

AVIATION WEEK 

MRO

AMERICAS

2024

EXHIBITOR MANUAL

April 9-11, 2024 | McCormick Place South • Hall A • Chicago, IL

EVENT DATES:	April 9-11, 2024
EXHIBITION:	April 9-11, 2024
MRO CONFERENCE:	April 9-11, 2024
MALMS:	April 9-11, 2024
REGISTRATION:	April 9-11, 2024

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Thank you for exhibiting at MRO Americas taking place at the McCormick Place South Building We look forward to helping exhibitors, attendees, contractors, standbuilders navigate through the show.

The MRO Americas [Exhibitor Resource Center](#) is available to help guide you through the process of exhibiting at an MRO show. The primary suppliers/vendors for this event are:

Freeman – Freeman is the general services contractor and will provide:

- Rental Exhibits TotalFlex
- Structural Integrity Cleaning
- Audio Visual Furniture
- Furnishing Essentials Accessories
- Carpet Transportation
- Electric
- Material Handling Outbound shipping Signs & Graphics Graphics
- Fabric Solutions
- Installation and Dismantle Forklift/Rigging
- Hanging Sign Labor
- Chain hoist/truss/sign equipment Rigging

Visit [Freeman Online](#) for ordering information.

McCormick Place

- Plumbing
- Internet
- Catering

LOCATION:

McCormick Place South
Chicago, IL
Hall A1-A2

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

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allison.gold@aviationweek.com

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

We are excited to bring MRO Americas to Chicago for the first time in 2024. As the show has grown over the years, so has the need to implement some new procedures in the following areas:

1. Booth plan approvals
2. EAC Management
3. Labor Rules for Chicago

Booth Design Approvals

- As in previous editions of MRO Americas, ANY exhibitor doing a custom build, regardless of booth size, must submit complete plans.
- ALL exhibitors in 10x20 or larger inline booths MUST submit plans.
- Plans will be submitted via an online portal. MRO Americas Booth Design Submission - <https://na.eventscloud.com/ereg/newreg.php?eventid=781053&>
- Questions? Email MROAM@OrganizerOps.com.
- Failure to submit your designs may result in an inability to exhibit.

EAC Management

An Exhibitor Appointed Contractor (EAC) is a company or contractor hired by the exhibitor, who is not an employee of your company or of an official show contractor.

Each EAC hired by an Exhibitor must agree to the Rules & Regulations, provide a Certificate of Insurance with the necessary coverages, and pay an administrative fee per exhibitor. The fee applies to all contractors regardless of the service they provide (labor, supervision, products, services, etc.). Payment of \$150 for each booth location the EAC is providing services or products for. Payment will be submitted via the online EAC portal and is non-refundable.

What does my EAC have to do?

- EACs will NOT be allowed on the show floor unless all the requirements are satisfied:
- EAC must complete all required documentation via the online EAC portal
- EAC must submit a valid Certificate of Insurance (COI) with the required coverage via the online EAC portal
- EAC must agree to the Rules & Regulations outlined in Exhibitor Service Kit along with the EAC Rules & Regulations
- EAC must pay an administrative fee is required for each exhibitor they are representing; payment will be submitted via the online EAC portal
- EACs must abide by existing labor regulations and/or contracts and all Federal/State/ City laws and regulations as well as those established by the event venue and Show.

Labor Rules

McCormick place and all venues in Chicago operate under labor union rules, which is different from previous MRO shows.

There are two options available to exhibitors to have their displays set-up and taken down at McCormick Place. Exhibitors can either set-up / dismantle their display with their own employees, or the exhibitor can hire union labor. The guidelines for both options are detailed below. If you have any questions, please contact Freeman.

1. Consistent with safety and the skills and training necessary to perform the task, as determined by the Authority, an exhibitor and

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exhibitor employees ("Exhibitor employee" means any person who has been employed by the exhibitor as a full-time employee for a minimum of 6 months before the show's opening date) are permitted in a booth of any size with the use of the exhibitor's ladders and hand tools to:

- i. Set-up and dismantle exhibits displayed on Authority premises;
 - ii. Assemble and disassemble materials, machinery, or equipment on Authority premises; and
 - iii. Install all signs, graphics, props, balloons, other decorative items, and the exhibitor's own drapery, including the skirting of exhibitor tables, on the Authority's premises.
2. An exhibitor and exhibitor employees are permitted in a booth of any size to deliver, set-up, plug in, interconnect, and operate an exhibitor's electrical equipment, computers, audio-visual devices, and other equipment.
 3. An exhibitor and exhibitor employees are permitted in a booth of any size to skid, position, and re-skid all exhibitor material, machinery, and equipment on Authority premises.
 4. Please note: (4) An exhibitor and exhibitor employees are prohibited at any time from using scooters, forklifts, pallet jacks, condors, scissor lifts, motorized dollies, or similar motorized or hydraulic equipment on Authority premises.

Exhibitor Bill of Rights

An Exhibitor Employee may perform work in a booth of any size. They can work within the booth using their own ladders or hand tools, cordless tools, power tools and other tools designated by McCormick Place/ASM Global. An exhibitor and exhibitor employees are prohibited, at all times, from using scooters, forklifts, genie lifts, pallet jacks, condors, scaffolding, scissor lifts, motorized dollies, or similar motorized or hydraulic equipment on Authority premises.

The Exhibitor Bill of Rights is the protection of your rights and the right to request a review of your invoices. If you have any questions or feel that your exhibitor rights are not being complied with, please contact the following McCormick Place personnel via email or telephone. Be prepared to discuss the details of your experience and provide a written report and any documentation/invoices.

Exhibitor Rights Hotline 312-791-7299

Loading and Unloading

Exhibitors can load/unload materials from automobiles and small utility vehicles (ASUV) at designated McCormick Place docks using their own non-motorized, non-hydraulic hand trucks and dollies. For more information on the ASUV program, and to register, visit the Exhibitor section of the McCormick Place website: www.mccormickplace.com.

Please call 312-791-7299, if you have any questions or need clarification regarding the Exhibitor Bill of Rights. Leave a detailed message including: Your Name, Company Name, Telephone Number, Date and Time of the call. Your call will be promptly returned between the hours of 7:00am – 6:30pm

MRO Show management will be sending more detailed information shortly to help you start planning your exhibit experience. Should you have any questions regarding the process, please email allison.gold@aviationweek.com.

Exhibitor Move-In		
Saturday, April 6	1:00 PM - 7:00 PM	600 sqft and larger and double decker booths only
Sunday, April 7	8:00 AM - 8:00 PM	All Exhibitors
Monday, April 8	8:00 AM - 6:00 PM	All Exhibitors
The Exhibition Will be Open for Visitors:		
Tuesday, April 9	9:00 AM - 5:30 PM	
Wednesday, April 10	9:00 AM - 5:30 PM	
Thursday, April 11	9:00 AM - 1:00 PM	
Registration Hours		
Monday, April 8	8:00 AM - 6:00 PM	
Tuesday, April 9	8:00 AM - 5:30 PM	
Wednesday, April 10	8:00 AM - 5:30 PM	
Thursday, April 11	8:00 AM - 1:00 PM	
Exhibitor Breakdown		
Thursday, April 11	1:00 PM - 9:00 PM	
Friday, April 12	7:00 AM - 1:00 PM	

Freeman will begin returning empty containers as soon as the aisle carpeting is removed or plastic covering has been laid in the aisles of the exhibit hall.

FREEMAN EXHIBITOR SERVICE HOURS

The Freeman Exhibitor Services team will be available from 8am - 5pm from the first day of Exhibitor Move-in to the last day of Exhibitor Move-out. Hours may be extended the day before show open and the day of show close to assist with additional exhibitor needs.

