



EXHIBITOR RESOURCE GUIDE

PLEASE REVIEW THIS DOCUMENT CAREFULLY

This guide has been developed for companies participating as an exhibitor at AHRMM23 and will help to answer frequently asked questions and refer exhibitors to sources of additional information. For easy reference, all topics are listed in alphabetical order. Updates and additions will be noted as such in future editions.

2023 Exhibitor Resource Page

You can access the AHRMM23 Exhibitor Resource page [here](#).

AHRMM Show Management

Contact AHRMM Show Management at AHRMM@smithbucklin.com if you have questions at any time prior to move-in. Onsite during move-in, show hours, and move-out, the AHRMM Show Management (Smithbucklin) Office will be in the back of the exhibit hall.

Americans with Disabilities Act (ADA) Conformance

Each exhibitor shall be responsible for compliance with all applicable provisions of the ADA within its booth and assigned exhibit space, including, but not limited to, wheelchair access provisions. Exhibitors shall indemnify, hold harmless and defend AHRMM, its officers, directors, agents, members and employees from and against any claims, liabilities, losses, damages and expenses (including attorney's fees and expenses) resulting from or arising out of the exhibitor's failure or allegations of exhibitor's failure to comply with the provisions of the ADA.

For more information on the ADA and how to make your exhibit accessible to persons with disabilities, please contact:

ADA

Civil Rights Division
U.S. Department of Justice
950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section - NYAV
Washington, D.C. 20530
Phone: (800) 514-0301
Fax: (202) 307-1198
<http://www.ada.gov/new.htm>

Attendee List

A complimentary pre-conference attendee mailing list will be made available during the week of July 12 to all sponsors who spend \$10,000+. A post-conference attendee mailing list will be shared with all exhibitors who complete an exhibitor survey distributed post-conference. The post-conference list will be mailed by about August 28, 2023.

While AHRMM understands how email addresses would be helpful to exhibiting companies, it is against federal data protection and privacy policies to release this information for all attendees. If you elect to purchase a lead retrieval license, and attendees give you permission to scan their badge, you will receive their full contact information (including email address and phone).

Attire

The suggested dress code for the conference during open hours is business casual. Expect an average daytime high temperature of 91°F (33°C) with an evening low of 76°F (24°C). Orlando receives a total average of 7.7" (195mm) of rain in August, and typically has 18 rainy days, with rain usually occurring mid-afternoon.

The Orange County Convention Center does not utilize air conditioning in the exhibit hall during move-in and move-out. Be prepared that the exhibit hall will be warm during these times. We recommend that you plan to wear comfortable clothing for move-in and move-out and plan to complete your work prior to 11:00 am or after 4:00 pm. At all other times and in other areas, the Orange County Convention Center is climate-controlled.

Booth Construction Guidelines

Standard Inline Booth

Inline booths have only one side exposed to an aisle and are generally arranged in a series along a straight line. Individual booths may be combined to form a larger inline booth space. A corner booth is an inline booth exposed to aisles on two (2) sides. All other guidelines for inline booths apply. Regardless of the number of inline booths utilized, e.g. 10' by 20' (3.05m by 6.10m), 10' by 30' (3.05m by 9.14m), 10' by 40' (3.05m by 12.19m) etc., display materials should be arranged in such a manner as not to obstruct sight lines of neighboring Exhibitors. The maximum height of 8' (2.44m) is allowed in the rear of the booth space, with a 4' (1.22m) height restriction imposed on all materials within 5' (1.52m) of an aisle. When two (2) or more inline booths are used in combination as a single exhibit space, the 4' (1.22m) height limitation is applied only to that portion of exhibit space which is within 10' (3.05m) of an adjoining booth. *Hanging signs are not permitted.*

Perimeter Booth

A perimeter booth is an inline booth that backs up to an outside wall of the exhibit facility rather than to another exhibit. All guidelines for inline booths apply to perimeter booths with the exception that the maximum back wall height is 12' (3.66m). *Hanging signs are not permitted.*

Island Booth

An island booth is any size booth exposed to aisles on all four (4) sides. The entire cubic content of this booth may be used up to the maximum content of 20' (6.0m), including signage. Hanging signs are permitted.

For additional guidelines, please reference the [Rules and Regulations](#). If you are uncertain what your booth type is, please contact AHRMM@smithbucklin.com.

