



**EVENT DATES:** April 28-30, 2020  
**EXHIBITION:** April 28-30, 2020  
**CONFERENCE:** April 28-30, 2020  
**REGISTRATION:** April 27-30, 2020

**LOCATION:** Kay Bailey Hutchison Convention Center  
Dallas, TX (Halls A-F)

# 2020 EXHIBITOR MANUAL

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 1:00 pm - 7:00 pm

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 anitajoyce.wright@aviationweek.com

**Thank you for exhibiting at MRO Americas taking place at the Kay Bailey Hutchison Convention Center. We look forward to helping exhibitors, attendees, contractors, standbuilders navigate through the show.**

The [MRO Americas Exhibitor Resource Center](#) is available to help guide you through the process of exhibiting at an MRO show. The ERC can be found [HERE](#).

The primary suppliers/vendors for this event are:

- |   |                                  |
|---|----------------------------------|
| 1. Freeman – Freeman is the general services contractor and will provide: |                                  |
| Rental Exhibits   | Material Handling                |
| TotalFlex   | Outbound shipping                |
| Structural Integrity  | Signs & Graphics                 |
| Cleaning  | Graphics                         |
| Audio Visual  | Fabric Solutions                 |
| Furniture   | Installation and Dismantle       |
| Furnishing Essentials   | Forklift/Rigging                 |
| Accessories   | Hanging Sign Labor               |
| Carpet  | Chain hoist/truss/sign equipment |
| Transportation  | Rigging                          |

Forms are available in the [MRO Americas Exhibitor Resource Center](#)

- |   |          |
|---|----------|
| 2. The Kay Bailey Hutchison Convention Center – |          |
| Electric  | Catering |
| Internet  |          |

You will find all of the necessary forms and general information to complete your exhibition experience. If you cannot find information in the [ERC](#), please contact:

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***Thank you again for exhibiting. We look forward to helping you in any way we can.***

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**Exhibitor Move-In**

Saturday, April 25	1:00 PM - 7:00 PM	600 sqft and larger and double decker booths only
Sunday, April 26	8:00 AM - 8:00 PM	All Exhibitors
Monday, April 27	8:00 AM - 7:00 PM	All Exhibitors

**The exhibition will be open for visitors**

Tuesday, April 28	10:30 AM - 5:30 PM
Wednesday, April 29	9:30 AM - 5:30 PM
Thursday, April 30	9:30 AM - 1:00 PM

**Conference Hours – MRO AMERICAS**

Tuesday, April 28	8:00 AM - 4:45 PM
Wednesday, April 29	8:30 AM - 4:30 PM
Thursday, April 30	9:30 AM - 12:30 PM

**Conference Hours – Military Aviation Logistics and Maintenance Symposium**

Tuesday, April 28	8:00 AM - 4:00 PM
Wednesday, April 29	8:30 AM - 3:45 PM

**Registration Hours**

(Registration will take place in Ballroom C)

Monday, April 27	8:00 AM - 5:00 PM
Tuesday, April 28	8:00 AM - 5:30 PM
Wednesday, April 29	8:00 AM - 5:30 PM
Thursday, April 30	8:00 AM - 1:00 PM

**Exhibitor Breakdown**

Thursday, April 30	1:00 PM - 9:30 PM	All exhibitors located in Hall F must be cleared by 10:30 PM on Thursday
Friday, May 1	7:00 AM - 1:00 PM	

**Empty containers will be returned once aisle carpet is removed**

Aviation Week’s MRO Americas team has partnered with the list of suppliers below. The [MRO Americas Exhibitor Resource Center](#) is available to help guide you through the process of exhibiting at an MRO show. The ERC can be found [HERE](#).

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Service Provider	Contact	Deadline
<b>AV</b>	MIMI TON <a href="mailto:mimi.ton@freeman.com">mimi.ton@freeman.com</a> Phone: 214.333.1817 Fax: 469.621.5601 Online at: <a href="http://www.freeman.com">www.freeman.com</a>	April 3, 2020
<b>Booth Plans/Design Approval</b>	Submit Booth Plans All island and/or raw-space booths must submit their design to Allison Gold at <a href="mailto:allison.gold@aviationweek.com">allison.gold@aviationweek.com</a> or <a href="https://fs2.formsite.com/AW-Events/form91/index.html">https://fs2.formsite.com/AW-Events/form91/index.html</a>	March 6, 2020
<b>Catering – Centerplate</b> Official contractor must be used	Centerplate Exhibitor Booth Catering 214.743.2404 Centerplate Fax Line 214.743.2515 <a href="mailto:Angelique.Hart@centerplate.com">Angelique.Hart@centerplate.com</a>	April 7, 2020
<b>EACs</b>	Submit your information <a href="https://fs2.formsite.com/AW-Events/form58/index.html">https://fs2.formsite.com/AW-Events/form58/index.html</a> For more information/questions: Anita Joyce Wright, Associate Manager, Events +1 646-392-7864 <a href="mailto:anitajoyce.wright@aviationweek.com">anitajoyce.wright@aviationweek.com</a>	March 6, 2020
<b>Insurance</b>	<a href="https://www.exhibitorinsurance.com/pub/cnt/">https://www.exhibitorinsurance.com/pub/cnt/</a> For more information/questions: Anita Joyce Wright, Associate Manager, Events +1 646-392-7864 <a href="mailto:anitajoyce.wright@aviationweek.com">anitajoyce.wright@aviationweek.com</a>	March 6, 2020
<b>Electrical &amp; Plumbing</b> KBHCCD Exhibitor Services official contractor must be used	KBHCCD ATTN: CONVENTION SERVICES 650 S. GRIFFIN ST. DALLAS, TX 75202 Phone: (214) 939-2726 Fax: (214) 939-2740	March 27, 2020

# Contacts - Exhibitor Services/Suppliers

<p><b>Freeman Services</b></p>	<p><a href="https://www.freemanco.com/store/index.jsp">https://www.freemanco.com/store/index.jsp</a></p>	<p>April 3, 2020</p>
<p>Rental Exhibits        TotalFlex        Structural Integrity        Cleaning        Audio Visual        Furniture        Furnishing Essentials        Accessories        Carpet        Transportation        Material Handling        Outbound shipping        Signs &amp; Graphics        Graphics        Fabric Solutions        Installation and Dismantle        Forklift/Rigging        Hanging Sign Labor        Chain hoist/truss/sign equipment        Rigging</p>	<p>Email: <a href="mailto:FreemanDallasES@freeman.com">FreemanDallasES@freeman.com</a>        Phone: (214) 634-1463        Fax: (469) 621-5610</p>	<p>These services can all be found by contacting the official show contractor Freeman. To place online orders you will be required to enter your unique Login ID and Password. If this is your first time to use Freeman OnLine, click on the "Login" link to create a new account. To access Freeman OnLine without using the email link, visit <a href="http://www.freemanco.com/store">www.freemanco.com/store</a> and click on the "Login". If you need assistance with Freeman OnLine® please call the Customer Support Center at:        (888) 508-5054 Toll Free US &amp; Canada or        +1 (512) 982-4186 Local &amp; International or        +1 (817) 607-5000 Local &amp; International.</p>
<p><b>Internet – SmartCity Networks</b>        official contractor must be used</p>	<p>1-888-446-6911  <a href="mailto:csr@smartcity.com">csr@smartcity.com</a></p>	
<p><b>Lead Retrieval</b>        Capture Technologies        official contractor must be used</p>	<p>Phone: 973.890.7600 ext. 117        Email: <a href="mailto:sales@ct.events">sales@ct.events</a></p>	<p>March 8, 2020</p>
<p><b>Photography</b></p>	<p>1517 Conner Way • Lantana, TX 76226 • 214-321-2361 • Fax 214-279-0070        Visit us online at <a href="http://www.rcphotopro.com">www.rcphotopro.com</a> • E-mail: <a href="mailto:booth@rcphotopro.com">booth@rcphotopro.com</a></p>	<p>April 8, 2020</p>
<p><b>FREIGHT</b></p>	<p>Warehouse Shipping Address:        Exhibiting Company Name / Booth #        MRO AMERICAS 2020        C/O Freeman        5130 Cash Rd.        Dallas, TX 75247</p> <p>Show Site Shipping Address:        Exhibiting Company Name / Booth # _____        MRO AMERICAS 2020        Kay Bailey Hutchison Convention Center        C/O Freeman        650 South Griffin        Dallas, TX 75202</p>	<p>March 27-April 21        additional fees apply        from April 22 - April 25</p> <p>Shipments can be received beginning April 25 at 1 p.m.</p>

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KBHCCD is ADA compliant. It is our goal to implement new standards as they are introduced. In accordance with the ADA, KBHCCD is responsible for and provide permanent premises access accommodations such as, but not limited to: wheelchair lifts, elevator standards, door width standards and restroom accessibility.

If you need non-permanent accessibility aid while at the KBHCCD please consult with the event registration desk.

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All attendees, exhibitors/sponsors/visitors/speakers/etc. need to be registered as attendees for the event. Exhibitors need to be registered as exhibitors (not visitors) in order to have access to the exhibition hall during setup periods.

**Exhibitor Appointed Contractors (EACs)/Stand Builders**

All contractors, suppliers, and vendors are required to complete the EAC form <https://fs2.formsite.com/AW-Events/form58/index.html>

Upon arrival at the convention center, security will provide bracelets to all contractors that have completed the EAC forms.

**Exhibitor Event Badges**

Click [HERE](#) (mroamericas.aviationweek.com and select Register tab) to register your team. Exhibitors who would like to attend conference sessions may also purchase discounted conference/session badges by choosing either Exhibitor All Access or Exhibitor/Individual Sessions. You will need a promotion code in order to receive your discount, please contact Virginia Gongora to get the code at +1.212.204.4202 or [events@aviationweek.com](mailto:events@aviationweek.com).

Booth personnel is unlimited at the MRO events.

Please refrain from setting meetings and inviting customers to your booth during set-up hours. They will not be permitted in the exhibit hall with visitor badges.

**Registration Hours**

(Registration will take place in Ballroom C)

Monday, April 27 8:00 AM - 5:00 PM

Tuesday, April 28 8:00 AM - 5:30 PM

Wednesday, April 29 8:00 AM - 5:30 PM

Thursday, April 30 8:00 AM - 1:00 PM

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An emergency, as defined by the KBHCCD, is any incident or situation that causes damage or destruction to the facility and has the potential to affect the safety and security of persons in or near the KBHCCD.

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**CALL: KBHCCD Security Dispatch at 214-939-2940 or 2941 KBHCCD Security Dispatch will call 911 and inform your Event Coordinator**

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**Suspicious Person**

All persons within the facility shall abide by all applicable federal and state laws, administrative rules and orders, city and county codes and ordinances, and all rules and regulations of the KBHCCD. Please report all suspicious people and activity to KBHCCD Dispatch at 214-939-2940.

**Police**

Legal violations, incidents of violence, or threats of violence which could jeopardize the lives, property, or safety of others should be reported immediately to the police. These could include, but are not limited to: assaults, bomb threats, drug use, robberies, suspicious packages or persons, theft, or weapon possessions.

**Do**

- If there is immediate danger, leave the area and do not make contact with the perpetrator or threat
- Describe the perpetrator or threat to Security Dispatch in as much detail as possible
- Tell Dispatch the exact location of the emergency (room number, exhibit hall, lobby, floor/level)
- Identify, if possible, any witnesses and keep others away from the area

**Don't**

- Attempt to disarm, disengage, or neutralize the perpetrator
- Touch or move suspicious or dangerous objects

**Fire**

The KBHCCD has many fire prevention features. All are monitored and serviced regularly for quality assurance; however, smoke, extreme heat, and sparks can spread quickly, destroying property and lives. Fires and fire dangers should be contained and reported immediately to minimize damage and protect those in danger.

**Do**

- Describe in as much detail as possible the situation to KBHCCD Security Dispatch
- Stay calm then cover, contain, or use fire extinguishers to control small flames
- Activate the fire alarm system
- Touch doors to assure they're not hot before opening
- In an orderly fashion, move quickly to the nearest emergency exit, assisting others to the designated evacuation location
- If smoke is present, cover your nose/mouth and avoid standing while leaving the area
- Listen carefully and follow any instructions given over the public-address system

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**Don't**

- Evacuate the facility by using elevators and escalators

**Bomb Threat**

Bomb threats or suspicious items should always be taken seriously. They are most commonly received via phone, but are also made in person, via email or written note. If you receive a bomb threat report it immediately.

**DO**

- Keep the caller on the line as long as possible; be polite and show interest to keep them talking
- If possible, signal or pass a note to other staff to listen and help notify authorities
- Write down as much information as possible—caller ID number, exact wording of threat, type of voice or behavior, etc.

**DON'T**

- Panic
- Hang up even if the caller does

**Suspicious Package**

A suspicious package is a mail item of unknown contents which can potentially cause injury or destruction. A suspicious package can arrive from multiple sources including the U.S. Postal Service, UPS, FedEx, local messenger/ courier services, inter-office/organizational mail, or can be hand delivered.

**DO**

- Put the package down and do not handle it further
- Alert others in the area
- Leave the area and prevent others from entering
- Create a list of persons in the room where the package was received
- Wash hands if you come in contact with package

**Don't**

- Open or shake it
- Carry it or show to others
- Smell, touch or taste the package

**Active Shooter**

An active shooter is defined as an armed person or persons who have used deadly physical force on another person and continues to do so while having unrestricted access to additional victims. Most active shooters have significantly planned their assaults with the intent to kill as many people as possible.

**DO**

- Always make sure you have an escape route in mind
- Keep hands visible, and follow instructions given by police

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**DON'T**

- Attempt to gather personal belongings
- Attempt to leave the parking garage until you've been told to do so by police
- Attempt to move injured persons; leave them where they are and notify authorities of their location

**Active Shooter Procedure**

1. Go to a room that can be locked or barricaded by using nearby material
2. Close the window blinds, turn off the lights and get everyone down on the floor so that no one is visible from outside the room
3. Call Security Dispatch, describe the situation and give your name and location
4. If you can't speak, leave the line open so the dispatcher can hear what is taking place and attempt to determine your location
5. If the active shooter enters your space and you're unable to run or hide be prepared to fight using whatever you can find as a weapon
6. Remain in place until police give the all clear

**Medical**

The time required to get medical attention can make all the difference during a medical emergency (i.e. heart attack, stroke or seizure) while at the KBHCCD.

**Do**

- Tell Security Dispatch exactly what occurred and where it happened (room number, exhibit hall, lobby, floor/level)
- Administer CPR or first aid, if warranted
- AEDs are located throughout the facility and include instructions. (See Map for locations)
- Keep the person as calm and comfortable as possible and let them know that help is on the way
- Minor injuries such as bruises, sprains, etc. should be reported to your contracted Security Provider

**Don't**

- Attempt to move an injured person

**Severe Weather**

Severe weather can occur at any time in Dallas, but it peaks from March through June, during tornado season. KBHCCD Security staff will be onsite to direct clients and event attendees if a weather emergency warrants onsite sheltering.

**Do**

- Follow all instructions given by KBHCCD Security
- Take shelter and avoid the following areas:
  - Spaces adjacent to exterior glass panels (windows, doors)
  - Exterior of the facility

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**EXHIBITION**

April 28-30, 2020

**CONFERENCE**

April 28-30, 2020

**REGISTRATION**

Ballroom C

April 27-30, 2020

**EXHIBITOR MOVE-IN**

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1:00 pm - 7:00 pm

**April 26**

8:00 am - 8:00 pm

**April 27**

8:00 am - 8:00 pm

**LOCATION:**

Kay Bailey Hutchison  
Convention Center  
Dallas, TX  
Halls A-F

Allison Gold

Senior Manager, Events

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allison.gold@aviationweek.com

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Associate Manager Events

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anitajoyce.wright@aviationweek.  
com

- Loading Docks
- Catwalks
- Elevators
- Escalators
- Electrical Rooms

**Don't**

- Move or attempt to move vehicles or go outside the facility

**Non-Emergency**

Non-emergency situations are defined as any which disrupt normal facility or event operations

**Social Demonstrations**

Social demonstrations can range from a small confrontation to a large protest, inside or outside the facility. If a demonstration occurs in your leased space, contact your contracted Event Security Provider. The contracted Event Security Provider will then notify KBHCCD Security, who will coordinate with the Dallas Police Department, as needed.

**Utility Disruption**

In the event of a power outage, the KBHCCD is supplied emergency power by generators. These generators will activate within a few minutes of any power disturbance. Once activated, there is a general level of power provided to those affected areas.

