

HX: The Hotel Experience

EXHIBITOR SERVICE MANUAL

MAIN MENU

GENERAL INFO.....	2	DISPLAY	21
DATES & TIMES.....	2	Animals	21
EXHIBIT HALL LOCATION.....	2	Booth Appearance	21
SHOW MANAGEMENT CONTACTS.....	2	Display of Product.....	21
VENDORS	3	Floral	21
SHOW PLANNER.....	4	Vehicles on Display.....	21
INSURANCE.....	4	DEMONSTRATIONS	21
BOOTH REGULATIONS	6	Exhibitor Conduct /Good Neighbor Policy	21
CONSTRUCTION/DESIGN	6	Food & Beverage Sampling.....	22
Inline Booth Guidelines.....	7	Models / Temporary Staffing.....	22
Island Booth Guidelines	8	Noise / Music.....	22
Peninsula Booth Guidelines	9	Raffles, Drawings, and Contests	22
Split Island Booth Guidelines	10	ADDITIONAL.....	22
Endcap Booth Guidelines.....	11	Americans with Disabilities Act (ADA).....	22
Optional Premium Booth Package	12	Distribution of Promotional Items	22
Hanging Signs & Airborne Objects	13	Photography	22
Food and Beverage Sampling	14	Selling at Booth	23
FREIGHT & DELIVERIES.....	14	Sharing of Exhibit Space.....	23
Warehouse Address.....	14	Strolling Entertainment	23
Direct to Site Address	15	SECURITY Information.....	23
Marshaling Yard Directions & Map	16	REGISTRATION	24
Move-in/out Procedures	16	STAFF BADGES.....	24
International Freight	16	ADMISSION POLICY	24
INSTALL/DISMANTLE & LABOR REGULATIONS	17	Children	24
Labor/Union Laws	17	Early Appointments.....	24
Building Rules/Guidelines	18	Exhibitor Appointed Contractors (EAC)	25
Safety	18	Guests	25
Cleaning	18	GETTING THERE	25
EXHIBITOR APPOINTED CONTRACTOR.....	19	HOTELS.....	25
Donations	20	PARKING	25
UTILITIES.....	20	SHUTTLES.....	25
ELECTRICAL, PLUMBING & GAS.....	20	RIDESHARE / TAXIS	25
ELECTRICAL UNION REGULATIONS	21	CITY RESOURCES	25
INTERNET SERVICES	21	BUSINESS CENTER	25
ONSITE BOOTH GUIDELINES	21	SPONSORSHIP OPPORTUNITIES	25

Welcome to the 2022 HX: The Hotel Experience Exhibitor Services Manual! The information in the pages below is designed to help guide exhibitors through the planning process of exhibiting at HX: The Hotel Experience. Schedules and deadlines as well as links to additional information, online ordering sites, and downloadable printable order forms are included for your convenience.

The **Main Menu** is designed so clicking on a topic will automatically transport you to that section of the manual. Also, each page includes linked tabs at the top to help you navigate back to the Main Menu or another section of the manual.

We encourage you to thoroughly review this document, especially those areas that pertain to you and your booth and ask questions for any areas you need further clarification on.

GENERAL INFO

DATES & TIMES

Move-in Hall 3A

Thursday, November 10, 2022	8 AM – 5 PM	
Friday, November 11, 2022	8 AM – 5 PM*	
Saturday, November 12, 2022	8 AM – 5 PM**	
Sunday, November 13, 2022	8 AM – 10 AM	Final Touches Only

* Friday, November 11, 2022 is a recognized holiday and Double Time labor rates will apply.

** Saturday and Sunday are overtime days for all trades at the Javits Center. Any work performed will be billed at Overtime rates.

Show Day

Sunday, November 13, 2022	10 AM – 5 PM
Monday, November 14, 2022	10 AM – 5 PM

Move-out

Monday, November 14, 2022	5:01 PM – 10:00 PM
Tuesday, November 15, 2022	8:00 AM – 2:00 PM

EXHIBIT HALL LOCATION

Jacob K. Javits Convention Center
655 West 34th Street
New York, NY 10001-4169

This is a non-smoking building.

SHOW MANAGEMENT CONTACTS

[Click here](#) for a full list of Show Management

VENDORS

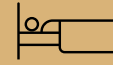
Click on vendors to get more information.



FREEMAN
[FREEMAN ONLINE](#)
[DOWNLOAD PDF](#)
888-508-5054



JAVITS CENTER
[UTILITIES](#)
[LINK TO WEBSITE](#)
[JAKE ONLINE ORDERING](#)
212-216-2319



ONPEAK HOUSING
[BOOK NOW](#)
212-532-1660



BIG APPLE FLORIST
[ORDER FORM](#)
212-687-3434



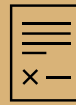
PWP PHOTOGRAPHY
[ORDER ONLINE](#)
PHONE: 678-457-4578



CULTIVATED
CATERING
[LINK TO WEBSITE](#)
[ONLINE ORDERING](#)
212-216-2400



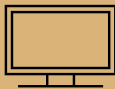
A&M SECURITY
ADDT'L BOOTH SECURITY
[ORDER FORM](#)
212-964-2121



Marsh/Total Event
EXHIBITOR INSURANCE
[MARSH FLIER](#)
[ORDER FORM](#)



MARITZ GLOBAL EVENTS
LEAD RETIEVAL
[ORDER FORM](#)
877-623-3487



METRO MULTIMEDIA
A/V & COMPUTER RENTAL
[ORDER FORM](#)
201-304-2290



BUSINESS CENTER
[LINK TO WEBSITE](#)
212-216-2900



PHOENIX INTERNATIONAL
INTERNATIONAL FREIGHT
[SHIPPING GUIDELINES](#)
[LINK TO WEBSITE](#)
908-355-8900

SHOW PLANNER

AUG. 25



UPDATE SHOW DIRECTORY LISTING

SEPT. 4



ORDER LEAD RETRIEVAL

(TIERED PRICING BEGINS SEPT. 4)

OCT. 10



ADVANCE WAREHOUSE TO START RECEIVING FREIGHT

OCT. 19



FREEMAN EARLY BIRD DEADLINE FOR ONLINE ORDERS

OCT. 28



JAVITS ORDER DEADLINE

ELECTRICAL
INTERNET
CLEANING
PLUMBING

BEFORE YOU ARRIVE TO SHOWSITE

-  Submit Certificate of Insurance
-  Coordinate Hotel & Travel
-  Register Booth Personal in Advance
-  Update Show Directory Exhibitor Profile and/or listing
-  Submit EAC Notification Form & EAC Certificate of Insurance

ONCE YOU ARRIVE

- PICK UP BADGE FROM REGISTRATION
- CONFIRM FREIGHT
- CONFIRM ADVANCED ELECTRICAL ORDERS
- PLACE ONSITE ORDERS

INSURANCE

HX: The Hotel Experience does not provide any type of insurance coverage for the property and/or personnel of exhibiting companies. Exhibitors must maintain insurance that meets the requirements below and provide proof to HX: The Hotel Experience before the show using the [Exhibitor Insurance Submission Form](#).

Submit your insurance documents online [CLICK HERE](#). Be sure the name of the attachment reflects the name of the insured exhibiting company



An exhibitor shall, at their own expense, secure and maintain through the term of this contract, including move-in and move-out days, the insurance listed below. All such insurance shall be primary of any other valid and collectible insurance of the exhibitor and shall be written on an occurrence basis. Claims-made policies are not acceptable and do not constitute compliance with the exhibitor's obligations under this paragraph.

The following three types of insurance are required:

- **Workers' Compensation** insurance, unless you are the sole proprietor. A sole proprietor is a business entity that is owned and run by one individual. If you have even one other person in the booth working with you, you will need worker's compensation coverage.
- **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).
- **Automobile Liability** insurance with limits not less than \$500,000 for 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. Auto coverage is only required if there is a vehicle in your booth or if you are using a designated loading/unloading area i.e., POV area.

Comprehensive General Liability and Automobile Liability insurance policies shall name as additional insured, Emerald (Show Management), Jacob K. Javits Convention Center (Facility), and Freeman (General Service Contractor). If requested, copies of additional insured endorsements, primary coverage endorsements, and complete copies of policies satisfactory to Emerald, shall be furnished to Emerald sixty (60) days before the first day of the event. Certified copies of the Certificates of Insurance or policies shall provide that they may not be canceled without a 30-day advance written notice to Emerald.

