.m.	-	5:00 p.m.
Sunday	June 7, 2020	8:00 a.m.	-	5:00 p.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

Freeman, as your official contractor, wants to be a partner in your success at JCK Las Vegas 2020. If you have any questions or require additional information, please call us! We're here to assist you! If we can be of assistance, please call our Exhibitor Services Department at (702) 579-1700.

- Be sure to check your assigned delivery date on the enclosed Target Move-In Floor Plan (under the Target Move-In Floor Plans Tab). It is important to share this with your personnel in charge of shipping. Questions regarding your target move-in should be directed to Sam Blanton at (702) 579-1400 or by email at [sam.blanton@freeman.com](mailto:sam.blanton@freeman.com).
- Questions regarding sponsorships should be directed to Alexis Miranda at (702) 579-1464 or by email at [alexis.miranda@freeman.com](mailto:alexis.miranda@freeman.com).
- Direct billing to your company for Freeman's services can be arranged by contacting Kimberly Armstrong, Freeman/Las Vegas prior to MAY 7, 2020. No direct billing can be arranged at show site. Call (702) 579-1400 ext. 1951.
- Take the time to preview material handling guidelines to AVOID any unnecessary charges. Refer to your Shipping & Material Handling Tab for detailed information, or call us for further explanation!

**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 **MAY 7, 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.