



For assistance, please contact our [Customer Service Team](#) at 1-800-811-7151 or (203) 840-5610. They are available Monday through Friday from 9:00 AM – 5:00 PM EST.

Please visit the **Vendor Forms** section of the Exhibitor Manual to review all approved vendors for Vision Expo East 2024.

## **VISION EXPO EAST SAFETY, SECURITY & WELLNESS**

Please visit the following link for information on Safety, Security & Wellness at our events:  
<https://east.visionexpo.com/en-us/Plan/Safety-Security-and-Wellness.html>

## **SHOW LOCATION**

**JACOB K. JAVITS CONVENTION CENTER OF NEW YORK**  
429 11<sup>th</sup> Avenue  
New York, NY 10001

## **SHOW SCHEDULE**

**FREEMAN** is the official general service contractor for Vision Expo East and will maintain an Exhibitor Service Center during set-up, show days and dismantling. All other official show contractors will also be set up in this area as well. All inquiries regarding booth services and orders should be made at the Exhibitor Service Center, including booth furnishings, labor, freight, utilities and special show services. Exhibitors who have ordered labor are asked to check-in at this desk when they are ready to install their exhibits. The person in charge of your exhibit should carefully inspect and sign for all work order forms. If you disagree with a bill presented for your signature, question it immediately. If you cannot come to a satisfactory agreement with the contractor, contact show management. Do not put it off. Once the show has ended, it becomes very difficult to resolve issues.

*\*\*\*Order early to take advantage of advance order discount rates, place your order by Monday, February 19, 2024.\*\*\**

**EXHIBITOR SERVICE CENTER HOURS** – staff will be available at the **FREEMAN** Exhibitor Service Center as follows:

Monday, March 11, 2024	8:00 AM – 6:00 PM
Tuesday, March 12, 2024	8:00 AM – 6:00 PM
Wednesday, March 13, 2024	8:00 AM – 6:00 PM
Thursday, March 14, 2024	8:00 AM – 6:00 PM
Friday, March 15, 2024	8:00 AM – 6:00 PM
Saturday, March 16, 2024	8:00 AM – 6:00 PM
Sunday, March 17, 2024	8:00 AM – 7:00 PM
Monday, March 18, 2024	8:00 AM – 5:00 PM
Tuesday, March 19, 2024	8:00 AM – 12:00 PM



**MOVE-IN + SET-UP HOURS**

Vision Expo East is a Targeted Show. Please go to [FREEMAN ONLINE](#) to download the Color-Coded Target Floor Plan which will give you your specific targeted date + time for move-in. Targeted move-in is for delivery of freight; you do not have to begin construction of your booth on your target date or time, but your freight shipment(s) should be at the convention center on that date and time. Obviously, your installation cannot begin until your freight is delivered and any utilities you need have been installed, so be certain to order these in advance of move-in. Keep in mind, your target date + time applies to when your shipment(s) must be received by – it does not mean you must begin to set up your booth at that time.

If you have questions regarding your move-in, please contact [FREEMAN](#) for more information regarding move-in dates and times.

**LEVEL 3 EXHIBITORS – THE FOCUS, THE PARK, PANORAMA**

Monday, March 11, 2024	8:00 AM – 6:00 PM by Target
Tuesday, March 12, 2024	8:00 AM – 6:00 PM by Target
Wednesday, March 13, 2024	8:00 AM – 6:00 PM by Target
Thursday, March 14, 2024	8:00 AM – 6:00 PM

**LEVEL 3 EXHIBITORS – PACKAGE BOOTHS - THE ATELIER, THE LOOKOUT**

Wednesday, March 13, 2024	12:00 PM – 6:00 PM
Thursday, March 14, 2024	8:00 AM – 6:00 PM

**OVERTIME CHARGES APPLY** to any work performed before 8:00 AM and after 5:00 PM on weekdays and anytime Saturday, Sunday and Holidays.