The following MUST be contained on the certificate: [CLICK HERE FOR A SAMPLE CERTIFICATE OF INSURANCE](#)

"Producer" – Name, Address, and Phone Number of the insurance carrier

"Insured" – Company Name, Address, Phone Number, and Booth Number

"Description of Special Items" – "Emerald – HX: The Hotel Experience 2022, Freeman, Jacob K. Javits Convention Center and each of its subsidiaries, affiliates, officers, employees, agents, and representatives" must be listed as additional insured for the dates of November 9-15, 2022.

NEED GENERAL LIABILITY INSURANCE?

Marsh/TotalEvent Insurance offers General Liability Insurance for \$65 plus tax. [CLICK HERE](#).



Certificate Holder Information should be listed as:

HX: The Hotel Experience
C/O Jennifer Finn
1145 Sanctuary Pkwy, Ste 355
Alpharetta, GA 30009

REPORTING

In the event of damage or loss of property, or an accident or injury, it is your responsibility to contact your insurance broker or carrier immediately.

BOOTH REGULATIONS

CONSTRUCTION/DESIGN

Use of Space - Line of Sight Rule:

A maximum height of 8' for Linear and Corner booths and 12' for Perimeter booths is allowed only in the rear half of the booth, with a 4' height restriction imposed on all materials in the remaining space forward to the aisle. Materials within the booth must be constructed so not to obstruct sight lines of neighboring exhibitors. Additionally, any unfinished and exposed portion of an exhibit must be made presentable prior to show opening at the expense of the exhibitor.

Special consideration: When three or more linear booths are used in combination as a single exhibit space, the 4' height limitation is applied only to that portion of the exhibit space which is within 10' of an adjoining booth.

HX STANDARD Booth Package

HX exhibitors who selected and paid for the Standard Booth Package will receive black 8' back wall drape and 3' high side wall drape. Booth side wall divider rails and all end booths on the cross aisle will be 3' high in black drape. When a company takes more than one space, the intervening divider rails are not provided. Please refer to [Booth Guidelines within this manual](#) for height and design specification.

A 7'x44" one-line identification sign on white stock with black lettering will be provided to those companies with exhibit space of 300 square feet or less. Special signs at the exhibitor's expense may be ordered through Freeman, the Official Service Contractor, or from Morris Brothers at www.mbgraphics.com

Material Handling (drayage) – delivery of freight from the Javits dock to the booth and the removal of freight to the dock at the conclusion of the show (except UPS and FedEx small package).

All other equipment and services are the responsibility of the exhibitor. [Freeman Online](#) ordering and printable order forms are located within this kit.

HX: the Hotel Experience is a “no Concrete” show.

All booths must order or supply their own floor covering that completely covers the cement floor within their contracted booth space.

HX PREMIUM Booth Package

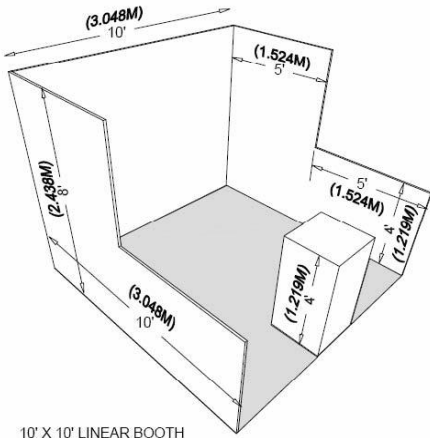
HX exhibitors who have selected and paid for the Premium Booth Package in a 10x10 configuration will receive white 8' high PVC inset back panels and 8' high x 3' PVC inset side panels; walls for a 5'x10' configuration will receive white 8' high PVC inset back panels and 8' high x 1'6" PVC inset side panels. The premium package also includes 2 LED stem lights, grey booth carpet and a booth ID sign.

Material Handling (drayage) – delivery of freight from the Javits dock to the booth and the removal of freight to the dock at the conclusion of the show (except UPS and FedEx small package).

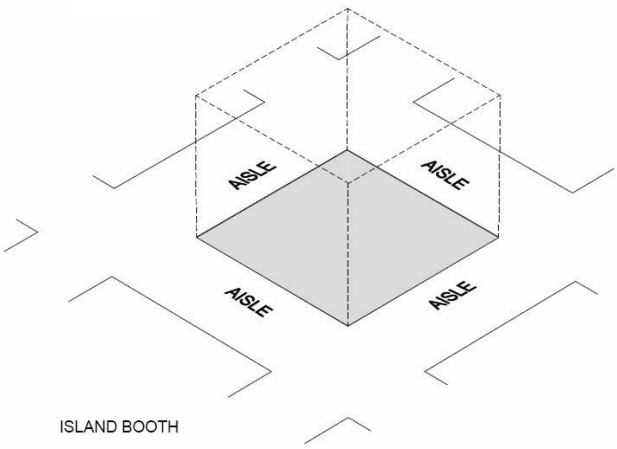
Vacuuming of booth prior to the opening morning of the show.

The premium booth package can be upgraded with shelves, additional lights and backwall graphics. For assistance with Premium Booth Package upgrades please contact Freeman at solutions@freeman.com

Inline Booth Guidelines

<p>Definition Linear booths, also called “in-line” booths, are generally arranged in a straight line and have neighboring exhibitors on their immediate right and left, leaving only one side exposed to the aisle.</p>	 <p>10' X 10' LINEAR BOOTH</p>	
<p>What's Included</p> <ul style="list-style-type: none"> - 8' back wall drape and 3' high side wall drape in black. Booth side wall divider rails and all end booths on the cross aisle will be 3' high in black drape. - 7'x44" one-line identification sign on white stock with black lettering will be provided to those companies with exhibit space of 300 square feet or less. - Material Handling (drayage). - Vacuuming of booth prior to the opening morning of the show. <p>* All other equipment and services are the responsibility of the exhibitor. Click here to order equipment & services from Freeman Online.</p>		
<p>Use of Space A maximum height of 8' for Linear and Corner booths and 12' for Perimeter booths is allowed only in the rear half of the booth, with a 4' height restriction imposed on all materials in the remaining space forward to the aisle. Materials within the booth must be constructed so not to obstruct sight lines of neighboring exhibitors. Additionally, any unfinished and exposed portion of an exhibit must be made presentable prior to show opening at the expense of the exhibitor.</p>	<p>Footprint Rule or “Wiggle Room” Factor The width and depth of your booth structure should be designed so any side adjacent to another exhibitor’s booth is 3 inches less than the dimensions of your booth space. This is to allow space for the dividing drape and utility cables/hoses that must be run between booths.</p>	
<p>HX is a “No-Concrete” Show All booths must order or supply their own floor covering that completely covers the cement floor within their contracted booth space.</p>	<p>Exposed Surfaces All exposed exhibit components must be completely finished, painted, and with no exposed wires or framing visible. Show Management reserves the right to determine whether a wall is finished and may order draping of exposed sides at the exhibitor’s expense.</p>	
<p>Hanging Signs Hanging Signs are not permitted in linear or inline booths.</p>	<p>APPROVAL QUESTIONS Please direct all booth construction questions and send all renderings and specs to Jennifer Finn for approval, Jennifer.finn@emeraldx.com.</p>	
<p>Corner booths must adhere to the same guidelines as linear booths with the exception that two sides will be exposed to an aisle.</p>	<p>Perimeter booths are linear booths that back up against a wall of the facility, not to another line of exhibits and can have a twelve (12') foot max height in the rear half of booth.</p>	<p>End-Cap booths are exposed to an aisle on three sides and comprised of two adjacent 10'x10' booth spaces and are generally 10' x 20'.</p>

