



Easy is Nice, on Any Device

FreemanOnline® provides you with all the right tools to ensure a seamless execution at show site, from move-in to move-out. With an enhanced FreemanOnline, we are making it easier than ever for you to get what you want to have a great event.

- Access important show information
- Track Freeman freight
- Receive notifications
- Receive assistance through Concierge Services
- Order Freeman products and services at show site
- Expedite the move out process
- Access invoices after the show

SERVICE INFORMATION

BOOTH EQUIPMENT

Each 10' x 10' booth (including those in a pavilion) will be set with 8' high black back drape and 3' high black side dividers.

One 7" x 44" one-line identification sign (includes company name and booth number; no show logo) will be provided at no charge. No further action is required from the exhibitor. Exhibitors must be contracted no later than two weeks prior to the first move-in date to receive the ID sign.

EXHIBIT HALL CARPET

The exhibit area is not carpeted; however, all booths must have floor covering. The aisles will be carpeted in tuxedo for all areas with the exception of the Outdoor Living & Casual Furniture and Genesis Pavilions, which will be carpeted in Midnight Blue.

Rental carpet is available through Freeman; please refer to the Carpet Brochure and Order Form for options and rates.

DISCOUNT PRICE DEADLINE DATE

Order early on [FreemanOnline](#) to take advantage of advance order discount rates, place your order by **October 11, 2019**. Furnishing orders placed after the deadline date will be charged an additional 40% above the online price.

SHOW SCHEDULE

EXHIBITOR MOVE-IN

For more information & helpful hints on pre-show procedures and move-in please go to [Pre-Show FAQ](#).

Saturday	November 2, 2019	1:00 PM - 5:00 PM
Sunday	November 3, 2019	8:00 AM - 5:00 PM
Monday	November 4, 2019	8:00 AM - 5:00 PM

Note: All exhibits must be fully installed by Monday, November 4, 2019 at 5:00 PM.

EXHIBIT HOURS

Tuesday	November 5, 2019	11:00 AM - 5:00 PM
Wednesday	November 6, 2019	10:30 AM - 5:00 PM
Thursday	November 7, 2019	10:30 AM - 2:30 PM

EXHIBITOR MOVE-OUT

For more information & helpful hints on post-show procedures and move-out please go to [Post-Show FAQ](#).

Thursday	November 7, 2019	2:30 PM - 7:00 PM
Friday	November 8, 2019	7:00 AM - 3:00 PM

DISMANTLE AND MOVE-OUT INFORMATION

- Freeman will begin returning empty containers as soon as the aisle carpeting is removed from the exhibit floor.
- All exhibitor materials must be removed from the exhibit facility by **Friday, November 8, 2019 at 3:00 PM. Any materials remaining in the facility will be re-routed via Freeman’s choice or returned to the warehouse to await disposition at exhibitor’s expense.**
- 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, November 8, 2019 at 11:00 AM.**

POST SHOW PAPERWORK AND LABELS

Our Exhibitor Services Department will gladly prepare your outbound Material handling agreement and labels in advance. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

OVERTIME

Overtime charges for display labor and forklift and rigging labor will apply Monday through Friday from 5:00 PM to 8:00 AM and all day Saturday & Sunday; double time rates will apply for applicable holidays. Please refer to the appropriate order form(s) for rates.

Overtime charges for material handling will apply to the following:

- Outbound shipments sent after 5:00 PM on Thursday, November 7

EXCESSIVE TRASH AND BOOTH ABANDONMENT

Any excessive trash which consists of display materials, carpet, padding, crates and/or pallets will be disposed of and charged both a handling fee and disposal fee during exhibitor move-in. Excessive booth materials and/or literature left in the booth at the end of the published exhibitor move-out that is not labeled for an outbound shipment will be considered abandoned and deemed as trash. The exhibitor will be charged for the removal and disposal of these items. Charges may include Installation & Dismantle Labor, Forklift/Rigging Labor, and/or Dumpster Fee. Please call our Exhibitor Services Department at (504) 731-6137 for a quote.

SERVICE CONTRACTOR CONTACTS / INFORMATION:

FREEMAN

1000 Elmwood Park Blvd.
 New Orleans, LA 70123
 Phone (504) 731-6137
 Fax (469) 621-5612
 FreemanNewOrleansES@freeman.com

FREEMAN EXHIBIT TRANSPORTATION

(800) 995-3579 Toll Free US & Canada
 (512) 982-4187 Outside the US
 (817) 607-5183 International Shipping Services
 (469) 621-5810 Fax
 Exhibit.Transportation@freeman.com

FREEMAN AUDIO VISUAL

Phone (214) 623-1417
 Fax (469) 621-5612
 Rebekah.Wallace@freeman.com

SERVICE CENTER HOURS

Saturday	November 2, 2019	1:00 PM - 5:00 PM
Sunday	November 3, 2019	8:00 AM - 5:00 PM
Monday	November 4, 2019	8:00 AM - 5:00 PM
Tuesday	November 5, 2019	8:00 AM - 5:00 PM
Wednesday	November 6, 2019	8:00 AM - 5:00 PM
Thursday	November 7, 2019	8:00 AM - 7:00 PM
Friday	November 8, 2019	7:00 AM - 3:00 PM

FREEMANONLINE®

Take advantage of discount pricing by ordering online at [FreemanOnline](#) by October 11, 2019. 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 FreemanOnline without using the email link, visit [FreemanOnline](#).