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

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Service Provider	Contact	Deadline
Booth Plans/Design Approval	Submit Here Questions? MROAM@OrganizerOps.com	March 4, 2024
Booth Plans/Double Decker	Submit Here Questions? MROAM@OrganizerOps.com	January 15, 2024
Catering – OVG Hospitality <i>Official contractor must be used</i>	infoovg@mccormickplace.com	March 11, 2024
EACs	MRO Americas EAC Portal Questions? MROAmericas@EACMgmt.com	
Insurance	LINK to order Exhibitor Insurance https://www.exhibitorinsurance.com/pub/srch/?e=MROAM2024 For more information/questions: Anita Joyce Wright, Associate Manager, Events +1 718.730.3192 anitajoyce.wright@aviationweek.com	March 4, 2024
Freeman Services <i>Rental Exhibits</i> <i>Structural Integrity</i> <i>Cleaning</i> <i>Audio Visual Furniture</i> <i>Furnishing Essentials Accessories</i> <i>Carpet Transportation</i> <i>Material Handling Outbound shipping</i> <i>Signs & Graphics</i> <i>Installation and Dismantle Forklift/Rigging</i> <i>Hanging Sign Labor</i> <i>Chain hoist/truss/sign equipment Electric/Plumbing</i>	ExhibitorSupport@freeman.com Take advantage of discount pricing by ordering on-line at FreemanOnline by March 11, 2024. Using the enhanced FreemanOnline , you will enjoy easy access to added features and functions as well as the high caliber of Freeman services you’ve come to expect – before, during and after your show. To place online orders, you will be required to enter your unique Username and Password. If this is your first time to use FreemanOnline, click on the "Create an Account" link. To access Freeman Online without using the email link, visit FreemanOnline . If you need assistance with Freeman Online, please call Exhibitor Support at (888) 508-5054 Toll Free US and Canada or +(512) 982-4186 Local and International. https://www.freemanco.com/store/dashboard	March 11, 2024

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Internet —official contractor must be used	Link to come
Lead Retrieval Capture Technologies official contractor must be used	Phone: 973.890.7600 ext. 117 Email: sales@ct.events https://orders.ct.events/collections/mro-americas-2024

Show Management Contacts

General & Logistical Information

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Accessibility

McCormick Place is in compliance with the Americans with Disabilities Act. Wheelchairs, information booths, designated parking, TDD telephones, aisle and companion seating, assisted-listening devices and other services are available.

ATM Machines

Cash machines are available in each building: South Level 2.5 in the Convenience Center; North Level 2, across from Connie's Pizza; West Level 1 near the Transportation Center and Lakeside Level 2, near the Arie Crown Theater box office. All cash machines accept American Express, VISA, Master Card, Cirrus and Plus.

The lounge is located on level 2.5 between the South and North Building

Badges for Exhibitors

Visit <https://mroamericas.aviationweek.com/en/register/exhibitor-registration.html> 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 Gongo-ra to get the code at +1.347.751.8692 or events@aviationweek.com.

Booth personnel is unlimited at the MRO events. And all exhibitors need to be registered. EACs should follow the EAC instructions for separate registration procedures.

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

Registration Hours (Registration will take place in the Room S100)

Monday, April 8	8:00 AM - 6:00 PM
Tuesday, April 9	8:00 AM - 5:30 PM
Wednesday, April 10	8:00 AM - 5:30 PM
Thursday, April 11	8:30 AM - 1:00 PM

Balloons/Lighter than Air Objects

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

Bicycles

Bike racks are located at Gate 3 of the South Building (on Martin Luther King Drive), at Gate 40 of the West Building (on Indiana Avenue), at Gate 38 of Lakeside Center and on the walkway beside the sky bridge connecting the South Building and Lakeside Center (East Building). Bicycle racks are provided to accommodate our visitors. McCormick Place is not responsible for bikes left unattended.

Business Center/FedEx Office

FedEx Office provides a worldwide network of digitally connected locations. An extensive variety of superior document services are designed to make you more productive. Services include:

- Full-service digital color and black and white copying and printing of on-site badges, fliers and other materials.
- Computer rentals and laptop docking stations.

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- Document finishing services such as binding, collating, cutting, folding or stapling.
- Presentation services that include production of high-quality mounted boards, posters, banners and bound presentations.
- FedEx Express® U.S. Package Services
- FedEx Ground®

For more information about these convention services as well as to place business orders, go to www.fedex.com/us/officeprint/conventions/locations/Chicago.html

FedEx Office is located on Level 2.5 of the Grand Concourse in the South Building. It is open Monday Through Friday, 8:30 AM until 5:00 PM.

Carpet

Your exhibit area is not carpeted. The aisles will be carpeted in midnight blue. Flooring is required.

These floor coverings must not be sealed to the floors in such a manner as to injure the floor or be so installed as to be a hazard to public safety or as to endanger the public. Exhibitors are responsible for the final condition of the floor in their space. The edges of raised flooring may be inclined, providing the slope is gradual and gentle.

You may order carpet from Freeman or bring your own floor covering.

Cleaning

Stand cleaning includes:

Cleaning is an exclusive service from Freeman. 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. Note that 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-out.

Coat/Bag Check

Coat/Bag Check will be available during show days. Permanent coat checks areas are located at Gate 4 in the South Building

Catering

OVG HOSPITALITY...Chicago has exclusive food and beverage distribution, production and service rights within the McCormick Place complex. Food, beverage (alcoholic and non-alcoholic), food dispensing equipment must be supplied by McCormick Place on-site Catering Department. Fresh and creative menus, quality food presentation, and a courteous and responsive staff all help to make your food and beverage events at McCormick Place memorable. Remember that planning special event functions at McCormick Place will not only add to the overall event experience, but also boost attendance.

OVG HOSPITALITY...Chicago offers a complete selection of beverages. Alcoholic beverages may not be brought into the facility by outside sources. The Liquor Control Board regulates alcoholic beverages and service; OVG HOSPITALITY is responsible for the administration of these regulations. OVG HOSPITALITY...Chicago bartenders are required for the service of alcoholic beverages. OVG HOSPITALITY...Chicago reserves the right to refuse alcoholic service to intoxicated or underage guests. Alcoholic beverages cannot be removed from the facility.

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.

Catering forms/links can be found in the [Exhibitor Resource Center](#).

FOR INFORMATION PLEASE CONTACT INFOOVG@MCCORMICKPLACE.COM

Demonstrations and Sound

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.

Dining Options

Concessions will be open in the halls as well as in the common areas of McCormick place.

Dismantle and Move-out Information

All exhibitor materials must be removed from the exhibit facility by April 12, 2024 - 1:00 PM.

To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor MoveOut deadline, please have all carriers check-in by April 12, 2024 - 9:00 AM. In the event your selected carrier fails to show on final move-out day, Freeman reserves the right to re-route your freight onto another carrier.

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 12, 2024 at 9:00 AM. In the event your selected carrier fails to show on final move-out day, Freeman reserves the right to re-route your freight onto another carrier.

POST SHOW PAPERWORK AND LABELS Our Exhibitor Support 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 Note that 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-out. Clear out booth. Any excessive materials left in the booth at the end of the event will be considered trash.

EACs

There is a new process for EACs to Register and be approved to work at MRO Americas 2024. Please visit the EAC section of this document for complete information.

Exhibitor service hours

Our Exhibitor Support team will be available from 8:00 AM - 5:00 PM from the first day of Exhibitor Move-in to the last day of Exhibitor Move-out. Hours may be extended the day before show open and the day of show close to assist with additional exhibitor needs. Service desks will be located in the back of Hall A.

First Aid

McCormick Place provides wheelchair-accessible first aid stations in each building. They are operated and staffed by licensed

medical professionals. Stations are fully-equipped and include automated external defibrillators (AEDs) to respond to life-threatening occurrences. There are First Aid areas located in each building;

South and North Buildings – Level 2.5 of the Grand Concourse nearby the FedEx Office

Freeman Online

Exhibitors can order services and find general show information at [FreemanOnline](#).

