



Exhibitor Manual

Routes Americas 2017
14th–16th February
2017

Aria Resort & Casino
Las Vegas, Nevada
USA

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EXHIBITION CHECKLIST

We have put together this checklist to help you with your planning for Routes Americas 2017, to record your progress and to remind yourself of what needs to be done!

BASIC PLANNING	SECTION	DONE (Tick)
READ EXHIBITOR MANUAL		<input type="checkbox"/>
Work Out a Timetable to Prepare for the Event		<input type="checkbox"/>
Initial Deposit Paid		<input type="checkbox"/>
Balance(s) Due		<input type="checkbox"/>
Book Hotel Rooms	4-6	<input type="checkbox"/>
Make Travel Arrangements		<input type="checkbox"/>
Arrange Delivery/Collection/Storage of Stand Materials	2-8	<input type="checkbox"/>
 THE STAND		
Brief Stand Contractor		<input type="checkbox"/>
Order Communications/IT	4-9	<input type="checkbox"/>
Order Floral Displays	4-10	<input type="checkbox"/>
Order Audio Visual	4-1	<input type="checkbox"/>
Order Furniture	4-5	<input type="checkbox"/>
Order Catering	4-2	<input type="checkbox"/>
Order Electrics	4-4	<input type="checkbox"/>
Arrange Stand Staffing	4-8	<input type="checkbox"/>
Confirm Shell Scheme Name board		<input type="checkbox"/>
Arrange Insurance	4-7	<input type="checkbox"/>
		<input type="checkbox"/>
 PUBLICITY		
Arrange Prize Draw / Incentives / Entertainment		
Organize Stand Literature		<input type="checkbox"/>
Organize Extra Advertising		<input type="checkbox"/>
Plan Post-show Activity and Follow Up		<input type="checkbox"/>
		<input type="checkbox"/>

ROUTES AMERICAS 2017 - EVENT TIMETABLE

14th – 16th February 2017, Aria Resort & Casino , Las Vegas, Nevada, USA

The Routes Americas 2017 event will take place on Level 3 of the Aria Resort & Casino Convention Space in the Ironwood Ballroom.

Event Build-Up Days	Halls Open	Details of Schedule
Monday 13 th February	8:00 – 17:00	Exhibitor move-in to all Hosted Networking Stands & Dressing of Shell Scheme Stands
Tuesday 14 th February	8:00 – 11:00	Finishing touches to all Hosted Networking Stands & Dressing of Shell Scheme Stands
Event Open Days		
Tuesday 14 th February	12:30 – 17:45 17:45 – 19:45	Event Open Welcome Reception at Jewel Nightclub @ Aria
Wednesday 15 th February	08:00 – 17.40 19.30 – 23.30	Event Open Networking Evening Draï's Beach Club @ The Cromwell
Thursday 16 th February	08.00 – 16.25	Event Open
Event Breakdown Days		
Thursday 16 th February	16:45 –20:00	Dismantling and removal of All Stands. Exhibitors clear by 16:45

All Stand dressing and construction MUST be removed from the venue by 20:00 Thursday 16th February 2017. Any items left in the halls after this time will be deemed abandoned and disposed of as rubbish.

There will be a charge to the exhibitor for the removal of any stand fitting or other goods which are abandoned in the halls.

1. GENERAL INFORMATION

This manual has been created to aid exhibitors in all aspects of their planning for Routes Americas 2017. It contains many details for your information as well as a number of items which will need your attention in the lead up to Routes Americas 2017.

Please take note of the forms and deadlines at the back of this manual in order to make the process of exhibiting at Routes hassle free.

If you do not find the information you require in this manual please feel free to contact the Routes Operations Team directly as per the contact details in Section 1-1.