Booth Design Review

Any Exhibitor occupying an Island is required to submit a detailed floor plan, including dimensions, to AHRMM Event Management for review and approval by July 7, 2023. All Exhibitors who received a written booth violation notice at the Event in 2022 are required to submit a detailed floor plan, including dimensions, to AHRMM Event Management for review and approval by July 7, 2023. Floor plans should be submitted via email to AHRMM@smithbucklin.com.

Booth Giveaways

AHRMM allows drawings, games of chance, and raffles in the Exhibit Hall, subject to the prior written approval [AHRMM Event Management](#). It is the Exhibitor's responsibility to ensure they are abiding by all Orlando, Orange County, and State of Florida statutes and regulations for drawings, games of chance, and raffles. Exhibitors may conduct giveaways in their booth if the drawing itself take place within the contracted exhibit space. AHRMM will not announce winners of exhibitor booth giveaways over the exhibit hall microphone.

Booth Package

Exhibit booths will be set with 8' royal blue and white back drape and 3' royal blue draped side rails. A company identification sign (7" x 44") will also be provided for inline booths 300 sq ft and smaller. The aisle carpet will be blue jay (blue and black speckles).

Any additional furnishings and services can be ordered by using the forms in the [Exhibitor Services Manual](#). *Please note that the hall is not carpeted, and all exhibitors are required to carpet/finish their booth floor.* Exhibitors may bring their own carpet/professional flooring or may rent carpet from The Expo Group. AHRMM Show Management reserves the right to install carpet at exhibitor's expense if not installed by 3:00 p.m., Sunday, August 6 and the exhibitor has not informed TEG that they are providing their own flooring.

Business Services

There is a [FedEx Office](#) located the West Concourse, near Hall C. The FedEx Office is the exclusive business center for the Orange County Convention Center, offering packing, shipping and receiving via FedEx for packages up to 150 lbs, mobility solutions (scooters & wheelchairs), office supplies, printing, office supplies, and computer workstations. For more information about services, contact the West Concourse FedEx Office® Print and Ship Center at 407.363.2831 or at usa3996@fedex.com.

Catering / Food / Beverage Dispensing

Any exhibitor wishing to provide food or beverages in their booth during show hours must receive permission from AHRMM Show Management. For information on how to submit item(s) for approval, email AHRMM@smithbucklin.com. Please note that outside food and beverages are prohibited, and any items provided should be ordered through Centerplate, the exclusive provider of food and beverage services at the Orange County Convention Center, as the official food service provider. See the [Exhibitor Contract Conditions/Rules & Regulations](#) for additional information.

Certificate of Insurance

Exhibitors are required to maintain and to provide a certificate of insurance to AHRMM Event Management on or before July 7, 2023, evidencing the following:

- (a) General liability with limits not less than \$1,000,000 per occurrence, \$2,000,000 in the aggregate
- (b) Owned (if applicable), hired and non-owned auto liability with limits not less than \$1,000,000 per occurrence
- (c) Workers' compensation with state statutory limits
- (d) Employer's liability with limits not less than \$500,000
- (e) Commercial umbrella liability with limits not less than \$5,000,000
- (f) Personal property and equipment on a special form replacement cost basis

AHRMM, Smithbucklin Corporation and the Orange County Convention Center are to be listed as additional insureds on a primary and non-contributory basis with respect to general/auto/umbrella liability. A waiver of subrogation must apply to all policies. All carriers are to maintain an A.M. Best rating of not less than A- VII. Exhibitors will not be permitted to set up their booth without submitting the proper certificates.

Certificates should be sent via email to AHRMM@smithbucklin.com or via mail to:

AHRMM Event Management
c/o Smithbucklin
2001 K St. NW, Ste. 300
Washington, DC 20006

Contract Conditions/Rules & Regulations

Exhibitors must comply with all policies, rules, terms, and regulations contained with this manual. A copy of the 2023 Exhibitor Booth Space Application & Contract Conditionals/Rules & Regulations is included in this Exhibitor Services Manual under the [Rules and Regulations section](#). Exhibitors are responsible for compliance with all [facility regulations](#) and codes concerning fire, safety, and health, which may be applicable in the exhibit hall during the event.

Convention Center – West Concourse

9800 International Drive
Orlando, FL 32819
Phone: 407.685.9824
exhibitservices@OCCC.net

The AHRMM Exhibit Hall is located on Level II of the West Concourse of the Orange County Convention Center. For more information on travel and hotel arrangements, please refer to the [Hotel & Travel](#) section of the AHRMM23 website.

