



**EVENT DATES:** April 27-29, 2021  
**EXHIBITION:** April 27-29, 2021  
**MRO AMERICAS CONFERENCE:** April 27-29, 2021  
**MALMS:** April 28-29, 2021  
**REGISTRATION:** April 26-29, 2021  
**VIRTUAL MEETING DAYS:** May 4-5, 2021

**LOCATION:** Orange County Convention Center, Orlando, FL  
South Halls

# 2021

# EXHIBITOR

# MANUAL

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## Contents

### **Introduction**

- 3** Welcome
- 4** Show Schedule
- 5** Contacts - Exhibitor Services/Suppliers
- 8** Contacts - Aviation Week MRO

### **General Information**

- 9** Accessibility
- 10** Badges
- 11** Emergencies
- 16** Hotel Accommodation
- 17** Services for All Attendees
- 20** Transportation/Parking
- 22** Hybrid Event for Exhibitors

### **Show Information/Policies**

- 23** Alcohol, Drinks, Cocktail Receptions
- 24** Balloons/Lighter than Air Objects
- 25** Attendee Code of Conduct
- 27** Keeping You Safe - AllSecure Standard
- 32** OCCC Health and Safety Precautions
- 35** Demonstrations and Sound
- 36** Fire Department Regulations
- 37** Meetings in the Exhibition Hall
- 38** Multi-Level Exhibits
- 41** Photography/Video
- 42** Aviation Week Terms and Conditions

### **Booth Design/EAC/Contractors/Display Rules**

- 54** Badges: Set-up & Exhibitor
- 55** Breakdown/Move-Out
- 56** Booth Design Submission
- 57** Booth Equipment

- 58** Carpet
- 59** Display Rules
- 66** Exhibitor Appointed Contractors (EACs)
- 67** Hanging Signs/Rigging
- 69** Health & Safety
- 71** Insurance
- 72** Labor

### **Freight and Shipping**

- 73** Freight/Shipping
- 75** Shipping from Outside the U.S.
- 76** Return Shipping
- 77** Material Handling - Empty Containers
- 78** Marshalling Yard/Unloading

### **Exhibitor Services**

- 79** Audio Visual (AV)
- 80** Carpet
- 81** Catering/Food & Beverage
- 82** Cleaning
- 83** Electric
- 85** Forklift Rental
- 86** Furniture
- 87** Internet/Cable TV for Exhibitors
- 89** Lead Retrieval
- 90** Marketing Opportunities
- 93** Meeting Room Rental
- 94** Program Book/Online Exhibitor Profile
- 95** Sustainability
- 96** Glossary
- 98** FAQs

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S220  
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**EXHIBITOR MOVE-IN**

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**1:00 PM - 7:00 PM**

Booths 600 sqft or larger and multi level booths only

**Sunday, April 25, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Monday, April 26, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Tuesday, April 27, 2021**

**8:00 AM - 9:30 AM**

All Exhibitors

**VIRTUAL EVENT MEETING DAYS**

May 4-5, 2021

**LOCATION:**

Orange County Convention Center  
 Orlando, Florida  
 South Halls

**Thank you for exhibiting at MRO Americas taking place at the Orange County Convention Center, Orlando, FL, April 27-29,2021. We look forward to helping exhibitors, attendees, contractors, stand-builders 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:

- 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	

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

- The Orange County Convention Center —
 

Electric	Catering
Internet	Rigging

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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<a href="mailto:allison.gold@aviationweek.com">allison.gold@aviationweek.com</a>	<a href="mailto:anitajoyce.wright@aviationweek.com">anitajoyce.wright@aviationweek.com</a>

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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 24	1:00 PM - 7:00 PM	600 sqft and larger
Sunday, April 25	8:00 AM - 8:00 PM	All Exhibitors
Monday, April 26	8:00 AM - 6:00 PM	All Exhibitors
Tuesday, April 27	8:00 AM - 9:30 AM	All Exhibitors

**The exhibition will be open for visitors**

Tuesday, April 27	10:30 AM - 5:30 PM
Wednesday, April 28	9:30 AM - 5:30 PM
Thursday, April 29	9:30 AM - 1:00 PM

**Conference Hours — MRO AMERICAS**

Tuesday, April 27

Wednesday, April 28

Thursday, April 29

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

Wednesday, April 28

Thursday, April 29

**Registration Hours** (Registration will take place in S220 Lobby)

Monday, April 26	8:00 AM - 5:00 PM
Tuesday, April 27	7:30 AM - 5:30 PM
Wednesday, April 28	7:30 AM - 6:30 PM
Thursday, April 29	8:00 AM - 1:00 PM

**Exhibitor Breakdown**

Thursday, April 29	1:00 PM - 9:00 PM
Friday, April 30	8:00 AM - 2:00 PM

**Empty containers will be returned once aisles are clear.**

**Virtual Meeting Days**

May 4-5, 2021

The MRO Virtual platform will be available on May 4-5 for virtual meetings. This is open to all attendees. Exhibitors will have a complimentary listing with event reps listed.

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](#).

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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Service Provider	Contact	Deadline
<b>AV</b> <b>Freeman AV</b>	MIMI TON <a href="mailto:mimi.ton@freeman.com">mimi.ton@freeman.com</a> Phone: +1 214.333.1817 Fax: +1 469.621.5601 Online at: <a href="http://www.freeman.com">www.freeman.com</a>	April 2, 2021
<b>Booth Plans/Design Approval</b>	Submit Booth Plans All island and/or 10 x 20 or larger 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 5, 2021
<b>Catering</b> <b>Centerplate</b> Official contractor must be used	Centerplate Exhibitor Booth Catering Phone: +1 407.685.5562 Fax: +1 407.685.9859 <a href="mailto:kelsey.kercado@centerplate.com">kelsey.kercado@centerplate.com</a>	March 2, 2021
<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 +1 718.730.3192 <a href="mailto:anitajoyce.wright@aviationweek.com">anitajoyce.wright@aviationweek.com</a>	March 5, 2021
<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 5, 2021

# Contacts - Exhibitor Services/Suppliers

<p><b>OCCC Services</b></p>	<p>OCCC Exhibitor Services Coordinator: Wanda Thomas          Direct Phone: (407) 685-1507          Contact Email: <a href="mailto:Wanda.Thomas@occc.net">Wanda.Thomas@occc.net</a></p> <p>Order Online: <a href="http://www.occc.net/exhibitor">www.occc.net/exhibitor</a>          Order Via email: <a href="mailto:Exhibitor.Services@occc.net">Exhibitor.Services@occc.net</a>          Fax: (407) 685-9884          Mail: OCCC Exhibitor Services          9860 Universal Blvd.          Orlando, FL 32819-8199</p> <p>If not ordering OCCC services online, please complete all applicable order forms and the required OCCC Method of Payment form. Orders without an OCCC Method of Payment form will not be processed.</p>	<p>April 2, 2021</p>
<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>To place online orders, you will be required to enter your unique Username and Password. If this is your first time to use <a href="#">FreemanOnline</a>, click on the "Create an Account" link.</p> <p>If you need assistance with FreemanOnline, please call our Exhibitor Support Department at (888) 508-5054 Toll Free US and Canada or +1 (512) 982-4186 Local and International.</p> <p><a href="mailto:ExhibitorSupport@freeman.com">ExhibitorSupport@freeman.com</a></p>	<p>April 2, 2021</p>
<p><b>Internet &amp; Telephone</b>  <b>SmartCity Networks</b>          official contractor must be used</p>	<p>Order online at:  <a href="https://orders.smartcitynetworks.com">https://orders.smartcitynetworks.com</a>          Call (888) 446-6911          Email: <a href="mailto:customerservice@smartcitynetworks.com">customerservice@smartcitynetworks.com</a>          Or fax order to (702) 943-6001</p>	<p>April 2, 2021</p>
<p><b>Lead Retrieval</b>  <b>Capture Technologies</b>          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>April 2, 2021</p>
<p><b>Photography</b></p>	<p>Coming soon</p>	

**FREIGHT**

Warehouse Shipping Address:  
Exhibiting Company Name / Booth #  
MRO Americas  
C/O Freeman  
1601 Boice Pond Rd  
Orlando, FL 32837

March 24 -  
April 16, 2021

Show Site Shipping Address:  
Exhibiting Company Name / Booth #  
MRO Americas  
Orange County Convention Center  
C/O Freeman  
9899 International Dr  
Orlando, FL 32819

Shipments can be  
received beginning  
April 24 at 12:00 p.m.

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**Sponsorship & Exhibit Opportunities**

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

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**Other Inquiries**

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[ljanow@aviationweek.com](mailto:ljanow@aviationweek.com)



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Orlando, Florida

South Halls

The Orange County Convention Center has wheelchair ramps, automatic doors, passenger elevators and accessible restrooms for those who need them.

Scooter and wheelchair rental services are provided by Scootaround. Through the on-site rental location, guests can rent mobility scooters, wheelchairs and oxygen equipment for events held at the convention center.

**Please note:**

Advance reservations are encouraged for a scooter or wheelchair rental by visiting the [Scootaround website](#). Please call 1-888-441-7575 for more information.

Pick-up and drop-off locations for scooters and wheelchairs are located at the FedEx Office Business Centers in the respective concourses.

All parking at the Orange County Convention Center is available on a first-come, first-served basis, including disability permit parking. Exact numbers of available spaces vary according to show traffic.

Animals are not permitted on the Orange County Convention Center premises except in conjunction with an approved exhibit or in accordance with the Americans with Disabilities Act. Animals that are approved to be on the convention center premises must be on a leash, within a pen, or under similar control. The owner will be fully responsible for his/her animal(s).

Please email [info@occc.net](mailto:info@occc.net) to address any concerns.

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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](https://mroamericas.aviationweek.com) (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 S220 in the south concourse)

Monday, April 26	8:00 AM - 5:00 PM
Tuesday, April 27	7:30 AM - 5:30 PM
Wednesday, April 28	7:30 AM - 6:30 PM
Thursday, April 29	8:00 AM - 1:00 PM

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The Orange County Convention Center defines an emergency situation as any incident or situation that affects the safety or security of persons in or near its facility, disrupts the normal facility operation and/or causes damage/destruction to the facility.

**Types of Emergencies**

In the event of any life-threatening emergency at the Orange County Convention Center, **dial 911**. Provide your location within the facility to the 911 dispatcher (i.e. West building, North/**South building**, exhibit hall, meeting room).

After calling 911, notify Event Security. Event Security Provider will then contact the OCCC Security Command Center, which will involve any additional OCCC staff and/or agencies as needed.

**Imminent danger/threat in the area**

Depending on a situation or law enforcement response, the OCCC might go into lock down. That decision would be made between the Center's Executive Team and the Orange County Sheriff's Office.

**Medical Emergencies/Injuries**

In the event of any medical emergency at the OCCC facility, e.g. heart attack, stroke, or seizure, dial 911. Provide your location within the facility to the 911 dispatcher (i.e. West building, North/**South building**, exhibit hall, meeting room).

After calling 911, notify Event Security of the emergency. Event Security will then contact the OCCC Security Command Center, which will involve any additional OCCC staff and/or agencies as needed.

For minor injuries, e.g. bruises or blisters, always contact Event Security first or medical provider.

**Communicable Diseases**

In the event of a communicable disease outbreak, the OCCC will adhere to guidelines and procedures provided by the Centers for Disease Control Prevention (CDC), the Florida Department of Health, and Orange County Government.

**Sanitation Measures**

The OCCC will activate increased sanitation measures, to include daily and nightly cleanings throughout the move-in and move-out process, and during events. The Center will also ensure there are ample hand sanitation stations available throughout the OCCC campus, along with providing alcohol-based sanitizers for all attendees and staff.

**Communications**

The OCCC will provide frequent updates to clients and show management. Clients/show management will be informed in a timely manner concerning all stages of an emergency, and will be consulted first, when possible, prior to any facility actions that would affect any event activity.

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During an outbreak, the OCCC will share updates and release statements via a dedicated webpage, hosted on [www.occc.net](http://www.occc.net).

**Fire**

The Orange County Convention Center has many fire prevention features including an extensive fire sprinkler network, smoke detectors located throughout the facility, a powerful horn, and light alarm system and multiple fire extinguisher units. All are monitored, tested, and serviced for quality assurance on a regular basis. Additionally, the Orange County Fire Rescue Department is strategically located on the OCCC Campus.

**Reporting Fires**

If there is obvious evidence of a fire at the OCCC facility, follow these steps in the order listed:

1. Leave the area of the fire immediately.
2. Call 911 and report the fire. Be prepared to give as much detail as possible about the fire (e.g. flames, smoke) as well as the location of the fire (i.e. West building, North-South building, exhibit hall, meeting room).
3. Report the fire to Event Security after calling 911.

**Fire Extinguishers**

Fire extinguishers are located throughout the OCCC facility and are quality checked by a third party on a regular basis. If the client or employee discovering/reporting the fire feels that he/she may be able to extinguish the fire without endangering him/herself or others, then he/she should try to do so. Otherwise, the client or employee should clear the immediate area of building staff, client staff and guests and remain available to point out the fire's location to responding OCCC Security and Orange County Fire Department personnel.

**False Alarms**

Due to the size and complexity of the OCCC facility, the activation of the fire alarm system's horns and lights may not accurately indicate a problem in an area. If no obvious evidence of a fire exists, e.g. presence of smoke or flames, then clients should remain in place until announcements are made over the public announcement system either ordering an evacuation or verifying a false alarm. If an emergency notification is made, then all personnel should heed the notification and follow the directions immediately.

**Hurricanes/Inclimate Weather**

Florida's hurricane season runs from June through November annually. OCCC Security has overall responsibility for the exercise and conduct of hurricane preparedness for the OCCC. In a hurricane or any other weather-related emergency, OCCC Security staff will work to protect clients, guests and staff of any bodily harm, minimize the disruption to normal facility operations and event activities and reduce property losses.

**EVENT DATES:**

April 27-29, 2021

**EXHIBITION**

April 27-29, 2021

**MRO AMERICAS CONFERENCE**

April 27-29, 2021

**MALMS CONFERENCE**

April 28-29, 2021

**REGISTRATION**

S220

April 26-29, 2021

**EXHIBITOR MOVE-IN**

**Saturday, April 24, 2021**

**1:00 PM - 7:00 PM**

Booths 600 sqft or larger and multi level booths only

**Sunday, April 25, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Monday, April 26, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Tuesday, April 27, 2021**

**8:00 AM - 9:30 AM**

All Exhibitors

**VIRTUAL EVENT MEETING DAYS**

May 4-5, 2021

**LOCATION:**

Orange County Convention Center  
 Orlando, Florida  
 South Halls

Allison Gold  
 Senior Manager, Events  
 +1 718.501.7675  
 allison.gold@aviationweek.com

Anita Joyce Wright  
 Associate Manager Events  
 +1 718.730.3192  
 anitajoyce.wright@aviationweek.com

**Hurricane Preparedness Action Plan**

OCCC Security will take the following actions to ensure guest safety with relation to a hurricane or other weather-related natural disaster:

**Hurricane Safety Tips**

In the event of a hurricane or other serious weather situation, OCCC guests and employees should avoid the following areas:

- Spaces Adjacent to Exterior Glass Panels
- Exterior of West and North/South buildings
- Loading Docks
- Catwalks
- Elevators
- Escalators
- Electrical Rooms

The OCCC Security Manager, OCCC Security Supervisor, members of the OCCC Emergency Management Team, the assigned OCCC Event Manager or OCCC Event Security Liaison will remain in constant contact with clients and clients' Event Security during any hurricane activity or weather-related emergency.

**Partial or Catastrophic Loss of Electrical Service**

In the event of a power outage, the OCCC is supplied emergency power by generators. These generators will activate within the first few minutes of any power disturbance. Once activated, there is a general level of power provided to those areas affected by power loss. In any power outage event, guests and employees are advised to stay in place until power returns or security or public safety personnel arrive to assist.

**Bomb Threat**

Bomb threats should always be taken seriously. The following steps should be taken in the event of a bomb threat:

1. Remain calm.
2. Do not upset or hang up on the caller.
3. Be careful not to say or do things that will scare the caller away.
4. Record the time the call is received and the exact extension/number that was called.
5. Keep the caller talking by asking specific questions about the bomb. The OCCC has a bomb threat checklist available which clients can request for show office use.
6. Try to identify the caller.
7. Upon termination of the phone call, immediately notify Event Security.
8. Do not tell anyone else about the call.

**Active Shooter/Aggressive Assault**

The OCCC subscribes to the Department of Homeland Security's philosophy of

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“RUN, HIDE, FIGHT”. The following steps should be taken in the event of an active shooter on campus:

**Run:**

1. Remain calm.
2. If you're a safe distance away from the shooter, quickly and quietly exit the building you're located in and completely leave the OCCC grounds. Take anyone in the immediate area with you.
3. Call 911 and provide the dispatcher with as much information about the suspect as possible: race, sex, clothing, weapons, location, etc.
4. Upon termination of the phone call, immediately notify OCCC Security at (407) 685- 1119.

**Hide:**

1. If you're in close proximity of the shooter, hide and find safety out of his/her eyesight. Lock and barricade any doors/windows.
2. Call 911 and report your specific location on campus and details of what you're seeing or hearing, i.e. number of guns, number of shooters, his/her most recent location and where he/she was heading.
3. Comply with all instructions given to you by 911 personnel.
4. Upon termination of the phone call, immediately notify OCCC Security at (407) 685- 1119.
5. If you cannot leave, remain hidden and safe until you're verbally and visually given the all clear by law enforcement.

**Fight:**

1. If you are confronted by the suspect it is an individual decision to fight or not. If no avenue of escape is available and the decision to fight is made then the maximum force possible should be used. Throw anything at the attacker: chairs, fire extinguishers, books, pipes, etc. Use any object at available to strike and subdue the attacker or allow you to escape.

**Suspicious Letters, Packages or Objects**

The following procedure should be followed in any instance of a letter, package or object that appears suspicious:

1. Do not move or touch the object.
2. Report the suspicious object to Event Security. T
3. Keep the immediate area clear of guests and employees until the responding security or specialized personnel arrive and can take control of the area.
4. Event Security will notify the OCCC Security Command Center of the suspicious package situation.
5. Your OCCC Event Security Liaison will notify the OCCC Executive Director, the OCCC Security Manager and the OCCC Security Supervisor. Further instructions will be issued from one of these parties.

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## Social Demonstrations

Social demonstrations can range in size and intensity from a small confrontation to a large crowd of protesters located inside or outside the facility. The majority of disturbances at the OCCC are non-violent demonstrations held outdoors. If a demonstration occurs in leased space, clients should contact Event Security.

## Evacuation and Assembly Plan

The Emergency Evacuation and Assembly Plan procedures for the Orange County Convention Center are intended to provide safe evacuation guidelines to protect life and property.

## Authority

The OCCC Executive Director (or designee) is the only person who can authorize the evacuation of the OCCC facility due to an emergency situation prior to the arrival of responding authorities called in to handle the emergency situation.