In addition, this manual is available to download via our website

<http://www.routesonline.com/>

1-1 ORGANISERS OFFICE

Routes will have a dedicated Organizers Office to deal with any queries you may have on site. The Organizers Office will be open at the following times:

Monday 13 th February	08:00 – 18:00
Tuesday 14 th February	08:00 – 18:00
Wednesday 15 th February	07:30 – 18:00
Thursday 16 th February	07:30 – 20:00

The Organizers Office is located in Starvine 3.

If you have any queries regarding your participation at Routes prior to these dates please do not hesitate to contact a member of the Routes Operations Team. Contact details can be found below:

Stacey Starck
Operations Manager
stacey.starck@ubm.com
+1 281 725 3214

Emergencies & First Aid:

For emergencies, dial 77911 from a house phone or +1 702-590-7911 from your cell phone.

Registration Desk:

The Routes Americas 2017 Registration desk will be located in Registration Desk 3A and will be in operation Tuesday, 14th February 2017, 10:00 – 17:00; Wednesday, 15th February, 8:00 – 17:30; Thursday, 16th February 8:00 – 16:00. All delegates can collect their badge and delegate bag during these time periods.

The Routes Registration Team will be on hand to answer any of your queries.

1-2 LOST & FOUND

All lost and found items should be handed in to our Event Registration Desk. If not collected from there, items will be turned over to Aria Resort & Casino Security. Any inquiries regarding lost and found items should be directed to the Registration Desk, Organizers Office or Aria Security.

1-3 SMOKING

The Nevada Clean Indoor Air Act prohibits smoking in indoor public spaces. As a result, smoking is not permitted in the meeting and convention spaces. Additionally, smoking is not permitted in restaurants, lounges where food is served, Hotel lobbies, elevators, guestroom hallways, theaters, arenas, arcades, retail stores and other indoor public spaces. The casino floor and certain lounges where food is not served are exempt.

1-4 NOISE LEVELS

If you intend to use any form of music or entertainment (dancing, singing and live performances) for your stand promotion you must notify the Organizers in advance of Routes Americas 2017 to obtain approval. Written permission must be obtained by sending a request to Stacey Starck at Stacey.starck@ubm.com no later than January 15, 2017.

There will be a prescribed maximum noise level of **70db** for all stands. Entertainment should be scheduled **outside** the formal one-to-one meetings sessions times and **only during the periods below**:

Tuesday 14 February	12:30 – 14:00 15:40 – 15:55
Wednesday 15 th February	10:55 – 11:25 12:35 – 13:00 13:00 – 13:30 – ONLY if there is no Lunch sponsor speeches/entertainment 13:30 – 14:00 15:35 – 16:05
Thursday 16 February	10:55 – 11:25 12:35 – 13:00 13:30 – 14:00

During the Strategy Summit on Tuesday, meetings on Wednesday and Thursday and any speeches, no sound, performances or entertainment should occur on any stand.

Routes would also ask that all exhibitors minimize noise and show appropriate respect to the formal speeches during the Tuesday and Wednesday Lunches.

If any noise levels are raised to an unacceptable level, you may be asked to suspend activities until a more appropriate time. If the noise level is above **70db** then we will ask you to reduce the noise, and if this is not adhered to then we reserve the right to cut power to your stand for 30 minutes.

Those exhibitors who plan to have Audio Visual equipment on their stand should ensure that all audio speakers must be facing inwards towards the stand and **NOT** facing the gangways or any other stands.

Any exhibitors who intend to have music on their stands should ensure they have applied for the right to perform live or recorded music. Please contact a member of the Routes Operations Team who can advise you.

1-5 PUBLIC ADDRESS SYSTEM

The public address system is for official announcements by the Organizers only. It is not available to exhibitors for publicity purposes or individual messages during Routes Americas open hours.

1-6 HEIGHT LIMITS FOR STANDS

Your Hosted Networking Stand may **not** exceed a height of 3 meters and should be single story only.

Shell Schemes may **not** exceed a height of 2.5 meters.

1-7 HANGING BANNERS

Under no circumstances are exhibitors permitted to hang banners/signs/truss from drop wires above their stands.