Gift Shop

McCormick Place maintains three gift shops featuring a fine line of Chicago sports apparel and souvenirs, Illinois lottery tickets and an extensive line of sundries ranging from postcards to over the counter medications.

The main Gift Shop is located on: Level 2.5 of the Grand Concourse. Standard hours of operation are Monday through Friday, 8:30 AM until 5:00 PM. Satellite shop is located on: Level 2 of the North Building,

Hotel Accommodation

In partnership with onPeak, we've secured hotel rooms at a selection of the best Chicago hotels. MRO Americas hotels are offering discounted rates that typically average 30% less than what you'll find on other travel sites and you still earn your hotel rewards points so you can take advantage of your loyalty status.

Hotel reservations: <https://mroamericas.aviationweek.com/en/info/hotels.html>

onPeak is the only hotel provider endorsed by Aviation Week MRO Americas 2024. If you are contacted by other third-party companies offering hotel assistance, please be aware they are not endorsed by our event. Need Help with a New or Existing Reservation? MRO@onpeak.com Toll free: (877) 422-7123 | International: (312) 527-7300

Information Desk

The Information Desks at McCormick Place are the checkpoints for information about events in the facility and available McCormick Place services in the following locations: South Building, Level 1

Infant Nursing Area (Mamava Lactation Suites)

Mamava Lactation Suites are available South Level 2.5 across from Starbucks Please download the Mamava Mobile App to unlock the suites. Our First Aid Offices are available as well. It is located on Level 2.5 of the Grand Concourse in the South Building.

Insurance

All exhibitors are required to carry sufficient insurance coverages for this event. Exhibitors 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.

Workers' compensation and employer's liability insurance complying with the laws of the state in which the Event is being held;

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 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.

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 in-

sured 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 cancelled 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.

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.

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 McCormick Place South , their agents, directors, and employees

Certificate holder / address of certificate holder: Informa Media 605 3rd Avenue, NY, NY 10158

Authorized Representative Signature

Internet

McCormick Place offers Internet access, private networks and customer network designs in all of our meeting rooms and exhibit halls. We offer connectivity to the Internet at speeds up to one gigabit a second, and point-to-point networking at 10/100/1000 mbps. This network backbone also links all the buildings in our complex together and may be used by shows for networking critical areas, like registration. Internet forms/links can be found in the [Exhibitor Resource Center](http://ExhibitorResourceCenter)
<https://mpea.ungerboeck.com/prod/app85.cshtml?AppCode=COE&CC=1&OrgCode=10>

Lead Retrieval

Using rental badge scanning devices or a software installed on your own mobile device eliminates the need to collect business cards and manually typing them into a CRM,

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.

- 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!

Order here: <https://orders.ct.events/collections/mro-america-2024>

LOST and FOUND

Items found during show hours should be brought to the registration area in the S100 ballroom, or given to uniformed security personnel. Unclaimed items will be turned over to McCormick Place security at the close of the show. Items turned over will be held for 90 days. Once items have been turned over, the Security Department of McCormick Place provides a lost and found program that is accessible through a link located on the home page of the McCormick Place website.

Meetings in the Exhibition Hall

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.

Parking

Events in the North, South and West Buildings designate Lot A as the primary parking location. There are three main parking lots on the McCormick Place campus. All are in close proximity and walking distance to our convention complex and are ADA accessible.

Lot A – 2301 South Prairie Avenue, Chicago, IL 60616

Standard Parking Support: Parking Comments or Questions? Please contact us at mccormicksquare@spplus.com Lot A: 312-567-8360

Lot B/Truck Marshalling: 312-808-3125

Reserve parking online: <https://mccormick.parkingguide.com/event-calendar/>

Semi/Trailer parking: <https://mccormick.parkingguide.com/semi-truck-and-truck-trailer-parking/>

Photos and Videos

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

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.

Rigging

Freeman is the exclusive provider of rigging at MRO Americas. All overhead hanging objects must be assembled, installed, and removed by Freeman. Exhibitor's display company and/or I & D representatives may supervise only and will not be allowed to assemble/disassemble or install and remove rigging or flown objects. No one other than Freeman employees will be permitted in lifts. Freeman requires an engineered print of all hanging signs, trusses, tie offs, video displays etc.

Scheduling is done on a first come, first serve basis. Requested dates and times cannot be guaranteed. Supervision for assembly and disassembly of overhead hanging hardware can be provided by Freeman, or by your company representative, display house, independent or lighting contractor. Show site labor rates will apply to all labor orders placed at show site, when applicable.

Smoking Policy

McCormick Place is an active supporter of providing smoke-free environments for its customers and employees. Directed by a City of Chicago Ordinance, smoking is not allowed in any enclosed space, including exhibit halls, meeting rooms, restaurants, lobbies, hallways and garage areas. Smoking is also prohibited within 15 ft. of any entrance. An area map showing the designated outdoor areas where smoking is allowed can be found on the McCormick Place website.

Storage

Access storage may be used for items that need to be accessed during the show. Examples include giveaways, extra machine parts, extra AV equipment, etc. Access storage is not empty storage, all orders for accessible storage must be placed on-site at the Freeman Service Center. Storage is for the entire show no daily storage rate. Storage rate includes all labor involved with pick up and deliveries.

Sustainability

McCormick Place creates a substantial impact on the global economy by hosting some of the largest and most prestigious international events, meetings and expositions spanning across multiple industries and sectors. On average, nearly 3 million visitors attend events at McCormick Place every year. This demanding event schedule requires a facility of this complexity to run like clockwork. At any given time, multiple events are operating across our 2.6 million square feet of exhibit space and welcoming the world to do business. To learn more about the McCormick Place sustainability initiatives, visit: <https://www.mccormickplace.com/sustainability-program/>

Learn more about the MRO Americas sustainability initiative in the sustainability appendix of this manual.

Taxis/Rideshare

A Transportation Network Provider (TNP) company, also referred to as a "rideshare" company, provides prearranged transportation services for compensation through an Internet-enabled application or digital platform connecting passengers with drivers of vehicles for hire. "CHICABS" offers options for taxicab passengers to electronically hail (E-Hail) a taxicab through a mobile app. CHICABS approved apps also let passengers electronically pay (E-Pay) for the taxicab fare through the app. Download "Curb" from your favorite App Store. Click "Arro" for the Arro App site.

"Lyft" and "Uber" are licensed TNP companies with the City of Chicago. Download their application(s) from your favorite App Store.

Terms and Conditions

For complete exhibitor/sponsor terms and conditions, visit: <https://events.aviationweek.com/en/exhibitor.html>

U.S. Mailbox

Mailboxes are located near the Business Center in the South Building.

Visitor Information

Information brochure displays from Choose Chicago are available in the following locations: South Building, Level 1 at Gate 4 and on Level 2.5 near the Business Center

mroamericas.aviationweek.com

Vehicle Displays

Vehicle needs to fit completely in your booth space. It can't spill over into the aisle at all, including hitches, open doors, etc. of carpet or flooring is required underneath it. Please connect with Freeman as soon as possible to arrange for delivery.

Venue Guidelines:

- Any vehicle or other apparatus that has a fuel tank and is part of a display, is required to be equipped with a locking (or taped) gas cap and can contain no more than 1/8 tank of fuel.
- Once the vehicle has been positioned, it cannot be moved until move-out begins, without prior approval by the Fire Safety Manager or Designee.
- Battery cables must be disconnected once the vehicle is positioned. The engine cannot be operated during show hours.
- Refueling must be done off property.

Wheelchairs/Scooters

Wheelchairs, scooters, information booths, designated parking, TDD telephones and other services are available for visitors with disabilities. For wheelchair/electric scooter rental contact our service partner Scootaround, Inc. Scootaround Mobility Solutions at 888-441-7575 or by visiting their website at www.scootaround.com/rentals/m/mccormickplace to reserve in advance. Onsite rental may be available, depending on event schedules.