**Do**

- Remain calm and in place until help arrives or service is restored
- If inside a meeting room, open the doors to provide lighting until service is restored

**Don't**

- Use elevators which are not moving or have been turned off

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In partnership with onPeak, we've secured discounted rates at a selection of Atlanta hotels. Through onPeak we're able to offer you convenient and affordable options for your trip to Aviation Week MRO Americas. onPeak is the only hotel provider endorsed by Aviation Week MRO Americas, and we encourage you to book through them early for the best selection and price.

By making your reservation within your event's official housing block, you are supporting the event and ensuring lower overall costs such as registration and convention center fees. Personally, you benefit by receiving the lowest rate for your room(s) as well as added services and incentives only available to those who book through onPeak.

In most cases, payment for your room is ultimately collected by the hotel, not onPeak. You must provide a credit card to onPeak at the time of booking to guarantee you will adhere to the payment, cancellation and any other special policies of the reservation—this is called a 'payment guarantee'. Should you violate the policies and booking conditions (if you don't show up to the hotel, cancel outside of the agreed upon window of time, etc.), the credit card provided to book your room may be charged. Please refer to your hotel's specific policies for full details.

**Important Reminder**

**onPeak is the only hotel provider endorsed by Aviation Week MRO Americas. If you are contacted by other third-party companies offering hotel assistance, please be aware they are not endorsed by our event. Entering into financial agreements with these companies can have costly consequences and are not protected by Aviation Week MRO Americas management.**

**How to make a Reservation:**

Please visit the Hotel page on the MRO Americas Web site:

<https://mroamericas.aviationweek.com/en/plan-your-visit/hotel.html>

Please select the hotel of your choice.

Any request of eight (8) or more rooms will be considered a group reservation. Each hotel will indicate the number of rooms available and you can view the "Rates & Availability" tab for full details. When you're ready to book, simply click your hotel of choice, click your check-in date and your check-out date and you will be able to edit the number of rooms you need each night.

Need Help with a New or Existing Reservation?

[MRO@onpeak.com](mailto:MRO@onpeak.com)

(877) 422 7123 Toll-Free

(312) 527 7300 Int'l

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**Alcohol** – In compliance with Texas Alcoholic Beverage Commission laws, no alcohol may be brought on to or removed from KBHCCD property except by the exclusive provider to KBHCCD.

**Bag/Coat-Check** – Bag and coat check will be available for attendees:

Wednesday, April 29: 8:00 am – 6:00 pm

Thursday, April 30: 7:30 am – 2:00 pm

This will be located at the Kay Bailey Hutchison Convention Center.

**Business Centers** – A business center is available for your convenience, via the attached skybridge at the Omni Dallas Hotel.

**Dining Options** – Concessions will be open in the halls as well as in the common areas of the KBHCC. Additional outlets include the restaurants in the Omni Hotel Dallas, and additional restaurants directly outside.

**Gift Shops** – If you need a postcard, newspaper or Dallas souvenir, the Omni Dallas hotel operates a gift shop. In addition to gifts, you'll find film, batteries, gum, candy, periodicals and tobacco products.

**Green Initiatives** – The Kay Bailey Hutchison Convention Center Dallas (KBHCCD) is committed to supporting and encouraging sustainable practices. As one of only a handful of U.S. LEED-EB and ISO 14001 certified convention centers in the nation, our dedication to resource conservation, sustainability, source reduction, and waste diversion is standard operating procedure. We pride ourselves in working with clients to host environmentally-friendly meetings and offering "green" practices, when possible. See additional information under Sustainability.

**Personal Mobility Devices** – The use of skateboards, hover boards, in-line skates, and roller skates are not permitted inside the KBHCCD. This includes all non-ADA approved mobility devices.

**Service Animals** – Under ADA's regulations, the definition of "service animal" is limited to a dog that is individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability.

**Smoking** – The KBHCC Dallas is a NON-SMOKING facility. The Facility includes the parking garage, dock areas, stairwells and all areas within 25 feet of all entrances. Any individual smoking in unauthorized areas is subject to removal.

**Weapons** – The KBHCCD follows all applicable state and local laws regarding weapons in the facility.

**Wireless Internet Zone** – Free internet is available in the lobbies. Scan for wireless connections and choose "free internet". Click connect once the splash page loads. Contact Smart City Networks at (214) 853-8900 if you have questions.



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**Car**  
 The Kay Bailey Hutchison Convention Center Dallas is located in downtown Dallas at **650 S. Griffin Street in Dallas, TX 75202.**

**Parking**  
 The parking garage and three surface parking lots (Lots C, D, and E) can accommodate almost any vehicle. Online-advance parking is available for select events. Click [Here](#) to purchase.



**On Central Expressway:** Take Central Expressway (U.S. 75) southbound. Take exit to I-35/U.S. 77 to Field Street. Turn left under the freeway and veer to the right onto Griffin Street. The Convention Center is straight ahead. The parking garage entrance is at the corner of Memorial and Griffin, on the south side of the Convention Center.

**On the Tollway:** Go south on the Dallas North Tollway. Take the Harry Hines/Downtown exit to Field Street to Griffin Street. The Convention Center is straight ahead. The parking garage entrance is at the corner of Memorial and Griffin, on the south side of the Convention Center.

**On Highway 183:** Take Carpenter Freeway (I-183) east to Stemmons Freeway (I-35E) southbound. Take the I-45/U.S. 75 exit to the Griffin Street exit. The Convention Center is straight ahead. (Also works for those coming from Denton/Lewisville.) The parking garage entrance is at the corner of Memorial and Griffin, on the south side of the Convention Center.

**On I-35 from the South:** Take R.L. Thornton Freeway (I-35E) northbound. Take I-30 east to Griffin/Lamar exit. Stay in the left lane as you exit to continue on Griffin Street. The Convention Center is straight ahead. The parking garage entrance is at the corner of Memorial and Griffin, on the south side of the Convention Center.

**On I-45:** Take Julius Schepps (I-45) northbound. Take I-30 West to Downtown/Ervay Street exit to Griffin Street. The Convention Center is straight ahead. The parking garage entrance is at the corner of Memorial and Griffin, on the south side of the Convention Center.

**On I-30:** Take R.L. Thornton Freeway (I-30) westbound to Dallas. Take the Downtown/Ervay Street exit from the left lane of the freeway. As you exit, you will be on Griffin Street. The Convention Center is straight ahead. The parking garage entrance is at the corner of Memorial and Griffin, on the south side of the KBHCCD.

Public transportation is readily available and convenient when attending an event at the Kay Bailey Hutchison Convention Center Dallas (KBHCCD). Amtrak and the Trinity Railway Express both service Dallas Union Station, which is located just 2 1/2 blocks northeast of the Convention Center.

**DART-Dallas Area Transit** Red and Blue Rail Lines both stop directly at the Convention Center. For further information you may contact DART #214-979-1111 for fees and schedules or visit their website at [www.dart.org](http://www.dart.org)

**Air** Dallas Love Field (DAL) and Dallas/Fort Worth International (DFW). The City operates a general aviation facility at Dallas Executive Airport (KRBD) for private air travel.



## Alcohol, Drinks, Cocktail Receptions

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Centerplate maintains the exclusive right to provide all food and beverage in the Kay Bailey Hutchison Convention Center Dallas. All food and beverages, including water, must be purchased from Centerplate.

**Show Management requests that all alcoholic beverages be served after 1 pm and must take place in the exhibition hall only.** No alcoholic beverages can be removed from the exhibition and all receptions must end by the time the exhibition hall closes for the day. No receptions are permitted after official exhibition hours.

The Show facility requires that ALL food and beverages distributed by exhibitors, attendees or sponsors be purchased solely from the venue itself. There are no exceptions. The Show facility reserves the right to confiscate any items considered a violation of this policy without compensation and may eject the offender from the premises. Show Management will not be liable for any damages to anyone who violates this policy. Any person or business entity that furnishes liquor to a guest has a civil and legal duty to do so responsibly. Show Management recommends that exhibitor research the liquor laws in the jurisdiction where the Show will be held to evaluate its exposure and meet any requirements for liability insurance. If exhibitor intends on serving any liquor from its booth.

In compliance with Texas Alcoholic Beverage Commission laws, no alcohol may be brought on to or removed from KBHCCD property except by the exclusive provider to KBHCCD.

**PLEASE NOTE: Only the official caterer may serve any alcoholic beverages. Show Management also requests that to minimize any liability alcoholic beverages be served during a limited time period. Alcoholic beverages may only be served after 1 p.m.**

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*Catering menus are available in the [MRO Americas Resource Center](#)*

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## Show Information/Policies Balloons/Lighter than Air Objects

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Show Management has a Balloon Policy in place that prohibits the use of helium filled balloons, either for displays, exhibits or general public access.

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## DEMONSTRATIONS

Exhibitor shall observe the "good neighbor" policy at all times and not intrude upon or disrupt other exhibitors while they are conducting business on the Show floor. Exhibits should be conducted in a manner not objectionable or offensive to neighboring booths. All demonstrations and the use of photographers, musicians, entertainers, loud speakers, sound system equipment and noise-making devices must be restricted to within the exhibitor's booth. Entertaining attendees in booths must be arranged so that exhibitor's personnel and attendees do not block aisles or overlap into neighboring exhibits. Operation of any equipment for demonstration purposes must be pre-approved in writing by Show Management. Show Management reserves the right to determine when any demonstrations become objectionable or interfere with adjacent exhibit spaces and may, if necessary, require that they be discontinued.

## SOUND

Disruption or noise level from any demonstration or sound system must be kept to a minimum and may not interfere with others. The use of devices for mechanical reproduction of sound or music is permitted (up to 85 decibels), but must be controlled and not be projected outside the confines of the exhibit booth. No noise makers or anything not in keeping with the character and high standards of the Show may be distributed or used by exhibitor in the exhibit area. Show Management reserves the right to determine at what point a disruption or sound level constitutes interference with other exhibits and must be discontinued.

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### FIRE DEPARTMENT REGULATIONS

The information contained in this brief outline does not by any means cover completely the ordinances and regulations contained in Dallas Fire code, but it does provide the basic rules governing concessions, exhibits and shows in any building open to the public.

1. Submit plans to the fire marshal before erecting a structure as a display inside an exhibit building unless the decorative and construction materials are non-combustible or flameproof.
2. All exit doors serving any occupied area of the building must remain unlocked unobstructed, and in proper operating condition; exit signs must function properly and be visible from all areas.
3. All curtains, drapes, or decorations must be non-combustible or flameproof.
4. Any merchandise or material attached to drapes or table skirts must be non-combustible or flameproof.
5. Fire extinguishing equipment needs will be determined by the fire marshal and any such equipment must remain visible and accessible.
6. Automotive vehicles and equipment may be displayed if:
  - a. There is not more than 5 gallons of fuel or the minimum amount for positioning.
  - b. Fuel tanks are locked and sealed.
  - c. Battery cables are disconnected.
  - d. Ignition keys are removed and at display location.
  - e. Vehicle operation is limited to brief parade type displays specifically approved by the fire marshal.
7. The storage of combustible shipping containers must be confined to area approved by the fire marshal.
8. The use, display, or storage of LPG, flammable liquid, or flammable gas must be approved by the fire marshal in writing.
9. NO SMOKING BY ORDER OF THE FIRE MARSHAL signs must be posted and maintained in areas so designated by the fire marshal; where smoking is allowed, non-combustible ash trays must be approved.
10. The use of open flames, burning, or smoke-emitting materials as part of an act, display, or show is prohibited.
11. Combustible waste is to be collected as it accumulates and be stored in non-combustible, covered containers which are emptied at least once each day.
12. The use of welding and cutting equipment for demonstration purposes must be by permit from the fire marshal.
13. The use of compressed gas cylinders must be approved by the fire marshal and cylinders must be firmly secured in an upright position.
14. All commercial type cooking appliances shall be equipped with ventilation hoods and approved automatic extinguishing systems. All other cooking devices shall have adequate separation from combustible materials by spacing or non-combustible shielding.
15. The use of any gas-fire appliance must be approved by the fire marshal; the use of salamander stoves is prohibited.
16. Sawdust and shavings shall be kept flameproofed.
17. The storage of hay and straw must be approved by fire marshal.



## Show Information/Policies

# Meetings in the Exhibition Hall

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Show Management requests that customer meetings not take place during show hours outside of the Exhibition Hall.

Meeting rooms may be available on premises. Please contact your sales rep for more information. See contact page for information.

Please refrain from setting meetings and inviting customers to your booth during set-up hours. **Only Exhibitors and Contractors are permitted in the exhibition hall. Speakers, visitors, conference attendees will not be permitted in the hall.**

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Multi-story exhibits include any display fixture that includes two or more levels. There are additional fees associated with Multi-story exhibits. For MRO Americas, the fee is US\$6 per sqft assessed by show management. Only island booths are permitted to build multi-level booths. Fees are assessed based on the total square footage of the booth, not the size of the platform.

**If you are interested in building a multi-story exhibit, please contact your sales rep and submit all relevant plans and documentation to Allison Gold ([allison.gold@aviationweek.com](mailto:allison.gold@aviationweek.com), +1 646.233.4425)**

Multi-story Exhibit requires prior approval by the exhibit facility, and/or relevant local government agency and show management and will have additional fees applied.

**These guidelines are as follows:**

- a. Covered or roofed areas should be furnished with acceptable battery-powered smoke detectors that emit alarms audible outside of the enclosed or covered area.
- b. The exhibitor will provide for a Fire Watch within the booth space. Personnel providing Fire Watch services must be supplied with a Class 2A10BC Fire Extinguisher in each enclosed area covered by the floor above. Personnel must be trained in the use of extinguishers.
- c. Spiral stairways are not recommended for areas occupied by the public, visitors or clientele, unless specifically approved.
- d. Exhibit booth plans must be submitted to the Kay Bailey Hutchison Convention Center for review a minimum of sixty (60) days before move-in. There must be a licensed structural engineer's stamp of certification on all plans.
- e. The upper deck of multilevel exhibits greater than 300 square feet in area shall have at least two remote means of egress.
- f. Areas within the exhibit booth that are totally enclosed (i.e., walls and roof/ceiling) must be served by an emergency lighting source (i.e., battery-powered) when such areas lead to exit access from the space (e.g., stairs, aisles, corridors, ramps and passageways leading to an exit from the booth space).

For more information about adding a second story and the approval process, please contact Allison Gold at [Allison.gold@aviationweek.com](mailto:Allison.gold@aviationweek.com), +1.646.233.4425



## Show Information/Policies Photography/Video

### EVENT DATES:

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**PHOTOS AND VIDEOS.** Exhibitor may take photos or videos of its displays; however, exhibitor is not permitted to directly take pictures of any other display or instruct others to take such pictures without written permission of Show Management and the exhibitor whose display is being photographed. Notwithstanding the foregoing, exhibitor authorizes Show Management and its Representatives (as defined in Section 16 below) to photograph and/or record all or any part of the Show (including, without limitation, exhibitor's exhibit space and personnel), and exhibitor hereby grants Show Management the worldwide, perpetual, royalty free right and license to reproduce, distribute, transmit, publicly perform and publicly display all such photographs and recordings (and any derivative works thereof) in any medium (now existing or hereafter developed).

### AVIATION WEEK – MRO AMERICAS

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Informa acquired Penton Information Services on November 2, 2016, bringing together two great Exhibitions and Information Services Groups to provide a greater range of products and information to our global customer base.

These Additional Terms and Conditions supplement the terms and conditions set forth in the exhibit space contract executed by exhibitor. If an agency executes an exhibit space contract on behalf of a client, then such agency and such client shall be jointly and severally liable for the payment and performance of the obligations of "exhibitor" hereunder and for any breach of any provision hereof. Terms used herein have the meanings ascribed to them in the exhibit space contract unless otherwise defined herein. Any sponsorship or event marketing opportunity contracted for by exhibitor in connection with the Show is governed by the Sponsorship and Event Marketing Terms and Conditions (accessible at [events.aviationweek.com](http://events.aviationweek.com)).

1. **ELIGIBLE EXHIBITS.** Show Management reserves the right to determine whether any company or product is eligible for inclusion in the Show. This determination may be made at any time before or after the start of the Show. Exhibitor or its agent/agency must have no outstanding past due invoices with Show Management, Informa or its affiliates. Past due invoices billed to the exhibitor or its agent/agency must be paid before exhibitor will be allowed access to the Show.