All banners/signs/truss must be attached to the top of the stand itself and must not exceed a total height of 3 meters.

1-8 BUSINESS CENTRE

Location: At the entrance to the Aria Convention Center which is on level 2.

Hours of Operation:

Monday – Friday 07.00 – 18.00

Saturday and Sunday 08.00 – 16.00

Phone: +1 702-590-9750

Fax: + 1 702-590-7112

2. SECURITY, ACCESS & DELIVERY

This section covers areas such as security, access during the build-up and breakdown period of Routes Americas 2017, parking, lifting, deliveries, customs and storage. Please read carefully and do all that you can to ensure the relevant forms are submitted in good time.

2-1 SECURITY

Security is an area we all take seriously and we ask you read the sections below carefully and ensure that all your staff fully cooperates with these systems. Please call our Operations Team if you have any queries.

While Routes will make all reasonable arrangements for security coverage, they are not responsible for any loss or damage, which may occur, and it will be the exhibitor's responsibility for the security of their stand, its exhibits and contents including personal property. Appropriate insurance cover should be arranged. See Section 4-8 for details of a provider.

Security personnel will patrol the hotel and event space in general, but their duties will not include special attention to individual stands. Under no circumstances should a stand be unmanned during the open periods of the event and items of value should not be left on your exhibition stand overnight.

Children are not permitted in the Networking Hall during installation, show days or dismantle.

2-2 GETTING TO ARIA RESORT & CASINO

Please find directions, public transportation and parking information for the Aria Resort & Casino here: <https://www.aria.com/en/contact-us.html>

Address:

Aria Resort & Casino
3730s Las Vegas Blvd.
Las Vegas, NV 89158

The Host will provide complimentary airport – hotel shuttles, Saturday, 11 February – Tuesday, 14 February and hotel to airport shuttles on Thursday, 16 February.

2-3 CAR PARKING

The Aria Resort & Casino offers valet parking and self-parking options. To review parking costs, please use this link <http://mgmresorts.com/parking/>.

2-4 LIFTING

The use of cranes, forklift trucks and working platforms is restricted exclusively to our Official Contractor. Please see contact information below. The use of a company's own cranes, forklift trucks and working platforms is **not** permitted for safety reasons.

2-5 FREIGHT FORWARDING

CEVA Showfreight is the recommended freight forwarding agent and can, through their worldwide logistics operation, arrange for your consignment to be collected from your premises and delivered to Routes Americas 2017.

If you contact **CEVA Showfreight** they will organize with their local agent to contact you and make the necessary arrangements. This way you can deal with someone in your own country and in your own language.

Contact: Martyn White
Address: Unit 3a, Perimeter Way NEC,
Birmingham
B40 1PJ, UK
Tel: +44 (0)121 782 8888
Fax: +44 (0)121 782 2875
Email: martyn.white@cevalogistics.com

2-6 DELIVERY ADDRESS

Deliveries should be clearly marked identifying the sender and receiver and an accessible packing slip should be available. Deliveries can be arranged via CEVA Showfreight who will liaise with the Official Contractor to manage the drayage onsite.

Please contact CEVA Showfreight to arrange delivery to the venue. Contact details for CEVA Showfreight are listed above. Additional delivery options will also be available through the Official Contractor.

Any goods being sent to Routes Americas 2017 will be subject to Customs Clearance.

CEVA Showfreight can assist in arranging this clearance as part of their service. Please contact them directly to discuss any questions you may have regarding customs formalities.

2-8 DELIVERY & COLLECTION

Deliveries during Build-Up

Routes Americas show management will **not** accept delivery of any goods and also cannot accept responsibility for any goods delivered to unstaffed stands. We regret we have no storage facilities available within the Organizers Office.

We strongly advise you to check your courier's local office open days and hours if you arrange for a courier other than CEVA to deliver items the venue. Some courier companies have restricted opening hours especially at weekends.

Deliveries during Event

Vehicles delivering stock during the open period may arrive 1 hour prior to show opening each open day.