The Orange County Convention Center has a designated parking lot for the West Building, accessible via Exhibit Way (north entrance), via Convention Way (South Entrance) and via West Entrance Drive off Westwood Blvd. Parking rates for exhibitors are \$20/day for passenger vehicles and \$30/day for oversized vehicles.

Dismantling of Exhibits

Exhibits are to be kept intact until the closing of the Event at 12:00 PM on **Tuesday, August 8, 2023**. No part of an exhibit shall be removed during Show Hours without special permission from AHRMM Show Management. Any Exhibitor who begins dismantling of its booth before 12:00 PM on Tuesday may lose part or all of their priority points and may entirely lose the privilege of exhibiting at future AHRMM events.

All carrier must check-in by 8:00 AM on **Wednesday, August 9, 2023**. All exhibit materials must be removed from the Facility by 8:00 AM **Tuesday, August 8, 2023**. If exhibits are not removed by this time, AHRMM reserves the right to remove exhibits and charge the expense to the Exhibitor and AHRMM shall have no liability for any loss or damage to Exhibitor's exhibit property caused by such removal.

Electrical, Internet, Plumbing, and Hanging Sign Rigging

The Orange County Convention Center is the exclusive supplier of electrical, internet, plumbing, and rigging services for hanging signs. Visit the [Exhibitor Services Manual](#) and view "Additional Services" to see pricing and forms for these services. The incentive advance deadline to order is **Friday, July 14, 2023**.

Equipment Exceeding Booth Construction Guidelines

Exhibitors may display equipment that exceeds the height specified by the booth construction guidelines subject to the prior written approval of AHRMM. Equipment that is displayed must be in its standard, commercial form, and may not have logos displayed or attached above the booth height limit. Email AHRMM@smithbucklin.com for approval of equipment.

Exhibit Hall Admission Hours & Exhibitor Badges

Exhibitors will be allowed into the exhibit hall at the following times with an AHRMM Exhibitor badge:

Sunday, August 6, 2023	8:00 AM – 5:00 PM
Monday, August 7, 2023	7:00 AM – 5:30 PM
Tuesday, August 8, 2023	8:00 AM – 7:00 PM

Exhibitor move-in on Saturday, August 5, 2023, is by appointment only and a wristband is required for access. Wristbands can be provided by the security guard. Beginning **Sunday, August 6, 2023**, an AHRMM Exhibitor badge, available at registration, is required to access to the exhibit hall. Exhibitors who need additional time in their

booth past the official move-in hours should visit the AHRMM Show Management Office prior to 5:00 PM to receive an Early/Late Pass. AHRMM Show Management's onsite office will be located next to the Exhibitor Service Center in the back of the Exhibit Hall. See the complete exhibit hall schedule in the [Exhibitor Resource Center](#).

Exhibitors are provided (3) complimentary Exhibitor badges per (100) sq. ft. of exhibit space purchased, with a minimum of (3) badges per company. See grid for badge allotment per booth square footage:

Booth Size in Square Feet	Number of Complimentary Exhibit Hall Only Badges	Number of Complimentary Full Conference Badges
100 sq. ft.	3	1
200 sq. ft.	6	2
300 sq. ft.	9	3
400 sq. ft.	12	4
600 sq. ft.	18	6

Exhibit Space Selection for AHRMM24

AHRMM Show Management will conduct an exhibit booth space selection for AHRMM24 during AHRMM23. For all Applications & Contracts received on or before July 14, 2023, space is assigned during Show Hours in Orlando. No deposit is required to participate. All exhibitors will receive an invoice in September after space selection is complete.

Booth selection times are based on priority point status outlined below.

Exhibiting

2 points – Each booth purchased for each AHRMM event

2 points – Each previous consecutive AHRMM event in which your company has participated as an exhibitor.

Sponsoring

1 point – Sponsorship(s)* valued up to \$5,000

2 points – Sponsorship(s)* valued from \$5,001 to \$10,000

3 points – Sponsorship(s)* valued from \$10,001 to \$15,000

4 points – Sponsorship(s)* valued from \$15,001 or more

Exhibitors may inquire about their priority point status by contacting AHRMM Show Management at AHRMM@smithbucklin.com.