***NOTE: Permission to erect booth space will be withheld from any company who has not submitted full payment of their exhibitor space rental fee or advertising/sponsorship fees.***

It is highly recommended that you ship your freight in advance to the warehouse, as warehouse freight is delivered to the show floor first and is automatically “on target”. Show site shipments are unloaded on a first-come-first-served-basis. Please do not schedule any labor until the end of your target window. For example, if your target window is 10:00 AM – 1:00 PM, it is best to request your labor to report to your booth no earlier than 1:00 PM.

If you require utilities (electric, telephone, internet, etc.), your carpet cannot be installed until the utilities have been installed. Exhibitors are reminded that during move-in, display materials and products will be allowed to enter the Javits Center via loading docks and designated entrances ONLY.



Any booth not occupied by **3:00 PM, THURSDAY, MARCH 14, 2024**, will be presumed abandoned. If there is freight in the booth and Show Management believes the exhibitor will be arriving late, the General Contractor will set up the display to the best of their ability with the information available. If there is no freight in the booth and/or Show Management believes the exhibitor will not participate in the show, the booth will be reassigned. Exhibitors arriving after this time will be given space available and may incur additional costs. **ALL EXHIBITS MUST BE COMPLETELY SET BY 6:00 PM, THURSDAY, MARCH 14, 2024.** Absolutely no shipment, equipment or material may be brought onto the show floor during show hours.

Removal of excess trash or debris in the aisles **AFTER 6:00 PM, THURSDAY, MARCH 14, 2024** will be billed to the exhibitor(s) responsible for creating such excess trash or debris. The Fire Marshal will not permit the show to open if there are any boxes, cartons, visqueen, packing material, etc. in the aisles.

**SHOW DATES + HOURS:**

*Badged exhibitors will have access to the Exhibit Hall at 8:00 AM each morning.*

Friday, March 15, 2024                      9:30 AM – 6:00 PM

Saturday, March 16, 2024                    9:30 AM – 6:00 PM

Sunday, March 17, 2024                    9:30 AM – 3:00 PM

**\*\*\*All exhibits must remain fully intact until the official close of the show\*\*\***

**DISMANTLE + MOVE-OUT HOURS:**

Sunday, March 17, 2024                    3:00 PM – 7:00 PM

Monday, March 18, 2024                    8:00 AM – 5:00 PM

Tuesday, March 19, 2024                   8:00 AM – 12:00 PM

**DISMANTLE + MOVE-OUT INFORMATION**

FREEMAN will begin returning empty containers as soon as the aisle carpeting is removed from the exhibit floor.

All exhibitor material must be removed from the exhibit facility by **TUESDAY, MARCH 19, 2024, at 12:00 PM**. Any materials remaining in the facility will be re-routed via Freeman’s choice or returned to 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 **TUESDAY, MARCH 19, 2024 at 9:00 AM**.

***DO NOT leave material in your booth unlabeled at any time – it may be presumed to be abandoned and mistaken for trash.***



## **SHOW INFORMATION: A-Z GUIDE**

### **AGE RESTRICTIONS**

In accordance with display rules and regulations and security measures, **no one under the age of 18 will be admitted into the exhibit hall during move-in or move-out.** There will be no exceptions. Children of any age are admitted during show hours on show days ONLY; during that time, those 18 or over must have badges. For security reasons, children under the age of 18 must be always accompanied by an adult.

### **ANIMALS**

Trained service animals for persons with disabilities are permitted as described in the “Animals” section of the Center’s website located [here](#). No other animals are permitted in the Center except as part of an approved exhibit, activity or performance legitimately requiring the use of animals. Event managers must obtain necessary permits and comply with all relevant laws (including, but not limited to, the NYS prohibition of animal fighting). If approved by the Center, animals must be on a leash, within a pen or under similar control at all times. The owner takes full responsibility of his/her animal.

### **ATM MACHINES**

There are two ATMs in the Javits Center – one next to the Concierge in the Crystal Palace and the other in the Food Court by Villa Pizza.

### **AUDIO VISUAL**

The official audio/visual service contractor of Vision Expo East is **METRO AV**.

### **BICYCLES, HOVERBOARDS AND ROLLERBLADES**

The riding of bicycles, hoverboards and the user of rollerblades and “heelys” (sneakers with embedded wheels) are prohibited at all times in the Javits Center.