## Responsibilities

The OCCC Security Division will be responsible for the exercise and conduct of the evacuation procedures during emergencies in the facility. OCCC staff is responsible for assisting in the execution of emergency procedures, the safe evacuation of guests and employees and the safeguard of equipment to minimize loss of life and property.

## Evacuation Plan

In the event an emergency is announced over the public announcement system or a fire alarm is sounded, guests and employees should follow these evacuation procedure safety steps:

1. Be calm, courteous and quiet.
2. Immediately evacuate the work or meeting area following the exit plan posted on the wall.
3. Only use stairs and exit doors. Do not use elevators or escalators.
4. Guests and employees should refrain from moving their vehicles until advised to do so by OCCC Security. This is to ensure that emergency vehicles will have clear access to the facility.

## Assembly Plan

In the event of an evacuation, guests and employees should exit the building as quickly as possible. Announcements will be made over the facility public announcement system and OCCC Security staff will be on-hand to assist with directing guests and employees to a safe location.

1. Following the posted exit signs, evacuate the building immediately upon notification of an emergency.
2. Walk directly outside and away from the building.
3. Use crosswalks and only cross with green light. If an Orange County Sheriff's Deputy is present at a crosswalk, his/her instruction supersedes traffic light/crosswalk indicator.
4. Wait quietly for further instructions.
5. Do not leave the relocation area unless instructed to do so.

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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** — No alcohol may be brought on to or removed from OCCC property except by the exclusive provider to OCCC.

**ATMs** — For the convenience of visitors, there are ATMs and money change machines located in each lobby of the North, South and West concourses.

**Business Centers** — FedEx Office (Business Center)

FedEx Office operates a business center in each of the OCCC's three concourses. These business centers provide for shows photocopying, facsimiles, signs, binding, packaging, shipping and receiving, etc.

Shipping, receiving and packaging are exclusive services for attendees and speakers. All other services provided at the FedEx Office business centers are exclusive to exhibitors, speakers and attendees.

Show management, their designees, and/or sponsors are not permitted to profit from these services to attendees, exhibitors or speakers. Show management has the right to bring office equipment and supplies into the OCCC for its use.

**Dining Options** — Concessions will be open in the halls as well as in the common areas of the OCCC.

**Guest Services** — The OCCC partners with Visit Orlando to provide several Guest Service Desks throughout the facility. Operating hours vary and are based on show activity. The Guest Service Desks are staffed by Visit Orlando. The friendly and experienced Guest Service staff can assist show management and their attendees with the following:

- Area Restaurant Information
- Building Directional Assistance
- Convention/Show Details
- Dining Reservations
- I-Ride Trolley Ticket Sales
- Orlando Area Information/Maps Theme Park
- Ticket Sales

North/South Building Information Desk Locations

Guest Services Booth - Non-Movable booth located on the North Concourse. Guest Services Booth - Non-Movable booth located on the South Concourse.

**Lost and found** is managed by the Security Division of the Orange County Convention Center, who patrol the convention center 24 hours a day, seven days a week. Please call for any lost and found inquiries. All items returned to registration will be turned over to the OCCC Security team at the end of each show day.

**OCCC Security Command Center: 407-685-1119**

**Medical Services** For medical emergencies, dial 911 and provide your location within the facility to the 911 dispatcher (i.e. West building, North/**South building**, exhibit hall, meeting room). After calling 911, notify Event Security of the emergency. Event Security will then contact the OCCC Security Command Center, which will involve

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any additional OCCC staff and/or agencies as needed. For minor injuries, e.g. bruises or blisters, always contact Event Security first or on site first aid medical provider. As part of a major metropolitan area, Orange County is home to industry-leading healthcare experts. Should your stay here require medical attention, the nearest hospital is:  
 Dr. P. Phillips Hospital  
 9400 Turkey Lake Road  
 Orlando, Florida 32819  
 (407) 351-8500

**Nursing Mothers/The Wellness Rooms**

The Orange County Convention Center has Wellness Rooms in the West, North and South concourses. The Wellness Rooms provide a private space for nursing mothers to pump or breastfeed. Locations are:  
 South Concourse - Level 2, South Hall A, at the top of the escalator to the exhibit hall, adjacent to room S210E

**Personal Mobility Devices** — A broad range of services include scooter rentals (Sit down and Stand Up), wheelchair rentals and oxygen rentals. Equipment is available for daily or weekly rental. Rentals can be facilitated at the Scootaround booth and/or through FedEx Office. Electric scooters are available to OCCC guests while they are on property.

FedEx Office business centers at the OCCC serve as a drop-off and pick-up locations for electric scooter rentals. Because these scooters are distributed through a private company and are a high demand service, advance reservations are encouraged. FedEx Office also provides overnight scooter battery recharge. Learn more [here](#). Rentals Available through the FedEx Office locations in the West, North and South buildings.(Please inquire with FedEx for hours of operation)  
 Call Scootaround  
 Toll Free at: 1-888-441-7575 or visit our website at [www.scootaround.com](http://www.scootaround.com)

**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** — In compliance with the Florida Clean Indoor Air Act (FCIAA), Florida Statutes Section 386.204 and other local, state and federal regulations, smoking is not permitted within the OCCC. Smoking is also strictly prohibited during any show move-in or move-out activity. The Lessee and his/her general service contractor shall enforce this policy and post appropriate signage. The OCCC will provide designated smoking areas that are at least 25 feet from building ventilation, doors, windows, work spaces or regulated materials. Smoking is prohibited in any location not designated for smoking.

Exterior smoking areas have been designated for those exhibitors who require dock access for smoking. In addition, there are designated smoking areas located outside the buildings, at various locations.

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**Weapons** — “The Orange County Convention Center (OCCC) is a designated government facility. The possession and/or carrying of weapons on OCCC property is governed by Chapter 790, Florida Statutes. Lessees of space within the OCCC reserve the right to inspect persons and property entering their leased space. For example, lessees may establish entry requirements (i.e. badging, magnetometers, explosive detection K-9s, etc), inspect items (i.e bags, suitcases, laptops, etc), examine property, (i.e. shipping containers, exhibit booths, etc), and exclude patrons and property to ensure safety within their events and leased space. Attendees, exhibitors and the public must abide by Chapter 790, Florida Statutes on convention center property. The OCCC complies with the requirements of the Law Enforcement Officers Safety Act (LEOSA) and is applicable to all common areas and leased spaces.”

**Wireless Options** — Depending on where you are in the facility, you will see one or both of the following SSIDs (network names). Although you may see both Exhibitor and Instant Internet, they are not actually supported in all areas. These networks are supported only in the areas designated below. Choose the option which best suits your location and requirements. Instant Internet is available in Meeting Rooms and public spaces with connectivity speeds up to 768k up/down for the cost of 1 day for \$12.95. Free Internet is available in public spaces with connectivity speeds up to 256k up/down. Exhibitor Internet is available in Exhibit Halls, Meeting Rooms, and public spaces with Connectivity speeds up to 1.54Mbps up/down and 5 GHz wireless frequency only. For wireless support, please call SmartCity at 1-888-243-5685. Pricing is as follows:  
 1 day for \$79.99  
 3 day for \$227.97 (5% discount)  
 5 day for \$359.95 (10% discount)

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South Concourse

9899 International Drive

Orlando, FL 32819

The OCCC charges a parking fee per entry to all users of its parking areas at the prevailing rate on move-in, show and move-out days. Exhibitors receive daily in/out privileges with a valid parking receipt and exhibitor badge - based on space availability. Overnight parking on OCCC property is prohibited. Recreational vehicles (RVs) may use the OCCC parking area for parking purposes only.

Parking in the loading dock basin or on dock ramps is prohibited and violators will be towed at the owner's expense.

**Parking Lots**

The North/South Building parking lot can be accessed by two entrances - Universal Boulevard (north side) or International Drive (south side). Using the entrance off Universal Boulevard is encouraged when attending events in the North/South Concourse.

**Disability Permit Parking**

The OCCC has a limited number of disability permit parking spaces available at different locations for those guests visiting both the West and the North/South Buildings. Please consult with your Event Manager for further details regarding this subject.

**Short-term Metered Parking**

Short-Term Metered Parking is available in front of the West Building in the North-bound Lane. Parking in this area is limited to 3 hours at the prevailing parking rate.

**Overnight Parking**

Overnight parking on OCCC premises is strictly prohibited. Any truck or personally owned vehicle (POV) left in the parking lot once all event activity has ceased each day will be towed at the owner's expense.

**Electronic Vehicle Parking/Charging Stations**

The Orange County Convention Center has eight on-site electric vehicle (EV) charging stations:

Four stations are located outside Hall D of the West concourse

Two stations are located outside Hall A of the South concourse

One station is located outside Hall A of the North concourse

One station is located in the North/South parking lot

The EV charging stations are free to use, however parking rates apply.

Electric vehicles may park at the charging stations at West Hall D, South Hall A and North Hall A for a maximum of three hours when paying for short-term metered parking. Electric vehicles may park at the charging station in the North/South parking lot after paying the parking fee at the parking lot entrance toll booth.

Overnight parking is not permitted at the Orange County Convention Center.

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**Parking Rates**

The Orange County Convention Center accepts cash, traveler's checks, American Express, MasterCard and Visa.

\$17 parking fee will apply to passenger vehicles, per entry.

\$25 parking fee will apply to oversize vehicles, per entry.

**Taxis**

We know there are plenty of ways to get around I-Drive, but here are the taxi companies approved to operate at the convention center, meaning you can trust their drivers and know you're in good hands. The following taxi cab companies are approved to pick up at the Orange County Convention Center:

Checker Cab | (407) 422-2222

City Cab | (407) 422-2222

Diamond Cab Company | (407) 523-3333 Star Taxi | (407) 857-9999

Yellow Cab | (407) 422-2222

**Walking**

The Orange County Convention Center is conveniently accessible by marked crosswalks and pedestrian bridges. Pedestrian bridges, or skywalks, are connected to the convention center at the following points:

The Oversight Pedestrian Bridge connects the North / South building to the Hyatt Regency Orlando and the West building.

The Gary Sain Memorial Bridge connects the Rosen Plaza hotel to the West building, near Hall F.

The Rosen Centre Skywalk connects the Rosen Centre hotel to the West building, near Hall A.

The Hilton Pedestrian Bridge connects the Hilton Orlando to the South concourse of the North / South building.

The International Drive Pedestrian Bridge connects the Hyatt Regency Orlando with the West building, near West Hall C - Level 2.

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**Safety tip: Always cross at crosswalks, use push-to-walk buttons, and wait for a walk signal before crossing the street. Rapid flashing beacons are available at major crosswalks without traffic signals.**

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**EVENT DATES:**

April 27-29, 2021

**EXHIBITION**

April 27-29, 2021

**MRO AMERICAS CONFERENCE**

April 27-29, 2021

**MALMS CONFERENCE**

April 28-29, 2021

**REGISTRATION**

\$220

April 26-29, 2021

**EXHIBITOR MOVE-IN**

**Saturday, April 24, 2021**

**1:00 PM - 7:00 PM**

Booths 600 sqft or larger and multi level booths only

**Sunday, April 25, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Monday, April 26, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Tuesday, April 27, 2021**

**8:00 AM - 9:30 AM**

All Exhibitors

**VIRTUAL EVENT MEETING DAYS**

May 4-5, 2021

**LOCATION:**

Orange County Convention Center  
 Orlando, Florida  
 South Halls

Allison Gold

Senior Manager, Events

+1 718.501.7675

allison.gold@aviationweek.com

Anita Joyce Wright

Associate Manager Events

+1 718.730.3192

anitajoyce.wright@aviationweek.com

The conference and exhibition will take place as a live event for those who are able to travel to Orlando, FL. However, we are aware that some attendees and exhibitors will not be able to attend in-person.

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Every exhibitor that has a booth at the live event will have a digital listing on the virtual platform and in the event app for no additional cost. **Virtual meetings will take place May 4-5.**

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The hybrid event model brings the physical event into a digital universe enabling:

- Both digital-only and physical pass holders will access a single platform for networking with each other. Message and arrange meetings with anyone of interest to you, whether they are in Orlando or at their desk remotely.
- **For conference attendees:** Live content AND on demand viewing. All sessions will be live streamed and recorded. So attendees of the physical event can see ALL the sessions and speakers they may have missed during the event. And digital attendees can choose to watch sessions and speakers as they happen - or at a time that suits them.

**What does this mean for exhibitors?**

**Live Event Benefits**

- Exhibitors can use the GRIP app on-site to find attendees and exhibitors
- Exhibitors meet and network through physical booths and meetings
- Exhibitors can schedule follow up meetings for virtual week

**Included Virtual Benefits**

- Exhibitor listing with all booth staff listed on the virtual platform
- Booths are set up by Aviation Week using exhibitor profile data from program book
- Exhibitor reps will be assigned to the booths (same staff that registered for live)
- Enhanced Networking:
  - 2 weeks prior - Explore attendees- begin to set up meetings and establish connections. Appointments can be set for in-person meetings the week of the live event
  - Week after - **May 4-5 Connect with all attendees via the virtual platform.**
  - Opportunity to gather additional leads by networking with virtual only audience as well as the live attendees that now migrate to the virtual platform
  - Arrange follow up meetings with the leads you meet on site during the virtual week

## Alcohol, Drinks, Cocktail Receptions

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**Centerplate, the official food and beverage provider at the Orange County Convention Center, has put together a thoughtful collection of items and clearly defined protocols for stand catering.** The new menus and order form are available in the [Exhibitor Resource Center](#).

**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.

When planning your stand catering please keep the following show policies in mind:

1. If you are planning any kind of reception in your stand, social distancing is a priority. All receptions need to be approved by show management to ensure that there is adequate space and traffic flow. We will work with you to make sure that receptions are planned in accordance to show safety requirements. For stand reception approvals, please contact [Allison.gold@aviationweek.com](mailto:Allison.gold@aviationweek.com) and [Kelsey.Kercado@centerplate.com](mailto:Kelsey.Kercado@centerplate.com).
2. All Food and Beverage brought on premise must be purchased through and prepared by Centerplate. In order to maintain our AllSecure standard for health and safety, we will not be able to issue catering waivers or exceptions.
3. In keeping with health and safety requirements, most edible items will be pre-packaged and/or distributed by a representative from catering.
4. Centerplate Catering DOES NOT supply tables, countertops, sneeze guards nor electrical requirements for your booth. You must order these services through the OCCC or Freeman.
5. A Booth Attendant is required to distribute most food products to your guests, this includes cookie ovens and popcorn machines.
6. Bartenders will be wearing masks, gloves and require a plexi-glass barrier. No outside bartenders are permitted.
7. Water coolers will not be available. However, there are bottled water options.
8. Order Early! In order to accommodate all necessary protocols, please place catering orders 60 days in advance of show opening. This will allow Centerplate to ensure orders will be fulfilled to your specifications.

To learn more about the additional safety precautions at MRO Americas, download our [AllSecure show information](#).

### Stand Catering

Centerplate at the Orange County Convention Center  
9800 International Drive, Orlando, Florida 32819  
407.685.5562 ~ 407.685.9859 (fax)

[kelsey.kercado@centerplate.com](mailto:kelsey.kercado@centerplate.com)

<https://occcboothcatering.ezplanit.com/#/home>

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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, Unmanned Aerial Vehicle/Remotely Piloted Aircraft/Drones any item that, uses aerodynamic forces to provide vehicle lift and can fly autonomously or be piloted remotely, either for displays, exhibits or general public access.



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## Standards of Conduct while attending MRO Americas and Military Aviation Logistics & Maintenance Symposium (MALMS)

This document will set out the standards of conduct and performance and how the Aviation Week Network expect all attendees to perform. As a registrant, you are personally responsible for the way you perform. You will need to use your judgment so that you make informed and reasonable decisions and meet the standards. You must always be prepared to justify your decisions and actions:

### STAY HOME WHERE APPROPRIATE

- If you have been sick with COVID-19.
- If you have been tested positive for COVID-19 but had no symptoms.
- If you have shown any symptoms of COVID-19 within the last 14 days (from the start date of the event).
- If you have recently had a close contact with a person(s) with COVID-19.

### MASKS

- Wearing of MASKS is always mandatory and essential while in the Convention Center and when physical distancing is difficult.
- Please bring a supply of MASKS with you (Please note that bandanas are not acceptable).

### HAND HYGIENE & RESPIRATORY ETIQUETTE

- All employees (Aviation Week + the OCCC) will be required to frequent hand-washing.
- Cover your mouth and nose with a tissue when coughing or sneezing – used tissues to be tossed immediately and hands washed immediately.
- We discourage any handshakes, fist bumps, high fives, hugging etc. during the event.

### CLEANING & DISINFECTING

- Frequently touched surfaces within the venue will be cleaned daily or between uses as much as possible.

### TEMPERATURE CHECKS

- All attendees will submit to a temperature check upon entering the convention center.

### CONFERENCE ROOM LAYOUTS

- All meeting rooms will be planned for limited attendance to allow for social distancing. We will not exceed room capacity limits as set by the venue and government regulations.



# Show Information/Policies Attendee Code of Conduct

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- Attendees should follow signage and use dedicated entrances as entrances and exits as exits to discourage crowding.
- Conference attendees will need to choose their specific breakouts carefully as changing/switching on-site will not be allowed due to limited room capacity.

## FOOD SERVICE

- The Orange County Convention Center (OCCC) will provide a safe and clean atmosphere. Attendees are expected to respect directional signage, spacing in queues and allow servers to serve attendees.
- Catering will provide banquet staff to serve you; will provide pre-wrapped food and in some cases, boxed lunches. Catering will provide disposable food service items – to be placed in trash bins provided and not left on tables/seats/ floors / windowsills etc.

## HEALTH OFFICIALS ON SITE:

To learn more about the MRO Americas Health and Safety measures please click on this link: <https://mroamericas.aviationweek.com/en/plan-your-visit/keeping-you-safe.html>

## CONSEQUENCES OF Non-Adherence to Code of Conduct

Non-compliance to the code of conduct will not be accepted. Anyone asked to comply to the code by event staff, security, venue staff or other attendees will be expected to comply immediately. If an attendee does not comply, show management will take action it deems appropriate, including warning or expelling the offender from the event with no refund.

## WHAT TO DO IF YOU WITNESS OR ARE SUBJECTED TO UNACCEPTABLE BEHAVIOR

If you are subjected to unacceptable behavior, notice that someone else is being subjected to unacceptable behavior, or have any other concerns, please notify event staff as soon as possible. All reports will remain completely confidential.

When you attend MRO Americas 2021, you can expect to see that health and safety is a priority, and that a range of measures are in place to ensure everyone involved is able to enjoy a safe, hygienic, productive and high-quality organized event experience.

All Informa events will be run according to official government and local authority guidance in the first instance, as well as any venue or location-specific regulations. In addition, all Informa events will follow the [ten Informa AllSecure priority commitments](#). Wherever applicable and possible, our events will also apply the fuller range of standards and guidelines described in the [Informa AllSecure guidebook](#).