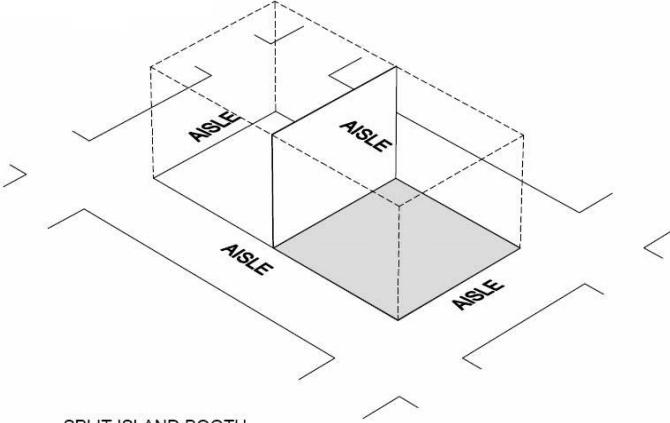
Island Booth Guidelines

<p>Definition and/or Dimension Island booths are any size booth exposed to aisles on all four sides. An Island booth is typically twenty feet (20') by twenty feet (20') or larger, although it may be configured differently.</p>	
<p>What's Provided / Included</p> <ul style="list-style-type: none"> - 8' back wall drape and 3' high side wall drape in black. Booth side wall divider rails and all end booths on the cross aisle will be 3' high in black drape. - 7'x44" one-line identification sign on white stock with black lettering will be provided to those companies with exhibit space of 300 square feet or less. - Material Handling (drayage). - Vacuuming of booth prior to the opening morning of the show. <p>* All other equipment and services are the responsibility of the exhibitor. Click here to order equipment & services from Freeman Online.</p>	
<p>Use of Space - Line of Sight Rule: The entire cubic content of Island booths may be used up to the maximum allowable height of 16', including signage.</p> <p>Exposed Surfaces All exposed exhibit components must be completely finished, painted, and with no exposed wires or framing visible. Show Management reserves the right to determine whether a wall is finished and may order draping of exposed sides at the exhibitor's expense.</p> <p>Footprint Rule or "Wiggle Room" Factor The width and depth of your booth structure should be designed so any side adjacent to another exhibitor's booth is 3 inches less than the dimensions of your booth space. This is to allow space for the dividing drape and utility cables/hoses that must be run between booths.</p>	<p>Hanging Signs and Graphics Hanging signs and graphics are permitted in all Island, Split Island and Peninsula booths, to a maximum height of twenty-five feet (25') from the floor to the top of signage and/or graphics. End-cap and linear booths do not qualify for hanging signs and graphics. The distance is measured from the floor to the top of the sign. Whether suspended from above or supported from below, they should comply with all ordinary use-of-space requirements. For example, the highest point of any sign should not exceed the maximum allowable height for the booth type.</p> <p>Hanging signs and graphics should be set back ten feet (10') from adjacent booths and be directly over contracted space only. Approval for the use of hanging signs and graphics must be received from Show Management. Variances may be issued at Show Management's discretion. Drawings should be submitted with the approval request and available on-site for inspection.</p>
<p>HX is a "No-Concrete" Show All booths must order or supply their own floor covering that completely covers the cement floor within their contracted booth space.</p>	<p>APPROVAL QUESTIONS Please direct all booth construction questions and send all renderings and specs to Jennifer Finn for approval, Jennifer.finn@emeraldx.com.</p>

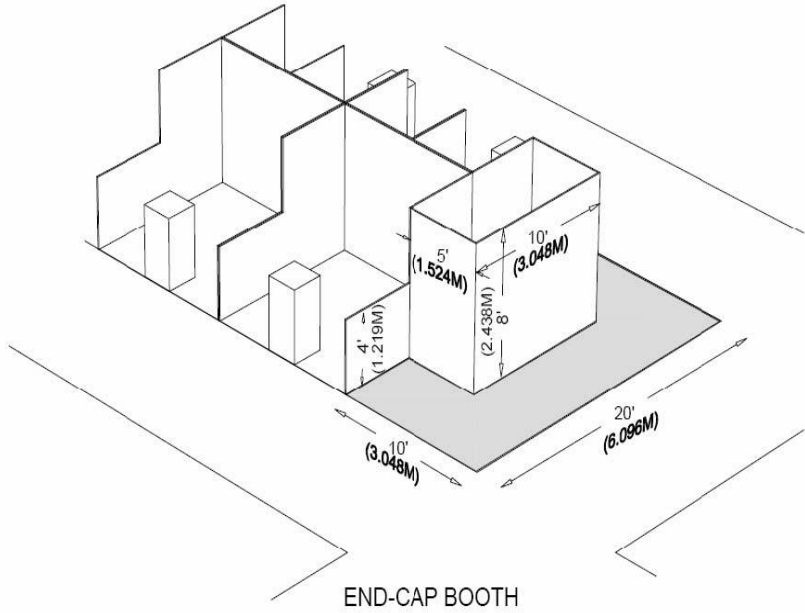
Peninsula Booth Guidelines

<p>Definition and/or Dimension Peninsula booths are exposed to aisles on three sides and comprised of a minimum of four booths. There are two types of Peninsula booths: 1) One which backs to Linear booths. 2) One which backs up to another Peninsula booth and is referred to as a "Split Island booth." A Peninsula booth is usually twenty feet (20') by twenty feet (20') or larger.</p>	
<p>What's Provided / Included</p> <ul style="list-style-type: none"> - 8' back wall drape and 3' high side wall drape in black. Booth side wall divider rails and all end booths on the cross aisle will be 3' high in black drape. - 7"x44" one-line identification sign on white stock with black lettering will be provided to those companies with exhibit space of 300 square feet or less. - Material Handling (drayage). - Vacuuming of booth prior to the opening morning of the show. <p>* All other equipment and services are the responsibility of the exhibitor. Click here to order equipment & services from Freeman Online.</p>	<p>Use of Space - Line of Sight Rule: When a Peninsula booth backs up to two Linear booths, the back wall is restricted to 4' high within 5' of each aisle, maintaining adequate line of sight for the adjoining Linear booths. A maximum height of 16' is allowed, including signage for the center portion of the back wall. Double-sided signs, logos and graphics shall be set back 10' from adjacent booths.</p> <p>Exposed Surfaces All exposed exhibit components must be completely finished, painted, and with no exposed wires or framing visible. Show Management reserves the right to determine whether a wall is finished and may order draping of exposed sides at the exhibitor's expense.</p>
<p>HX is a "No-Concrete" Show All booths must order or supply their own floor covering that completely covers the cement floor within their contracted booth space.</p>	<p>Hanging Signs and Graphics Hanging signs and graphics are permitted in all Island, Split Island and Peninsula booths, to a maximum height of twenty-five feet (25') from the floor to the top of signage and/or graphics. End-cap and linear booths do not qualify for hanging signs and graphics. The distance is measured from the floor to the top of the sign. Whether suspended from above or supported from below, they should comply with all ordinary use-of-space requirements. For example, the highest point of any sign should not exceed the maximum allowable height for the booth type.</p> <p>Hanging signs and graphics should be set back ten feet (10') from adjacent booths and be directly over contracted space only. Approval for the use of hanging signs and graphics must be received from Show Management. Variances may be issued at Show Management's discretion. Drawings should be submitted with the approval request and available on-site for inspection. Please direct all booth construction questions and send all renderings and specs to Jennifer Finn for approval, Jennifer.finn@emeraldx.com.</p> <p>Footprint Rule or "Wiggle Room" Factor The width and depth of your booth structure should be designed so any side adjacent to another exhibitor's booth is 3 inches less than the dimensions of your booth space. This is to allow space for the dividing drape and utility cables/hoses that must be run between booths.</p>