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

SHIPPING INFORMATION

Warehouse Shipping Address:

Exhibiting Company Name / Booth #
INTERNATIONAL POOL | SPA | PATIO EXPO
 C/O Freeman
 905 Sams Ave.
 New Orleans, LA 70123

Freeman will accept crated, boxed or skidded material beginning **Wednesday, October 2, 2019**, at the above address. Material arriving after **October 25, 2019** will be received at the warehouse with an additional after deadline charge. Please note that the Freeman Warehouse does not accept uncrated freight (loose, pad-wrapped material and/or unskidded machinery), COD shipments, hazardous materials, freight requiring refrigerated or frozen storage, a single piece of freight weighing more than 5,000 pounds or a single piece of freight beyond the dimensions of 108"H x 93"W.

Warehouse receiving hours are 8:00 AM - 4:00 PM, Monday - Friday. Drivers must be checked in no later than 3:00 PM in order to be off-loaded on arrival date. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (504) 731-6137.

Show Site Shipping Address:

Exhibiting Company Name / Booth #
INTERNATIONAL POOL | SPA | PATIO EXPO
 C/O Freeman
 Ernest N. Morial Convention Center
 900 Convention Center Blvd.
 New Orleans, LA 70130

Please note that all vehicles delivering materials to the Ernest N. Morial Convention Center must report to the Lot I Marshalling Yard (1315 Tchoupitoulas St., New Orleans, LA). This includes privately owned vehicles (cars, trucks, vans, etc.) who choose to unload their own materials at the established unloading area.

No vehicle will be allowed to the dock area without a pass.

[Please see the Marshalling Yard Map for important directions information.](#)

Freeman will receive shipments at the exhibit facility beginning **Saturday, November 2, 2019**. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor. If required, provide your carrier with this phone number: (504) 731-6137.

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

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.

LABOR INFORMATION

Union Labor may be required for your exhibit installation and dismantle. Please carefully read the UNION RULES AND REGULATIONS to determine your needs. Exhibitors supervising Freeman labor will need to pick up and release their labor at the Labor Desk. Refer to the order form under Display Labor for Straight time and Overtime hours.

ASSISTANCE

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at 504-731-6137.

WE APPRECIATE YOUR BUSINESS!

FREEMAN GENERAL INFORMATION

TRANSLATION SERVICE

Freeman is pleased to offer a new service for our international exhibitors that provides quick interpretation and translation in 150 languages. This service will not only interpret for us on a three-way conversation, but also translate emails from customers. To access this service you may contact Freeman New Orleans Exhibitor Services at 504-731-6137 or Freeman's Customer Support Center at (888) 508-5054 Toll Free US & Canada or (512) 982-4186 Local & International.

HELPFUL HINTS

SAVE MONEY

Order early on [FreemanOnline](#) to take advantage of advance order discount rates, place your order by **October 11, 2019**.

AVOID DELAY

Ship early to avoid delays. Shipments arriving late at show site will cost you money, time and business!

SAFETY TIPS

Use a ladder, not a chair. Standing on chairs, tables and other rental furniture is unsafe and can cause injury to you or to others. These objects are not designed to support your standing weight.

Be aware of your surroundings. You are in an active work area with changing conditions during move-in and move-out. Pay attention. Look for obstacles, and machinery and equipment that are in use.

Keep your eyes open for scooters and forklifts. The drivers of these vehicles may not be able to see you. Stay clear of dock areas, trucks and trailers. These areas can be particularly dangerous.

Prevent electrical shocks, falling items and damage to materials. Do not attach items or equipment to the drapes or metal framework provided for your booth. This can cause serious injury or damage to materials.

We discourage children from being present in the exhibit hall during installation and dismantle. If children are present during installation and dismantle, they must be supervised by an adult at all times.

Freeman does not ship or handle Hazardous Materials. If any materials you are shipping to the event fall into this category, please contact Freeman to be sure that the material will be allowed at the facility and by the association. In addition, if authorized by the facility and the association, you will need to make separate arrangements for the transport and handling of the approved materials, since Freeman will not transport or handle them.

The operation or use of all motorized lifts and motorized material handling equipment for installation/dismantle of exhibits is NOT permitted by exhibitors or by their exhibitor appointed contractors (EAC's). Thank you for your cooperation.

EXHIBITOR ASSISTANCE

For more information & helpful hints on pre-show procedures and move-in please go to [Pre-Show FAQ](#).

For more information & helpful hints on post-show procedures and move-out please [Post-Show FAQ](#).

Call Freeman's Exhibitor Services department at 504-731-6137 with any questions or needs you may have.