### When You Arrive on Site

#### ALL ATTENDEES

Upon arrival, attendees will enter the facility and may be asked to participate in a health screening.

- Please follow all signage directing you to the registration area
- Separate doors will be designated as entrances and exits
- All attendees must collect badges before entering the exhibition or conference
- All attendees are expected to wear masks/facial coverings while at the event

### When you Arrive on Site

#### EXHIBITORS

- You can pick up a bracelet for set-up, and then pick up your badge during registration hours.
- Exhibitors and stand-builders that need to unload at the loading dock will be directed to the marshalling yard.

### Physical/Social Distancing

#### ALL ATTENDEES

- **All event activities should take place with social/physical distancing in mind.**
- **Please keep a 4-6-foot distance between yourself and other attendees.**
- Avoid handshakes and embraces as greetings, and avoid sharing printed business cards
- Take advantage of event technology! Use the [MRO Event app](#) to connect with other attendees, find exhibitors and get the latest event information
- Floorplans have been adjusted, aisles have been widened and considerations have been made in the event setup to allow for adequate crowd distribution

## Physical/Social Distancing

### Exhibitors

**MRO Americas is adhering to social/physical distancing in all facets of the event. Considerations have been made in conference rooms, at registration and we are asking our exhibitors to adhere to this policy during the exhibition.**

- All booth activities (meetings, receptions, demonstrations, etc.) should accommodate for social distancing. We request that you staff your booth to not exceed

2 booth personnel per 10 x 10 space at any one time.

$$10 \times 10 = 2$$

$$10 \times 20 = 4$$

$$20 \times 20 = 8$$

$$20 \times 30 = 12$$

$$20 \times 40 = 16$$

$$20 \times 50 = 20$$

- Meeting areas, furniture in your booth should be arranged to accommodate a safe physical distance between booth personnel and tradeshow visitors.
- Take advantage of event technology
  - Use [lead retrieval](#) for contact-free scanning of attendee badges to effectively follow up on leads from the event!
  - Connect with attendees through the [MRO Event app](#) and post regularly in the activity feed.

### Booth Activities

- Please limit physical giveaways at the booth to avoid high touch points

### Stand Catering/Receptions

When planning receptions or catering at your booth, please consider the following:

- All receptions are limited to after 1 pm and must have approval from show management. There must be adequate space in or near your booth to host a reception
- Outside catering is STRICTLY PROHIBITED at this event. Waivers will not be granted and all food and beverage must come from the Official supplier: Centerplate.

### Tips and suggestions for Exhibitors

- Exhibitors are encouraged to ship to the advanced warehouse in order to more manage freight processing in a more controlled environment.
- Consider touchless (electronic and digital) alternatives to engagement, collateral material and giveaways

## Registration

### ALL ATTENDEES

#### No Contact Registration

- For maximum badging efficiency, please come prepared with your barcode confirmation ready to display on your mobile device.
- All attendees are strongly encouraged to [register online](#) prior to arriving at the event. Online registration will remain open throughout the event. Retrieve your badge simply by sharing your name or barcode when you arrive
- Signage and floor markings will indicate safe distances for attendees while lining up/queueing for badges and at food and beverage areas
- Registration staff will have enhanced personal protection equipment including masks, gloves, sanitizing products and sneeze guards to ensure safety.

**Registration  
 EXHIBITORS**

Avoid lines!! Exhibitors may collect badges on setup days to avoid crowds and allow for easy access to the hall before the show open

- Please come prepared with your barcode confirmation ready to display on your mobile device.

**Registration Hours:**

**Avoid the crowds pick up before show days!**

Monday, April 26	8:00 AM - 5:00 PM
Tuesday, April 27	7:30 AM - 5:30 PM
Wednesday, April 28	7:30 AM - 6:30 PM
Thursday, April 29	8:00 AM - 1:00 PM

**Show Hours:**

Tuesday, April 27	10:30 AM - 5:30 PM
Wednesday, April 28	9:30 AM - 5:30 PM
Thursday, April 29	9:00 AM - 1:00 PM

**Hygiene**

**ALL  
 ATTENDEES**

- **All Attendees will need to wear masks or face coverings for the duration of the event.**
  - Individual(s) should wash their hands before putting on a face covering.
  - Same side of the mask should be placed against the face/mouth each time to avoid wearing the “contaminated side” against the nose and mouth.
  - Face covering should be removed using the straps, and avoid touching the part which protects the face.
  - Reusable face masks should be worn no more than twice, then wash or replace with a fresh mask.
- Additional hand sanitizing stations have been added to lobby areas and near Food and Beverage outlets.
- **Wash your hands often!** Especially when you’ve been in high touch areas like on escalators, in elevators or seating areas.
- **AVOID touching the eyes, nose and mouth.**
- Public self-serve water stations with any touch point will not be available.

**Hygiene  
 EXHIBITORS**

- Stand cleaning is available from Freeman
- We request that you regularly disinfect your stand throughout the event
- Please remove waste regularly in designated bins and through\_pre-ordered stand cleaning services

## Health Checks

### ALL ATTENDEES

Show management is closely monitoring the advice from local health authorities on screening participants and we will follow that guidance. This may mean we use contactless temperature screening to identify anyone who has a high temperature. Anyone who presents a high temperature will be denied entry to the event and appropriate medical attention will be offered.

- Attendees showing symptoms will be asked to leave the venue or be evaluated by our on-site medical team.
- If you are not feeling well, or are beginning to show symptoms, please do not come to the event.
- If you begin to feel unwell at the event, on-site medical personnel are available to assist. Please contact the nearest Aviation Week, OCCC, or security staff personnel to be directed to the medical team.

## Health Checks EXHIBITORS

- Exhibitors and stand-builders in the hall during setup hours will be expected to adhere to temperature screening.
- High contact touch points such as tools, equipment, materials should be sanitized regularly.
- Additional PPE including gloves, face shields are recommended.

## Go with the Flow (of traffic)

### ALL ATTENDEES

- One-way aisles may be implemented within the exhibition hall, on the concourse and/or at registration to minimize physical contact and bottle necks.
- Entrance Only and Exit Only doors will be implemented.
- Attendees are discouraged from gathering at entrances and causing traffic jams.
- If an entrance is crowded, please take advantage of a lobby networking area until the crowd disperses, and entrances are clear.
- Time your visit carefully.

## Food and Beverage Areas

### ALL ATTENDEES

New practices and policies are in place including:

- 3 Ply Surgical Masks & Gloves for all Staff
- New, Targeted Cleaning Solutions
- Expanded Sanitizer Stations
- Increased Cleaning Schedule
- Elevated Training for all Team Members
- Employee Wellness Screening Upon Arrival
- Freedom Pay
- Point of Sale Barriers
- Wrapped Silverware
- PC Condiments
- Outdoor Seating Options

## Conference Delegates

- Arrive at sessions early to avoid lines.
- Attendees will be admitted to all sessions through the use of contactless badge scanning.
- Attendees will be asked to clear all conference rooms after sessions have finished for cleaning to take place. Please help us expedite this process by exiting rooms at the end of sessions.
- Seating will be limited to allow for adequate distancing.
- All social distancing measures and protocols are also expected during conference sessions including the wearing of masks and spacing between seating.

### Local Information and Resources

[Orange County, Florida Government Executive Orders](#)

[City of Orlando COVID-19 Update](#)

[Visit Orlando Healthy Travel & Reopening Information](#)

[Orlando International Airport COVID-19 Operational Update](#)

[State of Florida Information Links](#)

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## **ORANGE COUNTY CONVENTION CENTER RECOVERY AND RESILIENCY FIVE-STEP PROGRAM**

The OCCC's Recovery and Resiliency Guidelines presents the following guidelines to keep guests, employees, and community safe during scheduled trade shows, conventions and events.

The OCCC will implement a five-step program for a phased approach:

1. Follow Mayor Jerry L. Demings' Economic Recovery Task Force recommendations for economic resiliency.
2. Observing reduced occupancy at the OCCC, physical distancing measures and following event gathering recommendations under the current CDC, county, state and federal guidelines.
3. Adherence to the phased approach of federal regional gating criteria before proceeding to incrementally host modified events with transparent information accessible to the public and clients on the OCCC website.
4. Assuming that we are still in line with the scientific benchmarks, slowly begin to host modified events in phases with new and extensive safety measures. Monitor the data daily. If we need to, marginally pull back or move forward.
5. Center employees will be wearing masks and gloves, depending on their work assignments. Wearing a mask and gloves allows the OCCC to host events and increases the safety of our guests and employees.

## **GENERAL HEALTH AND SAFETY GUIDELINES**

The health and safety of our employees and guests is our number one priority. These guidelines pertain to all OCCC guests, employees and Service Partners.

### **Physical Distancing**

In public areas, practice physical distancing by standing at least six feet away from other groups of people while standing in lines, using elevators and moving around the property. Table rounds, chairs, seating areas and other physical layouts will be arranged to ensure appropriate distancing. All meeting rooms will comply with, or exceed, local or state mandated occupancy limits. Non-contracted spaces will be monitored by security. The OCCC discourages handshakes and other forms of physical greetings.

### **Hand Sanitizers and Hand Wash Stations**

Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as reception areas and entrances in OCCC public spaces.

### **Public Spaces and Communal Front of the House Areas**

The OCCC Environmental Services staff conducts daily cleaning of all door handles throughout the campus. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including countertops, escalators, elevators, elevator buttons, vending machines, door handles, public bathrooms, ATMs, stair and escalator handrails, dining surfaces, all seating areas and tables.



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**Case Notification**

If the OCCC is alerted to a presumptive case of COVID-19 at the OCCC, the proper staff will work with the Florida Department of Health to follow the appropriate actions recommended.

**Parking at the OCCC**

OCCC parking operations will continue to accept cash or credit card payments and a receipt will be issued.

**Signage**

The OCCC has placed signage throughout the North-South Building and West Building strongly encouraging attendees to follow CDC regulations of physical distancing and health guidelines.

## OCCC SANITATION AND CLEANING PROTOCOLS

The top priority for the OCCC is protecting employees, clients and the community. An essential element of our sanitation strategy includes the introduction of two forward-thinking cleaning solutions and the continued use of industrial strength scrubbing machines for exhibit halls. The OCCC uses cleaning products and protocols, which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne pathogens. The Center continues to work with vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

The OCCC has also received the GBAC STAR™ accreditation on outbreak prevention, response and recovery. Recognized as the gold standard of safe venues, GBAC STAR™ provides third-party validation to ensure the implementation of rigorous protocols in response to biorisk situations.

**Cleaning Systems**

The OCCC is utilizing ozonated water as a sanitizing agent on an as needed basis in meeting rooms in accordance with the GBAC standard. With 13 systems on hand, the OCCC's green cleaning ozonated water systems utilize oxygen as a disinfectant. The liquefied ozone is also being used as a cleaning agent for deep cleaning carpets and scrubbing exhibit hall floors between events. Ozone water foggers will also be used to enhance sanitizing efforts.

**Industrial Grade Scrubbing Machines**

The OCCC utilizes industrial powered machines to sanitize and scrub exhibit hall floors across the West and North-South Buildings. The M30 Ride-On Sweeper-Scrubber and Tennant T12 Ride-On Floor Scrubber machines deliver exceptional sweeping and scrubbing technology and is used to clean exhibit hall floors in between every event. These heavy-duty floor scrubbers are engineered with innovative features and substantial scrubbing power for heavy-duty, edge-to-edge cleaning in exhibit halls. The machine electrically infuses water with oxygen bubbles to create highly oxygenated water to attack and break down the dirt into small particles that is easily pulled away by the scrubber's pad, without the use of harsh cleaners.

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**REGISTRATION**

S220

April 26-29, 2021

**EXHIBITOR MOVE-IN**

**Saturday, April 24, 2021**

**1:00 PM - 7:00 PM**

Booths 600 sqft or larger and multi level booths only

**Sunday, April 25, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Monday, April 26, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Tuesday, April 27, 2021**

**8:00 AM - 9:30 AM**

All Exhibitors

**VIRTUAL EVENT MEETING DAYS**

May 4-5, 2021

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Orlando, Florida

South Halls

**HVAC**

In accordance with existing operational policies, the HVAC systems will continue to remain running 24-hours a day in the front of house areas while maintaining less than 60% humidity as per industry standards. The HVAC systems in the exhibit halls will run 24-hours a day while occupied and fresh air exhaust will be utilized during move-in and move-out. HVAC HEPA filters will be maintained and replaced every 3 months, or as needed.

**Personal Protective Equipment (PPE)**

All individuals will be required to wear face coverings while in Orange County, Florida. Clients and guests should check current CDC recommendations, state guidelines, and local ordinances prior to arrival. It is the responsibility of each individual to provide their own face covering.

Allison Gold

Senior Manager, Events

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allison.gold@aviationweek.com

Anita Joyce Wright

Associate Manager Events

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anitajoyce.wright@aviationweek.com

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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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The Orange County Fire Marshal is authorized by Florida Statutes and the Florida Fire Prevention Code to ensure fire and life safety for the public. Conventions, trade shows and exhibits are reviewed for compliance with the requirements of NFPA 101 Life Safety Code, as adopted by Florida Administrative Law, State Fire Marshal's Rules and Regulations Chapter 69- 3 and the Florida Fire Prevention Code. Additional technical codes and standards may apply to specific events.

Exhibitors, general service contractors and event promoters must comply with all federal, state and local fire regulations and building codes that apply to places of public assembly (Orange County Standard 6005).

Fire-fighting and emergency equipment, including fire extinguishers, strobes, fire hose cabinets, and standpipes, may not be hidden, blocked, or obstructed. All emergency exits, hallways and aisles leading from the OCCC must be kept clear and unobstructed. Fire lanes must be left open at all times.

For the protection of our facility and for those guests either working or attending an event on our premises, the OCCC Event Planning Guide contains a brief overview of Orange County Fire Rescue Information that may apply to various aspects of event planning.

- Capacity Concerns
- Exhibit Hall Floor Plan Approval
- Fire Watch
- Flame Resistance
- Gas Information
- Hazardous Chemicals
- Regulated Materials
- Open Flame, Pyrotechnics and Special Effects
- Permit Overview/Including Cooking Information
- Welding



## 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), +1 718.501.7675)**

Multi-story Exhibits require prior approval by the OCCC fire marshal AND show management and will have additional fees applied. Please make sure to supply:

1. Amended booth contract to include multi-level and applicable payment.
2. 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 designs via <https://fs2.formsite.com/AW-Events/form91/index.html> **The deadline for stand design submissions is March 05, 2021.**
3. Completed booth application for fire marshall. You may request this form from Allison Gold ([allison.gold@aviationweek.com](mailto:allison.gold@aviationweek.com) or +1 718.501.7675)
4. Maximum height allowance is 16ft (4.88m); variance to 20ft (6.10m) can be issued by show management.

Multi-Level Booth - To construct a level or tier atop an exhibit or portion of an exhibit, with the intention of being occupied by one (1) or more persons. Multi-Level Booths, regardless of square footage, and Covered Booths exceeding 301 square feet require additional approval and fire watch preparations prior to their acceptance on the exhibit hall floor by the OCCC.

Requests for construction of multi-level (regardless the size) or covered exhibits (larger than 301 square feet) must be reviewed by OCCC Event Management and the Orange County Fire Rescue Department. To ensure success of an exhibit, please read and comply with the following guidelines for compliance with the requirements of the Life Safety Code (NFPA 101), as adopted by Florida Administrative Law, State Fire Marshal's Rules and Regulations, Chapter 4A-3, and the Standard Fire Prevention Code as adopted by Orange County, Florida:

Plans will be submitted by show management on behalf of the exhibitor when all documentation is supplied. Construction may not begin on any structure without written approval of Show Management and the OCCC. All plans must adhere to the following:

- They must be scaled, signed and dated by a registered architect or engineer.
- They must include the show name and dates.
- They must include exhibitor's name and assigned booth number.
- They must include directional information (i.e. indicate neighboring aisles and/or booth numbers).

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- They must indicate maximum exhibit height within the booth. Height guidelines are established, per event, by show management. Refer to the Exhibitor’s Manual/Kit for applicable guidelines.
- They must include the rise and tread of the stairs.
- They must include the guardrail measurements.

The upper deck of multi-level exhibits, if larger than three hundred (301) square feet, shall meet the following requirements:

- The upper level may not have a “cover” of any kind (e.g., roof ceiling, tenting, lattice, fabric and plastic).
- Exhibits with an enclosed room or occupied second story must post notice at the bottom of the stairway, indication maximum permitted occupancy (or total permitted weight load of the second level).
- If the second level is to be occupied and greater than three hundred (301) square feet, two (2) stairways are required, remote from each other. If second level is to be occupied and less than three hundred (301) square feet, one (1) set of stairs is permitted. All stairs must be a minimum of three feet (3’) in width, equipped with a handrail on at least one (1) side and constitute a “straight run” or be “squared off.” Spiral stairs or winders are not permitted.
- Individual areas of upper decks or covered areas must be limited to dimensions that do not exceed one thousand (1,000) square feet.
- If the upper deck, or covered area, is greater than one thousand (1,000) square feet, a clear fire break (unobstructed aisle), of not less than ten feet (10’) must be provided on all four (4) sides of each one thousand (1,000) foot area. To avoid transfer of fire to another area, the firebreak (unobstructed aisle) shall not contain displays, furniture, or other materials.
- The ten foot (10’) clear space may be spanned by an overhead bridge or canopy which must not exceed four feet (4’) in width. The bridge or canopy must be constructed of noncombustible materials.
- Exhibitor must install a single station and battery-operated smoke detector on the interior of each covered exhibit or structure regardless the square footage. The detector must sound an audible alarm and be installed per manufacturer’s instructions.
- Exhibitor must provide a portable, dry chemical fire extinguisher for each level or each covered exhibit or structure. At least one (1) 2A, 10-BC portable fire extinguisher must be provided for each three hundred (301) square feet. Fire extinguishers must be mounted in a visible location, near exit doors, and be accessible at all times.
- Fire watch or extinguishing system is required.
- All booths to be constructed as required by applicable codes and standards.

**Covered Exhibits 299 sq. ft. or less**

Covered Booth - To place something over or upon an exhibit or portion of an exhibit (e.g. roof, ceiling, tenting, lattice, fabric, plastic) to cover the ground level and/or support decorative structures. The upper portion of the “covered” exhibit is not occupied.

