

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 back drape and 3' high side dividers. Each pavilion will be highlighted in its own colors for enhanced recognition. Please refer to the pavilion colors below for more details.

Booths 300 sqft or less will receive a 7" x 44" two-line identification sign with InfoComm logo. Booths larger than 300 sqft may receive a 7" x 44" two-line identification sign with InfoComm logo upon request.

Electrical is not included with any standard booth package order. Electrical services can be found under the Utilities Tab.

EXHIBIT HALL CARPET

The exhibit area is NOT carpeted. The general aisles will be carpeted in blue. Pavilion aisle carpet will vary by pavilion. Each pavilion will be highlighted in its own colors for enhanced recognition. Please refer to the pavilion colors below for more details.

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.

PAVILION COLORS

Pavilion	Aisle Carpet	Back Drape (8')	Side Drape (3')
Audio	Tuxedo	Black, Gray and White	Black
Conferencing & Collaboration	Plum	Black and Gray	Black
Digital Signage	Midnight Blue	Black and Gray	Black
General Exhibits	Blue	Black, Gray and Blue	Black
Live Events	Gray	Black and Gray	Black
New Exhibitor	Plum	Black and Gray	Black

DISCOUNT PRICE DEADLINE DATE

Order early on [FreemanOnline](#) to take advantage of advance order discount rates. Place your order by **MAY 19, 2021**.

SHOW SCHEDULE

EXHIBITOR MOVE-IN

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

Thursday	June 10, 2021	8:00 a.m. - 5:00 p.m.	Targeted Move-In
Friday	June 11, 2021	8:00 a.m. - 5:00 p.m.	Targeted Move-In
Saturday	June 12, 2021	8:00 a.m. - 5:00 p.m.	General Move-In
Sunday	June 13, 2021	8:00 a.m. - 5:00 p.m.	General Move-In
Monday	June 14, 2021	8:00 a.m. - 5:00 p.m.	General Move-In
Tuesday	June 15, 2021	8:00 a.m. - 5:00 p.m.	General Move-In

EXHIBIT HOURS

Wednesday	June 16, 2021	9:00 a.m. - 5:00 p.m.
Thursday	June 17, 2021	9:00 a.m. - 5:00 p.m.
Friday	June 18, 2021	9:00 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](#).

Friday	June 18, 2021	4:00 p.m. - 11:00 p.m.
Saturday	June 19, 2021	8:00 a.m. - 5:00 p.m.
Sunday	June 20, 2021	8:00 a.m. - 5:00 p.m.
Monday	June 21, 2021	8:00 a.m. - 1:00 p.m.

DISMANTLE AND MOVE-OUT INFORMATION

- Freeman will begin returning empty containers as soon as the aisle carpeting is removed from the exhibit floor. The entire process will take several hours.
- All exhibitor materials must be removed from the exhibit facility by **Monday, June 21, 2021 at 1:00 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 **Monday, June 21, 2021 at 8:00 a.m.**

POST SHOW PAPERWORK AND LABELS

Our Exhibitor Support 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 Support Department at (888) 508-5054 for a quote.

FREEMANONLINE®

Take advantage of discount pricing by ordering online at [FreemanOnline](#) by **MAY 19, 2021**. 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 Exhibitor Support Department at (888) 508-5054 Toll Free US and Canada or +1(512) 982-4186 Local and International.

SERVICE CENTER HOURS

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

Thursday	June 10, 2021	8:00 a.m.	-	5:00 p.m.
Friday	June 11, 2021	8:00 a.m.	-	5:00 p.m.
Saturday	June 12, 2021	8:00 a.m.	-	5:00 p.m.
Sunday	June 13, 2021	8:00 a.m.	-	5:00 p.m.
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Saturday	June 19, 2021	8:00 a.m.	-	5:00 p.m.
Sunday	June 20, 2021	8:00 a.m.	-	5:00 p.m.
Monday	June 21, 2021	8:00 a.m.	-	1:00 p.m.

SHIPPING INFORMATION

Warehouse shipping address:

Exhibiting Company Name / Booth # _____
InfoComm 2021
 C/O FREEMAN
 10088 General Dr
 Orlando, FL 32824

Warehouse receiving hours are from 8:00 a.m. to 3:30 p.m., Monday-Friday.

Drivers must check in no later than 3:00 p.m. in order to be off-loaded on arrival date.

Freeman will accept crated, boxed or skidded materials beginning **WEDNESDAY, MAY 12, 2021** at the above address. Materials arriving after **WEDNESDAY, JUNE 2, 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 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 8:00 a.m. and 3:30 p.m. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (888) 508-5054.

Showsite shipping address:

Exhibiting Company Name / Booth # _____
InfoComm 2021
 C/O FREEMAN
 Orange County Convention Center
 9800 International Dr
 Orlando, FL 32819-8111

All Common Carriers and Van Lines should check in at the Marshalling Yard (see enclosed map).

Freeman will receive shipments at the exhibit facility beginning **WEDNESDAY, JUNE 9, 2021**. 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: (888) 508-5054.

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 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.

SERVICE CONTRACTOR CONTACTS/INFORMATION:

FREEMAN

(888) 508-5054 Fax: (469) 621-5605
ExhibitorSupport@freeman.com

FREEMAN EVENT TECHNOLOGY

(800) 868-6886
EventTechServices@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

PURCHASE TERMS

The Purchase Terms, as may be revised by Freeman without notice, apply to all orders submitted to Freeman for any goods or services. 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 Labor Jurisdiction 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 Labor Services 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 Support Department at (888) 508-5054.

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's Exhibitor Support Department 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 19, 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, 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.

Absolutely NO ONE under the age of 16 shall be allowed in the exposition halls or show floor during setup, exposition days and teardown. No exceptions will be made due to safety and liability concerns. No strollers shall be permitted at any time on the show floor.

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