Wifi

McCormick Place offers complimentary WIFI throughout the complex including its exhibit halls, meeting rooms and public space. This complimentary service should ONLY be used for non-mission-critical applications such as general web surfing and Internet-based email access. Connection speed is Up to 768 Kbps.

Exhibitor Appointed Contractor Process

An Exhibitor Appointed Contractor (EAC) is a company or contractor hired by the exhibitor, who is not an employee of your company or of an official show contractor. EACs are most often independent installation & dismantle companies but also include supervisors, technicians, photographers, audiovisual, floral, furniture, flooring, and any other contractors who aren't the official of the show but provide a necessary service at show site for the Exhibitor.

MRO Americas recognizes that exhibitors may have unique needs or partnerships with vendors other than our official partners. Therefore, we support this choice as long as the EAC conforms to the show and venue Rules & Regulations and carries the required insurance coverage.

With the increasing number of EACs, have come numerous added expenses. These expenses include legal costs resulting from increased liability claims, exhibit hall damage, excess cleaning charges, extra administration costs for wristbands, contracting, insurance tracking, etc. Rather than passing on these added costs to exhibitors, we have implemented an administrative fee payable by the EAC. Each EAC hired by an Exhibitor must agree to the Rules & Regulations and will be assessed a fee. An administrative fee of \$150 per booth location the EAC represents is required. The fee applies to all contractors regardless of the service they provide (labor, supervision, products, services, etc.).

The Exhibitor is responsible for providing the EAC with any necessary information pertaining to the exhibit hall (i.e., utilities, order forms, dates, hours, shipping information etc.)

EAC Check-In

- EACs must check-in at the EAC counter each day to receive a wristband.
- Individuals picking up wristbands must show a form of identification (ESCA badge, company badge, business card, or apparel, etc.).
- The EAC check-in location will be confirmed via email to the main point of contact for the EAC prior to the beginning of move-in.

Move-in and Move-out Schedule (Central Standard Time Zone)

Beginning for move-in, wristbands can be picked up on:

Saturday, April 6	1:00 PM - 7:00 PM	(for 600 sq. ft. plus & Double Deckers)
Sunday, April 7	8:00 AM - 8:00 PM	
Monday, April 8	8:00 AM - 8:00 PM	

Show Hours:

EACs are not allowed on the show floor during show hours

Tuesday, April 9	9:00 AM – 5:30 PM
Wednesday, April 10	9:00 AM – 5:30 PM
Thursday, April 11	9:00 AM – 1:00 PM

Move-out:

Thursday, April 11	1:00 PM - 9:00 PM
Friday, April 12	7:00 AM - 1:00 PM

April 9-11, 2024 | McCormick Place South - Hall A - Chicago, IL

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

EAC Registration Process

1. Exhibitors must designate their EAC(s) no later than March 8, 2024. Designations MUST be made using the NEW online EAC portal. It is the Exhibitor's responsibility to ensure their designated EAC fulfills all requirements. Failure to do so will prevent the EAC from accessing the show floor.
2. Once the online EAC Designation Process has been completed, the EAC will then receive an email with further instructions for submitting the required EAC documents which are due March 8, 2024.

***MRO Americas EAC Portal - <https://na.eventscloud.com/780555?categoryid=5144366>
Questions? Email MROAmericas@EACMgmt.com***

EACs will NOT be allowed on the show floor unless ALL requirements are satisfied:

- EAC must pay a fee of \$150 for each booth location you are providing services or products for. Payment will be submitted via the online EAC portal. Payments are NONREFUNDABLE.
- EAC must complete all required documentation via the online EAC portal.
- EAC must agree to the Rules & Regulations outlined in Exhibitor Service Manual along with the EAC Rules & Regulations.
- EAC must submit a valid Certificate of Insurance (COI) via the online EAC portal. COIs must include the coverages outlined in the EAC Rules & Regulations.
- EAC must be registered and approved by McCormick place. If the EAC is not an approved EAC, please email eventcontractors@mccormickplace.com to complete the process.

***MRO Americas EAC Portal - <https://na.eventscloud.com/780555?categoryid=5144366>
Questions? Email MROAmericas@EACMgmt.com***

The EAC must upload the COI via the online portal with the following coverages:

- Commercial General Liability, including contractual liability, with limits of not less than \$1,000,000 each occurrence, \$2,000,000 general aggregate, and \$2,000,000 products & completed operations aggregate. Medical expense coverage of \$5,000 per individual and damage to premises coverage of \$300,000.
- Automobile Liability with a limit of not less than \$1,000,000 combined single limit - each accident; only required if bringing on the show floor.
- Workers Compensation, as required by law, with Employers Liability Limits of not less than \$1,000,000 each accident, \$1,000,000 disease - each employee, and \$1,000,000 disease - policy limit.
- Additional Insureds to the General Liability, Automobile Liability, and Umbrella Liability policies with respect to operations performed by the Named Insured in connection with this project: MRO Americas, Informa Media, Aviation Week Network, Freeman Expositions, LLC, Metropolitan Pier & Exposition Authority and their respective successors.
- COI must include the complete facility access dates of April 6 – April 12, 2024.
- The certificate holder must be listed as: Informa Media - 605 3rd Avenue, NY, NY 10158

EAC Rules & Regulations

- A) The Show Organizer has the right and obligation to establish and enforce equitable Rules & Regulations for MRO Americas for the mutual benefit of all Exhibitors and Attendees to the event.
- B) Exhibitor Appointed Contractors (EACs) must abide by the Rules & Regulations of the Show, Venue and those outlined in the Exhibitor Service Manual.
- C) EAC must complete the EAC registration process via the online EAC portal. EACs shall not engage in solicitation of business on the show floor.
- D) EACs are only allowed on the show floor during move-in and move-out hours.
- E) Any Exhibitor who has designated an Exhibitor Appointed Contractor must ensure the EAC has a current Certificate of Insur-

ance (COI) on file, evidencing the correct coverage, by March 8, 2024, or the EAC will not be able to access to the show floor. The EAC must upload the COI via the online portal with the following coverages:

- Commercial General Liability, including contractual liability, with limits of not less than \$1,000,000 each occurrence, \$2,000,000 general aggregate, and \$2,000,000 products & completed operations aggregate. Medical expense coverage of \$5,000 per individual and damage to premises coverage of \$300,000.
- Automobile Liability with a limit of not less than \$1,000,000 combined single limit - each accident; only required if bringing on the show floor.
- Workers Compensation, as required by law, with Employers Liability Limits of not less than \$1,000,000 each accident, \$1,000,000 disease - each employee, and \$1,000,000 disease - policy limit.
- Additional Insureds to the General Liability, Automobile Liability, and Umbrella Liability policies with respect to operations performed by the Named Insured in connection with this project: MRO Americas, Informa Media, Aviation Week Network, Freeman Expositions, LLC, Metropolitan Pier & Exposition Authority and their respective successors.