Split Island Booth Guidelines

<p>Definition and/or Dimension Split Island booths are Peninsula booths which share a common backwall with another Peninsula booth. A Split Island booth is typically twenty feet (20') by twenty feet (20') or larger, although it may be configured differently.</p>	 <p>SPLIT ISLAND BOOTH</p>
<p>What's Provided / Included</p> <ul style="list-style-type: none"> - 8' back wall drape and 3' high side wall drape in black. Booth side wall divider rails and all end booths on the cross aisle will be 3' high in black drape. - 7'x44" one-line identification sign on white stock with black lettering will be provided to those companies with exhibit space of 300 square feet or less. - Material Handling (drayage). - Vacuuming of booth prior to the opening morning of the show. <p>* All other equipment and services are the responsibility of the exhibitor. Click here to order equipment & services from Freeman Online.</p>	
<p>Use of Space The entire cubic content of Split Island booths may be used up to the maximum allowable height of 16'. Double-sided signs, logos and graphics shall be set back 10' from adjacent booths.</p> <p>Exposed Surfaces All exposed exhibit components must be completely finished, painted, and with no exposed wires or framing visible. Show Management reserves the right to determine whether a wall is finished and may order draping of exposed sides at the exhibitor's expense.</p> <p>APPROVAL QUESTIONS Please direct all booth construction questions and send all renderings and specs to Jennifer Finn for approval, Jennifer.finn@emeraldx.com.</p>	<p>Hanging Signs and Graphics Hanging signs and graphics are permitted in all Island, Split Island and Peninsula booths, to a maximum height of twenty-five feet (25') from the floor to the top of signage and/or graphics. End-cap and linear booths do not qualify for hanging signs and graphics. The distance is measured from the floor to the top of the sign. Whether suspended from above or supported from below, they should comply with all ordinary use-of-space requirements. For example, the highest point of any sign should not exceed the maximum allowable height for the booth type.</p> <p>Hanging signs and graphics should be set back ten feet (10') from adjacent booths and be directly over contracted space only. Approval for the use of hanging signs and graphics must be received from Show Management. Variances may be issued at Show Management's discretion. Drawings should be submitted with the approval request and available on-site for inspection.</p>
<p>HX is a "No-Concrete" Show All booths must order or supply their own floor covering that completely covers the cement floor within their contracted booth space.</p>	<p>Footprint Rule or "Wiggle Room" Factor The width and depth of your booth structure should be designed so any side adjacent to another exhibitor's booth is 3 inches less than the dimensions of your booth space. This is to allow space for the dividing drape and utility cables/hoses that must be run between booths.</p>

End Cap Booths

<p>Definition and/or Dimension End-Cap booths are exposed to aisles on three sides to aisles and comprised of two booths. End-Cap booths are generally ten feet (10') deep by twenty feet (20') wide.</p> <p>The maximum back wall height limitation for End-Cap booths is 8'.</p>	
<p>What's Provided / Included</p> <ul style="list-style-type: none"> - 8' back wall drape and 3' high side wall drape in black. Booth side wall divider rails and all end booths on the cross aisle will be 3' high in black drape. - 7'x44" one-line identification sign on white stock with black lettering will be provided to those companies with exhibit space of 300 square feet or less. - Material Handling (drayage). - Vacuuming of booth prior to the opening morning of the show. <p>* All other equipment and services are the responsibility of the exhibitor. Click here to order equipment & services from Freeman Online.</p>	
<p>Use of Space The maximum back wall height of 8' is allowed only in the rear half of the exhibit space and within 5' of the two side aisles, with a 4' height restriction imposed on all materials in the remaining space forward to the aisle.</p>	<p>"Wiggle Room" Factor The width and depth of your booth structure should be designed so any side adjacent to another exhibitor's booth is 3 inches less than the dimensions of your booth space. This is to allow space for the dividing drape and utility cables/hoses that must be run between booths.</p>
<p>HX is a "No-Concrete" Show All booths must order or supply their own floor covering that completely covers the cement floor within their contracted booth space.</p>	<p>Exposed Surfaces All exposed exhibit components must be completely finished, painted, and with no exposed wires or framing visible. Show Management reserves the right to determine whether a wall is finished and may order draping of exposed sides at the exhibitor's expense.</p>
<p>Hanging Signs Hanging Signs are not permitted in End Cap Booths.</p>	<p>APPROVAL QUESTIONS Please direct all booth construction questions and send all renderings and specs to Jennifer Finn for approval, Jennifer.finn@emeraldx.com.</p>

OPTIONAL Premium Booth Package

OPTIONAL HX Premium Booth Package	
<p>What's Included? HX exhibitors who have selected and paid for the Premium Booth Package in a 10x10 configuration will receive white 8' high PVC inset back panels and 8' high x 3' PVC inset side panels; walls for a 5'x10' configuration will receive white 8' high PVC inset back panels and 8' high x 1'6" PVC inset side panels. The premium package also includes:</p> <ul style="list-style-type: none"> - 2 LED stem lights. - Grey booth carpet. - Booth ID sign. - Material Handling (drayage) – delivery of freight from the Javits dock to the booth and the removal of freight to the dock at the conclusion of the show (except UPS and FedEx small package). - Vacuuming of booth prior to the opening morning of the show. <p>* All other equipment and services are the responsibility of the exhibitor. Click here to order equipment & services from Freeman Online.</p>	
<p>Options The premium booth package can be upgraded with shelves, additional lights and backwall graphics. For assistance with Premium Booth Package upgrades please contact Freeman at solutions@freeman.com.</p>	<p>How you can upgrade: Contact Neil Hochman for questions about upgrading your space to the HX Premium Booth Package. Neil.Hochman@EmeraldX.com.</p>
<p>Hanging Signs Permitted in all Island, Split Island, and Peninsula booths that are 400 sq. ft. or larger. End-cap and linear booths do not qualify for hanging signs and graphics, regardless of size.</p>	<p>Use of Space The maximum back wall height of 8' is allowed only in the rear half of the exhibit space and within 5' of the two side aisles, with a 4' height restriction imposed on all materials in the remaining space forward to the aisle.</p>

Hanging Signs & Airborne Objects

Permitted in all Island, Split Island, and Peninsula booths that are 400 sq. ft. or larger. **End-cap and linear booths do not qualify for hanging signs and graphics, regardless of size.**

Maximum height of twenty-five feet (25') from the floor to the top of the hanging sign. The distance is measured from the floor to the top of the sign. Whether suspended from above or supported from below, they should comply with all ordinary use-of-space requirements. For example, the highest point of any sign should not exceed the maximum allowable height for the booth type.

Hanging signs and graphics should be set back ten feet (10') from adjacent booths and be directly over contracted space only. Approval for the use of hanging signs and graphics must be received from Show Management. Variances may be issued at Show Management's discretion. Drawings should be submitted with the approval request and available on-site for inspection.

The maximum combined vertical height between any ground supported structure and hanging sign, at their highest dimensions when viewed perpendicular to the floor from any point on any side, may not exceed a maximum of twenty-five feet (25'). Examples of different types of booth and hanging sign designs in a hall with a 35' ceiling are shown below (actual designs will vary based on actual hall ceiling height).

$$\text{Height of Structure} + \text{Height of Hanging Sign} = \text{Combined Max of 20'}$$

<p>Structure at a max height of 16' Sign at a max height of 4'</p>	<p>Structure at a max height of 10' Sign at a max height of 10'</p>

Structural Integrity

The [Structural Integrity Statement](#) must be filled out and returned to Freeman. Order [Hanging Sign labor](#) in advance for the lowest rate.

Approval Process

Approval for the use of hanging signs and graphics must be received from Show Management. Variances may be issued at Show Management's discretion. Drawings should be submitted with the approval request and available on-site for inspection. Please send all renderings and information to Jennifer Finn for approval: jennifer.finn@emeraldx.com.

Canopies & Ceilings

Canopies, including ceilings, umbrellas and canopy frames, can be either decorative or functional (such as to shade computer monitors from ambient light or to allow for hanging products). Canopies for linear or perimeter booths should comply with line-of sight requirements. The bottom of the canopy should not be lower than 7 feet (2.13 meters) from the floor within 5 feet (1.52 meters) of any aisle. Canopy supports should be no wider than three inches (.08 meters). This applies to any booth configuration that has a sight line restriction, such as a linear booth. Fire and safety regulations in many facilities strictly govern the use of canopies, ceilings, and other similar coverings. Please contact HX Show Management if your exhibit is composed of any ceiling treatment.

Drones

No drones, remotely piloted aircraft systems (RPAS), or Unmanned Aerial Vehicles (UAVs) are permitted in any exhibit hall or any HX: The Hotel Experience space.

Lighting/Truss

Lighting, including spotlights and gobos, should be directed to the inner confines of the exhibit space. Lighting should not project onto other exhibits or exhibition aisles.

Lighting which is potentially harmful, such as lasers or ultraviolet lighting, should comply with facility rules and be approved by Show Management.

Lighting that spins, rotates or pulsates and other specialized lighting effects should be in good taste and not interfere with neighboring exhibitors or otherwise detract from the general atmosphere of the exhibition.

Currently, some facilities do not allow quartz halogen lighting fixtures in exhibits due to potential fire hazards. Check with Show Management for rules specific to the event facility.

Droplights or special lighting devices must be hung at a level or positioned so as not to prove to be an irritant or distraction to neighboring exhibit booths or guests.