Exhibitor Appointed Contractors (EACs)

All Exhibitor Appointed Contractors (EACs) must obtain a temporary set-up/tear-down wristband from the security guards for access to the exhibit hall during move-in and move-out. All EACs must be registered using the EAC Notification Form located in The Expo Group section of the [Exhibitor Services Manual](#) by **Monday, July 5, 2023**.

Exhibitor Events

Exhibitor activities that conflict with the AHRMM23 conference program are not permitted as outlined in the Exhibitor [Contract Conditions/Rules & Regulations](#). Contact AHRMM Show Management at AHRMM@smithbucklin.com for information on how to host event or rent a private meeting room at the Orange County Convention Center or Official Hotel.

Exhibitor Lounge

AHRMM will provide an Exhibitor Lounge for exhibitors' enjoyment on the show floor. Plan to stop by for complimentary coffee and snacks throughout the day. The Exhibitor Lounge is connected to the AHRMM Show Management Office and in the in the back of the Exhibit Hall.

Exhibitor Marketing

AHRMM has created an Exhibitor Marketing Kit to help exhibitors promote their presence at the conference. The Exhibitor Marketing Kit includes exhibitor/sponsor logos, sample email copy, social media information and more. Exhibitors should not use the AHRMM corporate logo in any form other than outlined in the Marketing Kit without prior approval from AHRMM Show Management.

Exhibitor Service Center

The Expo Group will staff an Exhibitor Service Center throughout the show to help exhibitors with orders and to provide needed services. The Service Center will be in the back of the Exhibit Hall. Exhibitors may follow up on advance orders as well as place any onsite orders at the Exhibitor Service Center. Place orders with pre-payment by **Wednesday, July 5, 2023**, to save 10%.

Fire Regulations

Exhibitors are required to comply with the Fire Marshal Regulations posted by the Orange County Convention Center, including guidelines for flame resistance of booth materials, hazardous chemicals guidelines, and guidelines for vehicles. Please see complete [regulations online](#).

Hotel Reservations

Exhibitors will receive the link to book housing in their registration confirmation email, as you must be registered before booking your housing. For more information on travel and hotel arrangements, please refer to the [Hotel & Travel](#) section of the AHRMM22 website.

Unofficial housing vendors may reach out to exhibitors to solicit business, giving the impression they are the official AHRMM housing vendor. Hotel reservations for AHRMM22 should be made directly with the hotel by calling the reservation number listed on your registration badge confirmation email. ONLY those suppliers identified in AHRMM22 Conference-related communications are official partners of AHRMM and AHA.

Lead Retrieval

CVENT is the official lead retrieval vendor for AHRMM22. Lead Retrieval licenses can be purchased through the Cvent exhibitor registration portal.

Mobile App

The AHRMM22 Mobile App will be available in the iTunes and Google Play stores in July 2023. There will also be a mobile web version for anyone using a device other than an iOS or Android platform. Each exhibitor is entitled to a complimentary listing in the Mobile App including a 35-word company description. Exhibitors can provide this information in their company Exhibitor Registration portal through Cvent.

Payment

Exhibitor must remit 100% percent of their total fee within 30 days of receipt of their invoice from AHRMM Event Management. Full payment must be received on or before July 7, 2023, regardless of Contract submission date. Credit card payments can be made online using American Express, Discover, MasterCard or Visa. Make all checks payable to Association for Healthcare Resource & Materials Management (AHRMM 2023) Event and remit to the following address via the U.S. Postal Service:

Association for Healthcare Resource & Materials Management (AHRMM 2023)
75 Remittance Drive
Suite 1272
Chicago, IL 60675 USA

Alternatively, Exhibitor may remit via overnight courier (e.g., FedEx) to the following address:

AHA-AHRMM
Suite# 1272
5505 North Cumberland Avenue
Suite 307
Chicago, IL 60656-1471

AHRMM reserves the right to hold or revoke Exhibitor badges for any Exhibitor with an unpaid balance and to instruct all official contractors to deny goods and services.

Exhibitors who wish to pay by ACH/wire must email Pat Brayley at pbrayley@smithbucklin.com for remittance instructions.

AHRMM's tax ID and W-9 form is available by request. Exhibitors can email Pat Brayley at pbrayley@smithbucklin.com with payment questions or to request the W-9 form.

Press List

There will be some magazine publications in attendance at AHRMM23, however there is not an official press list. For a list of publications in attendance, contact AHRMM Show Management at AHRMM@smithbucklin.com.