- F) COI must include the complete facility access dates of April 6 – April 12, 2024.
- G) The certificate holder must be listed as: Informa Media - 605 3rd Avenue, New York, NY 10158
- H) Exhibitor Appointed Contractors shall fully cooperate with the Show Official Contractors and assist Official Contractors in the efficient utilization of labor, equipment, space, and time, and shall complete installation prior to 6:00 pm on Monday, April 8 to include removal of empties, and dismantle and pack prior to 1:00 pm on Friday, April 12.
- I) Exhibitor Appointed Contractors should not violate existing labor regulations or contracts. The EAC shall adhere to the regulations set up by McCormick Place and the Show Organizer.
- J) EAC must pay a fee of \$150 for each booth location you are providing services or products for. Payment will be submitted via the online EAC portal.
- K) To cooperate fully with the Official Contractor and assist in fulfilling their responsibilities, especially by refraining from placing an undue burden on the Service Contractor by interfering with the efficient utilization of labor by the Official Contractor.
- L) In addition, the Exhibitor Appointed Contractor shall share with the Official Contractor all reasonable costs related to his operation, including overtime pay for stewards, restoration of exhibit space to its initial condition, etc.
- M) The exhibit floor, aisles, loading docks, service and storage areas will be under control of Freeman. The EAC must coordinate all activities with them and must fully cooperate and not interfere with the efficient utilization of labor.
- N) The Exhibitor Appointed Contractor must confine its operations to the exhibit area of its clients. No service desks, storage areas, or other work facilities will be located anywhere in the building. The show aisles and public space are not a part of the Exhibitor's booth space and must be kept clear.
- O) The Show Organizer is the ultimate arbiter and enforcer of show rules.
- P) Exhibitor Appointed Contractors should generally be authorized to work provided the following: (1) Proper work forms have been filed by the Exhibitor; and (2) The designated contractor meets requirements of the exhibit regulations and rules.
- Q) Exhibitor Appointed Contractors should furnish the Show Organizer with names, phone numbers of a key contact for emergencies and should designate a contact in the same city as the show move-in through move-out.
- R) All property of the Exhibitor Appointed Contractor remains under his custody and control in transit to and from the exhibit hall and while it is in the confines of the exhibit hall. Neither MRO Americas or its service contractors, the management of the exhibit hall nor any of the officers, staff members or directors of any of the same are responsible for the safety of the property of exhibitors from theft, damage by fire, accident, vandalism or other causes, and the Exhibitor expressly waives and releases any claim or demand he may have against any of them by reason of any damage to or loss of any property of the exhibitor. It is recommended the EAC obtain adequate insurance coverage, at their expense, for property loss or damage and liability for personal injury.
- S) EACs must be registered with and approved to do work in the state of Illinois. EACs must abide by existing labor regulations and/or contracts and all Federal/State/City laws and regulations as well as those established by the event venue and Show.
- T) EACs must be registered and approved by McCormick Place. If you are not an approved EAC, please email eventcontractors@mccormickplace.com to complete the registration process.

MRO Americas EAC Portal - <https://na.eventscloud.com/780555?categoryid=5144366>
Questions? Email MROAmericas@EACMgmt.com

Booth Equipment



Each 10' x 10' booth will be set with **8' high black back drape and 3' high black side drape**. Booths 300 sqft or less will receive a 7" x 44" identification sign. Booths larger than 300 sqft may receive a 7" x 44" identification sign upon request.

Please Note: Masking Drape is required for all unfinished booths; payment is the responsibility of the exhibiting company. Please visit Freeman Online to order.

BACK DRAPE COLOR

Black

EXHIBIT HALL CARPET

Your exhibit area is not carpeted. The aisles will be carpeted in midnight blue. Flooring is required.

Stand Plans for Island Booths

- All Island and 10 x 20 or larger booths must submit their designs using this [LINK](#).
- The deadline for stand design submissions is March 4, 2024.
- 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.
- 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.
- Drawings should contain enough detail to show exactly how the stand will be constructed including baseplates, joint construction support details etc.
- No fixing is allowed into the hall floor at these venues, other means of securing the stands need to be considered.
- Please note that hanging signs are only permitted in island booths. Freeman is the exclusive provider of rigging services. Forms for both are available in [The Exhibitor Resource Center](#)

Stand plans for In-line booths

Any exhibitor doing a custom build, regardless of booth size, must submit complete plans [here](#) by March 4, 2024. Questions? Email MROAM@OrganizerOps.com

Due to the increase of custom built booths in inline spaces, ALL exhibitors in 10x20 or larger inline booths must submit plans [here](#). If you are not building anything in your booth, Please send an email to MROAM@OrganizerOps.com with your company name, booth number and inventory list of the items you are bringing into the booth.

April 9-11, 2024 | McCormick Place South - Hall A - Chicago, IL

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All applicable items must be included when submitting your booth design for approval:

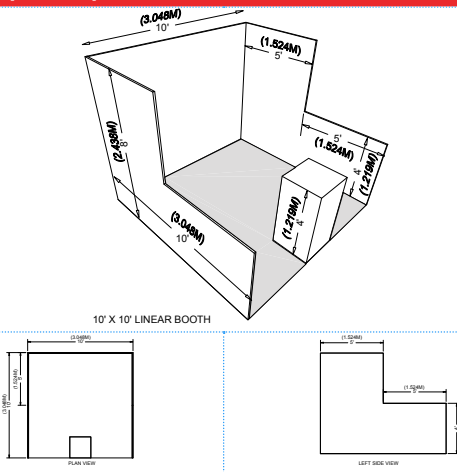
- Rendering or diagram of the booth plan including dimensions of all major structures and signage.
- Booth height, depth and width.
- The height of all signage and all displayed products or equipment must be included.
- Rendering should include overhead view and views of all sides of the booth.
- Multi-level booths must have structural engineer stamped plans certifying the maximum occupancy and load capacity.
- Materials being used (please provide call out sheet).
- Flooring type (note if any flooring will be raised).
- Hanging signs (ONLY permitted in Island booths)
 - Sign dimensions - including distance from sign to floor and/or any structure under sign
 - Approximate sign weight
 - Sign rotating or stationary

Failure to submit your designs may result in an inability to exhibit. Any exhibitor doing a custom build, regardless of booth size, must submit complete plans [here](#) by March 4, 2024. Questions? Email MROAM@OrganizerOps.com

IAEE Guidelines

All booth designs for MRO Americas are required to adhere to IAEE guidelines. Below, is a summary of those guidelines.

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.

Linear (In-Line Corner) Booths

- 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.

Additional Guidelines

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

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

General Decorating Guidelines

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

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:
- 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.
- Lighting, including gobos, must be directed to the inner confines of the booth space. Lighting should not project onto other exhibits or exhibition aisles.
- Lighting which is potentially harmful, such as lasers or ultraviolet lighting, must comply with facility rules and be approved in writing by exhibition management.
- 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.
- Currently some convention facilities are not allowing quartz halogen lighting fixtures in exhibits due to potential fire hazards. Check with exhibition management.
- Reduced lighting for theater areas must be approved by the exhibition organizer, the utility provider, and the exhibit facility.

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.

Structural Integrity

All exhibit displays should be designed and erected in a manner that will withstand normal contact or vibration caused by neighboring exhibitors, hall laborers, or installation/dismantling equipment, such as fork lifts. Displays should also be able to withstand

moderate wind effects that may occur in the exhibit hall when freight doors are open. Refer to local building codes that regulate temporary structures.

Flammable and Toxic Materials

All materials used in display construction or decorating should be made of fire retardant materials and be certified as flame retardant. Samples should also be available for testing. Materials that cannot be treated to meet the requirements should not be used. A flame-proofing certificate should be available for inspection. Exhibitors should be aware of local regulations regarding fire/safety and environment which must be adhered to. Exhibitors should dispose of any waste products they generate during the exhibition in accordance with guidelines established by the Environmental Protection Agency and the facility.

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.

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\$7 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, +1 718.501.7675)

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

These guidelines are as follows:

- Complete schematics with all heights are required with signature/stamp of a licensed architect/engineer. These blueprints should include dimensions and an isometric rendering. This approval applies to all booth formats outlined previously.
- Maximum height included upper deck, all hanging signs is 20 feet
- Fire code:
 - Second levels must remain open and uncovered. If they are covered, sprinkler protection will be required.
 - Smoke detectors: All areas under the second level or ceiling, including closets, need to be equipped with a UL approved (or similarly approved), battery-operated smoke detector. If this space is enclosed after hours, the smoke detector must be audible outside the enclosed area.
 - Fire extinguishers: A UL-approved (or similarly approved) 2-1/2 pound ABC-type fire extinguisher must be posted in a clearly visible and readily accessible area for each 500 square-foot enclosure.
 - Posted Certificate of Fire Retardancy: A certificate verifying the fire retardancy of your booth construction materials must be posted in a conspicuous place within the exhibit.
- Staircases between levels must be in compliance with the Americans With Disabilities Act and meet the following requirements:
 - Minimum of 3 feet in width
 - Provide a handrail on at least one side
 - Provide handrails a maximum of 1-1/2 inches in circumference and turned into walls
 - Not be spiral or winding
 - If the top deck is designed to hold over 10 people, or exceeds 1,200 square feet in area, a second staircase is required which must be remote from the main staircase and meet the same construction requirements.
- Areas within the exhibit booth that are totally enclosed (i.e., walls and roof/ceiling) must be served by an emergency lighting source (i.e., battery-powered) when such areas lead to exit access from the space (e.g., stairs, aisles, corridors, ramps and passageways leading to an exit from the booth space). Enclosed areas of the booth greater than 300 square feet shall have at least two remote means of egress.