Use of halogen rules vary by facility and should be verified prior to booth construction. To ensure safety, halogen lamps are limited to 75-watts and must be of the sealed variety which prevents direct handling of the bulb. The use of any stem mounted halogen or other fixtures employing either a linear quartz bulb or a non-shielded halogen bulb is strictly prohibited.

Balloons or Inflatables

Helium balloons and products are not permitted for display at the Javits Center without prior consent from JKJCC and signing and returning the Statement of Responsibility Helium Balloon Display form. Contact Jennifer Finn for more details: jennifer.finn@emerald.com.

Food & Beverage Sampling

The facility's exclusive food and beverage vendor, Cultivated, has a responsibility to strictly regulate any food and beverage activity. All food must be prepared and served from within the regulations of the city and county. Any exhibitor sampling products may need to submit a sampling form to the facility's exclusive vendor for review and to Show Management for acceptance or rejection. Distribution of food and beverages: All business activities of the exhibitor at the event must be within the exhibitor's allotted space.

FREIGHT & DELIVERIES

There are several methods to ship your product and display to the show.

- 1) Ship in advance to the Freeman warehouse*. **YOU WILL INCUR MATERIAL HANDLING CHARGES.**
- 2) Ship in advance to Freeman warehouse with Freeman Transportation—**MATERIAL HANDLING IS INCLUDED.**
- 3) Ship with your own carrier directly to the Javits*.
- 4) Deliver in your own vehicle.
- 5) Ship via UPS or FedEx small package service. Shipping this way, you will incur handling fees.
- 6) Carry in yourself (certain restrictions apply).

Warehouse Address

Exhibiting Company Name / Booth #

HX: The Hotel Experience

C/O Freeman

140 Central Ave, Ste 130

Kearny, NJ 07032

*** ALL SHIPMENTS MUST BE SENT PREPAID**

HX: The Hotel Experience EXHIBITOR SERVICE MANUAL

Freeman will accept crated, boxed, or skidded materials at their warehouse **beginning Monday, October 10, 2022** at the above address. Material arriving **after Wednesday, November 2, 2022** will be received at the warehouse with an additional after-deadline charge.

Please note that the Freeman warehouse does not accept uncrated freight (loose, pad-wrapped material, and/or unskidded machinery), COD shipments, hazardous materials, freight requiring refrigerated or frozen storage, a single piece of freight weighing over 5,000 pounds, or a single piece of freight beyond the dimensions of 108 inches high x 93 inches wide x 122 inches long.

Warehouse materials are accepted at the warehouse Monday through Friday between the hours of 8:00 a.m. and 3:30 p.m.

Certified weight tickets must accompany all shipments.

If required, provide your carrier with this phone number: 888-508-5054.

You can download and print Advance Warehouse Shipping Labels, Material Handling Rates and Delivery Instructions for the Freeman Warehouse:

- [Advance Warehouse Shipping Labels](#)
- [Material Handling Rates](#)
- [Delivery Instructions for Freeman Warehouse](#)

Freeman material handling fees for advance shipments to the Freeman warehouse include:

- Delivery of items to the booth prior to 9:00 AM on scheduled Targeted Freight Move-In Day.
- Removal and storage of empty crates during the show.
- Return of empty crates after the close of the show and all aisle carpet is rolled. This process will take several hours, and Freeman cannot guarantee or specify the arrival time of empty crates.

Direct to Site Address

HX is not a targeted freight move-in event.

Exhibiting Company Name and Booth #

HX: The Hotel Experience

C/O Freeman

Jacob K. Javits Convention Center

369 – 12th Avenue

New York, NY 10001

Freight will be received beginning at 8am – 5pm (driver must check in by 2:30 pm) on Wednesday, November 9 and Thursday, November 10. As a consideration to exhibitors, freight received on Saturday, November 12 will not incur any additional overtime charges. We will not check in any freight arrivals after 2:30 PM; any trucks checked-in by 2:30 PM will be unloaded that day.

Friday, November 11, 2022 is a recognized holiday and Double Time labor rates will apply. Saturday and Sunday are overtime days for all trades at the Javits Center. Any work performed will be billed at Overtime rates.

Shipments with your own carrier directly to the Javits Convention Center

You may ship via the carrier of your choice to make direct deliveries to the Javits on **Wednesday, November 9 and Thursday, November 10 at 8am – 5pm (driver must be checked in by 2:30 to be unloaded)**. Material handling agreements (bills of lading) should be marked "MUST ARRIVE FOR (insert your date) DELIVERY". Trucks must be checked in by 2:30 PM to be unloaded that day. All shipments must be sent prepaid.

Shipping via UPS or FedEx

United Parcel Service and FedEx shipments may be sent directly to the Javits or to Freeman's warehouse. When shipping directly to the Javits, using either UPS or FedEx, **your shipment will incur a handling fee** (see the [Material Handling Service &](#)

[Rates Form](#) for rates, over time rates will be applied for all show site shipments that are moved into or out of booths after 4:30 PM or prior to 8:00 AM Monday through Friday).

Delivering product in your own vehicle

You may deliver your product in your own vehicle. You must check in at the freight office located at 369 – 12th Avenue (36th St & 12th Ave) on Friday, November 11 or Saturday, November 12 at 8am – 5 pm (driver must be checked in by 2:30 to be unloaded). Your vehicle will be placed in line and called to be unloaded as soon as dock space is available. [Delivery instructions for Freeman Events at JKJCC.](#)

Exhibitor freight must be checked in at the freight office by 2:30 PM on any day. Arrivals after 2:30 PM will be turned away and asked to return the next morning.

Marshaling Yard Directions & Map

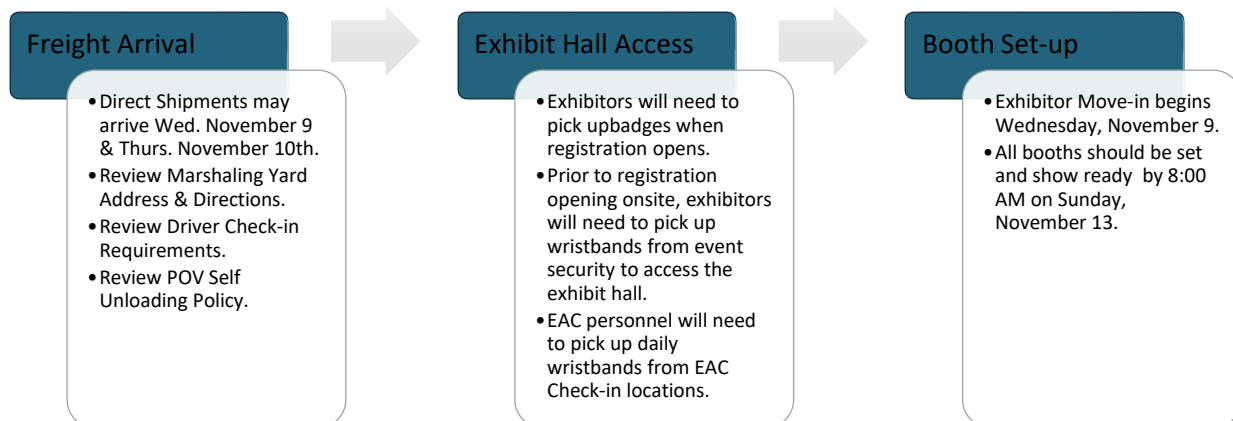
All delivering carriers must check in at the Freeman Marshaling Yard prior to delivering to the Javits Center. Please review the [Delivery Instructions for Freeman Events at JKJCC.](#)

If required, provide your carrier with this phone number: (888) 508-5054.

International Freight

Phoenix International Business Logistics has been appointed as the official international freight forwarder and customs broker. For more information, please visit their [website](#) or [download the International Shipping Instructions.](#)

Move-in/out Procedures



Self-Unloading / Hand Carry Policy

For hand carried shipments, which is extremely limited at the Javits, remember that exhibitor access terminates at 5:00 PM each set-up day. **Please enter on 38th Street and 11th Avenue before 4:00 PM. Security will direct you to the appropriate location.** Exhibitors must be badged and may hand carry their merchandise from their privately owned vehicle (i.e., car, van, SUV but no larger than a Sprinter van) to the designated exhibit areas. Items brought in through the front of the building must fit into the following categories:

- An exhibitor may hand carry items or use nothing larger than a two-wheeled baggage cart (rubber or plastic wheels only) to move items.
- Exhibitors must use the doors and routes designated by the Javits' Management.
- The persons moving items must have identification showing that they are employees of the exhibiting company.