### **BOOTH CLEANING**

Cleaning crews will be provided for general exhibit hall clean up, including aisles, each day before the opening of the show and during show hours. **FREEMAN** Cleaners vacuum and sweep all carpeting, empty waste baskets and supply and handle containers for removing hazardous wastes. Cleaners are represented by the International Brotherhood of Teamsters, Local 237. Exhibitors may clean and wipe down their products and display merchandise and parts of their exhibit not installed by other Javits labor. If you need cleaning services in your booth (vacuuming, shampooing, trash removal), you can order these services from Freeman by visiting their online portal.

### **BOOTH FURNISHINGS**

Booth equipment, services and furnishings are available through the Official General Contractor, **FREEMAN**. Please refer to the [FREEMAN ONLINE](#) section of this manual for the form and discount pricing cut-off date. Please be sure to indicate your booth number on all forms.



**FREEMAN** will maintain a full staff on-site at the Exhibitor Service Center located in Crystal Palace outside of the entrances to Hall 3B and 3E.

### **BUSINESS CENTER / FEDEX**

The FEDEX Business Center is located on level two in the Javits Center. They offer Copy, Fax, and Scan services, advance orders can be placed via email (a credit card must be placed on file). Office supplies and sundries are also available at the counter. The hours are 9:00 AM – 5:00 PM Monday through Friday.

### **CATERING**

**CULTIVATED** has the exclusive rights to all catering in the facility.

### **CENTER ACCESSIBILITY**

The Javits Center has sidewalk ramps, automatic doors at all street levels, restrooms and elevators accessible for persons with mobility impairments. Payphones are accessible and are equipped with volume and TTY capability for those with speech and hearing disabilities.

A limited number of wheelchairs are available at no fee. The Javits Center can also assist patrons wishing to rent motorized wheelchairs. Please call the Javits Center Command Center at (212) 216-2196 before you arrive for information on reserving or renting a wheelchair.

While no public parking is available on-site, a limited number of spaces can be made available for customers with a valid Parking Permit for People with Disabilities issued by a government authority. Please call (212) 216-2344 for information and reservations.

### **COAT AND BAGGAGE CHECK**

The Javits Center operates a coat check open to all exhibitors and attendees. It's located across from the Starbucks on Level 2 South Concourse overlooking the entrance to the Special Events Hall (1D). There is a small fee to check items.

### **COPYRIGHTED MUSIC**

If any copyrighted music is to be played in your booth, you must obtain all necessary licenses from the copyright owner or licensing agency representing the copyright owner. The licensing requirements include the playing of live, as well as recorded music (records, tapes, compact discs, etc.) and also include music, whether it is the essence of the presentation or is only used as background, on a videotape or other presentation.

The proper license must be posted in your booth and available for inspection at the request of Show Management or properly authorized agents of ASCAP or BMI. We also advise you to contact these agencies as listed below to acquire the proper licenses:

ASCAP Licensing Dept.

1 Lincoln Plaza

New York, NY 10023

Tel: (212) 621-6000



BMI (Broadcast Music, Inc.)  
10 Music Square East  
Nashville, TN 37203-4399  
Tel: (800) 925-8451, (615) 401-2000

Adherence to these federally mandated copyright licensing laws is of critical importance. Failure to do so is both a violation of federal copyright law, and a breach of your contract for exhibit space for the show.

### **CRATE REMOVAL, STORAGE + RETURN**

Empty crates, shipping containers, cardboard boxes, etc. marked with “**EMPTY STICKERS**” will be removed to storage and returned to your booth at the end of the show by our floor crew at no additional charge, provided you have used material handling services for the delivery of your booth. Do not store merchandise in crates or cartons marked for empty storage or behind booths—this is prohibited due to Fire Regulations in the building. “**EMPTY STICKERS**” can be acquired from the **FREEMAN** desk located at the Exhibitor Service Center. Please label your materials as soon as they are ready to be removed. We ask your cooperation in this important matter so that we can clean the aisles and install aisle carpet.