All goods entrances and loading areas must be clear of vehicles prior to the event opening. No goods will be allowed through the main entrances of the halls. No deliveries are permitted once the event is open.

Collections

The breakdown of stands is not permitted during any part of the open period of the event under any circumstances.

If you are arranging for goods to be collected after the event closes, we strongly advise you do not leave goods unattended at any time before they are collected.

Routes cannot accept responsibility for damage to stands or goods or the loss or theft of any property on any stand or anywhere else in the event.

Contractor dismantling of stands and removal of all material must be completed by 20:00 on the 16th February. Exhibitors must be clear by 18:30 on the 16th February. Please ensure that you arrange for ALL of your stand materials to be removed from the halls. Any goods/stand fitting left in the halls after this time will be deemed abandoned and disposed of as rubbish.

There will be a charge for the removal of any stand fitting or other goods that are abandoned and this will be passed on to the exhibitor.

There are no facilities within the halls for storage of literature, exhibits, packing cases or boxes. All items must be stored within the confines of your stand. Fire regulations require that any items found outside or behind a stand must be removed for safety reasons.

If you require storage facilities please contact the Official Contractor who will quote for storing, packaging, and other materials on your behalf. Empty packaging material left at the stand is classed as waste and the exhibitor will be invoiced for its disposal. The Official Contractor information can be found below.

3. STAND CONSTRUCTION & DRESSING

There are a number of regulations within this section that are essential for an orderly event. Please be aware of them and comply with them. If you have any questions or require advice please contact our Operations Team who will be ready to offer assistance.

The Official Contractor for the event is Freeman, and their contact details are:

FreemanLasVegasES@freemanco.com

Phone: +1 702-579-1700

3-1 BUILD-UP SCHEDULE

Event Build-Up Days	Halls Open	Details of Schedule
Monday, 13 February	08:00 – 17:00	Exhibitor move-in to all Hosted Networking Stands & Dressing of Shell Scheme Stands
Tuesday, 14 February	08:00 -11:00	Finishing touches to all Hosted Networking Stands & Dressing of Shell Scheme Stands

3-2 EVENTS OPEN DAYS

Event Open Days	
Tuesday 14 th February	12:30 – 17:45
Wednesday 15 th February	08:00 – 17:40
Thursday 16 th February	08:00 – 16.25

Any maintenance work required during the open days of Routes Americas 2017 must be pre-arranged with the Organizers before 12:00 on the day you want to work. Maintenance can only be undertaken during the closed hours at the end of the show day.

3-3 BREAKDOWN SCHEDULE

The Exhibition Hall at Routes Americas closes at 16:25 on Thursday 16th February 2017.

Removal of exhibits and displays commences at 16:45. Under no circumstances may any goods be removed or packed away from your stand before this time.

We strongly advise you **NOT** to leave items unattended on your stand at any time.

Dismantling of stands and removal of all material must be completed by 18:30 on Thursday 16th February 2017. Please ensure that you arrange for **ALL** of your stand materials to be removed from the halls.

Any goods/stand fitting left in the halls after this time will be deemed abandoned and disposed of as rubbish.

There will be a charge for the removal of any stand fitting or other goods that are abandoned and this will be passed on to the exhibitor.

3-4 CARPET/ FLOOR COVERING

Hosted Networking Stands

If you are building your own stand you do not need to supply floor covering, as the ballroom floor is already covered, however, if you are laying your own flooring then you **must** ensure that suitable carpet protection is laid to protect the venue carpet, and under no circumstances must any tape be used that cannot be properly removed in full during breakdown.

Shell Scheme Stands

As this is a carpeted venue, carpet will not be provided as part of your stand. If you would like to order carpet for your stand then please contact the Official Contractor.

3-5 DISCREPANCIES

Only the Official Contractor will be permitted to carry out all shell scheme work in the halls.

If you experience any problems with your stand please inform the Organizers Office immediately.