2. **FLOOR PLAN.** The floor plan for the Show will be maintained as originally presented, wherever practicable. However, Show Management reserves the right, in its sole discretion, to modify the floor plan to the extent necessary for the best interests of the Show, the exhibitors, and the industry. All measurements shown on the floor plan are approximate, and Show Management reserves the right to make such modifications as may be deemed necessary, making equitable adjustment for any exhibitor thereby affected.

3. **EXHIBIT SPACE ASSIGNMENT.** Space assignment will be indicated on the confirmation of acceptance of the exhibit space contract by Show Management. Exhibitor must rent sufficient space to contain its exhibit completely within the confines of the booth lines. Equipment may not extend into the aisles, over the aisles, or across exhibitor's purchased booth line. Heights and depths specified by the IAEE Guidelines must be observed (see the Exhibitor Resource Center on the Show website). Floor plans for double decker/two story exhibits must be approved by Show Management, the official exhibit services contractor and the Show facility (fire marshal). Additional charges may be incurred. Show Management reserves the right to relocate exhibitor in comparable space for the best interest of the Show. Should exhibitor decide to cancel, the exhibit space reverts back to Show Management.

4. **BOOTH SHARING.** Exhibitor shall not assign, sublet, subcontract or share the whole or any part of the space allotted without obtaining the prior written consent of Show Management. Companies may be allowed to share booth space as long as there is at least one 9 sqm/10' x 10' booth per company (i.e., two companies cannot share one 9 sqm/10' x 10' booth, but may share an 18 sqm/10' x 20' booth or larger). The primary exhibiting company must notify Show Management in writing that it will be sharing booth space. Subject to Show Management's approval of the booth sharing and payment by the exhibiting companies of any additional fees (if applicable), each exhibiting company will receive a password to complete its program book listing.

5. **EXHIBITOR RESOURCE CENTER AND SHOW POLICIES.** The Exhibitor Resource Center containing detailed information will be available on the Show website in ample time for advance planning. The Exhibitor Resource Center will contain, among other things, information regarding shipment, labor, electrical service, rental items and exhibit hours. All services, such as furniture, carpeting, labor, cleaning, storage of boxes and crates, shipping and other special services must be arranged through the official exhibit services contractor. Service order forms for all available services should be returned by the required deadlines to avoid late charges. If exhibitor elects to use any contractor other than the official contractors designated by Show Management, exhibitor must complete the EAC (Exhibitor Appointed Contractor) form available in the Exhibitor Resource Center. Exhibitor will communicate to any subcontractor that it is bound by this Agreement, and exhibitor will be liable for any act or omission by such subcontractor which would, if taken by exhibitor, constitute a breach of any provision of this Agreement. Exhibitor must abide by the regulations and guidelines included in the Exhibitor Resource Center. Show Management



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**CONFERENCE**

April 28-30, 2020

**REGISTRATION**

Ballroom C

April 27-30, 2020

**EXHIBITOR MOVE-IN**

**April 25** (600 sqft and larger/  
double decker booths only)

1:00 pm - 7:00 pm

**April 26**

8:00 am - 8:00 pm

**April 27**

8:00 am - 8:00 pm

**LOCATION:**

Kay Bailey Hutchison  
Convention Center  
Dallas, TX  
Halls A-F

Allison Gold

Senior Manager, Events

+1-646-233-4425

allison.gold@aviationweek.com

Anita Joyce Wright

Associate Manager Events

+1-646-392-7864

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shall have sole control over the official Show policies applicable to attendees, which will be available on the Show website.

6. **INSTALLATION AND DISMANTLING OF EXHIBITS.** Show Management reserves the right to resell the exhibit space if the exhibitor booth is not set up and/or is not occupied by the exhibitor on the dates and at the times specified in the Exhibitor Resource Center, and this exhibit space contract shall be deemed to have been canceled by exhibitor, and exhibitor shall remain liable for the total fee. Show Management reserves the right to have the official exhibit services contractor install the exhibit or remove unopened freight at the expense of the exhibitor. Exhibitor must provide carpet or other suitable flooring for its entire exhibit space during the Show dates. Under no circumstances may the weight of any exhibit material exceed the specified maximum floor load of the exhibit hall. Exhibitor accepts full and sole responsibility for any injury or damage to persons or property resulting from failure to distribute the placement of its exhibit material in accordance with the floor loading specifications. Dismantling may not begin until the close of the Show on the final day of the Show. Goods and materials used in any display shall not be removed from the exhibit hall until the Show has officially closed. Any exception to this rule must have the written approval of Show Management. Dismantling must be completed and all exhibit materials removed by the final move-out date and hour set forth in the Exhibitor Resource Center. Exhibitor is advised to remove small, portable items immediately upon conclusion of the Show.

7. **STAFFING AND DISPLAYS.** Exhibitor shall provide adequate staff for maintenance and operation of its exhibit during all Show hours. It is exhibitor's responsibility to create an attractive display area that is in good taste (as determined by Show Management) and enhances the overall appearance of the Show and is a credit to the industry. Show Management reserves the right to approve the character of the display and to prohibit any display which, because of noise or other objectionable features, detracts from the general character of the Show. Any part of an exhibit space which does not reflect the purpose of the Show or comply with specifications set forth in the Exhibitor Resource Center must be corrected at the exhibitor's expense. Show Management reserves the unilateral right to correct any unsightly exhibit, and exhibitor agrees to pay for expenses incurred in making the necessary alterations. If corrections cannot be made, the exhibit shall be removed at exhibitor's cost, with no liability accruing to Show Management.

**Exhibit Design.** All booth furnishings, including audio and video, should be appropriate for a general audience and should not be offensive or violate common decency. In the event of a complaint about a booth's content, Show Management will investigate. If content is determined to be offensive or inappropriate, the exhibitor must cease use of such content.

**Exhibitor Attire.** Show Management reserves the right to determine appropriate exhibitor/presenter attire and manner. Exhibitors and their personnel should present a professional image and appearance. If for any reason the attire of exhibitor's personnel is deemed inappropriate by Show Management, the exhibitor may be asked to make suitable changes to the attire of its employees, exhibit staff and/or models. If necessary, the exhibitor may be asked to remove individual(s) wearing the inappropriate attire in question at exhibitor's sole expense. Exhibitors with questions about compliance with these guidelines should consult Show Management in advance of the Show.

8. **DEMONSTRATIONS.** Exhibitor shall observe the "good neighbor" policy at all times and not intrude upon or disrupt other exhibitors while they are conducting business on the Show floor. Exhibits should be conducted in a manner not objectionable or offensive to neighboring booths. All demonstrations and the use of photographers, musicians, entertainers, loud speakers, sound system equipment and noise-making devices must be restricted to within the exhibitor's booth. Entertaining attendees in booths must be arranged so that exhibitor's personnel and attendees do not block aisles or overlap into neighboring exhibits. Operation of any equipment for demonstration purposes must be pre-approved in writing by Show Management. Show Management reserves the right to determine when any demonstrations become objectionable or interfere with adjacent exhibit spaces and may, if necessary, require that they be discontinued.

9. **SOUND.** Disruption or noise level from any demonstration or sound system must be kept to a minimum and

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may not interfere with others. The use of devices for mechanical reproduction of sound or music is permitted (up to 85 decibels), but must be controlled and not be projected outside the confines of the exhibit booth. No noise makers or anything not in keeping with the character and high standards of the Show may be distributed or used by exhibitor in the exhibit area. Show Management reserves the right to determine at what point a disruption or sound level constitutes interference with other exhibits and must be discontinued.

10. PHOTOS AND VIDEOS. Exhibitor may take photos or videos of its displays; however, exhibitor is not permitted to directly take pictures of any other display or instruct others to take such pictures without written permission of Show Management and the exhibitor whose display is being photographed. Notwithstanding the foregoing, exhibitor authorizes Show Management and its Representatives (as defined in Section 16 below) to photograph and/or record all or any part of the Show (including, without limitation, exhibitor's exhibit space and personnel), and exhibitor hereby grants Show Management the worldwide, perpetual, royalty free right and license to reproduce, distribute, transmit, publicly perform and publicly display all such photographs and recordings (and any derivative works thereof) in any medium (now existing or hereafter developed).

11. NO SUITCASING POLICY. "Suitcasing" refers to the practice of attending a trade show and "working the aisles" from a suitcase or briefcase to solicit business from other attendees and exhibitors. The only legitimate location to conduct business during Show hours is within contracted exhibit space on the Show floor. Samples, giveaways, catalogues, pamphlets, souvenirs, industry publications and printed matter or promotional material of any kind may be distributed by exhibitor and its representatives (including hosts and hostesses) only within the confines of its booth, with the exception only of designated sponsorships and marketing opportunities for which exhibitor has contracted with Show Management. Violations should be reported to Show Management.

12. FOOD, BEVERAGES AND LIQUOR. The Show facility requires that ALL food and beverages distributed by exhibitors, attendees or sponsors be purchased solely from the venue itself. There are no exceptions. The Show facility reserves the right to confiscate any items considered a violation of this policy without compensation and may eject the offender from the premises. Show Management will not be liable for any damages to anyone who violates this policy. Any person or business entity that furnishes liquor to a guest has a civil and legal duty to do so responsibly. Show Management recommends that exhibitor research the liquor laws in the jurisdiction where the Show will be held to evaluate its exposure and meet any requirements for liability insurance. If exhibitor intends on serving any liquor from its booth, PLEASE NOTE: Only the official caterer may serve any alcoholic beverages. Show Management also requests that to minimize any liability alcoholic beverages be served during a limited time period.

13. DISPLAYS AND EXHIBITS OUTSIDE SHOW. Exhibitor agrees that outside of its own designated exhibit space at the Show, it will not (nor will it permit its agents or distributors to) conduct any display or exhibit or distribute publications or any product bearing its trademark within a three mile radius of the Show or the Show's officially designated hotels during the dates of the Show. This limitation does not apply to participation in other trade association exhibitions which may coincidentally be ongoing in the same city or to exhibitor's regular place of business or show room. Violation of this provision by exhibitor will constitute a material breach of the Agreement, and Show Management may, in its sole discretion, cancel the Agreement. Upon cancellation, exhibitor will remove its display and any equipment contained in the exhibit hall and forfeit all payments made pursuant to the Agreement.

14. HOSPITALITY FUNCTIONS/OUTBOARDING: Hospitality functions (including meetings, conferences, special events and receptions, unless approved by Show Management) are not permitted during Show set-up days or Show days. Any hospitality function during the dates of the Show in the host city is reserved for exhibiting companies and must be approved by Show Management. "Outboarding" is also prohibited. Outboarding is when a company that is eligible to exhibit/sponsor at the Show does not exhibit/sponsor, but hosts attendees/delegates from the Show, without Show Management's approval during set-up days or Show days. Companies that engage in outboarding may be prohibited from participating at the Show as determined by Show Management. Registration badges will not be issued to any employee of a company prohibited from exhibiting due to outboarding. Exhibiting companies are encouraged to protect their investment and report any outboarding to

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Show Management.

15. COMPLIANCE WITH LAWS/STANDARDS. Exhibitor shall comply with all federal, state, and local laws, rules, standards, regulations and ordinances ("Laws"), including but not limited to copyright laws, the Americans with Disabilities Act, and all Laws pertaining to business licenses, health, fire prevention and public safety, and all Show Management and Show facility rules and regulations. Exhibitor shall be solely responsible for obtaining any necessary tax identification numbers and any licenses, permits or approvals required under any Law and for paying all taxes (including all sales taxes), license fees, use fees, or other fees, charges, levies or penalties that may become due to any governmental authority in connection with its participation in the Show. All amounts due from exhibitor to Show Management are exclusive of VAT or other similar taxes, which amounts shall be invoiced to and borne exclusively by exhibitor. Subject to applicable Laws, all amounts due from exhibitor to Show Management shall be paid in full in U.S. dollars (unless a different currency is specified on the exhibit space contract) without reduction for withholding or other taxes, deductions or offsets of any kind. If applicable, (i) exhibitor shall pay the cost of conversion to U.S. dollars, and (ii) any required withholdings or taxes will be paid by exhibitor to the appropriate third party. Exhibitor must comply with union work rules if union labor will be made available. If Show Management becomes aware of exhibitor's failure to comply with any applicable Law, such failure to comply shall be cause for rejection or removal of exhibitor and its exhibit from the Show. All property of exhibitor is understood to remain in exhibitor's possession, custody and control in transit to, from, or within the confines of the exhibit hall, and is subject to the rules and regulations of the Show.

Fire & Safety Laws. Federal, state and local fire and safety Laws must be strictly observed. Flammable or hazardous fluids, substances, or materials of any nature are prohibited in the booth and in the storage area behind the booth. All decorative materials, including cloth decorations, must be flame-proofed and comply with local fire regulations. Transferring of flammable liquids while in the exhibit hall is expressly prohibited. Electrical equipment and wiring must comply with fire department and underwriter rules and meet all safety codes. Smoking at the Show is forbidden. Aisles and fire exits cannot be blocked by exhibits.

Copyrights/Music Performance Rights Licenses. Exhibitor must obtain music performance rights licenses through the applicable performing rights associations ASCAP and/or BMI (and/or any other necessary performing rights associations), if exhibitor intends to use copyrighted music in its booth. Show Management is not responsible for the music used by exhibitor, and without limiting exhibitor's indemnification obligations otherwise set forth in the Agreement, exhibitor hereby agrees to indemnify, defend and hold harmless Show Management, all other Show Providers (as defined in Section 16 below), and each of their respective Representatives (as defined in Section 16 below) for any and all Claims (as defined in Section 17 below) related to any copyright violations that result from exhibitor's failure to obtain the appropriate licenses.

License. Exhibitor agrees that Show Management and its affiliates shall have the perpetual, worldwide, royalty free license and right to collect and maintain, and to reproduce, publish, display, transmit, distribute, adapt, create derivative works from, syndicate and otherwise exploit or use, commercially or otherwise, in any medium, any and all information related to exhibitor's products that are made available to Show Management in connection with the Show or any other events owned, organized, managed, or operated by Show Management in which exhibitor participates, in each case whether prior to, concurrently with, or following exhibitor's submission of the exhibit space contract.

GDPR. Where the parties are subject to the provisions of the General Data Protection Regulation (EU 2016/679) ("GDPR") as a result of processing personal data pursuant to the exhibit space contract, the following shall apply:

Data Protection Law: the GDPR and the Directive, as amended or replaced from time to time, and all other national, international or other laws related to data protection and privacy that are applicable to any territory where Show Management or exhibitor processes personal data or is established.

Directive: the European Privacy and Electronic Communications Directive (Directive 2002/58/EC).

Reportable Breach: a breach of security leading to the accidental or unlawful destruction, loss, alteration, unautho-

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rized disclosure of, or access to, personal data transmitted, stored or otherwise processed.

The terms personal data, controller, processor, processing, data subject and supervisory authority shall have the meanings ascribed to them under the GDPR.

For the purposes of the exhibit space contract and either party's processing of personal data in connection therewith, the parties agree that each party acts as a data controller. Each party shall (i) only process personal data in compliance with, and shall not cause itself or the other party to be in breach of, Data Protection Law, and (ii) act reasonably in providing such information and assistance as the other party may reasonably request to enable the other party to comply with its obligations under Data Protection Law. If either party becomes aware of a Reportable Breach relating to the processing of personal data in connection with the exhibit space contract, it shall (i) provide the other party with reasonable details of such Reportable Breach without undue delay, and (ii) act reasonably in co-operating with the other party in respect of any communications or notifications to be issued to any data subjects and/or supervisory authorities in respect of the Reportable Breach. If either party receives any communication from any supervisory authority relating to the processing of personal data in connection with the exhibit space contract, it shall (i) provide the other party with reasonable details of such communication, and (ii) act reasonably in co-operating with the other party in respect of any response to the same.

16. **LIABILITY FOR DAMAGE.** Exhibitor will be liable for any damage caused in any manner, including by fastening displays or fixtures to the building floors, walls, columns or ceilings or to the standard booth equipment and for any damage to equipment furnished by Show Management or designated service suppliers. Exhibitor may not apply paint, lacquer, adhesive or any other coating to building walls and floors or to standard booth equipment. Show Management, Informa and its equity owners and affiliates; Show facility management and its owners, affiliates, lessors and lessees; and official exhibit service contractors and security services (all of the foregoing in this sentence, collectively, "Show Providers") and each of their respective officers, directors, officials, employees, agents, contractors and representatives (collectively, "Representatives") will not be responsible for the safety or any loss, theft, destruction or damage to property of, or for any injury to, exhibitor or its Representatives for any reason, including without limitation, due to theft, strikes, fire, water, storm, vandalism or other causes (and exhibitor waives all claims against Show Providers and their Representatives, and releases all of them from all liabilities, with respect to same). Although Show Management will take reasonable precautions by assigning security personnel to provide perimeter security during the hours the exhibit area is closed, which provides a measure of security in protecting exhibits from loss, exhibitor is responsible for the security of its own exhibit materials and to insure its property against loss and theft.