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

- All overhead hanging elements must be assembled, installed, and disassembled by Freeman.
- Overhead hanging signs are to be sent in separate containers directly to the advance warehouse using the Hanging Sign Labels. This container must arrive by the warehouse shipping deadline. If these procedures are not followed, Freeman cannot guarantee the hanging of your sign or advance pricing.
- All ceiling rigging must conform to show management rules and regulations, and facility limitations. Refer to show management Rules and Regulations for event specific height restrictions.
- For signs other than banners, include blueprint or drawing with detailed information so hanging anchor points can be determined.
- Regarding sign placement, note that the ceiling structure and relation to the support beams may require your sign to be moved from your specified location.
- Set up instructions must be provided for signs needing assembly.
- All hardware (nuts and bolts) must be shouldered, forged, stamped, and rated for over-head lifting. Freeman will inspect and replace all non-compliant hardware. All additional hardware will be charged accordingly.

Structures:

- Freeman requires a stamped certification from a design professional (Civil or Structural Engineer) registered in the state where the Event will be held affirming all calculations and specifications for any custom-built suspended elements such as but not limited to non-serially manufactured signs, lightboxes, headers, video wall surrounds, and entry portals. For additional assistance regarding these requirements, please contact us.

Tie-offs:

- Freeman reserves the right to request a stamped certification from a design professional (Civil or Structural Engineer) registered in the state where the Event will be held affirming all calculations and specifications and/or a peer review from such registered design professional for attachment of any structure to provide additional support terminating to the venue (Ex. Tie-off of header, seismic lines, tie-off of video walls). If you anticipate needing this service, please contact us for review and pre-authorization.
- Electrical signs must be in working order and in accordance with the National Electrical Code. Electrical service requirements must be ordered in advance from the electrical service provider.
- No more than two (2) manual chain falls are allowed to be used on a single sign, or within a single lifting system. If more than two (2) manual chain falls are needed for a single lifting system, you must order electric chain hoists.
- It is at Freeman's discretion to determine the proper lifting device to use within a facility.
- Hanging signs and/or overhead hanging components weighing 200 lbs. or less are hung by Freeman. If any hang point supports over 200 lbs., additional equipment may be required. Contact us for details and additional information.

Schedule and supervision

- Freeman will begin to assemble and hang the signs as soon as the hall is accessible as long as the order and the sign are received by the appropriate deadline dates.
- Scheduling is done on a first come, first serve basis. Requested dates and times cannot be guaranteed.
- Supervision for assembly and disassembly of overhead hanging signs can be provided by Freeman, or by your company representative, display house, independent or lighting contractor.H1

Rates, equipment and materials

- Show site labor rates will apply to all hanging sign orders placed at show site.
- Rates for service are per lift and crew, per hour with a half hour minimum and thereafter in half hour increments. Labor hours and invoicing will be in compliance with MPEA Legislation. Lift with crew consists of equipment, operator and rigger.

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McCormick place and all venues in Chicago operate under labor union rules, which is different from previous MRO shows.

There are two options available to exhibitors to have their displays set-up and taken down at McCormick Place.

1. Exhibitors can either set-up / dismantle their display with their own employees, or
2. The exhibitor can hire union labor.

The guidelines for both options are detailed below. If you have any questions, please contact Freeman.

3. Consistent with safety and the skills and training necessary to perform the task, as determined by the Authority, an exhibitor and exhibitor employees (“Exhibitor employee” means any person who has been employed by the exhibitor as a full-time employee for a minimum of 6 months before the show’s opening date) are permitted in a booth of any size with the use of the exhibitor’s ladders and hand tools to:
 - i. Set-up and dismantle exhibits displayed on Authority premises
 - ii. Assemble and disassemble materials, machinery, or equipment on Authority premises; and
 - iii. Install all signs, graphics, props, balloons, other decorative items, and the exhibitor’s own drapery, including the skirting of exhibitor tables, on the Authority’s premises.
2. An exhibitor and exhibitor employees are permitted in a booth of any size to deliver, set-up, plug in, interconnect, and operate an exhibitor’s electrical equipment, computers, audio-visual devices, and other equipment.
3. An exhibitor and exhibitor employees are permitted in a booth of any size to skid, po- sition, and re-skid all exhibitor material, machinery, and equipment on Authority premises.
4. Please note: (4) An exhibitor and exhibitor employees are prohibited at any time from using scooters, forklifts, pallet jacks, con- dors, scissor lifts, motorized dollies, or similar motorized or hydraulic equipment on Authority premises.

Union jurisdictions at McCormick Place

Should you choose to utilize a contractor for your labor, the following guidelines apply at McCormick Place. (See McCormick Place forms for jurisdictions pertaining to services pro- vided by McCormick Place):

- McCormick Place is a union building, and jurisdictions are clearly established.
- Straight Time, Overtime and Double Time Labor Invoicing will be in compliance per MPEA Legislation.
- Above all, there should be no need for disputes. If there is a disagreement, contact your Floor Manager. They will contact the ap- propriate contractor, who will take up the matter with the appropriate union official. There are established procedures for settling disagree- ments and using them will prevent problems.

Riggers

- Responsible for uncrating, unskidding, positioning and reskidding of all machinery.
- Teamsters Responsible for the handling of all material (except machinery) in and out of the exhibit hall.

Display labor (unified labor force combining carpenters and decorators)

Responsible for uncrating of exhibits and display materials; installing and dismantling ex- hibits, including cabinets, fixtures, shelv- ing units, furniture; laying of floor tile and carpets; hanging and installation of non-electric signs; recreating of exhibits and machin- ery; installing and dismantling scaffolding, bleachers and ganging of chairs; installing of all drape, clothand/or tacked fabric panels; and velcro signs.

Hanging signs

Depending on the type of hanging sign, it will be assembled & installed by decorators or electricians. See Freeman hanging sign form and/or McCormick Place forms for jurisdictions.

Cleaning/porter service

Freeman is the exclusive cleaning contractor. No other cleaning services, including exhibitor appointed contractors are allowed to perform these services.

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Electricians

Labor must be ordered for the following: Distribution of electrical services overhead and under flooring, connection of all service to the building, connection of all services 208v and higher, assembly of truss, lighting, etc. that is suspended from the building structure.

Special Notes: All labor is entitled to certain break times and lunch breaks. Below is an approximate schedule:

Morning Breaks (approximately): 9:30 AM to 9:45 AM
 Lunch Schedules (approximately): 12:00 PM to 12:30 PM
 Afternoon Breaks (approximately): 2:30 PM to 2:45 PM

Exhibitor Bill of Rights

An Exhibitor Employee may perform work in a booth of any size. They can work within the booth using their own ladders or hand tools, cordless tools, power tools and other tools designated by McCormick Place/ASM Global. An exhibitor and exhibitor employees are prohibited, at all times, from using scooters, forklifts, genie lifts, pallet jacks, condors, scaffold- ing, scissor lifts, motorized dollies, or similar motorized or hydraulic equipment on Authority premises.