### **CUSTOMS BROKER + INTERNATIONAL SHIPPING**

**PIBL** is the official provider of international shipping, customs brokerage, freight forwarding and related services of Vision Expo East. All merchandise imported into the United States requires Custom House Clearance prior to release from any USA port or airport. It is the sole responsibility of the exhibitor to adhere to customs and international guidelines. The exhibitor must insure that all documents are valid and complete, and procedures are followed correctly.

Show management will not be held liable for freight held up due to customs issues, duty payments or any other problems related to inbound and outbound international shipments. Visit the Vendor Forms & Guidelines section for more information. **PIBL** will maintain a full staff on-site at the Exhibitor Service Center.

### **DISPLAY RULES + REGULATIONS**

Visit the **DISPLAY RULES + REGULATIONS** section of this manual for more information.

### **ELECTRICITY + LIGHTING**

All electrical work will be done exclusively by the Javits Center. You may order electrical via the Javits' Exhibitor Services portal called [JAKE](#).

Electrical Labor is required for:

- All under carpet distribution of electrical wiring
- All facility overhead distribution of electrical wiring
- All motor and equipment hook-ups requiring hard wiring connections
- Installation and repair of electrical fixtures
- Installation of electrical motors and electrical apparatus



#### Electrical Work Exhibitors May Do Themselves:

- Exhibitors may plug in their own devices and equipment for properly ordered 110 volt electrical service of 1500 watts or less
- Connect modems, printers, computers and keyboards
- Test and tune their own equipment
- Run their own communications cable between machines in the same booth above the booth carpet
- Install and dismantle their own lights in booths 100 square feet or less without the use of tools or ladders – provided that the service is for no more than 500 watts
- Connect up to eight (8) pieces of computer and/or telecommunications equipment to cables run by electricians.

For safety and conservation reasons, Javits Center will now enforce the following requirements of their existing 24-hour show power policy:

- All exhibit power shall be shut off no later than (1) hour after trade shows conventions or event closing and will not be turned on until 7:00 AM the following morning.
- In cases where exhibits require 24-hour power, that power source must be limited to the size outlet ordered by the exhibitor.

#### **ELEVATORS + ESCALATORS**

All large and heavy equipment should be transported using the freight elevator. No equipment may be transported on escalators. This includes items such as easels, chairs, tables, wheelchairs, baby carriages, and other similar devices. Normally, escalators are not operated on move-in or move-out periods. Passenger elevators are not to be used for transporting heavy freight and equipment.

#### **EXCLUSIVE RIGHTS FOR CERTAIN BUSINESS AT JAVITS CENTER**

The Javits Center maintains exclusivity for certain services which the Center provides itself and for certain services provided by other companies which have a contract with the center. The following is a list of companies holding the exclusive rights to perform certain services:

- Utility Service (Electric, Plumbing, Telecommunications): Javits Center
- Booth Vacuuming and Porter Service: Freeman/United
- Trash Removal from Javits Premises: Javits Contractor
- Sale of Food and Beverage: Cultivated
- Coat and Baggage Check: Cultivated
- Convenience Store: Hudson News
- Medical Service: TransCare
- Advertising in Public Areas of the Center: Javits Center
- Business Center: FedEx

#### **EXHIBITOR PERSONNEL, BADGES & SHOW ACCESS**

Exhibitor staff personnel wishing to enter the exhibit floor must wear an exhibitor badge at all times. Please refer to the **VENDOR FORMS & GUIDELINES** section to access information and order forms. Exhibitor badges must be worn at all times during Move-In, Show Days and Move-





Out. Access to the Show floor begins at 8:00 AM during Show days. For those individuals who still need a badge, one may be obtained at the Exhibitor Registration Counters. Only booth personnel with an exhibitor badge can enter the exhibition hall prior to Show hours, or those individuals who made prior arrangements for meetings. (Please stop by Show Office on-site to make the proper arrangements if this has not already been so.)

Reed Exhibitions will furnish Exhibitor with badges for use by Exhibitor's company management, company salesmen, and its distributors, whether domestic or foreign. Reed Exhibitions will also furnish badges for Exhibitor's independent sales representatives whose names were supplied to Reed Exhibitions by Exhibitor. Exhibitor badges are NOT to be issued to buyers, source suppliers, ad agencies, importers / exporters, consultants, vendors, business agents / managers, and others who wish to gain admittance for the purpose of making contacts or any other purpose.