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- All materials used in construction of covered exhibits and all decorative materials within the exhibit must be noncombustible or limited combustible (flame-retardant) materials. Certification of flame retardant treatment, along with samples of said materials, must be submitted, if requested by the Orange County Fire Rescue Services Department. It is recommended that certifications of flame retardant treatments also be available at the show site. Exhibitor must install a single station and battery-operated smoke detector on the interior of each covered exhibit or structure regardless the square footage. The detector must sound an audible alarm and be installed per the manufacturer's instructions.
- Exhibitor must provide at least one (1) 2A 10-BC portable, dry chemical fire extinguisher for each level or each covered exhibit or structure. Fire extinguisher(s) must be mounted in a visible location and be accessible at all times.
- Fire watch or extinguishing system not required.
- At least (1) 2A 10-BC fire extinguisher must be provided.
- All booths to be constructed as required by applicable codes and standards.
- Fire watch or extinguishing system not required
- All booths to be constructed as required by applicable codes and standards

**Covered Booth, Tent and Theatre**

301 sq. ft. to 1,000 sq. ft. – maximum allowed

- Fire watch or extinguishing system required
- All booths to be constructed as required by applicable codes and standards

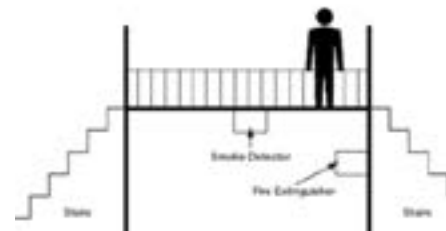
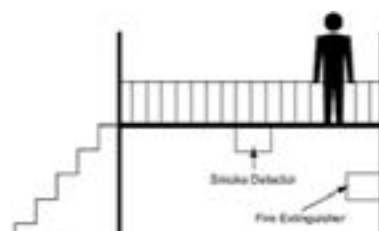
**Multi-Level Exhibits**

299 sq. ft. or less:

- Fire watch or extinguishing system required
- Minimum 1 stair required
- All booths to be constructed as required by applicable codes and standards

301 sq. ft. to 900 sq. ft. (maximum allowed):

- Fire watch or extinguishing system required
- Minimum 2 stairs required
- All booths to be constructed as required by applicable codes and standards





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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.

All unauthorized filming, sound recording and photography of the Event, and all unauthorized transmission of audio or visual material at the Event, by Client and/or its Personnel is expressly prohibited. Client and/or its Personnel agree: (i) to surrender to Organizer or destroy on demand any material in whatever media recorded in violation of this Condition and (ii) that the copyright and other Intellectual Property Rights in any such material shall vest in Organizer unconditionally and immediately on the creation of such material.

Client acknowledges and agrees that Organizer and its Personnel shall be permitted to film, sound record and photograph the Event, which may include, without limitation, filming, sound recording and photography featuring Client's Personnel (the Content). Client agrees to make its Personnel aware of such filming, sound recording and photography of the Event. Client acknowledges and agrees that Organizer is the sole and exclusive owner of all rights in the Content and hereby waives any and all: (i) rights in and to such Content, and (ii) claims that Client may have relating to or arising from the Content or its use. Without limitation, Organizer shall be permitted to use the Content anywhere in the world for promotional and other purposes, without any payment or compensation. If any of Client's Personnel has any objection to the use of their image in any filming, sound recording and/or photography of the Event, Client shall notify Organizer in writing.

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1. Definitions

In these Conditions, the following terms have the following meanings:

- 1.1. Booking Form: the booking form to which these Conditions are attached and/or incorporated into by reference setting out the details of the Package or such other document setting out the details of the Package as Organizer may choose in its sole discretion to accept;
- 1.2. Calendar Year: a full twelve (12) month period beginning on January 1 and ending on December 31;
- 1.3. Client: the person, company, organization, association or other entity set out in the Booking Form that is purchasing the Package;
- 1.4. Conditions: these terms and conditions;
- 1.5. Contract: together, these Conditions and the Booking Form;
- 1.6. Data Protection Law: all laws related to data protection and privacy that are applicable to any territory where Organizer or Client processes personal data, where the Event takes place, where any element of the Package is provided and/or where Organizer or Client is established;
- 1.7. Devices: any visitor lead capture application or barcode scanner device;
- 1.8. Directory: any online product and/or services directory (whether exclusively featuring exhibitors, sponsors and attendees of the Event or otherwise);
- 1.9. Directory Content: all content, materials and other information that is provided by Client and/or its Personnel (whether by uploading directly to a Directory or via any other means) for inclusion in a Directory;
- 1.10. Event: the exhibition, conference, show or other event organized by Organizer set out in the Booking Form;
- 1.11. Fees: the fees payable by Client for the Package set out in the Booking Form;
- 1.12. Force Majeure Event: any event or circumstance arising that is not within Organizer's reasonable control (including, without limitation, governmental regulations or action, imposition of sanctions, embargo, military action, acts of terrorism or war, civil commotion or riot, epidemic, pandemic, fire, acts of God, flood, drought, earthquake, natural disaster, royal demise, third party contractor/supplier failure, extreme weather conditions, strikes/protests whether legal or illegal, Venue damage or cancellation, industrial dispute, interruption/failure of utility service or nuclear, chemical or biological contamination);
- 1.13. Informa Group: includes any entity whose ultimate parent company is Informa PLC;
- 1.14. Intellectual Property Rights: trademarks, trading names, domain names, logos, rights in design, copyrights, database rights, moral rights, goodwill, rights of confidence, know-how and trade secrets and all other intellectual property rights or analogous rights, whether registered or unregistered, that subsist now or in the future anywhere in the world;
- 1.15. Manual: any manual, service kit or guide provided to Client by Organizer in respect of the Event, as updated by Organizer from time to time;
- 1.16. Marketing Services: any marketing services element of the Sponsorship set out in the Booking Form (which may include, with-out limitation, the distribution of e-mails to third parties by way of a promotional campaign);
- 1.17. Materials: all content, materials and other information that is provided by Client and/or its Personnel (including, without limitation, Client's name, profile, descriptions of products and/or services, logos, copy, text, photographs, audios, videos, artwork and/or content session data);
- 1.18. Opening Date: the first date on which the Event is scheduled to be open to members of the public;
- 1.19. Organizer: the Informa Group legal entity set out in the Booking Form that is providing the Package;
- 1.20. Owners: the owners, management and/or operators of the Venue;
- 1.21. Package: the Space and/or Sponsorship and/or Directory and/or Devices package purchased by Client in relation to the Event set out in the Booking Form, as may be updated by the parties from time to time;
- 1.22. Personnel: any employee, consultant, agent, other representative or contractor (or any employee, consultant, agent, or other representative thereof) engaged or employed by a party in connection with the Event;
- 1.23. Reportable Breach: any breach of security leading to the accidental, unauthorized or unlawful processing of, destruction of, loss of, corruption of, alteration to or access to personal data;
- 1.24. Space: any exhibition/showcase/tabletop space allocated to Client set out in the Booking Form;
- 1.25. Sponsorship: any sponsorship and/or promotional element of the Package set out in the Booking Form (which may include, with-out limitation, added value, advertisements, Marketing Services and/or opportunities to sponsor, contribute to and/or deliver content sessions); and
- 1.26. Venue: the venue at which the Event is to be staged.

2. Package

- 2.1. Once submitted to Organizer, a Booking Form constitutes an offer to purchase a Package in accordance with these Conditions and is irrevocable by Client. The submission of a Booking Form does not guarantee that Client will be: (i) permitted to exhibit at or otherwise participate in the Event, (ii) assigned to a particular exhibit hall, section or location within the Venue, and/or (iii) provided

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with the actual Package (including, without limitation, the amount of Space and/or Sponsorship) requested. Organizer reserves the right to reject any Booking Form. A binding contract shall only come into effect when written confirmation (whether by e-mail or otherwise) of acceptance is sent by Organizer to Client (whether or not it is received). Except as set out in these Conditions, no variation of this Contract, including, without limitation, any updates to the Package, shall be effective unless such variation is agreed in writing by both parties. These Conditions apply to this Contract to the exclusion of any other terms that Client seeks to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.

3. Fees

3.1. Client shall pay the Fees in cleared funds in accordance with the payment terms stated in the Booking Form. Organizer shall have no liability whatsoever if Client pays the Fees (or any portion thereof) into any bank account other than the bank account specifically designated by Organizer to Client for payment. In particular, Organizer shall not be liable for any loss, damage, cost, claim or expense suffered or incurred by Client and/or any of its Personnel arising out of or in connection with third party fraud, including, without limitation, false change of bank account communications, identity theft and other scams. Payment of the Fees into Organizer's designated bank account only shall satisfy Client's payment obligations under this Contract. To the extent that Client receives any communication notifying Client of a change in Organizer's designated bank account, Client is required to verify the authenticity of the same directly with Organizer. Without prejudice to any other right or remedy it may have, if Organizer does not receive the Fees into Organizer's designated bank account in cleared funds by the due date for payment, Organizer shall be entitled to: (i) refuse Client and its Personnel entry to the Event, (ii) refuse and/or withdraw the provision of any element of the Package, and/or (iii) charge interest on such overdue sum from the due date of payment at the rate of 1.5% per month (18% per annum) or, if less, the maximum rate permitted by applicable law, accruing on a daily basis and being compounded quarterly until payment of the overdue sum is made, whether before or after judgment. Where Organizer takes any such action, Client shall not be entitled to a refund of any portion of the Fees it has already paid in respect of the Package and the Fees shall remain due and payable in full.

3.2. It is the intent of the parties that Organizer shall receive the Fees in full and that any: (i) banking and other transfer of payment charges, and (ii) applicable VAT, GST, sales and/or service taxes shall be paid solely by Client (in addition to the Fees). If and to the extent that any withholding taxes are payable in connection with the whole or any portion of the Fees, Client shall pay such withholding taxes directly to the relevant tax authority and furnish Organizer with a valid certificate evidencing payment. To the extent that a valid certificate is not provided, or to the extent that Organizer is unable to recover the withholding taxes, the amount of the Fees shall be increased by an amount necessary to compensate for the withholding taxes (including, without limitation, any amount necessary to "gross up" for withholding taxes levied on the increase itself).

3.3. Client acknowledges and agrees that certain services may be required by the Owners and/or Organizer for the safe and efficient operation of the Event, including, without limitation, connection to and consumption of utilities (for example, electricity) and inspection/health and safety auditing of exhibition stand/shell scheme plans. Such services shall be provided by contractors appointed by the Owners and/or Organizer and it is a condition of this Contract that Client uses such contractors for these services. Rates and charges for such services (Contractor Fees) shall be set out in the Manual or otherwise provided in writing by Organizer prior to the Opening Date. Client is solely responsible for payment of the Contractor Fees directly to each relevant contractor, in accordance with each relevant contractor's payment terms. If Client fails to pay the Contractor Fees in accordance with such payment terms, Organizer may at its sole discretion: (i) pay such Contractor Fees itself and recharge Client directly for these, or (ii) deem that Client has committed an irremediable material breach of this Contract and exercise Organizer's rights pursuant to Condition 15.1.

4. Client's general obligations

4.1. Client shall comply with: (i) all laws (including, without limitation, all laws relating to anti-bribery, anti-corruption, trade sanctions, modern slavery and export controls), (ii) all rules, regulations and instructions issued by Organizer and/or the Owners from time to time in connection with any element of the Package (including, without limitation, in relation to health, safety and security requirements), and (iii) the provisions of the Manual, including, without limitation, all operational requirements stated therein.

4.2. Client warrants, represents and undertakes that: (i) it has the right, title and authority to enter into this Contract and perform its obligations hereunder, and (ii) the person signing or otherwise legally accepting this Contract on behalf of Client has the requisite authority to do so.

4.3. Client and its Personnel must not: (i) act in any manner which causes offence, annoyance, nuisance or inconvenience to Organizer, the Owners and/or any other attendee of the Event, (ii) do anything which might adversely affect the reputation of Organizer, the Owners and/or the Event, and/or (iii) cause or permit any damage to the Venue or any part thereof or to any fixtures or fittings which are not the property of Client.

4.4. Client shall cooperate, in good faith, with Organizer in all matters relating to the Package and/or the Event. Without limitation, Client shall provide Organizer with all information as Organizer may reasonably request in respect of the Package and shall ensure that such information is accurate.

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- 4.5. Client is solely responsible for obtaining passports, visas and other necessary documentation for entry into the country or territory where the Event is held. If Client and/or its Personnel cannot attend the Event due to a failure to obtain such documentation, the Fees shall remain due and payable in full.
- 4.6. Client is solely responsible for obtaining any licenses, regulatory approvals, customs clearances or other necessary consents required for Client to participate in the Event and display its exhibits, including, without limitation, any licenses or other necessary consents required for the playing of music or any other audio or visual material by Client and/or its Personnel.
- 4.7. Client consents to its details (including, without limitation, its name, logo and profile) being: (i) published in any show guide, directory and/or other promotional materials prepared in connection with the Event, and/or (ii) displayed on the Event website. Although Organizer shall take reasonable care in any such publication/display, it shall not be liable for any errors, omissions or misquotations that may occur.
- 4.8. All unauthorized filming, sound recording and photography of the Event, and all unauthorized transmission of audio or visual material at the Event, by Client and/or its Personnel is expressly prohibited. Client and/or its Personnel agree: (i) to surrender to Organizer or destroy on demand any material in whatever media recorded in violation of this Condition 4.8, and (ii) that the copyright and other Intellectual Property Rights in any such material shall vest in Organizer unconditionally and immediately on the creation of such material.
- 4.9. Client acknowledges and agrees that Organizer and its Personnel shall be permitted to film, sound record and photograph the Event, which may include, without limitation, filming, sound recording and photography featuring Client's Personnel (the Content). Client agrees to make its Personnel aware of such filming, sound recording and photography of the Event. Client acknowledges and agrees that Organizer is the sole and exclusive owner of all rights in the Content and hereby waives any and all: (i) rights in and to such Content, and (ii) claims that Client may have relating to or arising from the Content or its use. Without limitation, Organizer shall be permitted to use the Content anywhere in the world for promotional and other purposes, without any payment or compensation. If any of Client's Personnel has any objection to the use of their image in any filming, sound recording and/or photography of the Event, Client shall notify Organizer in writing.
- 4.10. Client acknowledges and agrees that the terms of this Contract (including, without limitation, the amount of the Fees) and the provisions of the Manual shall constitute confidential information of Organizer and Client undertakes that it shall not at any time disclose the same to any third party.
5. Data protection
  - 5.1. Each party acknowledges and agrees that it is responsible for its own processing of personal data in connection with this Contract, including, without limitation, any processing of personal data pursuant to a Data List (as defined in Condition 5.2) (and, where applicable, the parties agree that each party acts as a data controller for the purposes of the General Data Protection Regulation (Regulation (EU) 2016/679)). Each party shall: (i) only process personal data in compliance with, and shall not cause it-self and/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 this 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 and/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 this 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. Organizer collects, uses and protects personal data in accordance with its privacy policy, which can be found here: <https://www.informamarkets.com/en/privacy-policy.html>.
  - 5.2. Without prejudice to the generality of Condition 5.1, Client acknowledges and agrees that if it receives any list containing personal data from Organizer as part of the Package (a Data List), it shall: (i) keep the Data List confidential and not disclose it to any third party, (ii) only use the Data List for the purpose of making an initial approach to contacts on the Data List in response to their engagement with Client's products and/or services as facilitated by the Package, (iii) securely delete or put beyond use all or any part of the Data List upon Organizer's reasonable request or by such time as is required by Data Protection Law, whichever is earlier, and (iv) provide Organizer with reasonable details of any enquiry, complaint, notice and/or other communication it receives from any supervisory authority relating to Client's use of the Data List, and act reasonably in co-operating with Organizer in respect of Client's response to the same. Client acknowledges and agrees that Organizer shall only be obliged to provide Client with all or any part of a Data List to the extent that it is legally permitted to do so and Organizer shall not be liable if the volume of personal data provided to Client is less than anticipated as a result of Organizer's compliance with Data Protection Law.
6. Specific terms relating to Space
  - 6.1. Organizer reserves the right at any time to make such alterations in the floor plan of the Event or in the specification of the Space

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as Organizer in its absolute opinion considers to be in the best interests of the Event, including, without limitation, altering the size, shape or position of the Space and/or the exhibition stand therein and/or changing or closing entrances, exits and access to the Venue. If the size of the Space is reduced, Client shall receive a pro-rata refund of the Fees payable in respect of the Space. Space assignment will be indicated on the confirmation of acceptance and/or invoice. Client must rent enough 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 Client's booth line. Heights and depths specified by the IAEE Guidelines must be observed and floorplans for double decker/two story exhibits must be approved by the Organizer, official contractor and Venue's Fire Marshal. Additional charges will be incurred. Organizer reserves the right to relocate Client to a comparable space; should Client not agree the exhibit space reverts back to the Organizer.