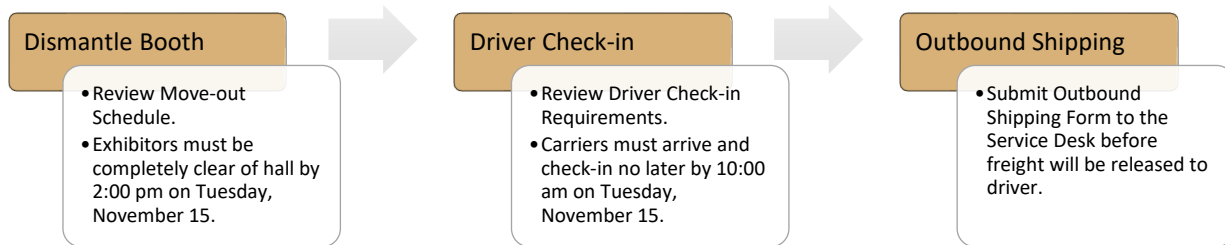
Privately Owned Vehicles (POV)

Vehicles that qualify as a POV may utilize the POV Check-In Area at the Jacob K. Javits Convention Center. Freeman workers equipped with flat carts will assist exhibitors with unloading at the posted roundtrip rate. Large vehicles are limited to a Sprinter van, no box truck allowed. Two people must be with the vehicle – one to accompany the product to the booth and one to remove the vehicle from the area – and the vehicle must be completely unloaded within 30 minutes of arrival at the unloading area. Vehicles that do not qualify for this service or that require mechanical assistance to unload will be directed to the marshaling yard.

A POV, or Privately Owned Vehicle, is any vehicle primarily designated to transport passengers and not cargo or freight. Qualifying vehicles include: pick-up trucks, passenger van, SUV, or taxi.

Outbound Shipping

Freeman Exhibitor Support 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.



INSTALL/DISMANTLE & LABOR REGULATIONS

UNION JURISDICTIONS at Jacob K. Javits Convention Center

There are three (3) major unions that have jurisdiction over trade shows. The following information will help guide you in understanding and conforming to union jurisdictions and its adherence to them when required.

TEAMSTER UNION:

Teamsters handle freight at the exhibit hall. They unload trucks or vehicles and deliver materials to and from booths. They also provide rigging of machinery, moving services and spot machinery in your booth. The normal rigging crew consists of two men and a forklift. Customarily, this service must be ordered in advance at exhibitor’s expense.

CARPENTER UNION:

Carpenters handle the erection and dismantling of display and exhibit booths. This also includes all display work. Carpenters uncrate and re-crate machinery or equipment and install and remove all draping and floor covering.

ELECTRICAL UNION:

Electricians handle all electrical work, which includes supply power lines to your booth, connecting equipment to outlets and install signs or headers that are lighted, unless they are permanently a part of the exhibit backwall. Information if applicable

Labor/Union Laws

Union Labor is required to assist in the installation and dismantling of exhibit booths.

Exhibit labor, freight and rigging labor, electricians and plumbers can be arranged for at established rates, using the providers’ order forms. Exhibitors may not operate or utilize any type of tools, powered or mechanical equipment.

Union exhibit labor claims jurisdiction for the installation and dismantling of exhibits.

HX: The Hotel Experience EXHIBITOR SERVICE MANUAL

Union Labor is not required to put your products on display, to open cartons containing your products, nor to perform testing, maintenance, or repairs on your products.

If you hire any labor to assist you, it must be through the Official Contractor (Freeman) or a contractor which meets all of the regulations as an Exhibitor Appointed Contractor (EAC).

Forklifts

Forklift labor is an exclusive service provided by Freeman.

WHAT CAN EXHIBITORS DO WITHOUT UNION PERSONNEL?

Contrary to popular belief, exhibitors are allowed to do some work within the privacy of their own booths. Exhibitors may install and dismantle their own exhibit and lay their own carpet in their own exhibit area as long as the booth size is 250 sq ft or less and the following conditions are met:

1) No tools are used in the assembly or dismantle.

2) Individuals performing the work must be full time employees of the exhibiting company and carry identification to verify this fact. Exhibitors are allowed to unpack and repack their own products (if in cartons, not crates) and are allowed to do technical work on their machines, such as balancing, programming, cleaning of machines, etc. Exhibitors may “hand carry” or use nothing larger than a two-wheel baggage cart (rubber or plastic wheels only) to move their items. Exhibitors may move a “pop-up” display (equal or less than 25' in length) capable of being carried by hand by one person. The individuals moving the items must be full time employees of the exhibiting company and must carry identification to verify this fact. We hope the above will help you. If you are in doubt, do not wait until you get to the show to ask questions. Call the Show Manager or Freeman in advance.

Tipping

Tipping is expressly prohibited. This includes such practices as giving money, merchandise, or other special consideration for services rendered. Any attempt to solicit a gratuity by an employee for any service should be reported immediately to Freeman.

Building Rules/Guidelines

It is strongly recommended that all exhibitors visit the [Jacob K. Javits Convention Center's Exhibitor](#) page. This page includes a [toolkit section](#) with helpful suggestions and information.

Safety

Fire Marshal Requirements & Permitting

Please visit the Jacob K. Javits Convention Center's [Policies Page](#) for Fire Marshal requirements.

OSHA Regulations

All exhibitors and hired third-party contractors, must comply with environmental laws and OSHA regulations.

Cleaning

Clean Floor Policy

Items must be removed from the show floor as follows:

All crates and skids labeled for EMPTY storage: ***no later than 5:00 PM on Saturday, November 12, 2022***

All bulk trash labeled for disposal: ***no later than 5:00 PM on Saturday, November 12, 2022***

All ladders and large booth construction equipment: ***no later than 8:00 AM on Sunday, November 13, 2022***

All booths set and show ready: ***no later than 8:00 AM on Sunday, November 13, 2022***

Following this Clean Floor Policy schedule will allow Freeman sufficient time for overall cleaning of the exhibit hall, as well as provide exhibitors the space to complete their booth set up by keeping aisles clear.

There will be no exceptions to this policy. Crates without empty or access storage stickers will be tagged by the area floor managers or Freeman and removed from the exhibit hall – whether full or empty. Exhibitors may request product to be

returned to their booth at the exhibitor's expense. Depending on where the crates are located, it may not be possible to access the crates prior to move-out.

Excessive/Bulk Trash

Any bulk trash which consists of display materials, carpet, padding, crates and/or pallets will be disposed of and charged both a dumpster fee and a disposal fee during exhibitor move-in. Excessive booth materials and/or literature left in the booth at the end of published exhibitor move-out that is not labeled for an outbound shipment or donation will be considered abandoned and deemed as bulk trash. Bulk trash is defined as any waste larger than 3' x 3' x 3' or 1m x 1m x 1m. The exhibitor will be charged for the removal and disposal of these items.

Booth & Material Abandonment

Exhibiting companies are required to make cleaning and labor arrangements for both material dismantle and/or removal. It is expected and required that all the exhibiting material be removed at the end of the show. It is not appropriate for bulk material to be left in the aisles during move-in or left behind during move-out. This includes, but is not limited to: flooring, large boxes and crates, racks, exhibit displays, literature, etc. If the exhibiting company does not want any or part of their exhibit material, arrangements for cleaning labor and dumpster/disposal need to be made in advance through Freeman. Exhibitors that do not comply with this policy and leave excessive literature and/or display materials in their booth during move-in or move-out will be deemed guilty of "material abandonment" and will be charged for the removal of these items.

Care of the Facility

It is understood that exhibitors shall neither injure, nor mar, nor in any manner deface the premises.

No bolts, screws, hooks, or nails shall be driven into or otherwise attached to the walls or floors of the exhibit areas.

No part of the display may be attached to or otherwise secured to the columns, drapery backdrop or side dividers.

Decals or other adhesive materials shall not be applied or affixed to the walls, columns, or floor of the exhibit areas.

All curtains, draperies and decorations made from textiles of combustible fibers or other flammable materials must be flame proofed in the manner approved by all applicable jurisdictions.