17. **INDEMNIFICATION.** Exhibitor agrees to indemnify, defend, and hold harmless (and to the maximum extent permissible under applicable law, exhibitor hereby expressly releases and discharges ) Informa and its equity owners and affiliates, all other Show Providers, and each of their respective Representatives from and against any and all alleged and/or actual claims, actions, lawsuits, proceedings, damages, penalties, demands, losses, expenses, fees (including reasonable attorney fees), costs or liabilities of any kind or nature whatsoever (collectively, "Claims"), including but not limited to any Claim for property damage and/or personal injury, in connection with, caused by or arising out of the attendance at and/or participation in the Show by (a) exhibitor, (b) its Representatives (or any other party acting on exhibitor's behalf), or (c) any of exhibitor's servants, invitees, patrons or guests (all of the foregoing in clauses (b) and (c), collectively, "Related Parties"), whether as a result of (i) exhibitor's or any Related Party's act, omission, negligence or willful misconduct, (ii) exhibitor's or any Related Party's actual or alleged violation of any policy of, or actual or alleged breach of any agreement with, Informa or any other Show Provider, (iii) exhibitor's or any Related Party's actual or alleged violation of any applicable Laws, (iv) exhibitor's or any Related Party's actual or alleged infringement of any third party rights, including without limitation, the infringement of any patented, trademarked, franchised or copyrighted music, materials, devices or dramatic rights used or incorporated in the Show by exhibitor or any Related Party, or (v) otherwise, and in each case, whether or not foreseeable. This provision shall survive any termination or expiration of the Agreement.

18. **INSURANCE.** Exhibitor is required to carry property and liability insurance in amounts sufficient to cover any losses or liabilities exhibitor may incur in connection with the Show, including without limitation, due to damage

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or loss to exhibitor's property or injury to the person and/or property of others. Notwithstanding the foregoing and except as otherwise provided in the Exhibitor Resource Center, at all times that exhibitor has access to the Show grounds, exhibitor shall maintain at a minimum the following insurance from an insurance company rated B+ or above by A.M. Best Company (or equivalent insurance rating agency):

(a) Workers' compensation/employer's liability insurance in compliance with the laws of the state where the Show is held, with a liability limit that complies with statutory requirements; and

(b) General commercial liability insurance, including contractual liability and advertising injury coverage, with a minimum liability limit of not less than \$1,000,000 combined single limit per occurrence and \$2,000,000 aggregate.

Exhibitor's policy should add Informa Media, Inc. and Informa Business Media, Inc. and their respective affiliates, the applicable Show facility, and/or any other official exhibitor service contractor as additional insureds.

By executing the Agreement, exhibitor represents and warrants that it has all such insurance in effect and that it shall maintain all such insurance at least through exhibitor's occupancy of the exhibit space and the Show facility. If requested by Show Management, exhibitor shall provide a certificate of insurance evidencing the required coverage.

19. REJECTED EXHIBITS. Exhibitor acknowledges and agrees that its exhibit shall be admitted and shall be permitted to remain in the Show only upon continued strict compliance by exhibitor with all terms, conditions, standards, policies and other provisions of the Agreement. Notwithstanding such compliance, Show Management reserves the right to reject or remove exhibitor's exhibit, in whole or in part, from the Show for any reason whatsoever. If exhibitor's exhibit is rejected or removed without cause given, Show Management shall return to exhibitor the unearned portion of the rental fee. Any violation by exhibitor of the Agreement, including without limitation, any violation of the rules and regulations of the Show or facility, shall subject exhibitor to termination of the Agreement and the forfeiture of exhibit space and any monies paid on account thereof, and Show Management shall be entitled to exercise any other rights or remedies under applicable law. Upon written notice of termination, Show Management shall have the right to take possession of exhibitor's space, remove all persons and properties of or related to exhibitor, and hold exhibitor accountable for all risks and expenses incurred in such removal. No portion of the rental fee shall be returned if rejection or removal occurs upon violation of the Agreement.

20. FORCE MAJEURE. Show Management shall not be liable for delay or failure of performance or fulfillment of this Agreement (including delivery of exhibit space) caused by an act of God; action by any governmental or quasi-governmental entity; fire, flood or other disaster; public enemy; insurrection; riot; explosion; embargo; terrorist attacks; strikes whether legal or illegal; labor or material shortage; work slowdown; transportation interruption of any kind; authority of law; the building being destroyed or substantially damaged; or any other cause beyond the control of Show Management ("Force Majeure Event").

21. AMENDMENTS TO STANDARDS, RULES AND POLICIES. Show Management reserves the right to modify all standards, rules and policies, and to adopt additional standards, rules and policies in its sole discretion. Any such modifications and additions shall be made available promptly to exhibitor and shall be effective immediately upon adoption, and exhibitor agrees to comply with all such modifications and additions.

22. DEFAULT. Exhibitor shall pay the fee set forth in the exhibit space contract (overdue amounts are subject to interest at the rate of 1.5% per month or, if less, the maximum rate permitted by applicable law). Exhibitor will not be permitted entry to the Show unless full payment has been made of all outstanding past due invoices billed to exhibitor or its agent/agency. Any default by exhibitor under this Agreement shall constitute a default under any and all other agreements between Show Management and exhibitor including, but not limited to, all contracts relating to the Show (e.g., sponsorship and event marketing contracts and other fee-based or barter activities; each an "Ancillary Contract"). In such event, Show Management, in its sole discretion, shall be entitled to apply any amounts deposited or paid by exhibitor under any Ancillary Contract to amounts due under this Agreement. If



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application of any such amount causes a default under an Ancillary Contract, Show Management shall be entitled to such remedies as may be provided in such Ancillary Contract. Similarly, any default under any Ancillary Contract shall constitute a default hereunder and shall entitle Show Management to its remedies hereunder. Exhibitor will be responsible for all expenses (including reasonable legal fees) incurred by Show Management in collecting amounts past due. Upon a material breach hereunder (e.g., failure to pay the fees due in strict accordance with the payment terms set forth in the exhibit space contract, failure to comply with any rules, regulations or standards, or default under any Ancillary Contract), Show Management shall have the right to immediately terminate this Agreement and exhibitor's participation in the Show without incurring any liability therefor.

23. GENERAL. Each party agrees to perform its obligations hereunder as an independent contractor to the other party, and this Agreement does not create any actual or apparent agency, partnership, joint venture, or relationship of employer and employee between them for any purpose, including taxes or employee benefits. Neither party is authorized to enter into or commit the other party to any agreements, and neither party will represent itself as the agent or legal representative of the other party. Exhibitor will not make or consent or cause to be made any public announcement, or produce, distribute or publish, or consent or cause to be produced, distributed or published, any press release or other public statement referring to the subject matter or content of this Agreement, or the business relationship between the parties, without the express, prior written approval of Show Management. This Agreement shall be governed and construed in accordance with the laws of the State of New York, without regard to its conflicts of laws provisions, and the state and federal courts located in New York, NY shall have exclusive jurisdiction of any actions arising in connection herewith, and each party hereby submits to the jurisdiction of same. Exhibitor may not assign or subcontract its rights or obligations under this Agreement without the prior written consent of Show Management. All of the terms and provisions of this Agreement shall be binding on, and shall inure to the benefit of, the respective successors and permitted assigns of the parties. The waiver by either party of a breach or violation of any provision of this Agreement shall not constitute a waiver of any subsequent or other breach or violation.

Dated: November 13, 2018

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**Build-up and breakdown badges**

**Exhibitors**

Exhibitors arriving before registration is officially open can obtain a bracelet to enter the exhibition for set up. These bracelets will be distributed by security at the loading docks and at the Hall E entrance.

**Contractors**

All contractors, suppliers, and vendors are required to complete the EAC form <https://fs2.formsite.com/AW-Events/form58/index.html>

Upon arrival at the convention center, security will provide bracelets to all contractors that have completed the EAC forms.

**Exhibitor Event Badges**

Click [HERE](#) (mroamericas.aviationweek.com and select Register tab) to register your team. Exhibitors who would like to attend conference sessions may also purchase discounted conference/session badges by choosing either Exhibitor All Access or Exhibitor/Individual Sessions. You will need a promotion code in order to receive your discount, please contact Virginia Gongora to get the code at +1.212.204.4202 or [events@aviationweek.com](mailto:events@aviationweek.com).

Booth personnel is unlimited at the MRO events.

Please refrain from setting meetings and inviting customers to your booth during set-up hours. They will not be permitted in the exhibit hall with visitor badges.

**Registration Hours**

(Registration will take place in the C Ballroom)

Monday, April 27 8:00 AM - 5:00 PM

Tuesday, April 28 8:00 AM - 5:30 PM

Wednesday, April 29 8:00 AM - 5:30 PM

Thursday, April 30 8:00 AM - 1:00 PM

**EVENT DATES:**

April 28-30, 2020

**EXHIBITION**

April 28-30, 2020

**CONFERENCE**

April 28-30, 2020

**REGISTRATION**

Ballroom C  
 April 27-30, 2020

**EXHIBITOR MOVE-IN**

**April 25** (600 sqft and larger/  
 double decker booths only)  
 1:00 pm - 7:00 pm

**April 26**

8:00 am - 8:00 pm

**April 27**

8:00 am - 8:00 pm

**LOCATION:**

Kay Bailey Hutchison  
 Convention Center  
 Dallas, TX  
 Halls A-F

Allison Gold  
 Senior Manager, Events  
 +1-646-233-4425  
 allison.gold@aviationweek.com

Anita Joyce Wright  
 Associate Manager Events  
 +1-646-392-7864  
 anitajoyce.wright@aviationweek.com

**EXHIBITOR MOVE-OUT**

For more information and helpful hints on post-show procedures and move-out, please go to [www.freeman.com/PostShowFAQ](http://www.freeman.com/PostShowFAQ)

At the close of the show, after the aisle carpet has been rolled and picked up, all empty containers will be returned to exhibitors. The time it takes to return all empty containers will vary, and may take several hours, depending on the size of the show. Please arrange your travel accordingly.

**DISMANTLE AND MOVE-OUT INFORMATION**

All exhibitor materials must be removed from the exhibit facility by Friday, May 1, 2020 at 1:00 PM. To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline, please have all carriers check-in by Friday, May 1, 2020 at 9:00 AM.

**POST SHOW PAPERWORK AND LABELS**

Our Exhibitor Services Department will gladly prepare your outbound Material Handling Agreement and labels in advance. Complete the Outbound Shipping 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 shipping 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 disposal fee during exhibitor move-in. Excessive booth materials and/or literature left in the booth at the end of the 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 (214) 634-1463 for a quote.

**Exhibitor Move-In**

Saturday, April 25	1:00 PM - 7:00 PM	600 sqft and larger and double decker booths only
Sunday, April 26	8:00 AM - 8:00 PM	All Exhibitors
Monday, April 27	8:00 AM - 7:00 PM	All Exhibitors

**Exhibitor Breakdown**

Thursday, April 29	1:00 PM - 10:30 PM
Friday, May 1	7:00 AM - 1:00 PM



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Dallas, TX

Halls A-F

All Island and/or raw-space booths must submit their designs using this [link](#):

<https://fs2.formsite.com/AW-Events/form91/index.html> or emailed to Allison Gold at [allison.gold@aviationweek.com](mailto:allison.gold@aviationweek.com).

The deadline for stand design submissions is March 6, 2020.

1. **Designs must include all elevations including those of hanging signs. Plans submitted without elevations, will not be accepted. Hanging signs are only permitted in island booths.**
2. Submission of information should be in the form of drawings and calculations, not photographs or rough sketches, as it is not possible to assess the structure without details of the stand.
3. Drawings should contain enough detail to show exactly how the stand will be constructed including baseplates, joint construction support details etc.
4. Calculations are to prove that the stand is stable and capable of supporting the loads of anything which will be supported i.e.: lights, speakers plasma screens etc. A nominal load should be applied for wind (0.15 kN/m<sup>2</sup>) although this appears not to apply in the halls stands have been affected by doors being open. A calculation should also be carried out for overturning this assumed to be the impact of a person (0.75 kN) at a height of 1.5m above the ground.
5. No fixing is allowed into the hall floor at these venues, other means of securing the stands need to be considered.
6. Please note that hanging signs are only permitted in island booths. Freeman is the exclusive provider of rigging services, and the KBHCCD also requires a hanging sign inspections. Forms for both are available in [The Exhibitor Resource Center](#)

**Failure to submit your designs may result in an inability to exhibit. Plans may be submitted using this link:**

<https://fs2.formsite.com/AW-Events/form91/index.html>

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## Booth Equipment

Each 10' x 10' booth will be set up with 8' high gray and blue back drape and 3' high gray side dividers. Booths 300 sqft or less will receive a one-line identification sign. Booths larger than 300 sqft may receive a one-line identification sign upon request.

Please Note: Masking Drape is required for all unfinished booths; payment is the responsibility of the exhibiting company. Please see the Furnishings Brochure and Order Form for more information.

## BACK DRAPE COLOR

Gray/Blue

## AISLE CARPET

All aisles will be carpeted in midnight blue. Show management requires that all booths have carpet or management approved flooring. To enhance the appearance of your booth, rental carpet is available through Freeman. Please refer to the Carpet Brochure and Order Form located in this manual.



# Booth Design/EAC/Contractors/Display Rules Carpet

## EVENT DATES:

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## EXHIBITION

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com

The exhibit hall is not carpeted; however, all booths must have carpet or management approved flooring. Rental Carpet is available through Freeman.

Please see the Carpet Brochure and Order Form for more information. The aisles will be carpeted in Tuxedo.

You may bring your own flooring; however, you must contact Freeman Exhibitor Services

[www.freemanco.com/store/index.jsp](http://www.freemanco.com/store/index.jsp)

Email: [FreemanDallasES@freeman.com](mailto:FreemanDallasES@freeman.com)

Phone: (214) 634-1463

Fax: (469)621-5610

to confirm, or you will be charged for carpet.

All Island and/or raw-space booths must submit their designs using this [link](https://fs2.formsite.com/AW-Events/form91/index.html):  
<https://fs2.formsite.com/AW-Events/form91/index.html> or emailed to  
Allison Gold at [allison.gold@aviationweek.com](mailto:allison.gold@aviationweek.com).

The deadline for stand design submissions is March 6, 2020.

**EVENT DATES:**

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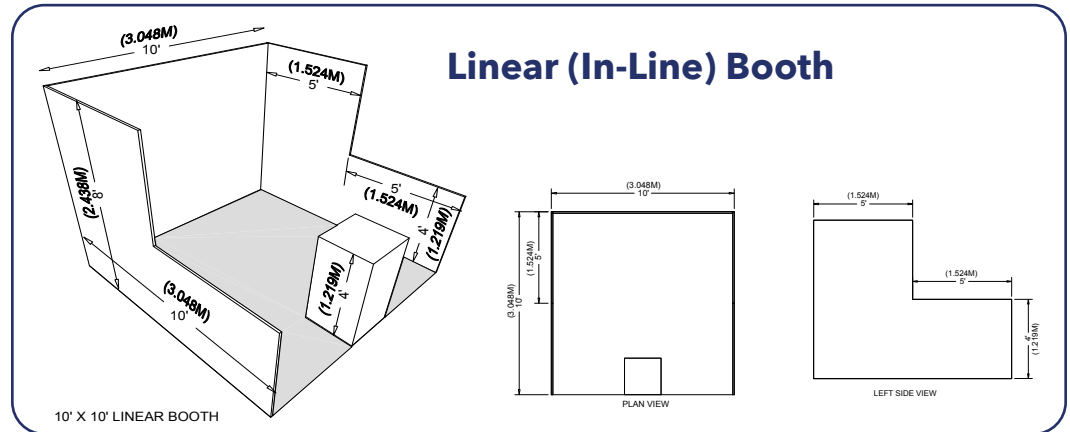
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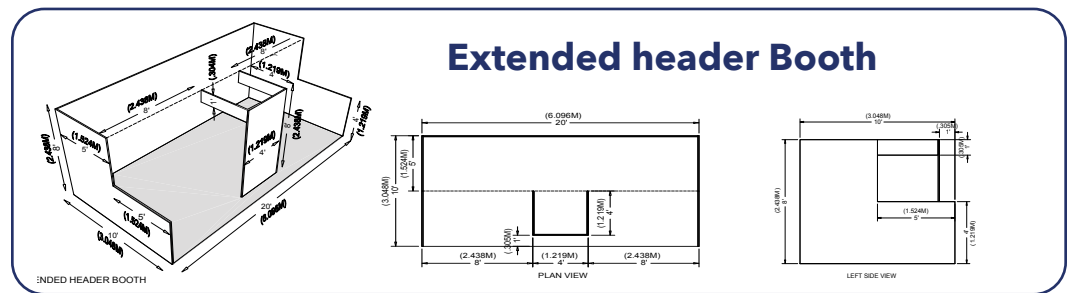
All booth designs for MRO Americas are required to adhere to IAEE guidelines. Below, is a summary of those guidelines. All exhibits must comply with the standard (IAEE) Guidelines for Display Rules & Regulations. Please refer to the Display Rules & Regulations if you are not familiar with them.