- 6.2. Organizer permits Client to use the Space for the purpose of displaying exhibits at the Event. Such use shall not constitute a tenancy and Client shall have no other rights to, or interest in, the Space. Client is only permitted to conduct business from the Space and shall not (nor shall it permit any other person to) conduct any display or exhibit, distribute publications or other materials or otherwise canvass or solicit for business in any other area of the Venue. Booth furnishings (inclusive of audio and/or video) should be appropriate for a general audience and will not be offensive. Organizer retains the right to investigate any complaints and will determine if any content is offensive or inappropriate, the Client will cease use of such content.
- 6.3. Client agrees not to use any displays that the Organizer determines, in its absolute discretion, will unreasonably endanger the person or property of the attendees or of the exhibitors, are in bad taste, are liable to discredit the Organizer or subject the Organizer to criticism or legal liability, are inconsistent with the purposes of the Organizer and the interest and welfare of its attendees, are detrimental to the property rights of the Organizer, or violate the booth regulations or any other provision of this contract. In the event the Organizer determines at any time that any exhibit may or does violate this contract and the exhibitor is unable or unwilling to cure or correct such violation, the Organizer may terminate this agreement immediately and forbid erection of the exhibit or may remove or cause the exhibit to be removed at the exhibitor's expense, and the exhibitor hereby waives any claim for refund of the exhibit booth or other damages arising out of such termination and/or exhibit removal. Any exhibitor who is uncertain as to whether an exhibit is in compliance with all applicable regulations and requirements should contact the Organizer immediately.
- 6.4. Client undertakes: (i) to occupy the Space in time for the opening of the Event, (ii) at all times during the Event to ensure that its Space (and exhibition stand therein) is (a) staffed by competent personnel, and (b) clean, tidy, well presented and free from unsafe materials/items and other hazards (failing which, Organizer reserves the right without liability to arrange for this to be done at Client's risk and expense), and (iii) not to close its exhibition stand prior to the closing of the Event.
- 6.5. Client shall not permit the display of any exhibits that do not exclusively relate to Client's own commercial activities. Organizer reserves the right, without liability and at Client's risk and expense, to remove any exhibit and/or stop any display or demonstration which Organizer considers in its reasonable opinion: (i) contravenes any law and/or any applicable industry regulations/standards, (ii) constitutes counterfeit goods and/or infringes the Intellectual Property Rights of any third party, (iii) is likely to cause offence, and/or (iv) does not otherwise comply with these Conditions.
- 6.6. Unless the provisions of Condition 6.6 apply, Client is solely responsible for all aspects of the set-up of the Space, including, without limitation, modular stand or similar construction, pipes and drapes, shell scheme, branding and dressing. Organizer reserves the right to have the official contractor install the exhibit or remove unopened freight at the expense of the exhibitor. Client must provide carpet or other suitable flooring for its entire exhibit space. Under no circumstance may the weight of any exhibit material exceed the specified maximum floor load of the Venue. Client assumes 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 nor removal of materials may not begin until the close of the Event on the final day.
- 6.7. Organizer shall be responsible for setting-up a pre-built booth for Client in the Space (to include modular stand or similar construction, pipes and drapes and shell scheme) only where it has expressly agreed to do so in the Booking Form. Client is solely responsible for all aspects of dressing and branding of the Space.
- 6.8. Client may not share the Space with any third party without the prior written consent of Organizer (and any such consent shall be conditional on the Space sharer agreeing to comply with any terms, conditions and restrictions as may be prescribed by Organizer\*). If and to the extent that Client is permitted to share the Space, Client shall procure that any Space sharer and any Space sharer's Personnel comply with this Contract, provided that Client shall be solely responsible for the Space in its entirety and shall be liable for any act or omission of any Space sharer and any Space sharer's Personnel (including, without limitation, any breach of the terms of this Contract by the same). Unless otherwise agreed in writing by Organizer, Client shall ensure that at all times during the Event its exhibition stand is staffed by at least one of its own Personnel. Notwithstanding any approved Space sharing arrangement, Client shall itself remain wholly liable for the full amount of the Fees. (\*two (2) companies cannot share one 9m<sup>2</sup>/10'x10' booth but may share an 18m<sup>2</sup>/10'x20' booth or larger.)
- 6.9. Organizer shall reserve the right to determine appropriate attire and manner. If for any reason the attire of Client's personnel is

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- deemed inappropriate by Organizer, the Client may be requested to make suitable changes of its employees, exhibit staff and/or models. Client may be requested to remove individuals wearing the inappropriate attire at the Client's request.
- 6.10. Food and/or beverages may only be supplied by Client and/or its Personnel with the prior written consent of Venue and Organizer. Without limitation to the foregoing, Client is forbidden to bring any food or alcoholic beverages into the Venue without the prior written consent of Venue and Organizer (and, if consent is granted, corkage fees may be required). The Venue reserves the right to confiscate any items considered a violation of this policy without compensation and the Organizer may eject the Client from the premises. Alcoholic beverages may only be served from the Client's booth and within the published time frame.
  - 6.11. Disruption or noise level from any demonstration or sound system must be kept to a minimum and should 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 Event may be distributed or used by exhibitor in the exhibition area. Organizer reserves the right to determine at what point a disruption or sound level constitutes interference with other exhibits and must be discontinued. Any demonstrations (including but not limited to photographers, musicians, entertainers, loudspeakers, sound system equipment and any noise-making devices) must be restricted to within the exhibitors booth and not block aisles or overlap into neighboring exhibits. Operation of any equipment must be pre-approved in writing by the Organizer and reserves the right to determine when any demonstration becomes objectionable or interferes with adjacent exhibit spaces and may, if necessary, require that they be discontinued.
  - 6.12. Except in connection with any Event that is open to consumers and/or with the prior written consent of Organizer, retail sales (and the delivery of any associated products and/or services) are not permitted on the Event floor.
  - 6.13. Hospitality functions (including meetings, conferences, special events and receptions, unless approved by Organizer) are not permitted during the Event (inclusive of set-up, official Show days and tear down). Any hospitality functions during the dates of the Event in the host city is reserved for exhibiting/sponsoring companies and must be approved by the Organizer. Outboarding is also prohibited. Outboarding is when a company that is eligible to exhibit/sponsor at the Event does not but hosts attendees/delegates from the Event without Organizer's approval during the Event (inclusive of set-up, official Show days and tear down). Companies that engage in outboarding will be prohibited from all future events. Exhibiting companies are encouraged to protect their investment and report any outboarding to Organizer.
  - 6.14. At such time after the close of the Event as Organizer may specify, or on any earlier termination of this Contract, all exhibits shall be removed from the Venue and the Space shall be delivered to Organizer in good and clean order and in such condition as initially provided to Client. Any Client property remaining after such time shall be considered abandoned and may be sold or otherwise disposed of by Organizer at Client's risk and expense.
  - 6.15. Without prejudice to any other right or remedy it may have, if Client and/or any of its Personnel is in breach of this Condition 6 and/or is otherwise engaged in any activity that might jeopardize the health, safety and/or security of the Event and/or any other attendee of the Event, Organizer reserves the right without liability to close Client's exhibition stand.
7. Specific terms relating to Sponsorship (including, without limitation, Marketing Services)
    - 7.1. Client shall: (i) provide Organizer with all Materials within any deadlines specified by Organizer, and (ii) comply with Organizer's specifications and technical requirements in relation to all Materials. If Client does not, Organizer reserves the right to refuse to print, publish or otherwise use any or all of the Materials (but all Fees in respect of the Sponsorship shall remain due and payable in full).
    - 7.2. Client warrants, represents and undertakes that the Materials are: (i) accurate and complete, (ii) Client's own original work (of which Client is the copyright owner) or that Client has gained copyright and any other applicable clearance, consent, approval, license or permission from any relevant third party (including, without limitation, the copyright owner and any regulatory authorities), in each case such that Client has the right to make the Materials available to Organizer in connection with the Package without restriction and that they do not breach or infringe anyone else's rights (including, without limitation, the Intellectual Property Rights of any third party), (iii) not in any way defamatory, libelous, obscene, menacing, threatening, offensive, abusive or fraudulent, (iv) not in any way illegal and that they do not contravene any law or incite or encourage the contravention of any law, (v) not and will not be the subject of any claims, demands, liens, encumbrances or rights of any kind that could or will impair or interfere with Organizer's use of the Materials in connection with the provision of the Package, and (vi) if provided in digital form, free from any viruses and any other malware or corrupting elements of any kind and that they shall not cause any adverse effect on the operation of any Organizer system, publication, website, platform, media or other property and/or on any users of any of the foregoing.
    - 7.3. Although Organizer shall take reasonable care in the production of any deliverable incorporating the Materials, it shall not be liable for any errors, omissions or misquotations that may occur. Without limitation to the foregoing, Organizer cannot guarantee any exact color matches in its incorporation of Materials and any colors used in Materials are for graphic and textual guidance only. All Materials are subject to the approval of Organizer (however, notwithstanding any such approval, Client shall have sole responsibility

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and liability in respect of such Materials). Organizer reserves the right to reject any Materials at any time after receipt. Organizer shall use its commercially reasonable efforts to provide the Sponsorship in the size, position and manner as specified in the Booking Form, but shall not be liable where reasonable modifications are made.

- 7.4. Client hereby grants to Organizer a royalty-free, non-exclusive, worldwide license to use the Materials and Client's details in connection with the creation of any materials relating to the Event. Client acknowledges and agrees that, in view of the time and cost required in preparing such materials, in circumstances where this Contract is terminated Organizer may at its discretion continue to use the Materials and Client's details after termination of this Contract where the time and cost required to remove the same from any materials relating to the Event cannot reasonably be justified by Organizer.
- 7.5. If all or part of the Sponsorship comprises Marketing Services, Organizer shall use commercially reasonable efforts to adhere to any delivery schedule set out in the Booking Form. Where such Marketing Services include the distribution of e-mails to third parties by way of a promotional campaign, at Organizer's request Client shall: (i) maintain and deliver to Organizer, by no later than five (5) days prior to the start of a campaign, a true, correct and complete suppression list containing e-mail addresses of those individuals who have opted out or unsubscribed from receiving communications from and/or relating to Client and/or any of its affiliates (a Suppression List), and (ii) for the duration of the campaign, provide Organizer with an updated Suppression List, in a format specified by Organizer, immediately following each instance that an individual has requested to be opted out or unsubscribed. To the extent that, pursuant to such Marketing Services, any e-mails will be sent to any e-mail addresses provided by Client and/or its Personnel, Client warrants, represents and undertakes that Client has obtained all consents and permissions required for such e-mails to be sent to such e-mail addresses and that no such e-mail address appears on any Suppression List. Client shall indemnify Organizer against any loss, damage, cost, claim or expense (including, without limitation, in connection with any regulatory action or fine) suffered or incurred by Organizer and/or any member of the Informa Group arising out of or in connection with any breach by Client and/or its Personnel of this Condition 7.5.
- 7.6. Without prejudice to any other right or remedy it may have, if Client and/or any of its Personnel is in breach of this Condition 7, Organizer reserves the right without liability to: (i) suspend and/or discontinue the use of any Materials, and/or (ii) refuse and/or withdraw the provision of any element of the Sponsorship.
8. Specific terms relating to Show Directories (aka Directory)
  - 8.1. If Client purchases a Directory entry as part of the Package, the terms of this Condition 8 shall apply. The Booking Form may specify that it is mandatory for Client to purchase a Directory entry in connection with the Event.
  - 8.2. The length of time that Client is entitled to have a Directory entry live for, and the extent of its coverage within and benefits re-lated to such Directory, shall be specified in the Booking Form.
  - 8.3. Client acknowledges and agrees that all usernames and passwords used to access any Directory are confidential and personal to Client and its Personnel (as applicable). Client shall not, and shall procure that its Personnel shall not, permit others to use such usernames and/or passwords and Client shall be liable for the acts and omissions of any person using such usernames and/or passwords (whether or not such use was authorized by Client and/or its Personnel). Client shall notify Organizer immediately of any unauthorized use of any usernames and/or passwords or any other breach of security regarding any Directory that comes to its attention.
  - 8.4. All Directory Content must comply with these Conditions. Organizer reserves the right to remove any Directory Content that it deems offensive, inappropriate, libelous or non-compliant with these Conditions. Client shall ensure that the Directory Content shall not infringe the Intellectual Property Rights of any third party and Client shall be solely responsible for checking the accuracy and compliance with law of any Directory Content.
  - 8.5. All Directory Content shall be considered non-confidential and non-proprietary. Client waives any moral rights in the Directory Content to the fullest extent permitted by law.
  - 8.6. Client warrants, represents and undertakes that the Directory Content is: (i) accurate and complete, (ii) Client's own original work (of which Client is the copyright owner) or that Client has gained copyright and any other applicable clearance, consent, approval, license or permission from any relevant third party (including, without limitation, the copyright owner and any regulatory authorities), in each case such that Client has the right to make the Directory Content available to Organizer in connection with the Package without restriction and that it does not breach or infringe anyone else's rights (including, without limitation, the Intellectual Property Rights of any third party), (iii) not in any way defamatory, libelous, obscene, menacing, threatening, offensive, abusive or fraudulent, (iv) not in any way illegal and that it does not contravene any law or incite or encourage the contravention of any law, (v) not and will not be the subject of any claims, demands, liens, encumbrances or rights of any kind that could or will impair or interfere with Organizer's use of the Directory Content in connection with the provision of the Package, and (vi) if provided in digital form, free from any viruses and any other malware or corrupting elements of any kind and that it shall not cause any adverse effect on the operation of any Organizer system, publication, website, platform, media or other property and/or on any users of any of the foregoing.

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**Monday, April 26, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Tuesday, April 27, 2021**

**8:00 AM - 9:30 AM**

All Exhibitors

**VIRTUAL EVENT MEETING DAYS**

May 4-5, 2021

**LOCATION:**

Orange County Convention Center  
 Orlando, Florida  
 South Halls

Allison Gold

Senior Manager, Events

+1 718.501.7675

allison.gold@aviationweek.com

Anita Joyce Wright

Associate Manager Events

+1 718.730.3192

anitajoyce.wright@aviationweek.com

- 8.7. If and to the extent that the Directory Content contains information relating to Client's products and/or services (images and details of which may be uploaded to a Directory), Client further represents, warrants and undertakes that such information is limited to generic information only and is not advisory. Client shall ensure that the Directory Content relates exclusively to Client's own commercial activities.
- 8.8. Without limitation to Condition 16.4, Client shall indemnify Organizer against any loss, damage, cost, claim or expense suffered or incurred by Organizer and/or any member of the Informa Group arising out of or in connection with the Directory Content, including, without limitation, any third party claim regarding: (i) the inaccuracy or incompleteness of the Directory Content, and/or (ii) any infringement of third party Intellectual Property Rights relating to the Directory Content.
- 8.9. Organizer cannot guarantee that a Directory shall operate continuously, securely or without interruption and Organizer does not accept any liability for its temporary unavailability or for any viruses or other harmful components. Organizer reserves the right at any time and for any reason to: (i) make alterations and/or corrections to, suspend and/or discontinue any aspect of any Directory, (ii) vary the technical specification of any Directory, and/or (iii) temporarily suspend and/or disable Client's and its Personnel's access to any Directory for the purposes of maintenance, upgrade or addressing any security concerns.
- 8.10. Organizer does not endorse or accept any responsibility for the use of, or content on, any other website linked or referenced within any Directory and Organizer shall not be liable for any loss, damage, cost, claim or expense suffered or incurred by Client and/or any of its Personnel arising out of or in connection with the use of, or reliance on, any content, products and/or services available on or through any other website.
- 8.11. Client acknowledges and agrees that use of a Directory shall be further subject to any website terms of use and/or fair or acceptable use policies indicated on the website on which such Directory is hosted.
- 8.12. Without prejudice to any other right or remedy it may have, if Client and/or any of its Personnel is in breach of this Condition 8 (and/or any website terms of use and/or fair or acceptable use policies indicated on the website on which any Directory is hosted), Organizer reserves the right without liability to suspend and/or disable Client's and its Personnel's use of, access to, cover-age within and benefits related to any Directory.
- 8.13. Organizer's total liability in connection with a Directory, howsoever arising, shall be limited to the total amount of the Fees paid by Client in respect of such Directory only.
9. Specific terms relating to Devices
  - 9.1. If Client orders any Devices as part of the Package, the terms of this Condition 9 shall apply. The Booking Form may specify that it is mandatory for Client to order Devices for use at the Event.
  - 9.2. Client acknowledges and agrees that all Devices are provided by Organizer's nominated third party supplier (Device Supplier). Devices enable Client to engage with the lead capture services provided by Device Supplier and activation and use of the lead capture services shall require Client to agree and adhere to Device Supplier's terms of use. By agreeing to Device Supplier's terms of use, this creates a separate contract between Client and Device Supplier for the activation and use of such lead capture services. In the event that Device Supplier exercises any right to terminate Client's use of the lead capture services pursuant to its terms of use, all Fees paid by Client in respect of the Devices shall be non-refundable.
- 9.3. Client acknowledges and agrees that it shall obtain any required consents from an attendee of the Event before using any Devices to scan such attendee's badge.
- 9.4. Client acknowledges and agrees that Device Supplier shall host all data collected by Client and/or its Personnel in connection with the lead capture services in accordance with Device Supplier's terms of use. In particular, Client acknowledges and agrees that Device Supplier may be disclosing certain data that Client collects using the lead capture services to Organizer for the purposes set out in Device Supplier's terms of use.
- 9.5. Without prejudice to any other right or remedy it may have, if Client and/or any of its Personnel is in breach of this Condition 9, Organizer reserves the right without liability to insist that any Devices are no longer used by Client and/or its Personnel and are immediately returned to Device Supplier.
- 9.6. Client acknowledges and agrees that all Devices are provided to Client on Organizer's behalf by Device Supplier. Client shall collect and return any Devices in accordance with Device Supplier's instructions. Client shall indemnify Organizer against any loss, damage, cost, claim or expense suffered or incurred by Organizer and/or any member of the Informa Group arising out of or in connection with any Devices that are not returned or that are damaged by Client and/or its Personnel. In the event of any fault, malfunction, failure or inaccuracy of any Devices or any other loss or damage arising in connection with any Devices and/or any captured data, Client should contact Device Supplier to resolve any issues. Client hereby waives any and all claims against Organizer that Client may have relating to or arising from any such issues. Organizer's total liability in connection with any Devices, howsoever arising, shall be limited to the total amount of the Fees paid by Client in respect of the Devices only.
10. Visitor, delegate and Client's Personnel passes
- 10.1. Where visitor passes and/or delegate passes are issued as part of the Package, they are issued subject to Organizer's terms and



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**MALMS CONFERENCE**

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**REGISTRATION**

S220

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conditions applicable to visitors and/or delegates (as applicable) in force from time to time. Client shall be supplied (either by Organizer or the Owners) with passes for its Personnel (as applicable) who are working at the Event and such passes must be produced by such Personnel on request at the Event. Organizer may refuse entry to any person without a valid pass. Passes are only valid in the name of the person to whom they are issued.

11. Limitation of rights granted
  - 11.1. Client's rights in relation to the Event and the Package are strictly limited to those set out in this Contract. Client shall be permitted to advertise on its own website and/or social media the fact of its attendance and participation in the Event, including, without limitation, by providing a web link to the Event website, provided that Organizer may request at any time and for any reason that Client removes any such advertising and Client shall be required to comply with any such request promptly. Client is not permitted to: (i) establish a website specifically relating to the Event, and/or (ii) otherwise promote or advertise its association with the Event and/or Organizer, except as expressly stated herein or with the prior written consent of Organizer. Nothing in this Contract shall be construed as granting to Client any right, permission or license to use or exploit the Intellectual Property Rights of Organizer and/or any member of the Informa Group.
12. Changes to the Event
  - 12.1. Notwithstanding any other provision of this Contract, Organizer reserves the right without liability at any time and for any reason to make reasonable changes to the format, content, location, Venue, opening hours, duration, dates and/or other timings of the Event. If any such changes are made, this Contract shall continue to be binding on both parties, provided that the Package shall be amended as Organizer considers necessary to take account of such changes.
13. Cancellation and changing the date(s) of the Event by Organizer
  - 13.1. Organizer reserves the right to cancel or change the date(s) of the Event at any time and for any reason (including, without limitation, if a Force Majeure Event occurs that Organizer considers makes it illegal, impossible, inadvisable or impracticable for the Event to be held).
  - 13.2. In the event that the date(s) of the Event are changed to new date(s) that are within twelve (12) months of the originally scheduled Opening Date of the Event and/or the Event is cancelled but is reasonably expected by Organizer to be held at any time in the next Calendar Year (or, in the case of an Event that is held on a biennial basis, in the next two (2) Calendar Years), this Contract shall continue in full force and effect and the obligations of the parties shall be deemed to apply to the Event on the new date(s) or when it is next staged (as applicable) in the same way that they would have applied to the originally scheduled Event. For the avoidance of doubt, nothing in this Condition 13.2 shall excuse Client from the payment of the Fees in accordance with the payment terms stated in the Booking Form.
  - 13.3. In the event that the Event is cancelled and is not reasonably expected by Organizer to be held at any time in the next Calendar Year (or, in the case of an Event that is held on a biennial basis, in the next two (2) Calendar Years), this Contract shall terminate without liability provided that, at Client's election, any portion of the Fees already paid shall be either (i) refunded, less an amount equal to 5% of the total Fees (the Admin Fee) from any portion of the Fees already paid or, where no Fees have been paid, Organizer shall be entitled to submit an invoice in respect of the balance of the Admin Fee, which shall become immediately due and payable or (ii) a credit note for the amount of the Fees already paid shall be issued and Client shall be released from paying any further portion of the Fees.
  - 13.4. Client acknowledges and agrees that the provisions of this Condition 13 set out Client's sole remedy in the event of cancellation or the changing of the date(s) of the Event and all other liability of Organizer is hereby expressly excluded.
14. Cancellation by Client
  - 14.1. The application for the Package is irrevocable by Client and, except as expressly stated in the Booking Form, Client has no rights to cancel this Contract. Except as expressly set out in these Conditions and/or in the Booking Form, no refunds shall be given and the Fees shall remain due and payable in full.
  - 14.2. To the extent that the Booking Form expressly permits cancellation by Client, Client may cancel the Package on written notice to Organizer, except where Organizer has the right to terminate this Contract under Condition 15.1. Upon any such cancellation by Client, Client shall pay Organizer such cancellation fees as are stated in the Booking Form. For the purpose of determining any such cancellation fees, the relevant dates shall be fixed by reference to the originally scheduled Opening Date of the Event and not any newly scheduled Opening Date of the Event that has been changed pursuant to Condition 13.2.
15. Termination
  - 15.1. Organizer may terminate this Contract without liability immediately at any time by written notice to Client if Client: (i) is in material breach of any of its obligations under this Contract and/or any other agreement between Client and any member of the Informa Group and either the breach is irremediable or Client has not remedied the breach (if the same is capable of remedy) within fourteen (14) days of receiving written notice of the breach (or such lesser period as would be required for the breach to be remedied in sufficient time prior to the Opening Date of the Event or any element of the Package being provided on a scheduled date), (ii) goes

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into liquidation, is declared insolvent, has an administrator appointed (or an application is made for the same), ceases to carry on business or suffers any analogous event in any jurisdiction, or (iii) is convicted of any criminal offence or otherwise so conducts himself as to bring itself, the Event and/or Organizer into disrepute. Without prejudice to any other right or remedy it may have, in the event that Organizer terminates this Contract pursuant to this Condition 15.1, Organizer shall not be required to refund any Fees received from Client and Organizer shall be entitled to submit an invoice in respect of the balance (or the whole as the case may be) of the Fees which shall become immediately due and payable.