Exhibitor shall promptly pay for any and all damages to the facility, booth equipment or the property of others caused by the exhibitor or any of its employees, agent's contractors or representatives.

EXHIBITOR APPOINTED CONTRACTOR

If exhibitors wish to use an Exhibitor Appointed Contractor (EAC), the following rules and regulations must be adhered to by the exhibitor and the EAC. **These rules will be strictly enforced.** Completion of the required [EAC/I&D Info & Insurance Submission Form](#) qualifies as acceptance that the EAC will abide by all rules and regulations, especially those as contained herein for EAC.

The EAC/I&D contractor must be licensed, insured, and **authorized** to work in the Javits Center. Contractors must adhere to all rules and regulations of HX: The Hotel Experience, the Javits Center and the **local unions**. This includes keeping "no freight aisles" clear, clearing empty crates off the show floor, not dismantling any portion of the booth before show close, and being properly badged.

All contracted personnel must check-in at Exhibitor Registration before admission to the exhibit floor. Personnel must have proof of company affiliation and a photo I.D.



Exhibitors using an installation and dismantling contractor (I&D), and/or an exhibitor appointed contractor (EAC) to set-up or tear-down their exhibit, must complete the [EAC/I&D Info & Insurance Submission Form](#) by November 1, 2022.

Complete this form **only** if you are using the services of an outside contractor to install or dismantle your display. Please fill out the form completely.

The EAC shall refrain from placing an undue burden on the official service contractors by interfering, in any way, with the official contractor's work.

The EAC will not solicit business at the event and must wear badges at all times. It is the exhibitor's responsibility to make sure that all independent contractors are properly badged before arrival.

If the EAC, in any way, disrupts the orderly conduct of business by any of the official contractors or impairs the smooth installation and dismantling of the event, the EAC will immediately cease such disruption or be removed from the event site. Show Management will have the final decision in such instances.

The **Jacob K. Javits Convention Center** (Facility), **Emerald** (Show Management), **HX: The Hotel Experience** (Show Management) and **Freeman** (General Service Contractor) must be named as additionally insured by all contractors working in the hall. Show Management must receive the certificate of insurance no later than 30 days before the commencement of installation. Show Management will give authorization to the EAC to provide installation and dismantling services to the exhibiting firm upon receipt of:

- Certificate of insurance for workers' compensation and employers' liability, comprehensive general liability, and automobile liability insurance.
- The workers' compensation and employers' liability insurance must provide a minimum limit of (recommended \$500,000 USD) and meet the requirements established by the state in which the event is being held.
- Comprehensive general liability coverage must provide at least (recommended \$1 million USD per occurrence /\$2 million USD general aggregate) in coverage and shall name Show Management, the sponsoring associations, the event owners, the official contractor, and the facility as additional insured.
- Automobile liability should include all owned, non-owned, and hired vehicles with limits of (recommended \$500,000 USD) bodily injury and (recommended \$500,000 USD) property damage liability.

In performing work for their clients, the EAC shall cooperate fully with the official contractors and shall comply with existing labor regulations or contracts as determined by the commitments made and obligations assumed by Show Management in any contracts with the official contractors. Failure to comply with these regulations will result in refusal or loss of authorization to perform services and immediate removal from the event site.

Services ordered on behalf of exhibitors by EAC's or other third parties must be so authorized in writing by the exhibitor. Payment for all services will be the responsibility of the exhibitor.

DONATIONS

Exhibitors wishing to donate product may make arrangements to do so at the conclusion of the show. Booth and display materials **should not** be left as donated materials.

Housing Works is the official Charity Donation Partner of HX: The Hotel Experience. Contact Donation Development Coordinator Sarah Tanenbaum 934-852-0840, tanenbaum@housingworks.org with any questions. You can register donations with Housing Works [HERE](#).

Javits Cares also works with Housing Works to repurpose and distribute donatable items, you can contact Event Solutions for more information 212-216-2300 or go to the Freeman Service Desk on showsite for more information.

***All donations subject to review for acceptance, any item not collected is subject to comply with show rules regarding trash removal.**

UTILITIES

ELECTRICAL, PLUMBING, GAS & CABLE

The Jacob K. Javits Convention Center is the exclusive provider of electrical, plumbing, and gas services to exhibitors. Services can be [ordered online](#).

[ELECTRICAL UNION REGULATIONS](#)

Electricians handle all electrical work, which includes supply power lines to your booth, connecting equipment to outlets and install signs or headers that are lighted, unless they are permanently a part of the exhibit backwall.

[INTERNET SERVICES](#)

Javits Center is the exclusive provider of telephone services, as well as both hard wired and wireless high-speed Internet to exhibitors on site at the Jacob K. Javits Convention Center. Services can be [ordered online](#).

ONSITE BOOTH GUIDELINES

[DISPLAY](#)

[Animals](#)

Permission for any animal (cats, dogs, etc.) to appear must be approved by Show Management then by the facility.

[Booth Appearance](#)

All open or unfinished sides of the exhibit which may appear unsightly must be covered or Show Management will have them covered at the exhibitor's expense.

Any portion of the exhibit bordering another exhibitor's space must have the backside of the exhibit finished and not incorporate any identification signs, lettering, or graphics that would detract from the adjoining exhibit.

Exhibitors that do not properly cover the floor of their entire exhibit area will be required to have carpet supplied by the General Service Contractor at the exhibitor's expense.

[Display of Product](#)

Aisles must not be obstructed at any time. No portion of an exhibitor's display, product, or demonstration may extend into any aisle, including the audience. Space within the booth must be designated for any group of attendees viewing or participating in a presentation or demonstration within the booth.

Fog, smoke, and steam machines are not permitted.

Exhibitors are prohibited from possessing, displaying, or depicting any products or components in their booth which could be interpreted as being a promotion of another company.

No exhibit will be permitted which interferes with the use of other exhibits or impedes access to the aisles.

Items located in the exhibit space must be in good taste or will be removed at the discretion of Show Management.

[Floral](#)

The official provider of floral and plants is Big Apple Floral. Visit their [website](#) for more information or [download the order form](#).

[Vehicles on Display](#)

Please review the requirements for display vehicles in the [Javits Center Fire Marshal Regulations](#).

[DEMONSTRATIONS](#)

[Exhibitor Conduct /Good Neighbor Policy](#)

Activities may not disturb neighboring booths. Exhibitors are required to keep all booth activities within the confines of their exhibit space and not interfere with aisle traffic flow or access to neighboring exhibits.

Exhibitors are required to conduct themselves and operate their exhibit so as not to annoy, endanger or interfere with the rights of others at the show. Unsportsmanlike, unethical, illegal or disruptive conduct, such as tampering with another party's exhibit or engaging in corporate espionage is strictly prohibited.

Exhibitor's personnel and their representatives may not enter the exhibit space or loiter in the area of another exhibitor without permission from that exhibitor, and at no time may anyone enter an exhibit space that is not staffed.

Food & Beverage Sampling

All food and beverage samples brought into the Jacob K. Javits Convention Center must have written approval from Cultivated Catering prior to the event. For more information, [Get Started with Cultivated Catering](#).

Models / Temporary Staffing

CTI CONVENTION STAFFING, Tom Borst, PHONE: 212-297-1211, [Web Site](#) or [EMAIL](#).

Noise / Music

In general, exhibitors may use sound equipment in their booths so long as the noise level does not, in the exclusive judgment of Show Management, disrupt the activities of neighboring exhibitors. Speakers and other sound devices should be positioned so as to direct sound into the booth rather than into the aisle.

Sound created by amplified devices should not exceed 80 decibels when measured from the aisle immediately in front of a booth.

Exhibitors should be aware that music played in their booths, whether live or recorded, may be subject to laws governing the use of copyrighted compositions. ASCAP, BMI, and SESAC are three authorized licensing organizations that collect copyright fees on behalf of composers and publishers of music. **Show Management does not have a license with any licensing agencies; therefore, exhibitor is responsible for obtaining licensing directly.** Adherence to these federally mandated copyright licensing laws is of critical importance.

Raffles, Drawings, and Contests

Raffles, drawings and contests, if permitted by law, are allowed in an exhibitor's booth but will be regulated by Show Management. Show Management reserves the right to limit the promotional activity anywhere on the exhibition floor as they see fit to ensure a professional and safe atmosphere. These activities include and are not limited to, handouts, contests, lotteries, promotional activities, entertainment, raffles and drawings.