The Exhibitor Bill of Rights is the protection of your rights and the right to request a review of your invoices. If you have any questions or feel that your exhibitor rights are not being complied with, please contact the following McCormick Place personnel via email or telephone. Be prepared to discuss the details of your experience and provide a written report and any documentation/ invoices.

Exhibitor Rights Hotline		312-791-7299
John Race	jrace@mccormickplace.com	773-709-7076
Pat Allen	pallen@mpea.com	312-791-6551
Alichia Johnson	ajohnson@mpea.com	312-791-7186

Loading and Unloading

Exhibitors can load/unload materials from automobiles and small utility vehicles (ASUV) at designated McCormick Place docks using their own non-motorized, non-hydraulic hand trucks and dollies. For more information on the ASUV program, and to register, visit the Exhibitor section of the McCormick Place website: www.mccormickplace.com.

Please call 312-791-7299, if you have any questions or need clarification regarding the Exhibitor Bill of Rights. Leave a detailed message including Your Name, Company Name, Telephone Number, Date and Time of the call. Your call will be promptly returned between the hours of 7:00am – 6:30pm.

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:

AVIATION WEEK NETWORK / MRO Americas 2024
C/O Freeman 2500 W 35th St
Chicago, IL 60632 USA

- Freeman will accept crated, boxed or skidded material beginning March 07, 2024 at the above address. Material arriving after April 01, 2024 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 un-skidded 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:

AVIATION WEEK NETWORK / MRO Americas 2024
McCormick Place, South Building C/O Freeman 2301 S
Lake Shore Dr
Chicago, IL 60616 USA

- Freeman will receive shipments at the exhibit facility beginning April 06, 2024.
- Shipments arriving before this date may be refused by the facility.
- Any charges incurred for early freight accepted by the facility will be responsibility of the exhibitor. Certified weight tickets must accompany all shipments.
- Ensure your driver has the following information to expedite unloading and delivery to your booth: Show Name, Exhibitor Name, Booth #.
- If required, provide your carrier with this phone number: (888) 508-5054.

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

PREPAID OR COLLECT SHIPPING CHARGES

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

FREIGHT LABELS

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

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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. Complete the Outbound Shipping paperwork online and Freeman will gladly prepare your outbound Material Handling Agreement and labels in advance.
- 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 FreemanOnline 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.

Sustainability is increasingly important to event attendees. Exhibiting at MRO Americas gives you the opportunity to highlight your company’s sustainability credentials and align with an event that champions sustainability. To ensure that your company and exhibiting stand are aligned with Informa’s sustainability goals.

Better Stands

Did you know that one medium sized disposable stand produces around four tons of waste, which is almost 10x the average person’s household waste per year . Designed to be used only once, they have a significant impact on the environment, in addition to increasing health and safety risks onsite.

Better Stands is program aiming to ensure that all core elements of exhibitor stands are reusable. Help us to reduce the environmental impact of MRO Americas by committing to the Better Stands programme framework and show that your company values being part of sustainable and socially responsible events.

What’s in it for me?

- A better quality, more attractive & sustainable stand
- Opportunity to promote the sustainable credentials of your brand
- Smoother, more efficient build up and breakdown periods
- Lower work hours and reduced construction costs
- Reduce or eradicate your waste bill

What do I need to do?

To make your commitment to Better Stands and contribute to a more sustainable event:

1. Familiarise yourself with the Better Stands framework found below (or click here)
2. Share these guidelines with your contractor before they begin designing your stand
3. Ensure your stand reaches at least a bronze level, meaning the stand structure and walls, platform or raised flooring, furniture, equipment and lighting are all reused
4. Ensure that the submitted stand design clearly communicates how you will meet the criteria

Better Stands guidelines

To ensure that all exhibitors can meet the Better Stands guidelines we will:

- Provide a procurement guide supporting you to find contractors that can build reusable stands
- Review your stand designs prior to the permission stage and make you aware of any breaches
- Offer help and advice to find sustainable solutions that suit your needs
- Provide a list of preferred partners with experience producing sustainable stands

If you require any further information or guidance on the Better Stands program, please contact our customer service department – events@aviationweek.com

What is encouraged?	What is discouraged?
All core elements i.e. walls, archways, counters etc. should be constructed with reusable materials e.g. system build or stock panels.	The use of MDF panels or similar.
The stand structure should be prefabricated and ready to assemble onsite.	The use of ‘other’ raw materials to construct core structural elements i.e. walls, archways, floor systems, counters etc.

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Floor flats and system floors should be cut to size before coming onsite and be recyclable and/or reusable.	Construction of any stand components from single use materials.
LED lighting	The use of incandescent light bulbs.
The use of recycled carpet, Eco vinyl flooring, other floor coverings.	The use of non-recycled carpet, PVC vinyl flooring, other floorcoverings.

Additional Tips for Sustainable Exhibits:

Booth Structure:

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

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

Carpet:

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

Option 2 Use darker-colored carpet, which is easier to reuse and recycle. Freeman Classic dark-colored carpets are made of 20-50 percent recycled content.

Shipping

- Online + before deadline = better bottom line. Take advantage of early-bird pricing and consolidate shipping when ordering supplies.
- Choose reusable shipping padding. Avoid packing peanuts and foam plastic materials that never decompose.
- Ship early. Use the 30-day policy to ship materials to the Freeman advance warehouse.

Graphics

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

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

Energy

- Use Energy Star-rated equipment for audio-visual equipment and monitors.
- Power down. Turn off equipment at the end of each day.
- Light up your booth with CFLs, LEDs, or other energy-efficient lighting.

Train Your Team

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

Outbound Shipping

- Pack in, pack out. Leave no traces on show site.
- Join a caravan. If you're shipping directly to another show, ask Freeman Transportation about joining a caravan to your next show.

Leftover Materials

- Remember to label. Clearly label recyclable leftover material for disposal.
- Donate the rest. Ask the Freeman Exhibitors Services desk about local donation programs

TYPICALLY* DONATEABLE

Furniture: Purchased items Home furnishing: Décor staging materials

Unused raw materials: Plywood, subfloor- ing, non-laminate wood

Flooring: 100 square feet of flooring. Ex- cludes carpet.

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

TYPICALLY* RECYCLABLE

Cardboard: Used for signs or shipping boxes

Glass: Green, brown, clear

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

Metal: Aluminum cans/ steel banding

Paper: Fliers, brochures, programs, tickets, office paper, newspaper, magazines, paper- board

Wood: Non-laminate wood

Fire Safety Regulations

The following restrictions must be observed when staging items within your booth:

- The amount of product, materials or literature that may be staged within a booth space must not exceed a one-day supply.
- Items may be placed either in a display case, on a counter, on a shelving unit, in a closet, on a table, under a table or stacked neatly within the booth space.
- Items that are placed under a table must not protrude outside the table dimensions.
- Items that are stacked must not create a tripping hazard or hamper easy movement within the booth space.
- Items may not be placed on or within six inches of floor ports, electrical wiring or cabling.
- Items may not be placed behind drapes within the booth.
- Pallets, empty crates, cartons and boxes may not be stored in the booth space.
- Staging will not be allowed behind the back wall of the booth and behind the drapes within the booth.

Fire Retardancy

Booth construction and decoration materials must be fire retardant. It is suggested that a certificate of retardancy be available at the show to prevent the need for possible on-site testing of the material. Fabrics must pass the NFPA-701 Code, and all other construction and decoration materials must pass the NFPA-703 Code as well as the UL-1975 test. General guidelines for material fire retardancy include:

- Backdrops, tents, canopies, dust and table covers, drapes and similar fabrics: These fabrics can often be made fire retardant by a dry cleaner that can issue a certificate of fire retardancy. Suppliers and/or display manufacturers can also provide a certificate included with the materials.
- Corrugated cardboard/display boxes: These materials can best be made fire retardant at a factory.
- Wood and wood by-products: If wood materials are not sufficiently fire retardant, a certified fire retardant specialist using pressure impregnation or similar impregnation method must treat them.
- Polyurethane foam, plastic and similar products need to be treated as well.