- 15.2. Organizer may terminate this Contract without liability immediately at any time by written notice to Client if Organizer: (i) determines in its absolute discretion that the provision of the Package to Client is not in the best interests of the Event and/or not in Organizer's legitimate commercial interests, (ii) is required by any law or instructed by any financial institution to cease trading with certain individuals/entities and/or in certain geographical locations, and/or (iii) decides to cancel the Event and does not wish for this Contract to continue in full force and effect pursuant to Condition 13.2. In the event that Organizer terminates this Contract pursuant to this Condition 15.2, any portion of the Fees already paid shall be refunded (where legally permissible) and Client shall be released from paying any further portion of the Fees. Client acknowledges and agrees that the refund of Fees paid is Client's sole remedy in the event of termination by Organizer under this Condition 15.2 and all other liability of Organizer is hereby expressly excluded.
- 15.3. Upon any termination of this Contract, without prejudice to any other right or remedy it may have, Organizer reserves the right without liability to close Client's exhibition stand, remove Client's Personnel from the Event, cover over any Materials and re-move and sell/otherwise dispose of any exhibits or other property of Client (at Client's risk and expense). Organizer shall be free to re-sell any aspects of the Package as it shall deem fit.
- 15.4. Termination of this Contract shall not affect any rights, remedies, obligations or liabilities of either party that have accrued up to the date of termination.
- 15.5. Conditions 1, 3, 5.2, 7.4, 7.5, 8.8, 8.13, 9.6, 11, 13, 14, 15, 16, 19 and 20 shall survive termination of this Contract.
16. Liability and indemnity
- 16.1. Organizer does not make any warranty as to the Event and/or Package in general, including, without limitation, in relation to:
  - (i) the presence, absence or location of any exhibitor, sponsor or attendee of the Event, (ii) the number of exhibitors, sponsors or attendees participating in the Event, and/or (iii) the benefit or outcome (commercial or otherwise) that Client may achieve as a result of participating in the Event and/or purchasing any element of the Package. Organizer further does not make any warranty as to (a) the condition of the Venue or any utilities that may be provided for use at the Venue, and/or (b) any products and/or services marketed, displayed or sold by any other exhibitor, sponsor or attendee at the Event and/or the benefit or outcome (commercial or otherwise) that Client may achieve as a result of any match-making initiatives, transactions or other deals/arrangements with such other exhibitors, sponsors or attendees. Except as set out in these Conditions, to the fullest extent permitted by law, Organizer excludes all terms, conditions, warranties, representations and undertakings relating to the Event and the Package that are not expressly stated herein.
- 16.2. Organizer shall not be liable for any loss, damage, theft, cost, claim or expense suffered or incurred by Client and/or any of its Personnel arising out of or in connection with the provision of any services supplied by third parties in relation to the Event and/or the Package, including, without limitation, the provision of utilities, AV, security rooms/cloakrooms, inspection/health and safety auditing of exhibition stand/shell scheme plans, stand-building, shell scheme, graphics, freight shipment, logistics, transportation and delivery services supplied by third party contractors and/or the Owners. Without limitation to the foregoing, Client acknowledges and agrees that services provided to Client by the Owners' and/or Organizer's mandated, official or recommended contractors are the subject of a separate agreement between Client and the relevant contractor(s).
- 16.3. Subject to Condition 16.6: (i) Client expressly assumes all risks associated with, resulting from or arising in connection with Client's and its Personnel's participation in and/or presence at the Event, (ii) neither Organizer nor any member of the Informa Group shall be liable for any (a) indirect, consequential, special, incidental or punitive loss or damage, loss of actual or anticipated profits or income, loss of business, loss of opportunity, loss of goodwill, loss or corruption of data or any other type of economic loss or damage, or (b) loss (or theft) of, injury to, illness or or damage to the person, property and effects of Client and/or any of its Personnel and/or any third party, whether (a) or (b) is caused by negligence, intentional act, accident, act of God or otherwise, and (iii) Organizer's (and any member of the Informa Group's) maximum aggregate liability to Client and its Personnel under this Contract or otherwise in connection with the Event and/or the Package, howsoever arising, shall be limited to the total amount of the Fees paid by Client.
- 16.4. Client shall indemnify Organizer against any loss, damage, theft, cost, claim or expense suffered or incurred by Organizer and/or any member of the Informa Group arising out of or in connection with: (i) any loss of or damage to any property or injury to, illness or or death of any person caused by any act or omission of Client and/or its Personnel, (ii) any third party claim that either the display of any exhibits (including, without limitation, counterfeit goods) by Client and/or its Personnel at the Event and/or on any

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Directory and/or the receipt and/or use of the Materials and/or the Directory Content in connection with the Package constitutes an infringement of the Intellectual Property Rights of any third party, (iii) any breach by Client and/or its Personnel of any law, (iv) where Client receives any Data List as part of the Package, any failure of Client and/or its Personnel to comply with Condition 5.2, and (v) where Client shares the Space with any third party pursuant to Condition 6.7, any act or omission of any such Space sharer and/or such Space sharer's Personnel.

16.5. Organizer shall not be in breach of this Contract nor liable for delay in performing, or failure to perform, any of its obligations under this Contract if such delay or failure results from a Force Majeure Event and/or from any delay, failure or error on the part of Client in providing cooperation, performance and/or approvals, consents, information and/or Materials as contemplated by this Contract. For the avoidance of doubt, nothing in this Condition 16.5 shall excuse Client from the payment of the Fees under this Contract.

16.6. Nothing in these Conditions shall exclude or limit any liability which cannot be excluded or limited by law.

16.7. Client acknowledges and agrees that, in light of the Fees, the provisions of this Condition 16 are no more than is reasonable to protect Organizer as the organizer of the Event and the provider of the Package.

**17. Insurance**

17.1. Client shall, at its own expense, secure and maintain for the entire duration of the Event (move-in through move-out), the insurance listed below. All such insurance shall be primary of any other valid and collectible insurance of Client and shall be written on an occurrence basis. Claims made policies are not acceptable and do not constitute compliance with Client's obligations under this Condition.

- (a) Workers' compensation and employer's liability insurance complying with the laws of the state in which the Event is being held;
- (b) Comprehensive General Liability insurance with limits not less than \$1,000,000 each occurrence, \$2,000,000 aggregate, combined single limit for bodily injury and property damage, including coverage for personal injury, contractual, and operation of mobile equipment, products and liquor liability (if applicable); and
- (c) Automobile Liability insurance (required if bringing automobiles into the Venue) with limits not less than \$500,000 each occurrence combined single limit for bodily injury and property damage, including coverage for owned, non-owned and hired vehicles, including loading and unloading operators.

17.2. The Client's Comprehensive General Liability and Automobile Liability insurance policies shall name as additional insureds: (i) Organizer and each of its direct and indirect subsidiaries and other affiliates and (ii) the Venue. If requested, copies of additional insured endorsements, primary coverage endorsements and complete copies of policies, satisfactory to Organizer, shall be promptly furnished to Organizer. Certified copies of the Certificates of Insurance or policies shall provide that they may not be canceled without 30 days' advance written notice to Organizer. The Client shall obtain a waiver of subrogation from the carrier of each policy described above and the carrier of each other policy that provides fire, explosion or any other risk coverage insuring the Client's property, in each case releasing in full such carrier's subrogation rights.

17.3. Certificate of Insurance forms must be submitted to Organizer by all international exhibitors, exhibitors with complex booth structures (defined as multi-story or displays with a canopy/ceiling) and exhibitors hosting attendee interactive demonstrations.

17.4. Since many international policies aren't valid in the United States, all international exhibitors are required to obtain insurance through ExhibitorInsurance.com, the designated insurance provider for the Event. Coverage is subject to underwriting review; Client must review the Ineligible Risks to ensure coverage. Clients may be eligible to opt out of this coverage by providing a valid Certificate of Insurance satisfactory to Organizer with the necessary coverages.

17.5. Client shall further ensure that any contractors engaged by Client in connection with the Event comply with the insurance requirements specified in this Condition 17. Without limitation to the foregoing, Organizer shall be entitled, on request, to inspect such contractor's insurance policies evidencing compliance with the insurance requirements of this Condition 17.

**18. Sustainability**

18.1. Organizer strives to achieve efficiency and excellence at the Event by conducting its business operations in a sustainable manner. To help achieve this, Client shall comply with all sustainability requirements set out in the Manual or as otherwise notified to Client by Organizer in writing (acting reasonably).

**19. General**

19.1. Organizer reserves the right to refuse any person entry to the Event or to remove any person from the Event at anytime.

19.2. From time to time, Organizer, the Owners and their respective Personnel may enter the Venue to carry out works, repairs or alterations or for any other purposes which they deem necessary (Works). Organizer shall not be liable for any loss, damage, cost, claim, expense or inconvenience suffered or incurred by Client and/or any of its Personnel arising out of or in connection with any matter relating to the Works.

19.3. Client acknowledges and agrees that Organizer and each member of the Informa Group shall have a perpetual, irrevocable, royalty-free, non-exclusive, worldwide license and right to collect and maintain, and to reproduce, publish, display, transmit, dis-tribute, adapt, create derivative works from, syndicate and otherwise exploit or use, commercially or otherwise, in any medium, any and

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all: (i) analytics data captured at or in connection with the Event and/or any part of the Package (including, without limitation, Event footfall, attendee, user or online behaviors and usage data relating to any Directory, Devices and/or any lead generation/ match-making initiatives), and/or (ii) Materials, Directory Content and other information and/or materials displayed or made available by Client and/or its Personnel at or in connection with the Package, the Event and/or any other events owned, organized, managed or operated by Organizer and/or any member of the Informa Group (in each case whether prior to, con-currently with, or following the entering into of this Contract) (together, both (i) and (ii) being the Data). The foregoing shall include, without limitation, Organizer and each member of the Informa Group being entitled to use, re purpose and reproduce the Data to create, develop, sell or otherwise make available products, services or works in any media or form (whether physical, digital or intangible) now known or later developed (which may include, without limitation, incorporating all or any part of any Materials, Directory Content and other information and/or materials displayed or made available by Client and/or its Personnel into such products, services or works).

- 19.4. Nothing in this Contract shall create a partnership, joint venture or agency relationship between the parties.
- 19.5. If and to the extent that there is any conflict between these Conditions and the Booking Form, the terms of the Booking Form shall prevail.
- 19.6. Each party acknowledges and agrees that this Contract constitutes the entire agreement between the parties in relation to the Event and the Package and that it supersedes any and all prior oral or written understandings, communications or agreements with respect to the subject matter hereof.
- 19.7. Client may not assign or sub-contract any of its rights or obligations under this Contract without the prior written consent of Organizer. Organizer shall be entitled to assign any and all of its rights under this Contract to any member of the Informa Group and the consent of Client shall not be required. Organizer shall be entitled, without the consent of Client, to sub-contract any and all of its obligations under this Contract to any member of the Informa Group or any third party contractor assisting Organizer with the staging of the Event and/or the facilitation of the Package.
- 19.8. No failure by either party in exercising any right or remedy shall operate as a waiver of the same. No waiver by either party of any breach by the other party shall be considered as a waiver of any subsequent breach of the same or any other provision of this Contract. The rights and remedies under this Contract are cumulative and are not exclusive of any rights or remedies provided by law.
- 19.9. If any provision of this Contract is or becomes invalid, illegal or unenforceable, that provision shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision shall be deemed deleted. Any modification to or deletion of a provision under this Condition 19.9 shall not affect the validity and enforceability of the rest of this Contract.
- 19.10. Unless it is expressly stated otherwise, this Contract does not give rise to any rights for a third party to enforce any term of this Contract. The rights of the parties to terminate, rescind or agree any variation, waiver or settlement under this Contract are not subject to the consent of any other person.
- 19.11. Organizer reserves the right to set off any indebtedness of Client to Organizer against any indebtedness of Organizer to Client, regardless of whether any such indebtedness arises pursuant to this Contract or otherwise.
- 19.12. Any notice or other communication given to a party under or in connection with this Contract shall be in writing (which includes, with-out limitation, e-mail).
20. Governing law and jurisdiction
- 20.1. This Contract shall be governed and construed in accordance with the laws of the State of New York. Organizer and Client agree that any and all disputes in any way relating to, or arising out of this Contract or the assignment, use, denial, change, or cancellation of Space or any other aspect of the Package, shall be submitted to the American Arbitration Association (AAA) for arbitration before a single arbitrator in accordance with the rules of AAA then in force and effect as the sole and exclusive remedy for resolving such disputes. The parties agree that the decision of the arbitrator shall be final and binding and that a judgment may be entered on such arbitration award in any court of competent jurisdiction. The parties agree that any such arbitration shall take place in New York, NY. The prevailing party in any such arbitration shall be entitled to recover its costs and expenses, including reasonable attorneys' fees, incurred in connection with such arbitration. **THE PARTIES ACKNOWLEDGE AND AGREE THAT BY SELECTING ARBITRATION AS THE SOLE AND EXCLUSIVE REMEDY FOR RESOLVING ALL DISPUTES BETWEEN THEM, THEY ARE WAIVING THEIR RIGHT TO A TRIAL TO WHICH THEY MAY BE OTHERWISE ENTITLED.**
21. Specific terms relating to Covid-19
- 21.1. Notwithstanding any other provision of this Contract, the parties agree that to the extent that Client is prevented from participating in the Event as a direct result of: (i) mandatory government-imposed travel restrictions, and/or (ii) quarantine conditions, each related to Covid-19 that apply so as to prohibit persons in general (a) leaving the territory in which Client is based, (b) leaving the territory in which the Event is due to take place, and/or (c) traveling from the territory in which Client is based to the territory in which the Event is due to take place, the provisions of Condition 21.3 shall apply.



# Show Information/Policies

## Aviation Week Terms and Conditions

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**Sunday, April 25, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Monday, April 26, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Tuesday, April 27, 2021**

**8:00 AM - 9:30 AM**

All Exhibitors

### VIRTUAL EVENT MEETING DAYS

May 4-5, 2021

### LOCATION:

Orange County Convention Center

Orlando, Florida

South Halls

Allison Gold

Senior Manager, Events

+1 718.501.7675

[allison.gold@aviationweek.com](mailto:allison.gold@aviationweek.com)

Anita Joyce Wright

Associate Manager Events

+1 718.730.3192

[anitajoyce.wright@aviationweek.com](mailto:anitajoyce.wright@aviationweek.com)

- 21.2. Notwithstanding any other provision of this Contract, the parties agree that to the extent that Organizer is forced to cancel the Event as a direct result of complying with a mandatory government-imposed order related to Covid-19, the provisions of Condition 21.3 shall apply. For the avoidance of doubt, if the date(s) of the Event are changed to new date(s) that are within twelve (12) months of the originally scheduled Opening Date of the Event in accordance with Condition 13.2, this shall not constitute cancellation of the Event.
- 21.3. Subject to the remainder of this Condition 21.3, if the circumstances set out in Condition 21.1 and/or Condition 21.2 apply, Client shall be entitled to elect that any portion of the Fees already paid shall be either: (i) applied to a future edition of the Event and/or any other mutually agreed upon activity, product and/or service provided by Organizer and/or any member of the Informa Group, or (ii) refunded, less the Admin Fee. This Condition 21.3 shall only apply to monies that Client has paid directly to Organizer in respect of the Package. For the avoidance of doubt, this Condition 21.3 shall not apply to any monies paid to third party vendors/suppliers in respect of Event-related products/services (for example, design and build contractors, freight forwarders, hotels/housing partners and airlines), even if these third party vendors/suppliers are recommended or endorsed by Organizer. Client acknowledges that products/services provided directly by third party vendors/suppliers to Client in respect of Event-related products/services are the subject of a separate agreement between Client and the relevant provider(s). Client acknowledges and agrees that the provisions of this Condition 21.3 set out Client's sole remedy in the event that the circumstances set out in Condition 21.1 and/or Condition 21.2 apply and all other liability of Organizer is hereby expressly excluded.
- 21.4. This Condition 21 shall survive termination of this Contract.

**EVENT DATES:**

April 27-29, 2021

**EXHIBITION**

April 27-29, 2021

**MRO AMERICAS CONFERENCE**

April 27-29, 2021

**MALMS CONFERENCE**

April 28-29, 2021

**REGISTRATION**

S220

April 26-29, 2021

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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 S220)

Monday, April 26	8:00 AM - 5:00 PM
Tuesday, April 27	7:30 AM - 5:30 PM
Wednesday, April 28	7:30 AM - 6:30 PM
Thursday, April 29	8:00 AM - 1:00 PM

**Please note that move-in will be staggered based on booth size and location.**

**Exhibitor Move-In**

Saturday, April 24	1:00 PM - 7:00 PM	600 sqft and larger booths ONLY
Sunday, April 25	8:00 AM - 8:00 PM	All Exhibitors
Monday, April 26	8:00 AM - 6:00 PM	All Exhibitors
Tuesday, April 27	8:00 AM - 9:30 AM	All Exhibitors

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## 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, once aisles are clear, 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.