ADDITIONAL

Americans with Disabilities Act (ADA)

All exhibiting companies are required to comply with the Americans with Disabilities Act (ADA) and are encouraged to be sensitive, and as reasonably accommodating as possible, to attendees with disabilities. Click [here](#) for more information on the Americans with Disabilities Act (ADA).

Distribution of Promotional Items

Circulars, catalogs, magazines, folders, promotional, educational or other giveaway matter may be distributed only inside the exhibitor's display. Distribution from booth to booth or canvassing on any part of the facility property is forbidden. Exhibitors must confine their exhibit activities to the space for which they have contracted.

No exhibitor may distribute or leave behind merchandise, signs, or printed materials in the registration areas, meeting rooms, or public areas of the event site, including hotels, shuttle buses, parking garages, etc., without prior written approval of Show Management.

Photography

Photography and video recording are NOT permitted in the exhibit hall except by the Official Show Photographer - [PWP Studios](#) or an *approved* Exhibitor Appointed Photographer.

Exhibitors and/or *approved* Exhibitor Appointed Contractors may photograph or record their own exhibits during show days ONLY.

Photography or video recording of any area outside an exhibitor's booth (including but not limited to Registration Areas, Keynote Sessions, Conference Sessions and Meeting Rooms) is prohibited.

Photo shoots scheduled outside of published show hours must include a security escort ordered from the official security provider or a member of the Emerald marketing department.

Members of the press must first receive permission from the exhibitor to photograph the exhibitor's booth.

Selling at Booth

Selling merchandise from your booth during the show is strictly prohibited.

Any display items sold during the show cannot be removed from the show floor until after closing on the final show day. Exhibitors who choose to sell their display items must work jointly with the purchasing party to arrange for removal of the items from the show floor, while following all move-out and labor regulations. Exhibitors must also escort the purchaser to the exhibit hall exit and confirm with security that the purchaser is authorized to remove the items from the exhibit hall.

Sharing of Exhibit Space

An exhibitor may not bridge an aisle, whether by a physical structure, carpeting, banners, etc., in order to connect their exhibit space with one across the aisle without permission from Show Management.

Strolling Entertainment

Strolling entertainment or moving advertisements (robots, persons carrying or wearing signs, scooters, etc.) outside an exhibitor's space are not permitted. Repeat violations will result in the confiscation of materials/promotion items involved in the violations and loss of priority points.

Suitcasing is defined as any activity designed to solicit or sell products or services to delegates attending a meeting, conference, or event without the proper authorization by Show Management or in ways that violate the rules of the event. Any attendee who is observed to be soliciting business in the aisles or other public spaces, in another company's booth, or in violation of any portion of this policy, is subject to removal without refund and additional penalties.

The selling or solicitation of product or services may only be conducted by companies in good standing, within their exhibit space, confirmed meeting or conference space or within the event as authorized by Show Management. Companies conducting business outside the confines of the exhibit hall, booth location or in unauthorized properties within [JKJCC] of the exhibit facility without the permission of Show Management are in violation of this clause.

SECURITY INFORMATION

HX: the Hotel Experience Show Management makes every effort to protect exhibitors' merchandise and displays. Show Management will provide perimeter guard service on a 24-hour basis to include move-in, show days, and move-out. While Show Management will implement security measures to safeguard your property, neither Show Management, the Jacob K. Javits Convention Center agents nor employees assumes any responsibility for such property, loss, or theft.

Exhibitors are solely responsible for the care, custody, and control of their own exhibit space and material. Exhibitors should carry insurance for covering loss or damage to their exhibit material.

Small electronic equipment such as video players, monitors, cameras, etc., should never be left unattended. In cases where valuable equipment may not be removed to storage daily, the [services of a private booth guard are available](#).



Contact A&M Security to hire additional security services for your booth, download the [order form](#) or call 212-964-2121 for more information.

When shipping your equipment, do not list contents on the outside of crates or cartons. Do not ship computers, monitors, tablets, or other electronic equipment in the manufacturer's cartons. Place these cartons inside larger crates or have special packaging made, which does not indicate contents.

At the close of the show, when your materials have been packed and bills of lading have been prepared, turn in your completed bills of lading at the general service contractor's service desk. Do not leave bills of lading in your booth or attached to your crates.

Tips To Help Protect Your Product

- Monitor your booth when your product is being delivered.
- Hire a security guard to watch your booth overnight.
- Perform an inventory after your product has been delivered and note any damages or missing items.
- Do not list the contents on the outside of your shipping crates/boxes. Use a code to indicate contents.
- After show hours cover your displays with a tarp or other solid material to discourage potential theft.
- Do not leave valuable exhibit materials or proprietary information under tables or behind displays when the show is closed, or your booth is unattended.
- Always staff your booth during show hours (required).
- Staff your booth until your product and/or the floor is cleared during move-out. Once the show has closed, pack as quickly as possible and do not leave your display unattended.

REGISTRATION

STAFF BADGES

Booth personnel may register online by logging in to your [HX Exhibitor Console](#).

All exhibitor personnel must have and visibly wear their Exhibitor badge while in the exhibit hall during move-in, move-out and official show hours.

Badges are the property of Show Management and are non-transferable. The lending/sharing of badges is prohibited and will result in confiscation.

Exhibitor badges do NOT automatically receive access to conference sessions. If exhibiting staff desire to attend conference sessions, this can be added to their registration for a fee at Exhibitor Registration.

<u>Square Feet</u>	<u># of Badges</u>
1-100	4
101-200	8
200+	12

ADMISSION POLICY

Children

Children under 18 are not allowed on the floor during set-up and tear down. **There will be no exceptions to this rule.** To maintain the professional nature of HX: the Hotel Experience, children under 18 are not permitted on the show floor during show hours.

Early Appointments

Exhibitors with proper badges and/or the appropriate daily wristband are permitted access to the exhibit hall on exhibitor move-in days, show days, and exhibitor move-out days.

Attendees, speakers, press, and any other registration type other than Exhibitor will not be allowed access to the show floor at any time during move-in and move-out or prior to 10:00 AM on show days.

Exhibitor Appointed Contractors (EAC)

All contracted personnel must pick up wristbands daily at the EAC Check-In areas before admission to the exhibit floor. Each individual person must sign-in and present photo I.D. each day to be issued a wristband. Wristbands cannot be picked up for others. A different wristband will be used each day and available after 1:00 PM the day prior.

Guests

All guests must have and visibly wear their Guest badge while in the exhibit hall, sessions, or any function held by HX during move-in, move-out or show hours.

GETTING THERE

HOTELS

onPeak is the official hotel agency for HX: The Hotel Experience and the best way to book hotel reservations. Hotel arrangements can be made online beginning Wednesday, June 1st through the [Exhibitor Housing Reservations](#) page.

With onPeak you will receive descriptions, photos, and maps to help you choose the perfect hotel. An acknowledgment of your hotel reservation will be sent to you immediately via email upon completion of the online process or within 24-hours for reservations received via phone, fax, or mail.

Reservations are accepted on a first-come, first-served basis and require a first night's room and tax deposit guaranteed by check or credit card. All deposits are due when the initial reservation is made. All new reservations, changes, substitutions, and cancellations must be made through onPeak. Please refer to your hotel confirmation for individual cancellation policies.

PARKING

Parking Information can be found on the [Jacob K. Javits Convention Center's "Attend" page](#).

SHUTTLES

No Shuttle service will be provided.

BUS / SUBWAY

7 Line Service / Hudson Yards.

RIDESHARE / TAXI

Taxis, Uber, and Lyft are available for anyone choosing to use their services. Drop-off and pick-up will be in designated areas at the Jacob K. Javits Convention Center.

CITY RESOURCES

While in NYC, experience a world of thrilling attractions, superb restaurants, world-class spas, captivating museum exhibitions and performing arts, and more than 1,200 retail shops. Take advantage of [NYC The Official Guide](#) to plan your trip!

BUSINESS CENTER

[FedEx Office](#) is the exclusive business center for all convention participants, offering full-service printing materials, advertising opportunities, mobility services, Internet access and faxing.

SPONSORSHIP OPPORTUNITIES

For a complete list of sponsorship opportunities, visit the [show website](#).