Schedule

You can view the [AHRMM23 schedule online](#). A detailed Exhibitor Schedule can be found in the General Information section of the Exhibitor Services Manual and in the [Exhibitor Resources](#) webpage.

Security

Independent guards will be engaged to provide protection for the overall exhibition from the beginning of exhibitor move-in to the end of exhibitor move-out, but guards are not responsible for individual booth security. The Orange County Convention Center, AHRMM, Smithbucklin, The Expo Group and the security vendor are not responsible for the safety of the property of exhibitors from theft, damage by fire, accident, vandalism or other causes. AHRMM strongly recommends that each exhibiting company secure a rider policy through its insurance agent to cover all booth and display items during transportation to and from this conference, as well as during installation, exhibit days, and dismantling. AHRMM insurance policies do not extend to cover liabilities of exhibitors. Exhibitors may arrange for additional security by contacting AHRMM Show Management, at AHRMM@smithbucklin.com.

Shipping Information

The Expo Group will accept crated, boxed, or skidded materials between **Monday, July 17 through Monday, July 31, 2023**, at the advance warehouse. Materials arriving after July 31, 2023 will be received at the warehouse with an additional after charge. Warehouse hours are Monday – Friday, 9:00 AM – 3:00 PM. Shipping labels should be addressed as follows and will also be available in the [Exhibitor Manual](#).

Advance Warehouse:

<EXHIBITOR COMPANY NAME & BOOTH NUMBER>
AHRMM23
c/o The Expo Group
2502 Lake Orange Drive
Orlando, FL 32837

The Expo Group will receive shipments at the exhibit facility beginning August 6, 2023. 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.

Direct Shipments to Orange County Convention Center

<EXHIBITOR COMPANY NAME & BOOTH NUMBER>
AHRMM23
Orange County Convention Center – West Building
9899 International Dr.
Orlando, FL 32819

Please Note: All items and materials that are brought into the facility may be subject to Material Handling charges and are the responsibility of the Exhibitor. This also applies to items not ordered through the Official Show Vendors.

Social Media Information

Start your pre-show outreach early to draw the right customers to your exhibit booth by sharing event information on your website, in newsletters, calendars and email outreach. Don't forget about social media outreach — join the online conversation before, during and after AHRMM22 by posting about it on Facebook, Twitter or LinkedIn and tagging your posts with the official hashtag: **#AHRMM23**

Follow us on Twitter at [@AHRMMtweets](#) and join the [AHRMM LinkedIn group](#) to engage attendees and stay informed.

Sponsorships

Increase your exposure on site by taking advantage of one of our sponsorship opportunities and make the most of your marketing dollar! Contact our sales team to learn more.

Exhibits (A-M) & ADVERTISING Nick
Schuette
(312) 673-4974
nschuette@smithbucklin.com

Exhibits (N-Z) & SPONSORSHIP
Kris King
(312) 673-5505
krking@smithbucklin.com

Storage Behind Booth Back Drapes

Nothing may be stored behind booths and back wall drapes. AHRMM, the Orange County Fire Marshal, and Orange County Convention Center may inspect exhibits to ensure compliance. Accessible storage may be ordered in advance through the [Exhibitor Services Manual](#) or arranged with The Expo Group at the Service Desk.

Travel

To help you plan for your trip to Orlando, check out the dedicated [AHRMM23 Travel & Hotel web page](#) as well as the [AHRMM23 Visit Orlando site](#).

Unauthorized Vendors

For the security of your company, please make your arrangements for AHRMM23 directly through information provided to you via email from AHRMM, Smithbucklin and The Expo Group. If there is ever a question about a communication received, please check with AHRMM Show Management by emailing AHRMM@smithbucklin.com to confirm the provider is a preferred supplier before ordering service or remitting payment. AHRMM is not responsible for services booked through means other than our official vendors nor can AHRMM guarantee the authenticity of those offers.

Websites to Bookmark

Visit and bookmark these helpful website as you plan for AHRMM22:

[AHRMM Website](#)

[AHRMM23 Website](#)

[Orange County Convention Center](#)

[Exhibitor Resources](#)

[Exhibitor Services Manual](#)

Wireless Internet

There will be complimentary wireless internet in lobbies and public areas for general web access. To purchase wired or wireless internet access in the Exhibit Hall, refer to the internet order form located in the Exhibitor Services Manual. Please note, if you need internet to run demos, you should order a hardline rather than using wireless internet.