### Exhibitor Move-Out

Thursday, April 29 1:00 PM - 9:00 PM

Friday, April 30 8:00 AM - 2:00 PM

## DISMANTLE AND MOVE-OUT INFORMATION

All exhibitor materials must be removed from the exhibit facility by Friday, April 30, 2021 at 2:00 p.m. 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, April 30, 2021 at 12:00 p.m.

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

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All island and/or 10 x 20 or larger 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 5, 2021.

- 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. The Orange County Convention Center is the exclusive provider of rigging services. Forms 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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April 27-29, 2021

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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

Please note that aisles will NOT be carpeted due to Informa's AllSecure measures; however, ALL BOOTHS will require carpeting. Please refer to the Carpet Brochure and Order Form.

If you need any further explanation, please contact [events@aviationweek.com](mailto:events@aviationweek.com).



## Booth Design/EAC/Contractors/Display Rules Carpet

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April 27-29, 2021

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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)

Please contact Freeman to confirm, or you will be charged for carpet.

Ph: 888-508-5054 • Fax: 469-621-5605

[ExhibitorSupport@freeman.com](mailto:ExhibitorSupport@freeman.com)

All island and/or 10 x 20 or larger 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 5, 2021.

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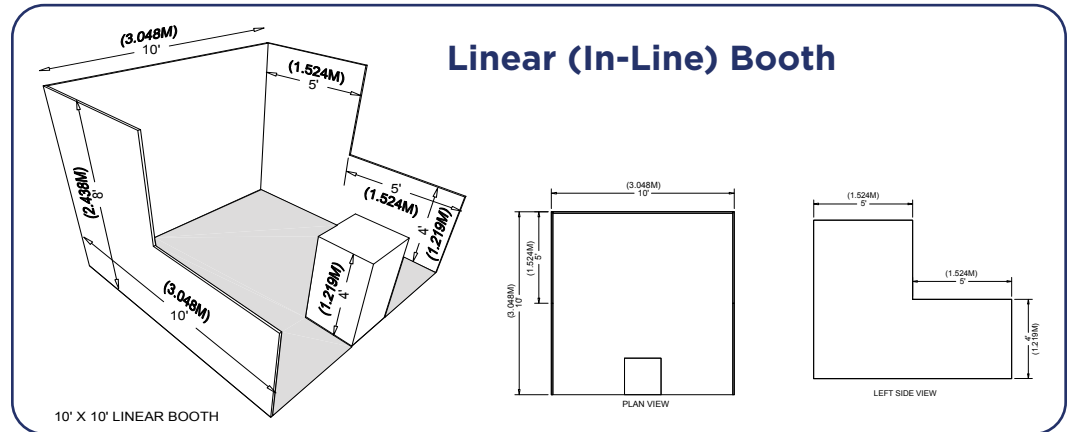
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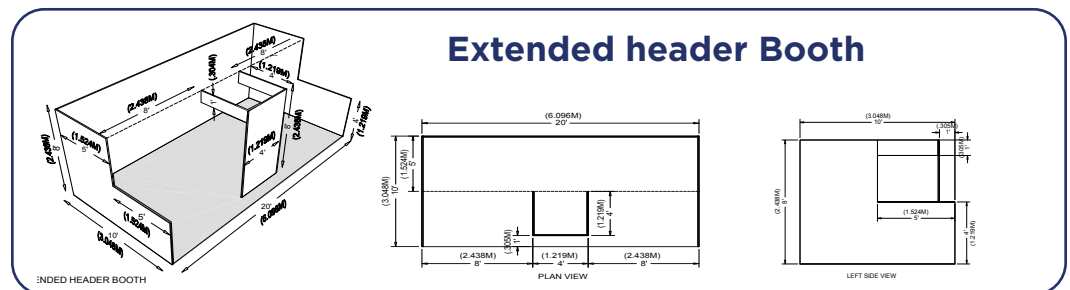
All booth designs for MRO Americas are required to adhere to IAEE guidelines. Below, is a summary of those guidelines. All exhibits must comply with the standard (IAEE) Guidelines for Display Rules & Regulations. Please refer to the Display Rules & Regulations if you are not familiar with them.

All island and/or 10 x 20 or larger booths must submit their design to Allison Gold at [allison.gold@aviationweek.com](mailto:allison.gold@aviationweek.com). **The deadline for stand design submissions is March 5, 2021.**



**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

**EVENT DATES:**

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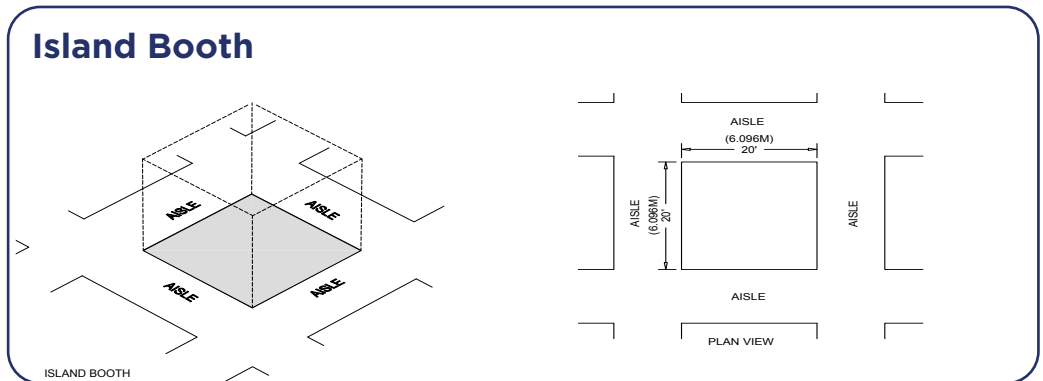
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### Linear (In-Line Corner) Booth

- 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.

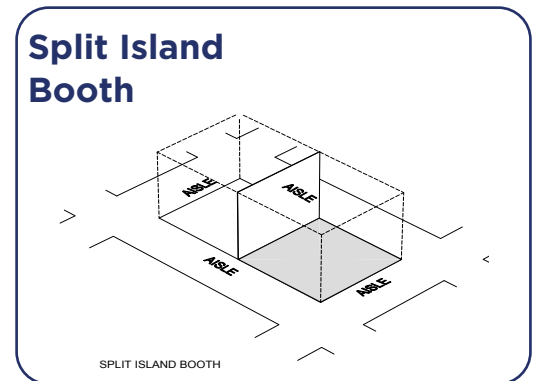


### Island Booths

- Any size booth exposed to aisles on all four sides
- Hanging Signs permitted. Rigging must be ordered and executed by OCC. Rigging can be ordered via the form 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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All island and/or 10 x 20 or larger 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 5, 2021.

The deadline for stand design submissions is March 5, 2021.

- 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.
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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. OCCO is the exclusive provider of rigging services. Forms 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>

**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), +1.718.501.7675

### General Decorating Guidelines

- Any portion of a display that extends above or beyond that of the booth ad-

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April 27-29, 2021

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joining 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.

### 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

**EVENT DATES:**

April 27-29, 2021

**EXHIBITION**

April 27-29, 2021

**MRO AMERICAS CONFERENCE**

April 27-29, 2021

**MALMS CONFERENCE**

April 28-29, 2021

**REGISTRATION**

S220

April 26-29, 2021

**EXHIBITOR MOVE-IN**

**Saturday, April 24, 2021**

**1:00 PM - 7:00 PM**

Booths 600 sqft or larger and multi level booths only

**Sunday, April 25, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Monday, April 26, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Tuesday, April 27, 2021**

**8:00 AM - 9:30 AM**

All Exhibitors

**VIRTUAL EVENT MEETING DAYS**

May 4-5, 2021

**LOCATION:**

Orange County Convention Center  
 Orlando, Florida  
 South Halls

Allison Gold

Senior Manager, Events

+1 718.501.7675

allison.gold@aviationweek.com

Anita Joyce Wright

Associate Manager Events

+1 718.730.3192

anitajoyce.wright@aviationweek.com

# Booth Design/EAC/Contractors/Display Rules

## Display Rules

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.
- 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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All island and/or 10 x 20 or larger 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 5, 2021.

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### 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

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doors are open. Refer to local building codes that regulate temporary structures.

### Flammable and Toxic Materials

- All woodwork, stage scenery, furnishings, decorations and sets used upon a working permanent or temporary stage, or within an exhibit, shall be coated or treated by approved methods to render them fire retardant.
- All fabrics, films, draperies, curtains and similar furnishings must be flame resistant as demonstrated by testing in accordance with NFPA 701 Standard Methods of Fire Tests for Flame Propagation of Textiles and Films.
- Acoustical and decorative material including, but not limited to, cotton, foamed plastic, hay, paper, wood chips, split bamboo and thatch must be treated with a flame retardant.
- Documentation of fire retardant must be available for review upon request.
- Additional fire retardant treatments shall be applied in accordance with the appropriate product direction.
- The use of Styrofoam products for set construction is not permitted.

### 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.

### Vehicle Display Rules

Motorized vehicles within the exhibit halls are permissible, provided that each vehicle can be defined as a vehicle that is propelled by an internal combustion engine using a Class I or Class II fuel, such as, but not limited to automobiles, trucks, motorcycles, aircraft, watercraft and lawnmowers.

All equipment and freight shall be loaded/unloaded in the appropriate building dock area at all times. The loading/unloading of equipment and/or freight from the main guest exterior entrance areas in front of either building is strictly prohibited.

Tractors/trailers, cabs/trucks or other gas/diesel power equipment with motors idling are not permitted in any OCCC exhibit halls, as appropriate ventilation is not available.

When placing motorized vehicles inside an assembly hall or exhibit, occupancy consideration must be taken into account regarding exits and exit access, so that these areas remain free of any obstructions, thereby ensuring a clear path for emergency egress. Vehicles must be positioned prior to the opening of an event to the public.

**Vehicles that remain in the exhibit hall as part of a display must have the battery cables disconnected. The gas tank must either be taped shut or have a lockable gas cap and may contain no more than one-fourth (¼ ) or ten (10) gallons of fuel, whichever is less.**





## Booth Design/EAC/Contractors/Display Rules

### Display Rules

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Doorways, carpeted areas, and terrazzo floors must be protected from the movement of crates, registration counters, pallet jacks, plants, sign-hanging activities, and all other rolling stock during move-in and move-out. When off-loading counters, booths, and other heavy objects, the use of floor protection and extreme care is required. Carpeted areas must be protected by the use of a minimum six (6) mil polyethylene sheeting (reinforced preferred.)

For heavy objects, temporary carpet or plywood on top of reinforced polyethylene sheeting must be used to protect the OCCC's carpet and terrazzo. Worn or torn sheeting must be replaced immediately. Heavy objects are defined as items in excess of 1,500 lbs., exceeding the limits of an average pallet jack. If protective materials are taped to the floor, the Lessee or his/her general service contractor is responsible for the removal; of the entire residue.

Each vehicle will be subject to inspection for compliance with the following items:

- All fuel tank openings shall be locked and sealed to prevent escape of vapors.
- Fuel tanks may not contain more than one-fourth capacity or ten (10) gallons of fuel, whichever is less.
- At least one battery cable must be removed from the batteries used to start the vehicle engine. The disconnected battery cable must be taped.
- Batteries used to power auxiliary equipment are permitted to be kept in service.
- Fueling or de-fueling of vehicles is prohibited.
- Vehicles may not be moved during show hours.

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

**Maximum height allowance is 16ft (4.88m); variance to 20ft (6.10m) can be issued by show management.**

The installation/removal of any and all signage, banners, production equipment, etc., which requires attachment to the building or the building infrastructure, (catwalks, handrails, balconies, etc.), by non-OCCC Rigging personnel, is strictly prohibited.

Exhibitor rigging services are available through OCCC Exhibitor Services. Rigging Forms are available in the [Exhibitor Resource Center](#).

Rigging requirements and plot diagrams should be submitted for approval a minimum of twenty one (21) days in advance of the event. Approval of onsite rigging requests and changes are subject to availability of personnel.

The OCCC may prohibit the installation of any item(s) not approved in advance or not in compliance with the approved request for rigging. The OCCC shall not be held liable if rigging is not installed due to late submittal of specifications.

Extensive planning guidelines concerning rigging services and specific rigging locations can be located at [www.occc.net/Planner-Rigging-Guidelines](http://www.occc.net/Planner-Rigging-Guidelines)

In order for the OCCC to provide the best possible service to clients, the following rigging guidelines are applicable to all show managers, general service contractors, installation and dismantle companies, exhibitor appointed contractors (EACs).

- All rigging must conform to show management rules, regulations and facility limitations.
- All equipment, signs, products, etc. must be designed to suspend safely. In some cases, signs may require a structural engineer's seal of approval.
- Care must be taken to use only rated rigging hardware when designing, constructing or purchasing such items. All hardware is required to have a working load limit (WLL).
- Rigging plots, drawings, blueprints or engineer's certification, when requested, must be submitted to the OCCC Rigging Section a minimum of three weeks (21 days) in advance of the first move-in day for show and must include the location, the dimensions, the height above the floor to the top, and the weight of the suspended item. They must also show the booth outline with aisles marked for reference.
- All points where nylon slings are used will require a steel safety cable.
- All assembly of equipment, signs, products, etc., is the responsibility of the exhibitor or exhibitor appointed contractor.
- Any equipment, signs, products, etc. deemed to be unsafe for overhead suspension by the OCCC Rigging Section will not be allowed.

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## Booth Design/EAC/Contractors/Display Rules Hanging Signs/Rigging

- A credit card must be placed on file with the Method of Payment form for any additional charges.
- The OCCC does not accept purchase orders.
- Actual time and date of rigging may vary during move-in and move-out of our show in order to reduce costs to you.
- All orders for rigging will be handled in the order in which the paperwork is signed off at the OCCC Exhibitor Services desk or at the discretion of the OCCC Rigging Section.
- In instances where a definite date and time for rigging services is required, the exhibitor will need to order a dedicated rigging team. The exhibitor will be charged minimum of four (4) hours up and four (4) hours down times the number of riggers needed.
- The OCCC is not responsible for any rigging items (banners, signs, etc.) left in the booth during move-out if the exhibitor is not present.

### Seams

- When using cloth material, seams need to be double stitched on the top and bottom.
- Heat seam is only acceptable when hanging lightweight vinyl drape.
- If vinyl drape is to be used as a drop down for a sign or banner and includes a bottom batten to attach the foam core, Sintra, or cloth/vinyl banner, the OCCC requires double stitching on the vinyl drape due to weight considerations and possible failure of the heat seam.

### Adhesive

- Adhesive or glue tape is not acceptable due to the tendency of it to come loose underweight.
- The use of any type of adhesive for attaching signs, banners, or decorations to the building walls or decorative surfaces (inside or outside) is not permitted.

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All island and/or 10 x 20 or larger 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, [allison.gold@aviationweek.com](mailto:allison.gold@aviationweek.com). The deadline for design submissions is March 5, 2021

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

**Gas - Storage**

Gasoline, kerosene, diesel fuel, combustible gases (cylinders) or other flammable liquids may not be stored (permanently or temporarily) within the OCCC facility, or on dock areas, during an event or its move-in and move-out.

**Hazardous Chemicals**

Hazardous chemicals and materials, including, but not limited to, pesticides, herbicides, poisons, flammable and combustible liquids, hazardous gases, pressure cylinders and tanks, and hazardous chemicals (including oxidizers) are prohibited inside the OCCC.

**Open Flame, Pyrotechnics and Special Effects**

The use of open flame devices, including candles, is permitted on OCCC premises with prior approval from the Fire Marshal and the OCCC Event Management section, provided Lessee or exhibitor adheres to the following conditions.

**Open Flame**

- Open Flame and Flame Effects must comply with NFPA 160 - Standard for Flame Effects before an Audience.
- Depending on the intended use of an open flame product, a Special Effects permit may be required. (Consult your Event Manager for further information and approval by the Orange County Fire Rescue Department.)
- A demonstration of the open flame device may be required at the discretion of the Orange County Fire Marshal, while on OCCC premises.
- Depending on the intended use of an open flame product and the demonstration of an open flame device, a fire watch may be required.

**Candles**

- All candle flames must be enclosed and protected at all times.
- Candles may be used on tables if securely supported on a substantial noncombustible base and located in a position to avoid danger of ignition of combustible material.
- Advance notification on the intended use of candles and/or candle products must be submitted to your Event Manager prior to the event.

**Pyrotechnics**

- Pyrotechnics must comply with NFPA 1126 Standard for the Use of Pyrotechnics before a Proximate Audience.
- A pyrotechnics permit is required. (Consult the OCCC Event Management section for further information and approval by the Orange County Fire Rescue Department.)



## Booth Design/EAC/Contractors/Display Rules Health & Safety

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- A demonstration of the pyrotechnics display may be required at the discretion of the Orange County Fire Marshal.
- A mandatory fire watch will be required. A fire engine stand-by may be required, per the discretion of the Orange County Fire Marshal's office.

### Welding

Lasers, welding, and/or cutting equipment are prohibited in the OCCC except as part of an exhibit and must be approved in advance by the Orange County Fire Rescue Department through your Event Manager.

Under certain conditions, welding or brazing in an exhibit hall may be permitted, with prior approval from the Fire Marshal and the OCCC Risk Management Division. In addition, depending on the scope of work that requires the on-site welding, a mandatory Fire Watch may also apply. Any unauthorized welding activity is strictly prohibited and will be subject to immediate termination of the activity.

### Package & Vehicle Inspection

Vehicles, cartons, packages or other containers brought in or removed from OCCC may be subject to random inspection by OCCC security. Personally owned vehicles and company vehicles are also subject to inspection by OCCC Security.

### Staff Identification

All show management, exhibitors and attendees must wear an approved show management badge for admittance to any exhibit hall. It is highly recommended that show management provide badges to their staff, exhibitors and service providers in advance of the show. All other personnel working at the facility must be badged with an approved Show Management or OCCC photo badge.

Any person without an OCCC photo badge or Show Management badge wanting access to any exhibit hall should be provided with a wristband, provided by Show Management. To obtain a daily wristband, a "check-in" desk is usually located on the Loading Dock.

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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.

Your COI must include the following:

**Producer:** Exhibitors Insurance company & their address:

**Insured:** The exhibitor & their address:

**Contact info**

**Insurer(s) affording coverage:** See requirements above

**Type of Insurance**

**Policy number**

**Effective Dates:** Must include all move in and move out days

**Limits**

**Description of Operations/ Locations/ Vehicles: Additionally Insured:** Must include Informa Media, Aviation Week Network, Freeman (general contractor), and the Orange County Convention Center, their agents, directors, and employees

**Certificate holder / address of certificate holder:** Informa Media

**Authorized Representative Signature**

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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).  
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Anita Joyce Wright  
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## Union Jurisdictions for Orlando, Florida

To assist you in planning for your participation in this upcoming exposition, 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 the various unions have, we ask that you read the following:

### EXHIBIT INSTALLATION AND DISMANTLING

Currently we have an agreement with the Local IATSE Union to provide labor for display erection and dismantling. Full time employees of the exhibiting companies, however, may set their own exhibits without assistance from this local. Any labor services that may be required beyond what your regular full time employees can provide, may be rendered by the Union. Labor can be ordered in advance by returning the Display Labor form, or at showsite, at the service desk.