Exhibitor badges must be worn at all times during Move-In, Show days and Move-Out.

- Misuse of Exhibitor badges is strictly prohibited. Should such a violation occur, the badge will be reclaimed by Reed Exhibitions, and the wearer will be refused further entry into display areas for the duration of the event
- Exhibitor must staff its booth(s) during all show hours
- Exhibitor personnel are permitted access to booth areas at 8:00 AM on Show days. For those individuals who still need a badge, one may be obtained at the Exhibitor Registration Counters.
- Exhibitor's personnel must wear the official Exhibitor badge for admission. Security personnel will refuse entry into display areas to all persons not wearing the official Exhibitor badge.

The official Exhibitor badge is not to be altered in any manner (replaced with business card, company badge or handwritten badge). Any alteration to the Exhibitor badge may result in reclaiming the badge and refusing the wearer further entry into the display areas for the duration of the event.

For Exhibitor Appointed Contractors (EAC's) to gain admittance into the Hall, Show Management requires each individual to wear a wristband. For your convenience, wristbands may be picked up at the Security Command Post. Proper credentials will be required. Only three designated supervisors of approved EAC's, will be issued the necessary credentials. **Please do not give Exhibitor Badges to EAC personnel for Security reasons.**

**EXHIBITORS WITH SPECIAL REQUESTS** - In the interest of fairness to all exhibitors, variances to allowable display heights will not be granted. Exhibitors wanting to discuss special needs for their exhibit should send detailed plans of their proposed display for this approval to their respective sales account executive.





## **FIRE + SAFETY REGULATIONS**

The Javits Center is committed to maintaining a safe environment and to promoting and enforcing responsible safety practices. The following Fire Safety Rules apply to Show Managers, Contractors, and Exhibitors. Notices will be issued for violations and/or failing to take corrective measures. Show Managers are responsible for correcting violations. Failure to do so will result in remedial action by Javits (e.g. removal of non-compliant structures, posting of a Fire Watch) at show management's expense.

The Center operates and staffs on a 24-hour basis the Command Center that monitors fire safety and all other safety features of the Center. The Command Center responds to all emergencies, including fire emergencies. Dial 2222 from house phones (located in corridors throughout the Center) or (212) 216-2222 from any other phone. Give your name, type of emergency and exact location of the occurrence. The following are strictly prohibited within Center:

- Open flames without a NYC Fire Dept. Open Flame Permit (Download Open Flame Permit Procedures)
- Displays of fresh cut decorative greens, pine branches, potted pine trees and shrubs, and Spanish moss.
- Spray painting
- Storage or use of butane
- Storage or use of any other flammable liquids or materials except as provided in these Rules.

## **FLOOR MANAGERS**

We have professional Floor Managers working on the Show floor. If you have any questions, problems, or need any information at all, please stop by to see them. Counters are staffed from the first day of installation through the end of dismantling.

## **FLORAL + PLANT RENTAL**

**SPRING VALLEY FLORAL** is the official florist of Vision Expo East. Please refer to the **VENDOR FORMS + GUIDELINES** section of this manual for the form. Please be sure to indicate your booth number on all forms.

## **FREIGHT MOVING EXHIBITORS MAY PERFORM (HAND CARRY POLICY)**

The Javits hand carry policy, which is outlined [here](#) under "Freight Moving" is designed to maximize exhibitor move-in/out and minimize traffic congestion. Exhibitors are reminded that the west side of 11th Avenue is officially designated a city bus lane, and vehicles illegally parked will be subject to a fine and/or vehicle towing by the New York City Police Department (NYPD).



## HOTEL + TRAVEL DISCOUNTS

Vision Expo East is offering discounts on hotel accommodations. Get discounted hotel rates by booking your room on the [Official Housing website](#).

## LABOR ORDERS

Please make arrangements for the dismantling of your booth by **1:00 PM, MARCH 17, 2024**. Only then can you be reasonably assured of a start time.

