

Important Exhibitor Services Information

Installation Hours

Monday, May 7 8:00 a.m. – 5:00 p.m.
(Targeted Move-In. Labor begins at 8:00 a.m.)

Tuesday, May 8 7:00 a.m. – 5:00 p.m.
(Targeted Move-In. Labor begins at 8:00 a.m.)

Wednesday May 9 7:00 a.m. – 5:00 p.m.
(Targeted Move-In. Labor begins at 8:00 a.m.)
Permission for after-hours installation must be obtained from the Heart Rhythm 2012 Exhibit Management. Overtime labor rates will apply.

Exhibition Hours

Wednesday May 9 5:30 p.m. – 7:00 p.m.
(Featured Poster Reception)

Thursday, May 10 9:00 a.m. – 5:00 p.m.

Friday, May 11 9:00 a.m. – 5:00 p.m.
**Exhibitors have access to the exhibit hall beginning at 5:30 p.m. on Wednesday and 7:00 a.m. Thursday and Friday.*

Dismantling Hours

Friday, May 11 5:01 p.m. – 10:00 p.m.

Saturday, May 8:00 a.m. – 8:00 p.m.
Overtime labor charges will apply throughout the dismantling period.

Gratuities

Freeman work rules prohibit the solicitation of tips by any of our employees. Our employees are paid excellent wages denoting a professional status and we feel that tipping is not necessary. Should you be solicited for a tip, please report the incident to our Service Center for immediate attention.

Customer Service

Union labor at all levels are instructed to refrain from expressing any grievances or directly challenge the practices of any exhibitor. All questions originated by labor are to be expressed to Freeman management personnel. It is recommended that any questions arising with regard to union jurisdictions or practices be directed to a Freeman management representative.

Installation, Dismantling and Decorating

Full-time employees of an exhibiting firm may install and dismantle their own respective company display, if such work can be completed in less than one hour without the use of mechanized tools. Any outside or additional labor required for installation, dismantle or decorating of displays is to be performed by the Official Service Contractor or by any other party signatory to the Decorator 510 under the guidelines established by the International Association of Expositions and Events.

Labor Rates

Straight Time \$94.80/hr
8:00 a.m. – 4:30 p.m. weekdays

Over Time \$145.30/hr
All hours before 8:00 a.m., after 4:30 p.m. weekdays and all hours Saturday

Double Time \$175.90/hr
All hours on Sunday and Union Holidays

Rigging Labor

All rigging labor services within the exhibit hall will be provided through JCALPRO. For additional information, please contact Elise Bechard at ebechard@jcalpro.com

Material Handling Services

As the official material handling contractor, work rules require that Freeman off-load all equipment and display material from commercial carriers, common carriers or van lines at the convention center loading docks. The use of fork trucks, pallet jacks and lift gates are permitted only by personnel of the official material handling contractor. Exhibitors are allowed to perform their own material handling, provided they meet all of the following criteria:

- Personnel performing the work must be bonafide, full-time company employees of the exhibiting company.
- They must be off-loading from a company owned truck or rental vehicle, or from a car, van or truck owned by personnel of the exhibiting company. All trucks, including co-owned or rental vehicles, over 24' in length will be off-loaded or loaded by the official material handling contractor.
- They may use only hand-operated equipment, which they have provided; two-wheeled hand trucks and four-wheeled flat trucks are permitted. The use of fork trucks, pallet jacks, lift gates or any other mechanical equipment is not permitted by anyone other than the official drayage contractor.

Freeman will not be responsible for any material they do not handle.

NEW! Simplified Material Handling Rate for 2012

This year we are introducing a simplified material handling rate of \$1.19 per pound. This rate includes the following material handling services:

- Advance to warehouse handling
- Direct to show site handling
- Exhibitor freight will be received and delivered to respective booths
- Empty containers will be stored, returned and loaded onto designated carriers during move-out
- No special handling surcharge
- No overtime surcharge

Exhibit Hall Utilities

Electrical Services:

The BCEC offers 120v, 208v and 480v, single- and three-phase electrical service of various amperages (ranging from 15 to 400 amps), through the exhibit halls. Overhead and utility floor port service is available for Halls A, B and C. Twenty-four hour power is available in all locations for an additional charge. The BCEC Staff will drop power at available locations within exhibitors' booths. If you would like power distributed to specific areas of a booth or under carpet, Freeman can provide this service. Your Exhibitor Service Manual will include order forms for electricity (MCCA), as well as cord labor (Freeman).

Plumbing / Compressed Air:

The BCEC can supply air to most areas of the exhibit hall (approximately 110 PSI). A variety of compressed gases are also available. At no time are exhibitors allowed to bring helium balloons into the facility.

Internet / Network Services:

The BCEC offers free wireless connectivity within the facility. Wireless coverage is complete, including exhibition halls, meeting rooms and back of the house areas. No additional equipment is required beyond the wireless access equipment installed in the client device. Please note that this is an unmanaged service. Should you require a higher level of connectivity, wired services are available and should be considered.

Telephone Service:

The BCEC offers telephone services with an analog single-line dial tone or a digital multi-line service. Complimentary handsets are provided for each single-line service order; multi-line units must be returned at the close of the event. Special services, such as call waiting, voice mail, teleconferencing and videoconferencing are available at additional charges.

Booth Cleaning:

The BCEC provides cleaning services for exhibitors on an exclusive basis. Cleaning services available are aisle and booth vacuuming or sweeping, porter service, and carpet shampooing.

Exhibitor Designated Contractor (EDC):

All companies providing a service to exhibitors must be licensed and insured prior to entering the Convention Center premises.

EXHIBITOR SERVICE KIT

The Exhibitor Service Kit will be made available by February 2012. The service kit and housing forms will not be made available to an exhibitor until final booth payment has been received.