Discrepancies regarding your stand will only be recognized by the Organizers if notification is made to them in writing before the close of Routes Americas 2017 on Thursday 16th February 2017.

3-6 EXHIBITOR APPOINTED CONTRACTOR & EXHIBITOR ACCESS

All exhibitors must abide by existing agreements and regulations covering the use of services, material and freight handling and labor at the Aria Resort & Casino. A detailed explanation of union jurisdiction is listed in General Contractor Forms.

Exhibitors using contractors other than Freeman, the official labor contractor, for labor and/or supervision, must notify the Operations Team by Monday 9th January, 2017

Contractors other than the official labor contractor must file a certificate of insurance, showing general liability coverage and worker's compensation valid in Nevada, with the Operations team. In addition, the Exhibitor-Appointed Contractor Form, signed by the exhibitor, must be sent to the Operations team by 9 January 2017.

Exhibitors from outside the United States who wish to bring EAC labor from their home country must receive special approval from show management. In many jurisdictions within the US, international EACs are not allowed to work. If you wish to seek approval for an EAC from your home company, please notify Stacey Starck no later than 9 January 2017.

Exhibitors are responsible for informing contractors of the following requirements and ensuring their compliance.

- Exhibitor-appointed contractors must agree to abide by all rules and regulations of the show, and agree to abide by all union rules and regulations.
- Exhibitor-appointed contractors are allowed to do display work only.
- The exhibitor will be liable for any expense or damage caused by, or as a result of its appointed contractors.
- Exhibitors may not order badges for their contractors. A wristband order form will need to be completed from page 29 of this manual in order for the contractors to get access to the expo floor.
- Exhibitor-appointed contractors are not allowed to set-up service desks on the show floor or in any booth.

You must fill out and return the Exhibitor Appointed Contractor Authorization form found on page 30 of this manual and submit to Stacey Starck, stacey.starck@ubm.com by 9 January 2017. All exhibitors are responsible for providing EACs with show rules and regulations.

3-7 SHELL SCHEME STANDS

The Official Contractor must carry out all shell scheme work in the halls.

Example Shell Scheme



The Shell Scheme specification is as follows:

Fascia: Red fascia – 26 characters

Walling: 3 sets of partition panels (one back wall and two side walls).

For specific measurements for graphics please contact the Official Contractor.

- Electrical Connection and (1) 5amp socket.
- Please bear in mind that you may need to bring a plug adaptor and/or voltage converter with you.
- (1) Table
- (2) Chairs
- Lighting - (3) Stem Light Fixtures.
- **No Carpet**
 - As this is a carpeted venue, carpet will not be provided as part of your stand.

At the back of this manual is the Fascia Nameboard Order Form. It is important that you complete and return the Fascia Nameboard Order Form with the company name that you wish to appear on your fascia name board by 9 January 2017 and send to stacey.starck@ubm.com.

If we do not receive your Fascia Nameboard Order Form then the company name on your stand fascia will be as per the company name on your stand contract. On-site changes to fascia will incur an extra charge.

3-8 HOSTED NETWORKING STANDS

When the exhibitor signs his/her Hosted Networking Stand he/she agrees to abide to all the clauses contained in the Exhibitor Manual and to ensure that all Exhibitor Appointed Contractor (EAC's) abide by them. In order to avoid any dispute, you must submit the layout of your stand to our technical advisor, Chris Simpson from Abraxys Global Limited. The definitive set up of your stand must be in strict conformity with the approved submission and Abraxys Limited will check all stand installations and will reject those that do not conform to the exhibition regulations.

IMPORTANT:

- Please make sure you receive your stand approval before 9th Jan 2017
- Hosted Networking Stands (Self Builds) do not receive carpet and walls.
- Please return the Health & Safety form to Abraxys Limited.

KEY CONCEPTS:

Stand Plan Inspections – SPI's

Why do plans and documentation need to be submitted and inspected?