All island and/or raw-space booths must submit their design to Allison Gold at [allison.gold@aviationweek.com](mailto:allison.gold@aviationweek.com) and Heather Chapman at [Heather.Chapman@freemanco.com](mailto:Heather.Chapman@freemanco.com). The deadline for stand design submissions is March 6, 2020.



**Linear (in-line) Booth**

- Arranged in a straight line
- Has neighbors on either side
- One side exposed to aisle
- Display materials should be arranged in such a manner so as not to obstruct sight lines of neighboring exhibitors.
- Maximum back wall height is 8 feet (2.44 m)
- Maximum height only allowed in rear half of booth.
- Remaining part of booth has a 4 foot height restriction forward to aisle.



**Extended Header Booth**

- Linear Booth (20 ft, 6.1m or longer) with a center header
- All guidelines for linear booths apply
- Center Header has a maximum height of 8 ft (2.44m), maximum width of 20 percent of the length of the booth and a maximum depth of 9 ft (2.7m) from the back wall

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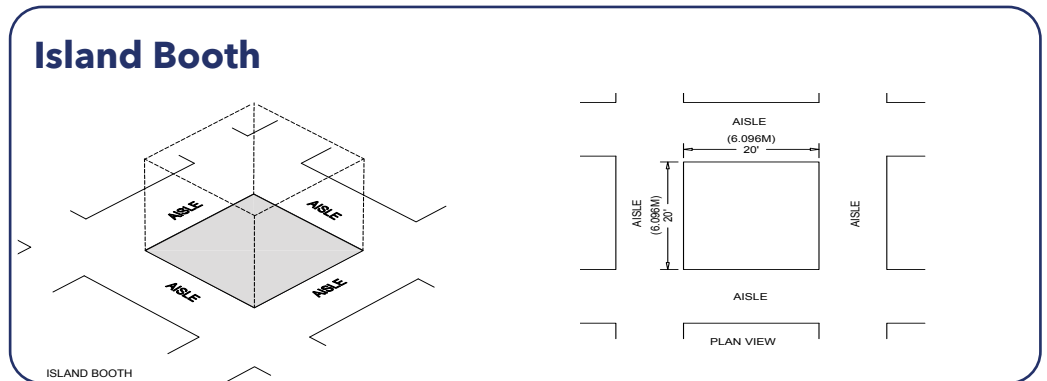
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### Linear (In-Line Corner) Booth

- Located at the end of a series of in-line booths with exposure to intersecting aisles on two sides.
- All other guidelines for Linear Booths apply.

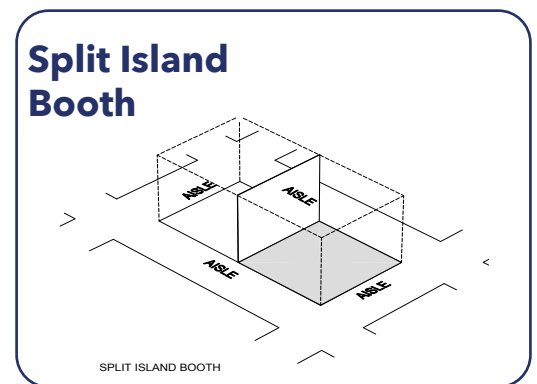


### Island Booths

- Any size booth exposed to aisles on all four sides
- Hanging Signs permitted. Rigging must be ordered and executed by Freeman. Rigging can be ordered via Freeman online which you can find by visiting the [MRO Americas Exhibitor Resource Center](#).
- The entire cubic content of the space may be used up to the maximum allowable height, Maximum height allowance is 16ft (4.88m); variance to 20ft (6.10m) can be issued by show management.
- All raw space booth plans must be approved by show management. Please send all schematics with elevations/materials used to [allison.gold@aviationweek.com](mailto:allison.gold@aviationweek.com).

### Split Island Booth

- Exposed to aisles on three sides
- Backs to another Peninsula Booth
- Shares a common back wall with another booth
- Usually 20ft by 20ft (6.10m by 6.10m) or larger.
- Maximum height allowance is 16ft (4.88m); variance to 20ft (6.10m) can be issued by show management, including signage for the center portion of the back wall.
- Double-sided signs, logos and graphics shall be set back ten feet (10') (3.05m) from adjacent booths.



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*<https://fs2.formsite.com/AW-Events/form91/index.html> or emailed to Allison Gold at [allison.gold@aviationweek.com](mailto:allison.gold@aviationweek.com). The deadline for design submissions is March 6, 2020.*

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The deadline for stand design submissions is March 6, 2020.

- 1. Designs must include all elevations including those of hanging signs. Plans submitted without elevations, will not be accepted. Hanging signs are only permitted in island booths.**
2. Submission of information should be in the form of drawings and calculations, not photographs or rough sketches, as it is not possible to assess the structure without details of the stand.
3. Drawings should contain enough detail to show exactly how the stand will be constructed including baseplates, joint construction support details etc.
4. Calculations are to prove that the stand is stable and capable of supporting the loads of anything which will be supported i.e.: lights, speakers plasma screens etc. A nominal load should be applied for wind (0.15 kN/m<sup>2</sup>) although this appears not to apply in the halls stands have been affected by doors being open. A calculation should also be carried out for overturning this assumed to be the impact of a person (0.75 kN) at a height of 1.5m above the ground.
5. No fixing is allowed into the hall floor at these venues, other means of securing the stands need to be considered.
6. Please note that hanging signs are only permitted in island booths. Freeman is the exclusive provider of rigging services, and the KBHCCD also requires a hanging sign inspections. Forms for both are available in [The Exhibitor Resource Center](#)

---

*Failure to submit your designs may result in an inability to exhibit. Plans may be submitted using this link:*

*<https://fs2.formsite.com/AW-Events/form91/index.html>*

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**Towers** (free-standing exhibit component separate from the main exhibit fixture)

- height restriction is the same as applies to the exhibit space configuration

**Multi-story Exhibits**

- Display fixture includes two or more levels
- Multi-story Exhibit requires prior approval by the exhibit facility, and/or relevant local government agency and show management and will have additional fees applied (an additional US\$6 per sqft will be assessed)
- For more information about adding a second story and the approval process, please contact Allison Gold at [allison.gold@aviationweek.com](mailto:allison.gold@aviationweek.com), +1.646.233.4425

**General Decorating Guidelines**

- Any portion of a display that extends above or beyond that of the booth adjoining to the rear or side must be finished with paint or drape at the Exhibitor's expense. Any portion of an Exhibitor's booth facing an aisle must be finished.



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### Booth Draping (MASKING)

- MRO regulations require covering (finished and/or draping) on the open side of the booth in a corner location, if materials are stored behind the display or if grid work and/or electrical cords are exposed to public viewing. Exposed parts of displays (including backs) must be completely finished so that they are not objectionable to other Exhibitors, delegates or MRO Management and are in keeping with the professional appearance on the exhibition floor. Any booth draping (masking) required for either or both sides (or back) of a booth by the end of Move-in will be ordered from the official contractor at the expense of the Exhibitor.
- Drip pans and scrap buckets should be provided for operating machinery to prevent lubricants, paints, etc., from staining the floor causing a slippage hazard.
- Painting may be done inside the exhibit hall as long as drop cloths are used to prevent any damage to the building. No spray painting is permitted inside the exhibit halls. Spray painting may be done outside as long as drop cloths are used to prevent any damage to sidewalk, dock, grass, buildings, etc.
- Paint must be removed nightly and all cans must be tightly closed to prevent their contents from staining the floor, causing a slippage hazard, and tracking of paint, etc., over another Exhibitor's carpet.
- Exhibitors are liable for any damage they cause (or third party authorized by them) to the walls, floors, columns, doors, windows, etc., during the installation, operating and dismantling of their exhibits.

### Lighting

- Exhibitors must adhere to the following suggested minimum guidelines when determining booth lighting:
  - o No lighting, fixtures, lighting trusses, or overhead lighting are allowed outside the boundaries of the exhibit space. Exhibitors intending to use hanging light systems must submit drawings to exhibition management for approval.
  - o Lighting, including gobos, must be directed to the inner confines of the booth space. Lighting should not project onto other exhibits or exhibition aisles.
  - o Lighting which is potentially harmful, such as lasers or ultraviolet lighting, must comply with facility rules and be approved in writing by exhibition management.
  - o Lighting that spins, rotates, pulsates, and other specialized lighting effects must be in good taste and not interfere with neighboring Exhibitors or otherwise detract from the general atmosphere of the event.
  - o Currently some convention facilities are not allowing quartz halogen lighting fixtures in exhibits due to potential fire hazards. Check with exhibition management.
  - o Reduced lighting for theater areas must be approved by the exhibition organizer, the utility provider, and the exhibit facility.

### Carpeting

- The use of carpeting or other professional floor covering is required by each Exhibitor. These floor coverings must not be sealed to the floors in such a manner as to injure the floor or be so installed as to be a hazard to public safety or as to endanger the public. Exhibitors are responsible for the final condition of the floor in their space. The edges of raised flooring may be inclined, providing the slope is gradual and gentle.
- If an exhibitor sets his booth without floor covering, carpet will be ordered at the exhibitor's expense.

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- If exhibitor will be setting up late and is bringing their own carpet, they must notify show management or carpet will be ordered at exhibitor's expense.

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<https://fs2.formsite.com/AW-Events/form91/index.html> or emailed to Allison Gold at [allison.gold@aviationweek.com](mailto:allison.gold@aviationweek.com). **The deadline for design submissions is March 6, 2020.**

### Americans with Disabilities Act (ADA)

All exhibiting companies are required to be in compliance with the Americans with Disabilities Act (ADA), and are encouraged to be sensitive, and as reasonably accommodating as possible, to attendees with disabilities. Information regarding ADA compliance is available from the U.S. Department of Justice ADA Information Line (800) 514-0301, and from the ADA website at [www.ada.gov](http://www.ada.gov).

Some examples of how to design an exhibit for ADA compliance:

- Make exhibits wheelchair accessible by ramping raised exhibit flooring without extending a ramp into the aisle. Note: a standard wheelchair ramp should have a grade no steeper than 1:12. This means that for every inch of rise (change in height), there should be 12 inches of run (change in length)
- Ramp the entry or use hydraulic lifts to trailer exhibits
- Avoid double-padded plush carpet to ease mobility device navigation
- Provide the same attendee experience on both levels of a two-story exhibit
- Offer a signer or other auxiliary hearing-impaired apparatus for sound presentations or have a printed copy of the presentation available
- Run an audio presentation for people with sight problems
- Arrange touch screen displays at a height to accommodate a person sitting in a wheelchair

To avoid heavy fines by the U. S. Department of Justice, exhibitors must adhere to the ADA rules. Exhibits are not exempt from ADA compliance.

### Structural Integrity

All exhibit displays should be designed and erected in a manner that will withstand normal contact or vibration caused by neighboring exhibitors, hall laborers, or installation/dismantling equipment, such as fork lifts. Displays should also be able to withstand moderate wind effects that may occur in the exhibit hall when freight doors are open. Refer to local building codes that regulate temporary structures.

### Flammable and Toxic Materials

All materials used in display construction or decorating should be made of fire retardant materials and be certified as flame retardant. Samples should also be available for testing. Materials that cannot be treated to meet the requirements should not be used. A flame-proofing certificate should be available for inspection. Exhibitors should be aware of local regulations regarding fire/safety and environment which must be adhered to.

Exhibitors should dispose of any waste products they generate during the exhibition in accordance with guidelines established by the Environmental Protection Agency and the facility.





# Booth Design/EAC/Contractors/Display Rules

## Display Rules

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com

### Storage

Fire regulations in most exhibit facilities prohibit storing product, literature, empty packing containers, or packing materials behind back drapes or under draped tables. In most cases, however, exhibitors may store a limited supply of literature or product appropriately within the booth area, so long as these items do not impede access to utility services, create a safety problem, or look unsightly.

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## Exhibitor Appointed Contractors (EACs)/Stand Builders

An Exhibitor Appointed Contractor (EAC) is any company other than Aviation Week's official service contractors. Exhibitors are responsible for informing all appointed contractors of the rules, requirements and regulations and for ensuring their compliance. Any and all outside vendors must fulfill the following requirements.

Any exhibitor must insure that non-official vendors hired to perform any of the following services at Aviation Week's event must comply with the rules, requirements and regulations.

- Audio Visual
- Carpet Rental / Flooring
- Computer Rentals
- Exhibit Rental/Booth Rental
- Exhibitor Marketing
- Floral
- Furniture
- Installation & Dismantling / Display Labor / Supervision
- Personnel / Temporary Help / Models
- Photography / Video / Film
- Security / Guard Service
- Transportation / Freight Carrier

Note: for electrical, plumbing, internet, telephone, cleaning, drayage, rigging - the exhibitor and/or EAC must utilize the official vendor designated by Aviation Week.

If an exhibitor plans to use a firm other than the "Official Show Vendor", please fill out the Aviation Week Exhibitor Appointed Contractor form (EAC). The form can be found here: <https://fs2.formsite.com/AW-Events/form58/index.html>

This form must be completed and returned to Aviation Week no later than four (4) weeks prior to the event.

Important Notes:

- EACs should supply a list of all full-time employees who will be installing, dismantling or working in the exhibiting company's booth. Aviation Week management also requires that exhibitor appointed contractors furnish a list of all subcontractors they will use during installation, show days and dismantling. Any company that is not an approved exhibitor appointed contractor or does not appear on an appointed exhibitor contractor's list of approved subcontractors will be denied access to the show floor. Exhibitor appointed contractors must collect the proper COIs from their subcontractor(s), and maintain the original certificates (photocopies and faxes are not acceptable) on file for review by Aviation Week management.
- During the build-up and breakdown periods, KBHCCD is only accessible with a valid access badge/bracelet. This also applies to stand builders and/or suppliers. This policy is implemented in order that we know exactly who is present in the KBHCCD and can act appropriately should an emergency situation arise.

## Exhibitor Appointed Contractors (EACs)/Stand Builders

All contractors, suppliers, and vendors are required to complete the EAC form <https://fs2.formsite.com/AW-Events/form58/index.html>

Upon arrival at the convention center, security will provide bracelets to all contractors that have completed the EAC forms.