## LABOR REGULATIONS

New York City has several major unions that have jurisdiction over trade shows. Please plan now to abide by labor regulations. **FREEMAN** is the official labor contractor. Labor arrangements may be made to set-up, service and dismantle your exhibit. Information regarding labor jurisdiction can be found in the [FREEMAN ONLINE](#) section of this manual. If you have any further questions or would like a quote for labor services, you may contact **FREEMAN** directly at (888) 508-5054. There are 3 distinct ways a booth can be set-up and dismantled.

1. Hire **FREEMAN** labor
2. Hire an Exhibitor Appointed Contractor (EAC).  
Exhibitors using contractors other than **FREEMAN** for labor and/or supervision must return the EXHIBITOR APPOINTED CONTRACTOR form to Show Management prior to **FEBRUARY 9, 2024**. **NO EXCEPTIONS CAN BE MADE AFTER THIS DATE**. EAC's must meet specified requirements & must also be registered with the Javits Center.
3. If you plan to set up your own booth:  
Exhibitor is required to have with a Certificate of Insurance which names Reed Exhibitions and others (see the Certificate of Insurance sample in EXHIBITOR APPOINTED CONTRACTOR section of this on-line Exhibitor Manual) as an additional insured as well as documentation of full-time employee status such as paycheck stub or health insurance card. If you cannot produce the required documentation, the personnel without the required documentation will have to vacate the premises and you will need to hire labor from the General Contractor.

Examples of individuals **NOT ELIGIBLE** to perform booth set up and dismantle are: MANUFACTURERS REPRESENTATIVES, DISTRIBUTORS, SPOUSES, RELATIVES, and TEMPORARY OR DAY LABOR AND PART TIME EMPLOYEES OF ANY TYPE.

**Floor Managers and Insurance Safety personnel will be on hand to check for adherence to the booth set up and dismantle guidelines. The safety of all people on the show floor is a prime concern to everyone. People without the proper documentation will be asked to leave the show floor.**

## LIABILITY AND INSURANCE

Exhibitors are advised to see that their regular company insurance includes coverage outside of company premises and that they have their own theft, public liability, and property damage insurance. Show Management and its contractors will not be responsible for injury or damage that may occur to an exhibitor or his/her employees or agents, nor to the safety of any exhibit or other



property against theft, fire, accident, or any other destructive causes. Please review the space contract for details.

If you are not already insured with a carrier of your choosing, Vision Expo East's preferred vendor is [Risk Strategies](#). Please contact Kendra Reilly Monahan with any questions: [kmonahan@risk-strategies.com](mailto:kmonahan@risk-strategies.com)

### **LOST + FOUND**

Please stop by the show office located on the Level 4 Terrace to report a missing item. You can also contact Lost & Found at the Javits Center. They are open Monday – Friday from 8:00 AM – 7:00 PM. The phone number is (212) 216-2344. The Public Safety Division keeps lost items (post-show) for 30 days and lost valuables for up to three months.

### **MATERIAL HANDLING AGREEMENTS + SHIPPING INFORMATION**

All freight that is to be shipped from the Javits Center must be accompanied by a Material Handling Agreement (MHA) unless you have small pieces which you intend to hand carry.

All pieces must also be labeled with the booth name and number, as well as destination. Material Handling Agreements may be obtained from **FREEMAN** at the Exhibitor Service Center located in the West quadrant of the Crystal Palace. You must have your exhibit completely dismantled and packed before returning your completed Material Handling Agreement (MHA) to the **FREEMAN** Service Desk.

**FREEMAN** is the exclusive material handling provider on the exhibit floor. They will receive all shipments whether consigned in advance to their warehouse or sent directly to the Javits Center. Material Handling includes return of your empty cartons and crates at the close of the show. **Please refer to the section of the online manual for more details.** **FREEMAN** will maintain a full staff on-site at the Exhibitor Service Center located in the West quadrant of the Crystal Palace.

### **Vendor Forms + Guidelines**

### **MEDICAL + FIRST AID**

St. Vincent's Hospital EMT's maintain a medical office located in the southwest corner of the first floor of the building and in the back corner of the Crystal Palace, Level 3. If you're hurt, please reach out to a staff member and we'll get you to the EMTs.