Prohibited Materials

The following items are fire-hazardous and prohibited in McCormick Place:

- All flammable compressed gases, such as propane and butane
- Explosives and live ammunition
- Untreated Christmas trees, cut evergreens or similar trees
- Fireplace logs and similar materials
- Charcoal
- Untreated mulch, Hay Straw, Bamboo and Spanish moss

General Health and Safety Guidelines

Smoking

No smoking, vaping or use of tobacco products are permitted on premise throughout the duration of the event phases. Individuals may smoke or vape only in the venue's designated areas.

Housekeeping

Contractors and exhibitors are required to maintain good standards of housekeeping and not obstruct corridors or emergency exits. Combustible waste must not be permitted to build up in the halls and must be removed regularly to a suitable disposal area. Any uncontrolled dumping of waste outside the bins they are allocated for is forbidden.

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Personal Protective Equipment (PPE)

Exhibitors and contractors have a duty to ensure the health and safety of personnel in the workplace; this may require the provision of PPE. Exhibitors and contractors are responsible for ensuring that workers are issued with appropriate PPE for their work activities.

All exhibitors and contractors shall establish their minimum PPE requirements during build and breakdown phases:

General Considerations:

Closed-toe shoes
 Safety footwear with toe protection
 Hard hats
 High visibility vests
 Safety goggles
 Ear protection

Specialist Considerations:

Hand protection
 Fall arrest equipment
 Respiratory protection
 Body protection
 Eye protection

Children

No one under the age of 16 years is permitted in the halls during the build and breakdown phases of the event.

Working at Heights

All reasonable steps should be taken to eliminate or minimize work at height. Working at height should be properly planned and supervised with the correct equipment selected for the given job task. Contractors are to ensure that:

- No work is done at height if it is safe and practical to avoid it
- All work at height takes account of conditions that could endanger safety such as high winds or slippery ground
- Access is controlled to prevent other persons working or walking beneath work at heights
- The risk from falling objects are properly controlled. Work platforms must have a toe board to prevent items from falling
- Persons working at height on a mobile elevated work platform should wear head protection as required by the venue
- Plans are in place for emergencies and rescue from height
- Those working at height must be protected by a guard rail or equipped with fall arrest harness (except when using a ladder)
- Personnel involved in work at height are trained and competent
- Ladders can be used when it is not practicable to use a working platform, or the activity is a low risk. Ladders must be in accordance with manufactures instructions at all times. The following guidelines must be followed:
 - Ladders must have an "industrial" rating
 - Leaning ladders must be placed at the correct angle
 - Ladders should only be used on level ground and must be secure
 - The top treads or steps must not be used as a platform for work
 - Users should face the ladder at all times whilst climbing or dismounting
 - Only one person should climb or work from a ladder
 - Users should not overreach

Emergencies

McCormick Place is equipped with sophisticated fire detection and protection systems and computer-ized alarm systems. When an alarm is activated, the system will automatically transmit a signal to Chicago's "9-1-1 Center", the City's emergency communications center. This will initiate an immediate response from the Chicago Fire Department.

McCormick Place remains in constant communication with designated high-ranking officials from both the Chicago Police Department and Chicago Fire Department. In certain circumstances, as with any facility, an emergency requiring evacuation may occur. McCormick Place has highly trained Security and Fire Safety personnel, which includes many active or former members of the Chicago Police and Fire Departments. Should an emergency occur, we will consult with the Event Organizer of each event to determine appropriate actions. If the emergency is minor, such as a small fire, the McCormick Place Security and Fire Safety staff

may insist that guests in the immediate area move to a safer location within the same building. If the emergency is greater, the Chicago Fire Department or McCormick Place Security and Fire Safety personnel will advise the guests in the facility over the public announcement system or other means, and most likely have the guests move to another hall or building, until the emergency is resolved.

Since McCormick Place is a complex of interconnected buildings, evacuation to the outside is not always necessary. However, if conditions warrant this, guests will be directed over the public announcement system to exit from the closest "Emergency Exit" and distance themselves from the building. Doors marked with illuminated signage stating "Stairs" also serve as emergency exits. Even in the event of a power failure, all the emergency systems, including fire alarm systems, will run on emergency power. At any time, if guests feel the need to exit the building, they can do so through the closest "Emergency Exits" which will remain illuminated for greater visibility and accessibility.

Adjacent to McCormick Place are many open parking lots, roadways and grass areas that can serve as temporary safe areas in which to meet and wait until the emergency is over. McCormick Place works with each event to tailor-make an emergency plan; however, in general, below are the easiest ways to access these safe areas.

Evacuation from Exhibit Hall A

- West exits - proceed into the West terrace, go downstairs and exit on S. Dr. Martin Luther King Jr. Drive.
- East exits - proceed into the dock area and walk left (North) to the bridge and open grass area or walk right (South) to the vehicle ramp and proceed down the ramp to exit on S. Dr. Martin Luther King Jr. Drive.
- East "Stair" exits - go downstairs into our vehicle tunnels and proceed South to exit into the 31st Street Parking Lot.
- Center exits (Food Pods) – go down the stairs into the vehicle tunnel and proceed South to exit on S. Dr. Martin Luther King Jr. Drive.

Stand/Booth Furnishings

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. For MRO Americas, the vendor is Freeman.

To order from Freeman, [click here](#)

For Freeman FAQs, [click here](#)

What does my island 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?

MRO Americas Booth Design Submission - <https://na.eventscloud.com/ereg/newreg.php?eventid=781053&>

Questions? Email MROAM@OrganizerOps.com

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

All Island and inline stands that are 10 x 20 or larger booths must submit plans for approval. If you have a 10 x 20 or 10 x 30 booth and are just bringing furniture and pop up/roll up graphics, please just let us know.

How high can I build my booth?

For complete rules and guidelines, please visit the display guidelines section of the [Exhibitor Resource Center](#) on the event web site. Please contact Allison Gold at allison.gold@aviationweek.com with questions.

What do the additional fees for a double decker cover?

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

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 April 6, 2024. Shipments

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arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (888) 508-5054.

AVIATION WEEK NETWORK / MRO Americas 2024
McCormick Place, South Building
C/O Freeman 2301
S Lake Shore Dr
Chicago, IL 60616 USA

What do I do with my empty containers

Freeman can arrange for storage of your empty containers

EACs and Insurance

How does my EAC register?

- EACs will NOT be allowed on the show floor unless all the requirements are satisfied:
- EAC must complete all required documentation via the online EAC portal
- EAC must submit a valid Certificate of Insurance (COI) with the required coverage via the online EAC portal
- EAC must agree to the Rules & Regulations outlined in Exhibitor Service Kit along with the EAC Rules & Regulations
- EAC must pay an administrative fee is required for each exhibitor they are representing; payment will be submitted via the online EAC portal
- EACs must abide by existing labor regulations and/or contracts and all Federal/State/ City laws and regulations as well as those established by the event venue and Show.

Are labor rules different for Chicago?

There are two options available to exhibitors to have their displays set-up and taken down at McCormick Place. Exhibitors can either set-up / dismantle their display with their own employees, or the exhibitor can hire union labor. The guidelines for both options are detailed in the labor section of this document.

How does my EAC hire labor?

Should you choose to utilize a contractor for your labor, the following guidelines apply at McCormick Place. (See McCormick Place forms for jurisdictions pertaining to services provided by McCormick Place):

McCormick Place is a union building, and jurisdictions are clearly established.

Straight Time, Overtime and Double Time Labor Invoicing will be in compliance per MPEA Legislation.

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

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

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

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

Can you recommend an insurance company?

Aviation Week recommends www.exhibitorinsurance.com.

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.

Exhibitor Services

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

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

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

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

What is the cost to exhibit at this show?

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

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

MRO Marketplace 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 for more information.

Can I have list of attendees?

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