### MATERIAL HANDLING

Exhibitors may hand-carry their own materials into the exhibit facility. The use or rental of dollies, flat trucks and other mechanical equipment, however, is not permitted. FREEMAN will control access to the loading docks in order to provide for a safe and orderly move-in/out. Only full time employees of the exhibiting company will be allowed to hand-carry items. Unloading or reloading at the dock of any and all contracted carriers will be handled by FREEMAN.

### TIPPING

FREEMAN requests that exhibitors do not tip our employees. They are paid at an excellent wage scale denoting a professional status, and we feel that tipping is not necessary. This applies to all employees. Any request for such should be brought to the attention of a Freeman representative at the service desk or correspondence may be directed to the attention of the General Manager at the local office address.

### SAFETY

Standing on chairs, tables, or other rental furniture is prohibited. This furniture is not engineered to support your standing weight. FREEMAN cannot be responsible for injuries or falls caused by the improper use of this furniture. If assistance is required in assembling your booth, please order labor on the Display Labor order form and the necessary ladders and tools will be provided.



**EVENT DATES:**

April 27-29, 2021

**EXHIBITION**

April 27-29, 2021

**MRO AMERICAS CONFERENCE**

April 27-29, 2021

**MALMS CONFERENCE**

April 28-29, 2021

**REGISTRATION**

S220

April 26-29, 2021

**EXHIBITOR MOVE-IN**

**Saturday, April 24, 2021**

**1:00 PM - 7:00 PM**

Booths 600 sqft or larger and multi level booths only

**Sunday, April 25, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Monday, April 26, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Tuesday, April 27, 2021**

**8:00 AM - 9:30 AM**

All Exhibitors

**VIRTUAL EVENT MEETING DAYS**

May 4-5, 2021

**LOCATION:**

Orange County Convention Center  
Orlando, Florida  
South Halls

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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**

**C/O Freeman**

**1601 Boice Pond Rd**

**Orlando, FL 32837**

Freeman will accept crated, boxed or skidded material beginning Wednesday, March 24, 2021 at the above address. Material arriving after April 16, 2021 will be received at the warehouse with an additional after deadline charge. Please note that the Freeman Warehouse does not accept uncrated freight (loose, pad-wrapped material and/or unskidded machinery), COD shipments, hazardous materials, freight requiring 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: (888) 508-5054.

Show Site Shipping Address:

**Exhibiting Company Name / Booth #**

**MRO Americas**

**Orange County Convention Center**

**C/O Freeman**

**9899 International Dr**

**Orlando, FL 32819**

Freeman will receive shipments at the exhibit facility beginning Saturday, April 24, 2021. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor. If required, provide your carrier with this phone number: (888) 508-5054 .

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Please note: All items and materials that must be brought into the facility are subject to Material Handling Charges and are the responsibility of the Exhibitor. This also applies to items not ordered through the Official Show Vendors. Refer to the material handling form for charges for the service.

Please be aware that disposal of exhibit properties is not included as part of your material handling charges. Please contact Freeman for your quoted rates and rules applicable to disposal of your exhibit properties.

### 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 "pre-paid."
- "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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TWI has been appointed as the official international Freight Forwarder for delivery of international shipments destined for MRO Americas 2021. 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.

**TWI IMPORT SERVICES CONTACTS:**

Elli McKinnon	emckinnon@twigroup.com
Laura Kao	lkao@twigroup.com
Kerrie DiMangano	kdimangano@twigroup.com
Lea Mangin	lmangin@twigroup.com

TWI Import Services  
 4480 South Pecos Road  
 Las Vegas, NV 89121  
 Tel: +1 (702) 691-9000

Arrival Deadlines	Port	Delivery to ADVANCED WAREHOUSE	Delivery to VENUE
Air Freight	Dallas, TX - DFW	5 business days prior to requested delivery date	5 business days prior to requested delivery date
Ocean Freight FCL	Dallas, TX - DFW	8 business days prior to requested delivery date	8 business days prior to requested delivery date
Ocean Freight LCL	Dallas, TX - DFW	11 business days prior to requested delivery date	11 business days prior to requested delivery date

For additional information and shipping labels, please visit the [Exhibitor Resource Center](#).

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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.

For additional information and shipping labels, please visit the [Exhibitor Resource Center](#).

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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 re-loading 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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# Freight and Shipping Marshalling Yard/Unloading

Information Coming soon. Please check the [Exhibitor Resource Center](#) for Information.

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

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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.

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Take advantage of the Online price by ordering at [www.freeman.com](http://www.freeman.com) before APRIL 02, 2021

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**Centerplate, the official food and beverage provider at the Orange County Convention Center, has put together a thoughtful collection of items and clearly defined protocols for stand catering.** The new menus and order form are available in the [Exhibitor Resource Center](#).

When planning your stand catering please keep the following show policies in mind:

1. If you are planning any kind of reception in your stand, social distancing is a priority. All receptions need to be approved by show management to ensure that there is adequate space and traffic flow. We will work with you to make sure that receptions are planned in accordance to show safety requirements. For stand reception approvals, please contact [Allison.gold@aviationweek.com](mailto:Allison.gold@aviationweek.com) and [Kelsey.Kercado@centerplate.com](mailto:Kelsey.Kercado@centerplate.com).
2. All Food and Beverage brought on premise must be purchased through and prepared by Centerplate. In order to maintain our AllSecure standard for health and safety, we will not be able to issue catering waivers or exceptions.
3. In keeping with health and safety requirements, most edible items will be pre-packaged and/or distributed by a representative from catering.
4. Centerplate Catering DOES NOT supply tables, countertops, sneeze guards nor electrical requirements for your booth. You must order these services through the OCCC or Freeman.
5. A Booth Attendant is required to distribute most food products to your guests, this includes cookie ovens and popcorn machines.
6. Bartenders will be wearing masks, gloves and require a plexi-glass barrier. No outside bartenders are permitted.
7. Water coolers will not be available. However, there are bottled water options.
8. Order Early! In order to accommodate all necessary protocols, please place catering orders 60 days in advance of show opening. This will allow Centerplate to ensure orders will be fulfilled to your specifications.

To learn more about the additional safety precautions at MRO Americas, download our [AllSecure show information](#).

The MRO Americas team appreciates your cooperation in navigating this new world with us. The changes are necessary and will allow us to do the essential work of bringing our industry back together so that we can continue to move forward!

**Stand Catering**

Centerplate at the Orange County Convention Center  
 9800 International Drive, Orlando, Florida 32819  
 407.685.5562 ~ 407.685.9859 (fax)  
[kelsey.kercado@centerplate.com](mailto:kelsey.kercado@centerplate.com)  
<https://occcboothcatering.ezplanit.com/#/home>

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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Freeman is the exclusive provider for cleaning and trash removal.

**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 out-bound shipment will be considered abandoned and deemed as trash. The exhibitor will be charged for the removal and disposal of these items. Charges may include Installation & Dismantle Labor, Forklift/Rigging Labor, and/or Dumpster Fee. Please call our Exhibitor Support Department at (888) 508-5054 for a quote.

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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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<https://www.freemanco.com/store/index.jsp>

To place online orders, you will be required to enter your unique Username and Password. If this is your first time to use [FreemanOnline](#), click on the "Create an Account" link.

If you need assistance with FreemanOnline, please call our Exhibitor Support Department at (888) 508-5054 Toll Free US and Canada or +1 (512) 982-4186 Local and International.

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**Orange County Convention Center is the exclusive provider of electric service for MRO Americas.**

This includes all exhibit halls, meeting rooms, and temporary structures, inside or outside the facility.

Exhibitors need to provide their own UL-Certified plug(s) for connecting equipment to the OCCC's electrical receptacle. If an exhibitor's electrical plug does not match the OCCC's electrical receptacle, the exhibitor will need a UL-Certified Connection Plug to connect to the OCCC's receptacle. If an exhibitor does not provide their own UL-Certified Connection Plug, the exhibitor must rent a UL-Certified Connection Plug from the OCCC for an additional charge. Exhibitors are responsible for leaving all rented UL-Certified Connection Plugs in their booth at the close of the event. All missing plugs will result in a \$150 charge.

**Electrical Conditions**

1. All equipment regardless of source of power must comply with the National Electrical Code, and all Federal, State, and Local Safety Codes.
2. Use of open clip sockets, latex or lamp cord wire, unapproved duplex or triplex attachment plugs in exhibits is prohibited.
3. Permanent building electrical outlets are not a part of booth space and are not to be used by exhibitors.
4. Under NO circumstances shall anyone other than an OCCC electrician make electrical connections to house equipment.
5. Special equipment requiring company engineers or technicians for assembly, servicing, preparatory work, and operation may be executed without a house electrician; however, all service connections and overload protection to such equipment must be made by a house electrician only.
6. All equipment must be properly tagged or marked with complete information as to the type and/or amount of current, voltage, phase, frequency, horsepower, etc. required.
7. All material and equipment furnished by the OCCC shall remain the property of the OCCC and shall be removed ONLY by the OCCC at the close of the show.
8. Unless otherwise directed, OCCC electricians are authorized to cut floor coverings to permit installation of service.
9. All 120V cords must be of the 3 wire, grounded type. All exposed non-current carrying metal parts of fixed equipment, which are liable to be energized, shall be grounded.
10. The OCCC reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by the OCCC.
11. Orders received during the incentive period will receive priority over base or on-site orders.
12. The exhibitor releases, waives and holds harmless the OCCC, its officers, employees and agents for any liability, claims, and damages arising out of any of the services or equipment provided herein. The exhibitor shall indemnify the OCCC for any bodily injury or property damage resulting from any negligent act or

**EVENT DATES:**

April 27-29, 2021

**EXHIBITION**

April 27-29, 2021

**MRO AMERICAS CONFERENCE**

April 27-29, 2021

**MALMS CONFERENCE**

April 28-29, 2021

**REGISTRATION**

S220

April 26-29, 2021

**EXHIBITOR MOVE-IN**

**Saturday, April 24, 2021**

**1:00 PM - 7:00 PM**

Booths 600 sqft or larger and multi level booths only

**Sunday, April 25, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Monday, April 26, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Tuesday, April 27, 2021**

**8:00 AM - 9:30 AM**

All Exhibitors

**VIRTUAL EVENT MEETING DAYS**

May 4-5, 2021

**LOCATION:**

Orange County Convention Center

Orlando, Florida

South Halls

Allison Gold

Senior Manager, Events

+1 718.501.7675

allison.gold@aviationweek.com

Anita Joyce Wright

Associate Manager Events

+1 718.730.3192

anitajoyce.wright@aviationweek.com

omission of the exhibitor, its officer, employees or agents.

13. Obstructions blocking utility floor boxes are subject to relocation as necessary.
14. The OCCC will charge time and materials for exhibitor or appointed contractor installed cords, which require troubleshooting and/or redistribution.
15. All electrical services are to be billed to the next greatest wattage or amperage (i.e. 15amp 208v single phase = 20amp 208v single phase).
16. The OCCC does not provide distribution panels. If an exhibitor orders "bulk power", the OCCC will not provide distribution panels to the exhibitor; they must provide their own.

**Plumbing & Gases Conditions**

1. Plumbing services are only available from the floor.
2. Compressed air pressure may vary. No guarantee can be made of minimum and maximum pressure. If pressure is critical, please contact Exhibitor Services at (407) 685-9824.
3. The OCCC will not branch/split gas from one location to another to achieve multiple locations. The OCCC is not responsible for gas distribution installed by others.
4. All gas will be removed or shut off one hour after the close of each day. LP gas prices include hook-up and dismantle of tank each day.
5. Labor charges will apply for service calls.
6. All equipment must comply with the Southern Building Code, all Federal, State, and local safety codes.
7. All material and equipment furnished by the OCCC shall remain the property of the OCCC and shall be removed ONLY by the OCCC at the close of show.
8. Unless otherwise directed, OCCC personnel are authorized to cut floor coverings to permit installation of service.

For additional information, terms, conditions and general guidelines, please download the form for electric from the [MRO Americas Exhibitor Resource Center](#).



## Exhibitor Services Forklift Rental

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### MALMS CONFERENCE

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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

**The Furniture Catalogue is available in the [Exhibitor Resource Center](#).**

**Discount Price Deadline: April 2, 2021**

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Smart City is the Exclusive provider of Internet services.

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April 27-29, 2021

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## Internet

The OCCC's telephone, Internet, wired and wireless data communication services (voice and data), equipment and transmission lines are exclusive services, provided by Smart City.

### Services provided include:

- Telephone Equipment, lines and related services.
- Data networking equipment, lines and related services to include wired and wireless Internet web service and other computer networking services.
- Data communication transmission - OCCC is equipped with fiber optic: Multi-mode fiber is available in the West Building; single mode fiber is available in the North/South Building; and category five (5) and above transmission cabling is available with access from most locations. The use of other fiber or data transmission cabling is prohibited without the express written permission of the OCCC and/or Smart City. The OCCC is also equipped with various wireless products (i.e. 802.11 a/b/g) for both voice and data transmissions. The use of other wireless transmission systems inside the OCCC is prohibited without the express written permission of the OCCC.
- Wireless Communications - The OCCC owns and operates a full-building Wi-Fi (802.11 a/b/g) system in both the North/South and West Buildings. This system is provided for our clients and is an exclusive service. Therefore, clients are not authorized or permitted to install and operate their own Wi-Fi systems.
- The OCCC can transport audio and video signals via RF distribution systems to most locations.

### Smart City operates the following:

- 800 MHz wireless public safety radio system with a frequency range of 806 MHz to 868 MHz. Any other wireless system that could, would, or may cause interference on these channels or to this system is strictly prohibited. This is a public safety system that allows police and fire response to critical life/safety issues that may arise inside the facility. Interference to this system caused by any client or a party to his/her event must be immediately corrected by the client and/or his/her party to include shutting down the interfering or believed interfering system/equipment and at the client's own expense.
- Wireless Wi-Fi LAN (802.11 a/b/g) network throughout the facility that uses Cisco technology and operates on ten (10) channels in the 2.4-GHz range and eight (8) channels in the 5-GHz frequency range. The use of any wireless devices or equipment in the OCCC that conflicts with OCCC wireless data communication or voice frequencies is strictly prohibited.

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Order online at: <https://orders.smartcitynetworks.com>

Call (888) 446-6911 Or fax order to (702) 943-6001

Email: [customerservice@smartcitynetworks.com](mailto:customerservice@smartcitynetworks.com)

Incentive Deadline for ordering: April 2, 2021

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April 27-29, 2021

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The forms for internet and cable are available in the [MRO Americas Exhibitor Resource Center](#).

## Cable Television Service

The OCCC has an agreement with a local cable television provider, Charter Spectrum TV, to offer a cable television program package for those show managers and exhibitors who would like this service. Show management requests for cable television service should be made directly to the OCCC Event Management section, during the planning process. Exhibitor requests for cable television service should be made directly to the OCCC Exhibitor Service section.

Requests for cable television service should be submitted twenty-one (21) days prior to the start of the event.

Cable television service requests include labor, infrastructure patch fee and HD cable service. A television/monitor is not supplied with the request for cable service.



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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](#)

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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!
- Press and PR opportunities.

**New Tools to Help You Engage Your Customers!**

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

Through your Partner Dashboard, you'll have access to a customized co-branded landing page, email invitation, and web banners where your customers and prospects can register and save.

**From your Dashboard you can:**

- View and share the link to your customized landing page with your customers network
- Send or download a custom-made email promoting your presence at the event
- Download your banner to place on your website or social media
- Receiving your dashboard

Dashboard links will be distributed the first week of February.

You will receive an email from [sergii.khalepa@aviationweek.com](mailto:sergii.khalepa@aviationweek.com) with a link to your personalized dashboard. If you have not received your link please contact [sergii.khalepa@aviationweek.com](mailto:sergii.khalepa@aviationweek.com)

**How to use your dashboard**

When you receive the link, it will send you to your personal dashboard where all of your materials live. We recommend adding your logo/headshot and description, which will be updated on your materials after 15-30 minutes.

Please note: optimal logo/headshot size is 250x250px and optimal description length between 150-300 characters.

**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!

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## Exhibitor Invitations

We have created two invitation options to help you invite and connect with customers and prospects at MRO Americas. This can be downloaded from the [MRO Americas Marketing Opportunities page](#).

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.

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 feather 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 one 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.

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**All Americas/Canada**

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

**Europe/Russia/CIS/Africa/Middle East**

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Fax: +44 (0)1206 321259

E: [mike.elmes@aerospacemedia.co.uk](mailto:mike.elmes@aerospacemedia.co.uk)

## 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: [mimismith@aviationexhibits.com](mailto:mimismith@aviationexhibits.com)

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Alison Weller

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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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Fax: +1.561.279.4699

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



# Exhibitor Services Meeting Room Rental

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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 27	10:30 AM - 5:30 PM
Wednesday, April 28	9:30 AM - 5:30 PM
Thursday, April 29	9:30 AM - 1:00 PM

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**8:00 AM - 8:00 PM**

All Exhibitors

**Monday, April 26, 2021**

**8:00 AM - 8:00 PM**

All Exhibitors

**Tuesday, April 27, 2021**

**8:00 AM - 9:30 AM**

All Exhibitors

**VIRTUAL EVENT MEETING DAYS**

May 4-5, 2021

**LOCATION:**

Orange County Convention Center  
Orlando, Florida  
South Halls

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 24, 2021. 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](mailto:allison.gold@aviationweek.com) +1-718.501.7675)

## 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

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The Orange County Convention Center (OCCC) is committed to conducting its operations in an environmentally responsible manner by the establishment of an Environmental Management System. In the fulfillment of this commitment, it is the commitment of the Orange County Convention Center to emphasize:

- Opportunities for pollution prevention
- Conservation of resources
- Continual improvement of environmental practices
- Compliance with environmental laws and regulations

The OCCC demonstrates industry and community leadership by pioneering pathways for large venues and public assembly facilities to achieve continuously improving levels of sustainability and environmental stewardship. This commitment supports and compliments the Orange County Sustainability Action Plan "Our Home For Life" and the OCCC Environmental Management System (EMS) Manual which outlines economics strategy, environmental strategy, and social strategy.

This commitment is communicated to all Orange County Convention Center employees and contractors through training and education and will be made available to our customers, the public and any other interested parties.

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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.

**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.

**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 orders this service from the general contractor.



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**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.

**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 10 x 20 or larger 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 10 x 20 or larger 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

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watch, fire marshal approvals, etc. The additional fees cover these approvals as well as air rights to the space.

**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 24, 2021. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor. If required, provide your carrier with this phone number: (888) 508-5054. Please see the material handling information/forms for applicable fees and additional information.

**Show Site Shipping Address:**

Exhibiting Company Name / Booth #

MRO Americas

Orange County Convention Center

C/O Freeman

9800 International Dr

Orlando, FL 32819

**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.

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**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.

**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?**

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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).

**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.