- The Center maintains a small medical facility on site.
- The facility is staffed with emergency medical technicians and an ambulance during events with 5,000 or more in attendance in the aggregate in accordance with the New York Public Assembly Law.
- House telephones can be found in halls corridors throughout the Center and should be used to notify the Command Center of emergency situations.
- The emergency number is 2222. The Javits Center has 22 portable defibrillators strategically placed around the Center. The Public Safety Department has been trained in the proper use of defibrillators should such an emergency occur.



- In case of cardiac arrest, or other serious emergency such as a fire, dial the Command Center at Extension 2222 from any house phone, or call the Command Center at (212) 216-2222. Do not call 911. Give your name, type of emergency and the exact location of the incident (be as specific as possible).

### **MEETINGS IN YOUR BOOTH**

If you plan to use your booth to conduct meetings before or after official show hours, you must obtain an **EARLY OR LATE** access form from the on-site Show Management Office the day prior to your meeting. Authorization will not be granted for a pre-show appointment on the day of request.

Early OR Late access form will include the following information:

1. The exhibiting company and booth number
2. The non-exhibitor personnel visiting the booth
3. The time and date of the meeting
4. The name of the exhibitor who will meet the non-exhibitor personnel at the entrance to the show, and escort them directly to the booth.
5. Access to the floor during non-show hours will be denied unless Show Management receives this written request in advance.

**PLEASE NOTE:** All attendees and booth personnel must have a Vision Expo East show badge to enter the exhibit hall. Please use the Exhibitor Badge Form in the **Exhibitor Resources** section of the Vision website to register your booth personnel.

### **PHOTOGRAPHY**

**Oscar & Associates** is the official photographer of Vision Expo East. Please refer to their order form under the **Vendor Forms + Guidelines** section of this manual for order information. **NO PHOTOGRAPHY OR VIDEOTAPING IS PERMITTED (EXCEPT BY THOSE WEARING VALID VISION EXPO EAST PRESS BADGES). SURVEILLANCE CAMERAS ARE IN USE 24/7.**

### **PRIVATELY OWNED VEHICLES (POV)**

Defined as cars, pick-up trucks, vans and other trucks primarily designed for passenger use and no larger than a Ford Econoline Van. Vehicles containing more than 300 lbs of materials, straight trucks, bobtail, contract carries and vehicles with trailers are NOT considered POVs.

***Box trucks, cube trucks, U-Haul trucks, Ryder trucks, and other large rental vans, as well as any trailers hitched to any vehicle are not permitted in the self-service hand-carry unloading area.***



## **SECURITY**

Show Management will provide uniformed guards along the perimeter of the exhibit floor on a 24-hour basis during the entire period of the show (including installation and dismantle). Every reasonable effort will be made to prevent losses, however the final responsibility lies with the exhibitor. If you have items in your booth that are vulnerable to theft, please contact **Citadel Security via the Vendor Forms + Guidelines** to make specific arrangements for your booth.

## **SHIPPING**

Refer to the [FREEMAN ONLINE](#) section of this manual for information on your shipping options.

## **SMOKING POLICY**

The Javits Center maintains a smoke-free campus. Smoking is prohibited anywhere on Javits Center property, including the inner roadway and Javits-owned sidewalks.

## **TELEPHONE SERVICES + INTERNET LINES**

The Javits Center handles all telecommunication services including internet lines and wireless connections. For more information, please refer to the **Vendor Forms + Guidelines** section, of this manual. The Javits Center will maintain a full staff on-site at the Exhibitor Service Center.

## **BASIC SECURITY RECOMMENDATIONS**

By now you should have arranged for insurance coverage to protect your exhibit and product against damage or loss from the time it leaves your premises until it returns.

Show Management is very security conscious. We go to great lengths to provide a safe and secure environment, where exhibitors and attendees can transact their business without distraction.