UBM have a legal and moral duty of care to ensure the health and safety of everyone in the halls. Events in general have previously had a relatively poor record of health and safety and therefore plans must be submitted so that their proposed structural integrity may be assessed and issues raised dealt-with prior to arrival at site. Therefore, Stand Plan Inspections (also known as SPIs) are required for each stand at the event and it is mandatory for these checks to be completed before construction starts.

Please note that there is a fee for this service – please see below for more details.

License to start the construction process is indicated by you receiving a 'Permission to Commence Build' certificate or PCB, dedicated to the stand in question. You should be aware that the required 'Permission to Commence Build' authorization cannot be issued until all plans have been inspected for conformity and full payment of the SPI fee has been made (see below). Please also note that receipt of a PCB is only an authorization to start building the stand – regular checks will be made on each stand to ensure the appropriate use of materials, structural integrity, etc. If our safety advisors are concerned about the above in any way, we reserve absolute right to terminate any stand construction.

What do we need to submit?

- You will need to submit stand plans in the required format.

Please remember that as well as plans and details of stand construction, you will also need to submit:

- The Health & Safety form.
- Risk Assessment
- Method statement
- Public Liability Insurance certificates from all contractors and other individuals working on your stand(s).
- Details of any exhibits with moving parts, together with how they are to be guarded against causing injury.

Complex and Non-Complex stand construction:

- Space only stands are categorized in 2 ways – ‘Non-Complex’ and ‘Complex’.
Most stands will fall into the non-complex category, however more substantial designs will often fall into the ‘Complex’ category.

How do I know if my stand is complex or not complex?

- When AbraxysGlobal Limited inspect your plans they will confirm whether the design is complex or non-complex. Many different elements may make it complex, however these are the most common reasons:

Non-Complex

- Under 4000mm or less in height
- Single storey
- No platform or stage
- Does not include ‘raked’ or ‘tiered’ seating
- Lightweight exhibits

Complex

- Over 4000mm (Build height must be approved by Routes before submission of plans)
- More than one storey (Build height must be approved by Routes before submission of plans)
- Includes platform or performance stage
- Includes ‘raked’ or ‘tiered’ seating
- Heavy exhibits (e.g. substantial or potentially hazardous working machinery)

What Rules and Regulations must I comply with?

All ‘Hosted Networking Stand’ exhibitors must comply with the conditions set out by the:

- Health & Safety regulations
- Fire regulations
- Organiser regulations
- General information

As part of your contract to take a ‘Hosted Networking Stand at the event, you are required to submit the following documents before you will be allowed to commence build up. Proposed stands will fall into one of two categories: ‘Non-complex’ and ‘Complex’ .

Deadlines

Drawings of your stand in either .pdf or .dwg format must be submitted by:

Non- Complex/Single storey stands:

9th January 2017

Complex/(Approved by Routes):

9th January 2017

Who do we submit them to?:

Digital: routes@abraxysglobal.com

Please submit all documentation in .pdf or .dwg format. Should you have difficulty with this, please contact AbraxysGlobal Limited as soon as possible to discuss alternatives.

By Post:

Please note that we strongly encourage you to submit all documentation digitally as above, as postal delays may mean that deadlines are missed. Plans submitted electronically will be processed more swiftly and in addition, AbraxysGlobal Limited and UBM are committed to sustainable practices wherever practical. With this in mind, we aim to avoid and discourage printing of documents unless absolutely necessary. For postal submissions, please use:

**Abraxys Global
Limited** Barley
Mow Centre
Barley Mow
Passage LONDON
W4 4PH

United Kingdom

Tel.: +44 (0) 208 747 2045

Fax: +44 (0) 208 747 2046

IMPORTANT: Please make sure you have received your stand approval from Abraxys Global Limited before the 9th January 2017.

Fees for Stand Plan Inspections (SPI):

Please note that there is a mandatory fee for submitting plans for inspection:

Prior to the Approval Deadline:

- Fast Track Rate: **155.00 GBP** (plus 20% VAT or the prevailing rate in the UK at the time).
- After the Approval Deadline: Standard Rate: **250.00 GBP** (plus 20% VAT or the prevailing rate in the UK at the time).

