

Gaylord Palms Resort & Convention Center - Halls E & F  
January 30-February 1, 2025

## WHAT ARE FREIGHT SERVICES?

As the official Service Contractor, The Expo Group is the exclusive service provider for freight services. Material Handling is the unloading of your materials, up to 2.5 weeks of advance storage at the advance warehouse address, delivery to your booth, handling of empty containers to and from storage, and removal of your materials from your booth for reloading onto your outbound carrier. There are two options for shipping your freight - either to the advance warehouse or directly to the show site. It should not be confused with Shipping which is the cost to transport your exhibit material to and from the convention or event.

## HOW DO I SHIP TO THE ADVANCE WAREHOUSE?

- We will begin to accept freight up to 2.5 weeks prior to show move-in.
- To ensure timely arrival of your materials at show site, freight should arrive by the deadline date noted on the Quick Facts. Freight will be accepted after the deadline date, however additional charges will apply.
- The warehouse will receive shipments Monday through Friday, except holidays. Refer to the Quick Facts for warehouse hours. No appointment is necessary.
- The warehouse will accept crates, cartons, skids, trunks/cases and carpets/pads. Loose or pad-wrapped material must be sent directly to show site.
- All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise and weight.
- **Certified weight tickets must accompany all shipments.**
- Shipments received without receipts or freight bills, such as Federal Express and UPS, will be delivered to the booth without guarantee of piece count or condition.
- Warehouse freight is typically delivered to the booth prior to exhibitor set up.
- All shipments to the advance warehouse or show site must be marked PREPAID on your bill of lading. Any Collect shipments will be refused, and Exhibitor/EAC/Shipper shall be liable for any shipping charges or expenses related thereto.

## HOW DO I SHIP DIRECT TO SHOW SITE?

- Freight will be accepted only during exhibitor move-in.
- Please refer to the Quick Facts for the specific exhibitor move-in dates and times.
- All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise and weight.
- **Certified weight tickets must accompany all shipments.**
- Shipments received without receipts or freight bills, such as Federal Express and UPS, will be delivered to the booth without guarantee of piece count or condition.

## WHAT ABOUT PREPAID OR COLLECT SHIPPING CHARGES?

- Collect shipments will be refused.
- Please mark all shipments PREPAID on your bill of lading.
- "Prepaid" designates that the transportation charges will be paid by the exhibitor or a third party.

## HOW SHOULD I LABEL MY FREIGHT?

- The label should contain the exhibiting company name, booth number and the name of the event.
- Please see shipping labels in the service manual.
- The specific shipping address for either the warehouse or show site can be found on the Quick Facts.

## HOW DO I ESTIMATE MY MATERIAL HANDLING CHARGES?

- Charges will be based on the weight of your shipment. Each shipment received is billed individually. All shipments are subject to reweigh.
- Locate the rate that applies to your shipment(s) on the Material Handling Form then multiply the rate by the weight of your shipment in pounds.
- The above services, whether used completely or in part, are offered as a package and the charges will be based on the total inbound weight of the shipment.

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### WHAT HAPPENS TO MY EMPTY CONTAINERS DURING THE SHOW?

- Pick up “Empty Labels” at The Expo Group’s on-site Service Center.
- Once your container is completely empty and no longer needed, complete the labels and place them on each container. Our team will collect labeled empty containers periodically to be placed in storage that is non-accessible during the show.
- At the close of the event, empty containers are returned to all booths in random order. Depending on the size of the event, this process may take several hours. The empties returns start after all aisle carpet is removed from the show floor.

### ARE MY MATERIALS PROTECTED AFTER DELIVERY OR BEFORE THEY ARE PICKED UP AFTER THE SHOW?

- Refer to The Expo Group’s Terms & Conditions sections 1 and 2 for additional representation and warranties on your property in the segments shown below.
- Consistent with trade show industry practices, there may be a period between the delivery of your shipments to your booth space and your arrival. This also applies for the end of the show, during the move-out or outbound phase of the show — the time between your departure and the actual pick-up of your materials. During these times, your materials will be left unattended. We recommend you arrange either for a company representative to stay with your materials or to hire security services to safeguard your materials.

### DO I NEED INSURANCE?

- Be sure your materials are insured from the time they leave your location until they are returned after the show. It is suggested that exhibitors arrange all-risk coverage. This can be done by adding riders to your existing insurance policies.
- All materials handled by The Expo Group are subject to the Terms and Conditions, which can be found in the exhibitor service manual or online at [cyberservices.theexpogroup.com](http://cyberservices.theexpogroup.com).

### HOW DO I SHIP MY MATERIALS AFTER THE CLOSE OF THE SHOW?

- An individual completed Material Handling Agreement (MHA) is required for each outbound shipment. Save time by completing the Outbound MHA in advance online, or visit The Expo Group’s Service Center once you arrive on-site.
- If the shipping information is provided in advance, the MHA will be delivered to your booth on-site. Otherwise, the MHA and labels will be available for pick up at The Expo Group’s on-site service center.
- After materials are packed, labeled, and ready to be shipped, the completed MHA must be delivered to The Expo Group’s onsite service center.
- Please note, it is the exhibitors responsibility to take their outbound small package shipments (FedEx, Ups, etc.) to the local business center.
- A minimum charge of one ½ hour TEG supervised labor fee will apply for any shipments left in a booth space without a processed MHA.
- It is the exhibitor’s responsibility to schedule pick up with their outbound carrier. Make sure to share the check-in deadline noted on the Quick Facts with the carrier. Please refer to the Quick Facts for specific dates, times and address for pick up.
- In the event a scheduled carrier fails to pick up by the final move-out day, the shipment will be re-routed on The Expo Group’s carrier of choice.
- For your convenience, approved show carriers will be on-site to assist you with arranging outbound transportation if arrangements were not made in advance.

### WHERE DO I GET A FORKLIFT?

- Forklift service to assist in the install or dismantle of your exhibit components may be ordered in advance or on-site. For fast ordering go to [www.theexpogroup.com](http://www.theexpogroup.com), and click “Order Services”, then “Lift Equipment and Labor”. You may also contact us by email, Chat, text or by visiting The Expo Group’s Service Center on-site. Refer to the Lift Equipment and Labor Form for available equipment.
- Orders for equipment & labor will be dispatched once the exhibitor signs the labor order at The Expo Group’s Service Center.
- Start time is guaranteed only when equipment is requested for the start of the working day.

### OTHER AVAILABLE FREIGHT SERVICES (availability differs by location)

- Crane (Must be ordered in advance)
- Accessible storage on-site
- Security storage at show site
- Short-term and long-term warehouse storage

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