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April 28-30, 2020

**REGISTRATION**

Ballroom C

April 27-30, 2020

**EXHIBITOR MOVE-IN**

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double decker booths only)

1:00 pm - 7:00 pm

**April 26**

8:00 am - 8:00 pm

**April 27**

8:00 am - 8:00 pm

**LOCATION:**

Kay Bailey Hutchison  
Convention Center  
Dallas, TX  
Halls A-F

Allison Gold

Senior Manager, Events

+1-646-233-4425

allison.gold@aviationweek.com

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Freeman is the official provider of all rigging services. To ensure your and our safety and ours, **third-party rigging is strictly prohibited.**

## Application form

1. Complete the [rigging order form](#); and return to Freeman
2. Complete the [Rigging Inspection form](#); and return to Freeman
3. Include a blueprint and the dimensions of your stand position, suspension points, stay wires and steel wires as well as the weight of any rigged items

## Rules for rigging:

- Rigging is only allowed above your own stand to the maximum height. Maximum height is 20' (with Show Management's permission) at the top of the sign.
- All overhead rigging and flown objects must be assembled, installed, removed and disassembled by Freeman. Exhibitors, display company, and/or I&D representatives may supervise only, but will not be allowed to assemble/ disassemble or install and remove rigging or flown objects. No one other than Freeman employees will be permitted in lifts without signing the Freeman Liability Waiver. For a copy of the waiver, please contact Freeman and ask to speak with a Sign Rigging Specialist. Please complete the "Hanging Sign / Rigging Labor" order form, for labor to assemble / disassemble rigging and flown objects.
- Rigging Plots must be submitted in advance by the exhibitor. These plots must show the location of the hang points, the height above the floor of the hang points, and the weight of each point. In addition the plot must show the booth outline with the front aisle for reference.
- Set-up instructions must be provided for signs requiring assembly.
- Hanging anchor points must be pre-fabricated and ready for use. If any hang point supports over 250 lbs., please notify Freeman immediately for special authorization.
- Overhead hanging signs are to be sent in separate containers directly to the advance warehouse. This container MUST arrive no later than one week prior to the first exhibitor move-in day. If these procedures are not followed, Freeman cannot guarantee the hanging of your sign. Please use the enclosed Hanging Sign Advance Warehouse Shipping Labels.
- Any special equipment required will be billed at prevailing rates. Prices are for the entire show.
- Electric signs must be in working order and in accordance with the National Electrical Code.
- ELECTRICAL SERVICE requirements for hoists and electric signs must be ordered in advance from the facility.
- Lighting can be rented from the official audio visual company or Freeman. Exhibitors may bring in or rent lighting from other sources, but will incur material handling charges.
- For lift and overhead rigging crew, use the "Hanging Sign / Rigging Labor" order form.
- Hanging sign orders placed at show site are subject to equipment availability.

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**All Island and/or raw-space booths must submit their designs using this link:**  
<https://fs2.formsite.com/AW-Events/form91/index.html> or emailed to Allison Gold at [allison.gold@aviationweek.com](mailto:allison.gold@aviationweek.com). The deadline for design submissions is March 6, 2020

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Unsafe conduct or conditions including maintenance hazards should be reported immediately to KBHCCD Security and supervisory event personnel of the responsible party.

Hazardous work areas are defined as any area on the premises where exhibits, equipment and freight are being handled (e.g., loading dock areas, exhibit halls, service corridors and staging areas), but may also include public areas in the main concourse. Within these areas and throughout the premises, the following guidelines will be enforced:

1. No alcoholic beverages or illegal or controlled substances are permitted.
2. No horseplay, practical joking, etc., is allowed.
3. No speeding (over 5 mph) or reckless use of vehicles is allowed.
4. No flammable liquids may be brought into or stored in the building. Nor may anyone refuel their vehicle in these areas. Refueling must occur at least seventy-five (75) feet outside the building or covered areas.
5. Access to fire exit doors and corridors must be maintained throughout the move-in/move-out period.
6. All utility panels, switch gear, fire hose cabinets, standpipes, fire extinguishers and fire alarms must remain visible and accessible at all times.
7. Oil spills, loose or missing floor box covers and other apparent safety hazards should be reported immediately to KBHCCD Security.
8. Work activities in the upper level concourse areas require additional supervision to ensure safety of guests attending other events. Control rope, signage and other warning devices may be required.

The National Fire Protection Association (NFPA) 101 Life Safety Code has been adopted, with specific revisions and interpretations, as a guideline for the review of events held at the KBHCCD. Information regarding the fire code may be obtained through the Event Coordinator. Please note the following highlights:

1. Two-story exhibit booths are addressed in special regulations provided by the Fire Marshal. See MULTISTORY EXHIBIT BOOTH GUIDELINES.
2. All drapes, curtains, table coverings, skirts, carpet and any materials used in exhibits must be flame retardant.
3. Fire hose cabinets, fire extinguishers, sprinklers, fire exit doors, routes of egress and any other fire safety device must not be hidden from view or have its accessibility blocked.
4. No crates, packing material, wooden boxes or other highly combustible materials may be stored in exhibit halls, meeting rooms or fire exit areas.
5. Vehicles on display shall have full fuel tank. A gas cap must be in place, or the tank must be adequately sealed off. Battery cables must be disconnected and taped to avoid sparking.
6. Each planned use of pyrotechnics and welding equipment, open flames, smoke-emitting materials or large amounts of combustible materials as part of an exhibit must be reviewed and approved by the Event Coordinator and the Fire Marshal.

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Exhibitor is required to carry property and liability insurance in amounts sufficient to cover any losses or liabilities exhibitor may incur in connection with the Show, including without limitation, due to damage or loss to exhibitor's property or injury to the person and/or property of others. Notwithstanding the foregoing and except as otherwise provided in the Exhibitor Resource Center, at all times that exhibitor has access to the Show grounds, exhibitor shall maintain at a minimum the following insurance from an insurance company rated B+ or above by A.M. Best Company (or equivalent insurance rating agency):

General commercial liability insurance, including contractual liability and advertising injury coverage, with a minimum liability limit of not less than \$1,000,000 combined single limit per occurrence and \$2,000,000 aggregate.

Exhibitor's policy should add Informa Media, Inc. and Informa Business Media, Inc. and their respective affiliates, the applicable Show facility, and/or any other official exhibitor service contractor as additional insureds.

By executing the Agreement, exhibitor represents and warrants that it has all such insurance in effect and that it shall maintain all such insurance at least through exhibitor's occupancy of the exhibit space and the Show facility. If requested by Show Management, exhibitor shall provide a certificate of insurance evidencing the required coverage.

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*The Certificate of Insurance can be submitted via the EAC form, or sent directly to [Anitajoyce.wright@aviationweek.com](mailto:Anitajoyce.wright@aviationweek.com).*

<https://fs2.formsite.com/AW-Events/form58/index.html>

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## UNION JURISDICTIONS FOR THE DALLAS / FT. WORTH AREA

### Guidelines apply in the Dallas / Ft. Worth area:

We are certain you will appreciate knowing in advance that union labor may be required for certain aspects of your exhibit handling. To help you understand the jurisdiction that the various unions have, we ask that you read the following:

### ELECTRICAL LABOR & PLUMBING

Responsible for assembly, installation, and dismantling of anything that uses electricity as a source of power to the building electrical system. This includes:

- Electrical wiring • Electrical signs • Multiple TV and VCR connections
- Videotaping using multiple video cameras, including camera operation, audio and lighting

### Responsible for all plumbing supplies. This includes:

- Air • Water • Gas lines • Tanks and venting

### TEAMSTER LABOR - TEAMSTER UNION LOCAL 745

The Teamsters Union Local 745 has jurisdiction for the operation of all material-handling equipment, all unloading and reloading, and the handling of empty containers. Exhibitors may unload their own vehicles provided they do not use any material handling equipment (fork-lifts, flatbeds, dollies, pallet jacks, etc.)

### INSTALLATION & DISMANTLE LABOR - DECORATORS UNION LOCAL 756

The Decorators Union Local 756 has jurisdiction for the installation and dismantling of all exhibits including carpet, furniture, and hanging signs. All hired labor must belong to Local 756. Labor can be ordered in advance by returning the enclosed form, or on showsite, at the Freeman Service Desk.

Three options for installation and dismantle labor exist in Dallas. Labor may be:

- performed by full-time employees of the exhibiting company; or
- hired through Freeman, the official general service contractor; or
- hired through an exhibitor-appointed contractor.

### PLEASE NOTE:

- Please do not tip any employee. Do not give coffee breaks, for union employees have a fifteen minute paid break mid-morning and mid-afternoon. Any attempt by an employee to solicit a gratuity for any service should be reported immediately to Freeman and/or Exhibit Management. Union employees are paid a good wage scale, and tipping is strongly discouraged and is not an accepted policy of any Official Service Supplier.
- If you encounter any difficulty with any laborer, or if you are not satisfied with the work performed, please bring this to the attention of Freeman. Please refrain from voicing complaints directly to craft personnel.
- The person in charge of your exhibit should carefully inspect and sign all work order forms. If there are any questions about any bills, bring the bill to the appropriate Service Desk and discuss it with the person in charge.

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Without careful planning, shipping everything from brochures to booths can be a difficult and costly process.

Here are some tips and tricks to help guide you through. But, the most important takeaway here is **START PLANNING EARLY**. Take advantage of early bird discounts and alleviate stress by reaching out early to find the best solution for you!

As the official service contractor, Freeman is the exclusive provider of freight services. Material handling includes unloading your exhibit material, storing up to 30 days in advance at the warehouse address, delivering to the booth, the handling of empty containers to and from storage, and removing of material from the booth for reloading onto outbound carriers. It should not be confused with the cost to transport your exhibit material to and from the convention or event.

You have two options for shipping your advance freight – either to the warehouse or directly to show site.

**Warehouse Shipping Address:**

**Exhibiting Company Name / Booth #**

**MRO AMERICAS 2020**

**C/O Freeman**

**5130 Cash Rd.**

**Dallas, TX 75247**

Freeman will accept crated, boxed or skidded material beginning Friday, March 27, 2020 at the above address. Material arriving after Tuesday, April 21, 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 refrigerated 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 materials are accepted at the warehouse Monday through Friday between the hours of 8:00 AM - 3:30 PM. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (214) 634-1463.

**Show Site Shipping Address:**

**Exhibiting Company Name / Booth # \_\_\_\_\_**

**MRO AMERICAS 2020**

**Kay Bailey Hutchison Convention Center**

**C/O Freeman**

**650 South Griffin**

**Dallas, TX 75202**

Freeman will receive shipments at the exhibit facility beginning at 1:00 PM on Monday, April 25, 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: (214) 634-1463. 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.



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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.

**PREPAID OR COLLECT SHIPPING CHARGES**

- Collect shipments will be returned to the delivery carrier.
- To ensure that your freight does not arrive collect, mark your bill of lading "prepaid."
- "Prepaid" designates that the transportation charges will be paid by the exhibitor or a third party.

**FREIGHT LABELS**

- The label should contain the exhibiting company name, the booth number and the name of the event.
- The specific shipping address for either the warehouse or show site is listed above.

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Halls A-F

TWI has been appointed as the official international Freight Forwarder for delivery of international shipments destined for MRO Americas 2020. TWI is pleased to coordinate the customs and delivery of your international shipment destined for this event. The following pages list important information regarding shipping documents, deadlines, and fees, and information from our customs broker pertaining to customs clearance of your exhibition materials into the United States.

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**RETURN SHIPPING**

- Each shipment must have a completed Material Handling Agreement in order to ship materials from the show. All pieces must be labeled individually.
- To save time, complete and submit the Outbound Shipping Form in advance, or you may contact the Service Center at show site for your shipping documents.
- The Material Handling Agreement and labels will be processed and available prior to show closing.
- After materials are packed, labeled, and ready to be shipped, the completed Material Handling Agreement must be turned in at the Service Center.
- Call your designated carrier with pick-up information. Please refer to Quick Facts for specific dates and times. In the event your selected carrier fails to show on final move-out day, your shipment will either be rerouted on Freeman's carrier choice or delivered back to the warehouse at the exhibitor's expense.
- For your convenience, show recommended carriers will be on site to handle outbound transportation.

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Freeman is the exclusive service provider for material handling.

Freight material handling or "drayage" is the moving of exhibit materials from one location to another. Whether an exhibitor's materials are shipped to Freeman's advance warehouse or directly to show site, these materials must be delivered to their booth location.

Services included in material handling or drayage costs include:

- Accepting the exhibit materials either at the warehouse or at show site
- Delivery of exhibit materials to the exhibitor's exhibit space
- Storage of empty containers during the show
- Returning empty containers at the close of the show
- Picking up an exhibitor's packaged materials
- Returning packaged materials to the dock
- Loading exhibitor's materials on their carrier of choice

Material handling includes unloading your exhibit material, storing up to 30 days in advance at the warehouse address, delivering to the booth, the handling of empty containers to and from storage, and removing of material from the booth for reloading onto outbound carriers. It should not be confused with the cost to transport your exhibit material to and from the convention or event.

- Pick up "Empty Labels" at the Service Center. Place a label on each container. Labeled containers will be picked up periodically and stored in non-accessible storage during the show.
- At the close of the show, the empty containers will be returned to the booth in random order. Depending on the size of the show, this process may take several hours.
- In order to get your containers returned to you most expeditiously, please keep all aisles clear after the show concludes. Empty containers are not returned to booths until the carpet has been removed. The quicker the carpet is pulled, the quicker you will get your containers.

**STORAGE:** Fire regulations in most exhibit facilities prohibit storing product, literature, empty packing containers or packing materials behind back drapes or under draped tables. In most cases, however, Exhibitors may store a limited supply of literature or product appropriately within the booth area, as long as these items do not impede access to utility services, create a safety problem or look unsightly.

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***Please note: All items and materials that must be 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.***

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***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.***

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**Marshalling Yard – Lot E - 500 Memorial Drive, Dallas, Texas 75207**

From the north - heading south on I-35E

- 35 South to exit 428 C Commerce St / Reunion Blvd
- Stay to the right
- Left on Reunion Blvd
- Right on Sports Street
- Deadend into marshalling yard

From the south - heading north on I-35E

- 35 North to Exit 427 A, Riverfront Blvd/ Cadiz
- Stay straight at the light, which is Cadiz
- Left on Hotel Dr.
- Left on Memorial
- Left on Sports Street
- Entrance to the marshalling yard

From the west - heading east on I-30

- 30 East to Exit 44 Riverfront

- Right on Riverfront Blvd.

- Left on Cadiz

- Left on Hotel Dr.

- Left on Sports Street

- Entrance to the marshalling yard

From the east - heading west on I-30 OR from I-45

- Take exit number 46B Ervay (left exit)

- Stay to the left on exit, street will change to Griffin

- Take Griffin to Memorial

- Left on Memorial

- Left on Sports Street

Truck scales are available at the marshalling yard if you don't have certified weight paperwork.

**POV CART SERVICE FREIGHT MOVE IN INFORMATION**

The Teamsters Union Local 745 has jurisdiction for the operation of all material-handling equipment, all unloading and reloading, and the handling of empty containers. Exhibitors may unload their own vehicles provided their vehicle qualifies and they do not use any material handling equipment (fork-lifts, flatbeds, dollies, pallet jacks, or anything with a motor etc.).

**Exhibitors wishing to self-unload**

1. Check into the Freeman marshalling yard located at Lot E / 500 Memorial Drive / Dallas, Texas 75207

2. Freeman will then assign a time and direct exhibitors to the convention center to unload based on dock availability.

**PLEASE DO NOT ARRIVE DIRECT AT THE CONVENTION CENTER TO UNLOAD YOU WILL BE ASKED TO GO BACK TO THE MARSHALLING YARD.**

3. Proceed to the convention center once instructed. You will be directed to the hand unload area based on the Teamster Union guidelines above. Exhibitors may unload their own vehicles provided their vehicle qualifies and they do not use any material handling equipment (fork-lifts, flatbeds, dollies, pallet jacks, or anything with a motor etc.). Designated unload areas will be marked. While parked in the self-unload area, Exhibitor staff must work as team of at least two people and one person must remain with the vehicle at all times.

4. Parking in the Hand Carry Unloading area is limited to 1 hour from the time your vehicle enters the area.

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Vehicles left beyond 1 hour will be ticketed.



**Exhibitors who will have Freeman unload their freight (Cart Service)**

1. Check into the Freeman marshalling yard located at: Lot E / 500 Memorial Drive / Dallas, Texas 75207
2. Freeman will then assign a time and direct exhibitors to the convention center to unload based on dock availability. PLEASE DO NOT ARRIVE DIRECT AT THE CONVENTION CENTER TO UNLOAD. YOU WILL BE ASKED TO GO BACK TO THE MARSHALLING YARD.
3. Freeman will unload your freight and bring it to your exhibit space, store your empty materials during the event, return the empties at the close of the event and load them on to the outbound carrier of your choice at the close of the show.
4. Please refer to the Freeman POV Cart Service form for rates and information.



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**April 27**

8:00 am - 8:00 pm

**LOCATION:**

Kay Bailey Hutchinson  
Convention Center  
Dallas, TX  
Halls A-F

**Attention NBAA exhibitors!**

Freeman Exhibit Transportation is offering a caravan from MRO AMERICAS 2020 in Dallas, TX to NBAA MAINTENANCE CONFERENCE in Hartford, CT. This will be an Expedited Service in order to ensure timely delivery on May 4th. In order to receive a quote and guarantee space on this caravan, complete the information below and email to [bill.kennedy@freemanco.com](mailto:bill.kennedy@freemanco.com) by MONDAY, APRIL 20, 2020 or call him at (972)-852-2008 for additional information.