### **BASIC SECURITY MEASURES:**

Among the Show's basic security arrangements are the following:

- **Citadel Security** Uniformed guards will be stationed at entrances and exits 24 hours a day and will patrol the exhibit floor during non-show hours
- Private guards may be hired from **Citadel Security**
- Security cages for rent. Large and small safety containers may be rented from the official contractor. Exhibitors may prefer to bring a secure container of their own, such as a lockable trunk, footlocker or strongbox that can be stored out of sight in the booth
- **Merchandise passes.** These are special forms issued by Show Management. When properly filled out and signed by the exhibitor, they tell security guards that removal of an item from the exhibit floor is authorized. (Subject to Change)
- A free overnight storage room where exhibitors may store valuables will be available. We recommend that especially vulnerable items be kept in the storage room during non-show hours and during set-up and dismantling. (Subject to Change)



#### WHAT EXHIBITORS CAN DO TO ENHANCE SECURITY:

- Exhibitor personnel must wear official Show Exhibitor badges at all times during move-in, show days and move-out. Please do not give Exhibitor Badges to anyone other than your full-time employees and remove all badges from the building when you leave on your last day there. Badges left behind are often abused by unauthorized personnel so do not leave them in your booth or discard on the floor.
- At the close of business each day, cover all display tables. This establishes a barrier to curiosity seekers and other would-be thieves from selecting such items to steal later.
- Place your wastebasket along the aisle at the end of each day to facilitate trash removal. **Immediately report to security or Show Management, the presence of any unauthorized visitors, or suspicious activity on the show floor.**
- Unpack product as close to the Show opening as possible. At the close of the Show, we suggest that you stay at your booth until these valuables are repacked.
- Treat especially valuable goods such as prototypes as irreplaceable. If they truly are one-of-a-kind, hire your own security guard. ***Under no circumstances*** should such goods ever be left unattended. Plasma Screens & Flat Screens, DVD's, televisions, laptops, and other electronic devices are particularly vulnerable to theft. Remove tapes or discs at night and store them in a safe place. Keep close tabs on personal items (cell phones, purses, laptops, briefcases, etc.).
- Do not put articles of any value in a container marked "EMPTY STORAGE", or behind booth.
- Shipping cartons should not identify contents. Use coded labels.
- Give special considerations to prototypes, irreplaceable and highly valuable articles, or other sensitive items.
- Be sure to send copies of Shipping Information, including all tracking numbers with your set-up people so that they know how many pieces should arrive.
- Booth staffing plans should take the following into consideration:
  - o Who will be at the booth during set-up and dismantling?
  - o Will an inventory list be available to check complete delivery during set-up and complete shipment after dismantling?
  - o Will you need a security cage?
  - o Will you need a private guard?
  - o Does all booth staff know that nothing of value should be left in containers labeled "EMPTY"?
  - o Things to consider in preparing your booth duty roster:
    - Will someone be on duty at least a half-hour before the show opens and until the show is closed for the day?
    - Will you schedule rotation to cover lunch breaks, etc.?
- All booth personnel should be advised to wear official show badges at all times as a security measure.
- DO NOT leave personal or work devices such as laptops, work bags, backpacks, purses, cell phones, cameras, etc. unattended.



#### **ONE FINAL WORD ABOUT SECURITY:**

- The best security available is not a guarantee that incidents won't occur if exhibitors leave merchandise unsecured in their booth overnight. Please utilize Freeman's accessible storage program (Focus/Park/Panorama), or overnight storage (Atelier/Lookout only). Otherwise, always secure all merchandise during non-show hours.
- RX does not assume responsibility or liability for loss, damage, or theft. That responsibility is yours, and we therefore recommend that you provide your own insurance coverage.
- Vision Expo East closes at 3:00 PM. Other than aisle carpet personnel, labor will not be admitted to the Show floor until 4:00 PM. **Secure all valuables immediately!**
- Pack and label product and remove them or hire Security until you can secure them properly. It is essential that exhibitor personnel remain in their exhibit areas until their display materials are secured. All small articles which can be easily picked up should be securely packed before you leave your booth after the Show closes at **3:00 PM**.
- Remember, during teardown, stay with your exhibit until your empty cartons are delivered and your goods are packed, sealed, and properly labeled.
- Do not leave material in your booth unlabeled at any time during move-out:
  - o It may be presumed abandoned; mistaken for trash; or one of your neighboring booths might label it in error.
- At the close of the show, please be sure to secure all electronic equipment especially led screens, flat screens, laptops, and any electronic equipment.