**Please ensure ALL information is completed.**

**FROM: TO:**

**MRO AMERICAS 2020**  
**April 28-30, 2020**  
**Kay Bailey Hutchinson Convention Center Dallas, TX**

**NBAA-MAINTENANCE CONFERENCE**  
**May 5-7, 2020**  
**Connecticut Convention Center 100 Columbus Blvd**  
**Hartford, CT 06103**

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**EVENT DATES:**

April 28-30, 2020

AV offerings are available in the [MRO Americas Exhibitor Resource Center](#).

**EXHIBITION**

April 28-30, 2020

**CONFERENCE**

April 28-30, 2020

**REGISTRATION**

Ballroom C

April 27-30, 2020

**EXHIBITOR MOVE-IN**

**April 25** (600 sqft and larger/  
double decker booths only)

1:00 pm - 7:00 pm

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All booths must have carpet or management approved flooring covering the entire exhibit space. Rental Carpet is available through Freeman.

Colorfast carpeting boasts a consistent shade every time and the padding exceeds industry standards, ensuring that you'll be floored by the quality. Freeman's custom options include borders, patterns and logo applications in both our classic and prestige carpeting lines.

Colorfast carpet technology guarantees a uniform and professional look throughout the life of your exhibit

- Diverse customization options guarantee the fulfillment of your brand standards
- All carpet and padding is manufactured with recycled material
- Rental prices are all-inclusive so there are never hidden charges for material handling or pickup
- Renting carpet from Freeman minimizes your shipping footprint

Please see the Carpet Brochure and Order Form for more information available in the [MRO Americas Exhibitor Resource Center](#).

You may bring your own flooring; however, you must contact Freeman Exhibitor Services.

For Assistance, please call (214) 634-1463 to speak with one of our experts.



## Exhibitor Service Providers Catering/Food & Beverage

### EVENT DATES:

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The KBHCCD has an exclusive, in-house catering department, Centerplate which manages catering activities.

Centerplate at Kay Bailey Hutchison Convention Center is here to make sure your event is remarkable, right down to every last detail. Chef-driven menus can be customized to suit any taste or theme and event specialists can work with you make sure you event has a signature flavor that will make for a memorable experience for all of your guests.

### Stand Catering

Centerplate catering service offers a variety of options for stand catering.

Catering menus are available in the [MRO Americas Exhibitor Resource Center](#).

Centerplate Booth Catering

Centerplate ~ KBHCCD ~ 650 South Griffin Street ~ Dallas, Texas 75202

(214) 743-2514 ~ (214) 743-2515 Fax

Contact: [Angelique.Hart@centerplate.com](mailto:Angelique.Hart@centerplate.com)

### Centerplate is the exclusive provider of all food and beverage services at MRO Americas.

Show Management requests that all alcoholic beverages be served after 1 pm and must take place in the exhibition hall only. No alcoholic beverages can be removed from the exhibition and all receptions must end by the time the exhibition hall closes for the day. No receptions are permitted after official exhibition hours.

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To order stand cleaning, cleaning products or refuse containers,

**Stand cleaning includes:**

- Cleaning is an exclusive service. This includes all floor services and trash removal.
- Prices are based on total square footage of booth regardless of area to be cleaned.
- Show Site Prices will apply to all cleaning orders placed at show site.

**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 disposal fee during exhibitor move-in. Excessive booth materials and/or literature left in the booth at the end of the 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 (214) 634-1463 for a quote.

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***Removal of any debris or trash exhibits left in the hall will be billed back to the exhibitor.***

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**KBHCCD is the exclusive provide of electric service for  
MRO Americas. Early Ordering deadline is: March 27, 2020**

The Dallas Convention Center is the exclusive provider of electrical services within its facilities and property. This includes all exhibit halls, meeting rooms, and temporary structures, inside or outside the facility.

All energizing of electrical services is to be completed/performed by DCC personnel. All electrical material and equipment must be grounded. Electrical cord(s) placed under carpet must be installed by DCC personnel. DCC electricians will evaluate the booth at the time of connection to ensure compliance with electrical codes. If the electrical supervisor determines that the booth electrical is not code compliant, the exhibitor will have the option to make the appropriate changes or hire a DCC electrician to do so. If the exhibitor performs the changes, labor charges for a DCC electrician to reevaluate and energize the booth will be incurred. Standard labor and material rates will apply if additional labor is requested or required.

Electrical Service  
Compressed Air, Water, Drain, Gas and Steam  
Cable Television  
Lighting  
Plumbing  
Labor

The form for electric is available in the [MRO Americas Exhibitor Resource Center](#).

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Freeman is the exclusive provider for forklift rentals. Forklift orders to install your booth after materials are delivered may be ordered in advance or at show site. We recommend that you order in advance to avoid additional charges at show site.

Please contact Freeman for all forklift rentals.

- Show site prices will apply to all labor orders placed at show site
- Start time guaranteed only at start of working day
- One hour minimum - labor thereafter is charged in half (1/2) hour increments
- Supervisor must check in at Service Desk to pick up labor
- When scheduling dismantle labor, be sure to allow sufficient time for empty containers to be returned to your booth

Straight Time - 8:00 A.M. to 5:00 P.M. Monday through Friday

Overtime - 6:00 A.M. to 8:00 A.M. and

5:00 P.M. to 12:00 Midnight Monday through Friday

6:00 A.M. to 12:00 Midnight Saturday and Sunday

Double Time - 12:00 Midnight to 6:00 A.M. and recognized holidays

For fast, easy ordering, go to [www.freeman.com](http://www.freeman.com)

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Freeman sets the stage for success with temporary furnishings that make lasting impressions. With high-quality furniture in shapes and styles that suit your budget and design needs, Freeman always provides an ideal solution for your exhibit.

- Sleek and professional furniture products transform your exhibit into a destination
- Extensive selection of seating, surfaces, and display fixtures provides a completely custom and comprehensive approach to your brand experience
- No assembly required: Hassle-free shipment, setup, and tear down allow your exhibitors to focus on what matters: new business
- Prices are all-inclusive and cover delivery, installation and material handling with no hidden fees

Click to view the [Furniture Catalog](#)

**Discount Price Deadline: April 3, 2020**

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*Smart City is the Exclusive provider of Internet services for MRO Americas.*

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## Internet

Smart City Networks is the exclusive Internet and Telephone provider for the Kay Bailey Hutchison Convention Center Authority. Smart City provides the most advanced services available, and can install them anywhere within KBHCCD. Make sure you keep your show connected with any of these options:

- High-Speed Internet Lines
- Dedicated Bandwidth Networks
- WiFi Exhibitor Booth Services
- Custom Wireless Networks
- Fiber Optic Cabling
- Phone Lines
- Other Communication Services

Smart City is the exclusive voice/data communications provider for the KBHCCD. As such all outside proxy servers, routers, or any machine used to propagate a single I.P. address to multiply devices are forbidden. Each device, which has the ability to see the internet, must have an I.P. address purchased for that device.

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**Contact Smart City today at (888) 446-6911 or [csr@smartcity.com](mailto:csr@smartcity.com)**

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The form for internet is available in the [MRO Americas Exhibitor Resource Center](#).

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## Exhibitor Lead Retrieval Can Help You!

Say goodbye to the old days of collecting business cards and manually typing them into a CRM! Using rental badge scanning devices or a software installed on your own mobile device, Lead Retrieval eliminates this process, provides a user-friendly scanning method & delivers your leads in your own exhibitor portal, exportable to a CRM friendly format directly after the event. So now your team can start follow-up or marketing tasks much quicker post-event, which as we know is incredibly important.

The scanning process is as simple as tapping "scan" on the device and pointing the device's camera at the QR code on the badge. The scanner automatically scans the barcode, which significantly speeds up the capture process. The aim is to make the scanning as unobtrusive as possible, so you can focus on what matters - the interaction.

Benefits:

- Use your own device or rent one: Rental devices help save battery life, and can be shared amongst team members. Or simply download the app to your own device and start scanning.
- Fast Capture of contact information: Capturing a lead is as simple as pointing the camera at the badge.
- Expedited Lead Delivery/Sales Agility: Receive your own personalized URL and download your leads in a spreadsheet format within 48 hours of show-close, so your sales team can promptly start follow-ups.
- Qualify Leads: Optionally, use custom questions to qualify your leads and show who needs immediate follow-up, or information on a specific product.
- Add Notes: Attach freeform notes at any time to a lead to further assist your sales team.
- Real-time syncing to avoid loss of data: Syncing your captured leads to the cloud ensures no loss of data if device is lost/damaged.
- Improved Customer Interactions: The collection of contact information is so quick/easy, you can now focus on the customer interaction!

Forms are available in the [MRO Americas Exhibitor Resource Center](#)

<https://orders.ct.events/collections/mro-americas-2020>

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## Marketing Opportunities, Maximize Your Investment

Let us help you promote your presence at the event to make sure the right people stop by your booth!

We are eager to provide you with resources to make it quick and easy to get the word out. Recommendations to help you promote your presence:

- Join the Aviation Week Network Social Media groups
- The event's official Twitter hashtag is #MROAM. Be sure to follow and tag us at @avweekevents, @mronetwork and/or @aviationweek. And don't forget to use the official event hashtag!
- Invitations in HTML (email) format that Aviation Week Network and your marketing team can deploy or attach in an email

## New Tools to Help You Engage Your Customers!

**Feathr:** Invite Your Customers with just a few clicks

We use a partner called Feathr to enable each exhibitor to invite their customers with a personalized message. All the hard work is done for you, simply login to your exhibitor marketing dashboard to access:

- Exhibitor E-Invite: Featuring your name, logo and booth number, simply and easily send this email invite to your contacts by uploading a list of prospects
- Exhibitor Landing Page: Easy to share this page via your social accounts, in newsletters, or send the link directly to your prospects
- Exhibitor Banners - personalized with your booth number. Add them to your email signature for maximum exposure

Email [jennifer.roberts@aviationweek.com](mailto:jennifer.roberts@aviationweek.com) for your dashboard access.

## InGo

Using InGo you can reach out to your whole social network and uniquely invite them to meet up with you in the exhibition hall. You can highlight your booth location, team that will be on-site, products you will be featuring, anything that you want to promote about your participation in the event. Use any of these links to spread the word via your social channels. Be sure to customize the default message for added personalization!

## Exhibitor Invitations

We have created two invitation options to help you invite and connect with customers and prospects at MRO Americas.

## [Airline & Aircraft Leasing VIP Pass](#)

This is intended for qualified airline and aircraft leasing customers. Anyone that meets the required criteria can attend all conference sessions for free: Managers, directors, VPs (or higher) of purchasing, maintenance, overhaul, engineering or technology at an airline or leasing company. Sales, marketing and business development positions do not qualify. Must be employed by an airline or leasing company (cargo or passenger). Does not include third party maintenance affiliates.

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For more information on the VIP program, please contact Kristina Nicos, at +1.646.257.4830 or [Kristina.nicos@aviationweek.com](mailto:Kristina.nicos@aviationweek.com)

**Exhibition Guest Pass**

This is good for anyone within the industry, regardless of organization affiliation. This will not get people into the conference sessions, but it will give them access to the exhibition floor where they can connect with you and the rest of your team that will be on-site.

**Official Event Logos**

Download files containing the official event logos for use in promotional materials.

[Download logos](#)

**Official Event Banners**

Whether you're sponsoring or exhibiting, now you can use these banners or the ones within your feathr dashboard to post on your websites, blogs and on your email signature footer!

Need a customized banner? Contact [don.giordano@aviationweek.com](mailto:don.giordano@aviationweek.com) with your booth number, logo, specs/size and tag line and we will create on for you.

In addition, we will gladly work with your marketing department to accommodate any special requests. Contact [jennifer.roberts@aviationweek.com](mailto:jennifer.roberts@aviationweek.com)

**Program Book Advertising**

Expand your company's presence during the event. Used as a reference throughout the show by all conference delegates, trade show visitors, and exhibitors, the Official Program Book includes the conference agenda, exhibitor and sponsor profiles, floor plan of the exhibit hall, and all special events. Your advertising message will reach all attendees at the show.

**All Americas/Canada**

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**Onsite Added Value Opportunities**

Gain additional visibility and stand apart from your competition. Opportunities range from sponsorships of cocktail receptions, coffee breaks, lunches, breakfasts, cyber cafes, and self-serve kiosks to attendee bags, notebooks, lanyards, pens, and meter board advertisements.

**All Americas/Canada**

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 E: [alison@accessgroup.aero](mailto:alison@accessgroup.aero)

**Expand Your Reach Before and During the Show with Special Messaging to all Delegates**

Target a message in SpeedNews – Place an advertisement in the issues two weeks prior to the show and set up your pre-show messaging to all delegates and then continue that message Onsite at the show. Electronic PDF copies of SpeedNews with your pre-show message is sent to all registrants in the two issues leading up to the show. The Onsite issue covers all of the news and announcements of the show and is delivered both digitally onsite and also handed out in print format at the doors of the exhibit hall and a booth to booth distribution. Special bundle pricing is offered to all MRO exhibitors.

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**Advertising – The Aviation Week Network**

AviationWeek.com is the leading website for aerospace and defense professionals with over 2 million page views per month. The site is a hub for executives, managers, government and military officials, engineers, and other aviation professionals worldwide. Aviation Week & Space Technology delivers global intelligence that is unrivaled in A&D journalism. For almost 100 years, AW&ST has expertly provided first-to-market global content, delivering more forward-looking insight and in-depth analysis that shapes the agenda for today's industry.

Contact Iain Blackhall  
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# Exhibitor Services Meeting Room Rental

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**April 27**

8:00 am - 8:00 pm

**LOCATION:**

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Convention Center  
Dallas, TX  
Halls A-F

Meeting room space may be available for rental in or near the exhibition hall. Please contact your sales rep (please see contacts page) for information.

Meeting rooms are reserved for exhibitors and sponsors only. Your meeting room includes a boardroom setup, including electricity, tables and chairs. Additional AV/catering/etc. can be ordered from the official contractors.

Meeting rooms are only available for use during posted exhibition hours. **Exhibitors may not invite customers to meetings before or after show hours.**

## The exhibition will be open for visitors

Tuesday, April 28 10:30 AM - 5:30 PM

Wednesday, April 29 9:30 AM - 5:30 PM

Thursday, April 30 9:30 AM - 1:00 PM

Allison Gold  
Senior Manager, Events  
+1-646-233-4425  
allison.gold@aviationweek.com

Anita Joyce Wright  
Associate Manager Events  
+1-646-392-7864  
anitajoyce.wright@aviationweek.com

## Program Book/Online Exhibitor Profile

**EVENT DATES:**

April 28-30, 2020

**EXHIBITION**

April 28-30, 2020

**CONFERENCE**

April 28-30, 2020

**REGISTRATION**

Ballroom C

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As an exhibitor, your company profile is published on the MRO Americas web site, in the official program book. Exhibitors can enter profile information and select industry categories. All changes need to be made by February 4, 2020, or they will not appear in the printed materials. The marketing or primary contact on your account will receive login information to enter or change the profile and select categories.

If you are a returning exhibitor, your profile from last year already appears on the site. Please log into your account when you receive the notification and confirm whether you would like to repeat this listing or make changes.

If you are having trouble logging into your account to make changes please contact Allison Gold (allison.gold@aviationweek.com +1-646-233-4425)

### Program Book Advertising

Expand your company's presence during the event. Used as a reference throughout the show by all conference delegates, trade show visitors, and exhibitors, the Official Program Book includes the conference agenda, exhibitor and sponsor profiles, floor plan of the exhibit hall, and all special events. Your advertising message will reach all attendees at the show.

#### All Americas/Canada

Beth Eddy/Mimi Smith

P: +1.561.279.4646

Fax: +1.561.279.4699

E: [betheddy@aviationexhibits.com](mailto:betheddy@aviationexhibits.com)

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#### Europe/Russia/CIS/Africa/Middle East

Mike Elmes/Darren Fearn

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Clive Richardson

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Alison Weller

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E: [alison@accessgroup.aero](mailto:alison@accessgroup.aero)



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The Kay Bailey Hutchison Convention Center Dallas (KBHCCD) is committed to supporting and encouraging sustainable practices. As one of only a handful of U.S. LEED-EB and ISO 14001 certified convention centers in the nation, our dedication to resource conservation, sustainability, source reduction, and waste diversion is standard operating procedure. We pride ourselves in working with clients to host environmentally-friendly meetings and offering "green" practices, when possible.

**Water**

- 7M gallons per year are saved through xeriscaping, low flow plumbing fixtures, and more energy efficient cooling towers
- KBHCCD maintenance and housekeeping staffs are trained to detect and report leaks for immediate repairs to conserve water

**Green Purchases**

- KBHCCD purchases and uses environmentally friendly cleaning products, which in turn contribute to cleaner effluent

**Electricity**

- 100% of the electricity KBHCCD uses is from renewable sources
- High-speed dock doors mean efficient temperature control inside exhibit halls
- High efficiency motors were installed throughout the HVAC system replacing old high energy consuming motors

**Recycling**

- We offer free recycling collection which helps to offset show and exhibitor costs for garbage collection
- Nearly 160 tons of paper, cardboard, plastic, and aluminum are recycled annually
- More than 7.6 tons of unconsumed food has been donated to local non-profits, serving those in need
- All used cooking oil is collected for conversion to bio-diesel
- Our catering partner uses compostable utensils for all disposable applications

**REDUCING YOUR FOOTPRINT**

**Interested in going green and saving money?** Follow these tips to make sure your sustainable booth strategies are cost-neutral or even cost-saving! Leave an impact on the show floor, not the environment.

**BEFORE THE SHOW – Booth Structure**

**Option 1: Multiple Use** Use Forest Sustainable Certified (FSC) wood to build your booth and crates. Get creative! Design your booth with a small shipping footprint to minimize carbon emissions. Freeman's eye-catching stretch-fabric booth designs pack up small (and light!) for shipping.

**Option 2 One-time Use Rent locally** from nearby Freeman offices to reduce both shipping costs and carbon emissions.

**CARPET**

**Option 1 Rent** Rent rather than buy carpet to save on shipping, cleaning, and storage. Freeman Classic carpet can be reused at least four times.

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**Option 2 Color**

Use darker-colored carpet, which is easier to reuse and recycle. Freeman Classic dark-colored carpets are made of 20-50 percent recycled content.

**SHIPPING**

**Online + before deadline = better bottom line.** Take advantage of early-bird pricing and consolidate shipping when ordering supplies.

**Choose reusable shipping padding.** Avoid packing peanuts and foam plastic materials that never decompose.

**Ship early.** Use the 30-day policy to ship materials to the Freeman advance warehouse.

**GRAPHICS**

**Option 1 Multiple Use** Print on a durable substrate without dates, event names, or locations.

**Option 2 One-time Use** Print on 100 percent recyclable materials like Freeman Honeycomb and Smartbuild Eco, which are just as cost-effective as PVC.

**PRINTING**

**Reduce printing and go digital** with your booth literature.

**Print locally.** Supporting local businesses while reducing shipping? It's a win-win.

Print on at least 50 percent post-consumer **recycled paper**.

**ON SITE - Save Energy**

**Use Energy Star-rated equipment** for audio-visual equipment and monitors.

**Power down.** Turn off equipment at the end of each day.

Light up your booth with **CFLs, LEDs, or other energy-efficient lighting**.

**MOVE OUT**

Educate your installation and dismantling teams about recycling and donation processes.

**Shipping Out**

**Pack in, pack out.** Leave no traces on show site.

**Join a caravan.** If you're shipping directly to another show, ask Freeman Transportation about joining a caravan to your next show.

**Leftover Materials**

**Remember to label.** Clearly label recyclable leftover material for disposal.

**Donate the rest.** Ask the Freeman Exhibitors Services desk about local donation programs.

**TYPICALLY\* DONATE-ABLE**

**Furniture:** Purchased items

**Home furnishing:** Décor staging materials

**Unused raw materials:** Plywood, subflooring, non-laminate wood

**Flooring:** 100 square feet of flooring. Excludes carpet.

**Left over giveaways:** Pens, pads of paper, sunglasses, USBs, etc., left over in your promotional giveaway

**TYPICALLY\* RECYCLABLE**

**Cardboard:** Used for signs or shipping boxes

**Glass:** Green, brown, clear

**Plastics:** Shrink-wrap or plastic banding used to secure shipments; water/soda bottles; plexiglass (acrylics) clear, smoked, or tinted; Visqueen used to protect flooring

**Metal:** Aluminum cans/ steel banding

**Paper:** Fliers, brochures, programs, tickets, office paper, newspaper, magazines, paperboard

**Wood:** Non-laminate wood

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**Advanced Freight** – Refers to freight that has been sent to the Official Contractor's warehouse prior to the Events move in.

**Advance Order** – An order for services sent to service contractor prior to installation date.

**Aisle Carpet** – The carpet that is placed on the Event floor in the aisles to separate the booths. The exhibit hall is not carpeted; however, all booths must have carpet or management approved flooring. Rental Carpet is available through Freeman. The aisles will be carpeted in RED.

**Back Wall** – Refers to the drape used at the rear of a standard booth.

**Bill of Lading** – A legal document that establishes the terms between the shipper (exhibitor) and transportation company (carrier) for the transport of goods between specified points for a specified charge. A bill of lading is required to be filled out and turned in at the Freeman Service Desk at the close of the show, after the exhibitor is all packed up, in order for Freeman to release the freight to the transportation company (carrier)

**Booth Package** – This term describes the equipment supplied to exhibitors from show management.

**Certified Weight Ticket** – Certified weight ticket is a required documented measurement used for shipping exhibit properties. All carriers checking into a venue's marshaling yard are required to present a certified weight ticket at check in.

**Common Carrier** – A transportation company moving exhibitor freight, which usually only accepts crated materials that it can consolidate with the properties of other customers into one shipment bound for the same destination. Only Freeman can accept freight from a common carrier.

**Corner Booth** – An exhibit space with exposure on at least two aisles, usually found at the end of a row of inline booths.

**CWT** – "Century Weight" or "hundredweight". The total weight of a crate is divided by 100 to obtain billable weight. 51,000 lbs / 100 = 510 cwt

**Drayage** – The service that includes delivery of materials to an exhibit space, removal of empty crates, storage of crates during the Event, return of crates at the end of the Event, and delivery of materials to the carrier loading area. See documents regarding Material Handling.

**DT Labor** – Double-time labor, or work performed on double time and charged at twice the published rate.

**Empty Sticker** – A colored sticker used to mark empty crates and boxes for storage provided in the material handling service. See Service Desk for Empty Stickers.

**Exclusive Contractor** – One who holds an exclusive contract with a facility or event manager to provide specified services to that facility or Event.

**Exhibitor Appointed Contractor (EAC)** – Also called an independent contractor, a supplier hired by an exhibitor to perform trade Event services independently of Event management-appointed contractors.

**Exhibitor Kit** – Also known as a Service Manual/Exhibitor Resource Center, this is package of information that contains all rules, regulations and ordering forms relating to an exhibition, provided to exhibitors by Event management.

**Floor Order** – An order for product or service placed after Advance Deadline therefore not eligible for discounted rates.

**Floor Port** – A utility box recessed in the floor containing electrical, telephone or plumbing connections.

**Freight** – Exhibit properties and other materials shipped for an exhibit.

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**Freight Desk** – The area where inbound and outbound exhibit materials are handled at a trade event.

**Forklift /Ground Rigging** – Handling and assembly of machinery that requires the use of a forklift. This includes positioning and/or re-skidding of exhibitor material, machinery and equipment.

**Hard wall** – A type of exhibit construction in which walls are made of a solid material, rather than fabric.

**I&D** – Installation and dismantling of an exhibit by a labor source. Exhibitors may order this service from the general contractor.

**ID Signs** – Typically a 7" x 44" cardstock sign that contains exhibitor name and booth number.

**In-line** – An exhibit that is constructed in a continuous line with other exhibits.

**Island Exhibit** – An exhibit with aisles on four sides. There is no pipe and drape construction provided to Island booths.

**Labor** – Contracted workers who perform services. When labor is ordered, hours are based on estimates and will be billed actual time incurred. Requested times are not guaranteed and are based on availability. Minimum of one hour will be charged. Additional time will be billed in increments. Rates are based on when labor was performed: ST, OT, DT.

**Logistics** – Point to point transportation services for freight by an appointed carrier.

**Marshaling Yard** – A lot where trucks gather for orderly dispatch to Event site. When a marshaling yard is provided, all carriers must check in, present a weight ticket, and will be guided to the docks to unload when a space is available. The same is true for the out of the show. Applicable fee applies.

**Move In** – Refers to the date and time that exhibitors gain access to a facility and are able to begin the construction and/or set up of their booth.

**Move out** – The date/time specified by Event management for dismantling exhibits and clearing the exhibition floor. Also referred to as

**Perimeter Booth** – A booth space on an outside wall.

**Pipe and Drape** – Tubing covered with draped fabric to make up rails and back wall of a trade show.

**Porter Service** – A service that includes the emptying of wastebaskets within the booth at specific intervals during the show.

**Quad Box** – Four electrical outlets in one box provided by the electrical contractor.

**Registration** – This refers to an area that Event management uses to register and check in Event exhibitors, buyers and attendees. This is the place in which show badges can be obtained.

**Rigger** – A skilled worker responsible for handling and assembly of machinery.

**Right-to-Work state** – A state where no person can be denied the right to work because of membership or non-membership in a labor union. See the Union Rules and Regulations within your manual for specific guidelines.

**Service Desk** – The location at which exhibitors order services.

**Side Rails** – The wall between two booths used to divide exhibits, typically 3' high.

**Skirting** – Decorative covering around tables and risers. Tables are skirted on 3 sides unless additional skirting is ordered.

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com

**Special Handling** – An additional charge that applies to exhibits shipments requiring extra labor, equipment, or time for delivery to exhibit space.

**ST labor** – Straight time labor, or work performed during normal hours at the standard rate.

**Visqueen** – A clear heavy plastic sheeting that is placed over exhibiting carpeting after it is laid in order to protect it until show opens.

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## Stand/Booth Furnishings

### What is Raw Space?

A Raw space booth is generally defined as a booth space wherein the exhibitor brings their own custom booth. The exhibitor purchases the space only from the organizer and all furnishings and services are ordered/brought/purchased a la carte.

### What is Shell Scheme?

A shell scheme is a modular system of hard walling that is supplied built to the size of the booth purchased by the customer. At Aviation Week's Non-U.S. events, shell scheme stands include infill panels, 1 socket, 2 spotlights, a nameboard/fascia and carpet.

### Who do I order extra furniture from?

Rental furniture is available for most Aviation Week events. You can find the official furniture vendor ordering information in the exhibitor resource center on the event's web site.

### Does the MRO provide the back drop?

At MRO Americas/Asia/Middle East, Shell scheme booths include 2-3 walls depending on location. Raw space booths at these events don't include anything.

At MRO Americas, All non-island booths are equipped with an 8 foot tall pipe and drape (curtain) separating inline booths that are back to back. the booths are separated on the sides by pipe and drap that is 3 feet high. Raw space booths at MRO Americas do not include any pipe/drape/walling.

### What does my island/raw space booth come with?

Your island/raw space booth does not include any furnishings. It is space only.

## Display Rules/Guidelines

### How do I submit my stand plans for approval?

All Island and/or raw-space booths must submit their designs using this [link](https://fs2.formsite.com/AW-Events/form91/index.html):

<https://fs2.formsite.com/AW-Events/form91/index.html>

or emailed to Allison Gold at allison.gold@aviationweek.com.

### How do I know if I need to submit stand plans for approval?

All island and/or raw-space booths must submit plans for approval.

### How high can I build my booth?

For complete rules and guidelines, please visit the display guidelines section of the ERC on the event web site.

Please contact Allison Gold at allison.gold@aviationweek.com with questions.

### What do the additional fees for a double decker cover?

Double-decker (multi-story) booths require additional structural approvals, fire watch, fire marshal approvals, etc. The additional fees cover these approvals as well as air rights to the space.

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**Can I move in early?**

Please check the exhibitor resource center for move-in/move-out timings. Early move in is reserved for larger booths. Please adhere to the move-in schedule that is designated for your type of booth.

**Can I tear down early?**

No. No exhibitor is to begin teardown or packing process until the Exhibit Hall closes. If you are unable to keep to the exhibit schedule you should reconsider exhibiting. Early teardown of one's exhibit will result in booth selection penalties the following year. There is a two-part reason behind this policy. First, we still have clients entering the show and they have been promised that the full package of exhibitors will be present. By leaving early, you may be the one exhibitor they really wanted to visit and are now robbed of that opportunity. Second, it impacts your fellow exhibitors. Early teardown not only creates a visual eyesore and a possible physical obstacle to accessing other exhibitors, but it also sends a psychological message to clients that time is up and they need to stop visiting other exhibitors

**Freight/Shipping**

**Can I send materials to the venue?**

Freeman will receive shipments at the exhibit facility beginning Saturday, April 25, 2020 at 1:00 PM. 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. If required, provide your carrier with this phone number: (404) 253-6494.

Show Site Shipping Address:

Exhibiting Company Name / Booth # \_\_\_\_\_

MRO AMERICAS 2020

Kay Bailey Hutchison Convention Center

C/O Freeman

650 South Griffin

Dallas, TX 75202

**What do I do with my empty containers**

Freeman can arrange for storage of your empty containers

**EACs and Insurance**

**Does my regular General Liability insurance work for this show, or would I have to add it on my policy?**

Most general liability insurance companies offer this coverage. However, you would need to speak directly with your carrier to determine if it is included in your policy.

**Does both the exhibitor and the contractor need to supply a COI? Does the stand designer need to supply a COI?**

Yes. Everyone working on the show floor needs to provide a COI.

**Can you recommend an insurance company?**

Aviation Week doesn't recommend any specific insurance company. You should contact the holder of your general liability insurance policy and see if they supply this kind of coverage.



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**Where do I get a COI? What does it need to cover?**

You should contact the holder of your general liability insurance policy and see if they supply this kind of coverage.

Exhibitor is required to carry property and liability insurance in amounts sufficient to cover any losses or liabilities exhibitor may incur in connection with the Show, including without limitation, due to damage or loss to exhibitor's property or injury to the person and/or property of others. Notwithstanding the foregoing and except as otherwise provided in the Exhibitor Resource Center, at all times that exhibitor has access to the Show grounds, exhibitor shall maintain at a minimum the following insurance from an insurance company rated B+ or above by A.M. Best Company (or equivalent insurance rating agency):

- General commercial liability insurance, including contractual liability and advertising injury coverage, with a minimum liability limit of not less than \$1,000,000 combined single limit per occurrence and \$2,000,000 aggregate.
- Exhibitor's policy should add Informa Media, Inc. and Informa Business Media, Inc. and their respective affiliates, the applicable Show facility, and/or any other official exhibitor service contractor as additional insureds.
- By executing the Agreement, exhibitor represents and warrants that it has all such insurance in effect and that it shall maintain all such insurance at least through exhibitor's occupancy of the exhibit space and the Show facility.

If requested by Show Management, exhibitor shall provide a certificate of insurance evidencing the required coverage.

**Exhibitor Services**

**Can I bring a Keurig, espresso machine, champagne tower, sausages, Turkish Delight, bottled water, cotton candy machine, whisky, etc.?**

All food and beverage needs to be supplied by the official catering vendor for all MRO Events. If an exhibitor wants to serve an item that is not offered by the official catering partner, permission can be requested from show management.

**Is it possible to have two entries in the program book?**

Additional program book entries can be purchased from your sales representative.

**What is the cost to exhibit at this show?**

Please contact your sales representative for pricing and availability. Sales reps are determined by geographical location. To find your representative, please visit: <http://events.aviationweek.com>

**What is MRO Links? How is this different from my program book profile?**

MRO Links is a visibility and lead generation program that continues your MRO presence all year long. Your links profile is added to a database that generates leads throughout the year. Your program book profile is printed in the show program book, posted on the event web site and on the event app (when applicable).

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**Has our exhibit space been paid for?**

To confirm that your exhibit space has been paid in full, please contact your sales representative.

**Registration**

**How many exhibitor badges do we get?**

Booth personnel is unlimited at all MRO shows.

**How should we register to be exhibitors for the show?**

Exhibitors should visit the registration page on the event web site. There are a variety of options for exhibitors to register booth personnel and conference sessions. Exhibitors are entitled to conference discounts. Please contact [events@aviationweek.com](mailto:events@aviationweek.com) for more information.

**Can I have list of attendees?**

Due to Informa's GDPR compliance and privacy policy, attendee contact information cannot be shared.