Making Payments:

Please follow the link below to make payment of the SPI fee. Please note that payment will only be accepted at the rate in force at the time (see above) and must accompany submission of drawings etc.

<http://www.abraxysretail.com> Please then follow the links to the show you are exhibiting at.

Alterations to plans submitted.

So long as there is not a substantial change to proposed plans (i.e. a complete re-design once it has been inspected and PCB issued), AbraxysGlobal Limited will re-assess changes at no additional charge and re-issue a PCB if appropriate.

All changes to stand designs of a material nature must be submitted to AbraxysGlobal Limited for assessment. Generally this will refer to changes to walling, supporting structures and other construction elements, but not to paint or colour finishes – if you are at all unsure, please email details to AbraxysGlobal Limited. Whether the changes are significant enough to warrant additional SPI fees shall be entirely at the discretion of AbraxysGlobal Limited.

You should be aware that stands which have changed in the nature of their build and do not conform to the plans submitted and assessed, will be treated as if they had not submitted plans. This is likely to mean that the stand/chalet will not be allowed to be built.

The venue reserves the right to inspect any complex stand/chalet on site during the build phase, and ask to look at designs and supporting structural paperwork.

Please ensure your appointed contractor is made aware of all building regulations and has received an up to date copy of the floor plan, Routes will not do this for you.

3-9 STAND FITTING GENERAL INFORMATION

Gangways

Exhibitors must ensure that the gangways adjoining the stands are not blocked, during build-up and breakdown, in such a way which inhibits the movement of other exhibitors and freight. Exhibitors not adhering to this rule may be asked to move.

Heights

Shell Scheme displays may not exceed a height of **2.5 metres**.

Hosted Networking Stands may not exceed a height of **4 metres** and should be single storey only.

Stand Incentives

Please note exhibitors are not permitted to sell any items from their stands at Routes Americas 2017.

Additional Branding/Enhancements

Any Shell Scheme holders wishing to brand their stand or make adjustments to the above specification should ensure that they have their designs approved by Routes before going ahead.

Please send visuals of branding or enhancements to Stacey Starck, Operations Manager, stacey.starck@ubm.com before 9th January 2017.

4. ADDITIONAL SERVICES

Under this section you will find information on electrics, piped services and all appointed suppliers. Where return dates are shown it is essential these particular services are ordered in advance as late orders may cause delays at the event and can be subject to surcharges. Please contact the Routes Operations Team or the supplier involved for any advice or assistance you may require.

4-1 AUDIO VISUAL EQUIPMENT

Audio visual equipment on your stand is available at an additional cost. AV equipment can be ordered via ETS (Event Technology Services). Orders can be placed at <http://www.ets-av.com/orders>, +1 877 387 2850. An ETS order form is at the end of this manual.

4-2 CATERING

All catering must be ordered through Aria Resort & Casino Catering, no outside food or beverage will be permitted at the event. The Aria Resort and Casino Catering menus can be viewed here: [Aria Exhibitor Services](#)

For more information about catering on your stand or to place a catering order, please contact ARIA Exhibitor Services [Aria Exhibitor Services](#) or toll free +1 866 997 7007.

4-3 CLEANING

Overnight cleaning of shell scheme stands and gangways is included as part of the service – this consists of vacuuming gangways and emptying of bins. Should you require additional cleaning services please contact [Aria Exhibitor Services](#).

4-4 ELECTRICITY

The voltage in the United States is 120 V, 60 Hertz frequency, and uses a USA plug type.

Edlen Electrical is the exclusive provider of electrical services. To place your order, please visit [Aria Exhibitor Services](#). For questions please call +1 702 322 5707 or email aria@edlen.com.

4-5 FURNITURE, GRAPHICS & CARPET

Furniture

Please note that a table and two chairs are included in the standard shell scheme package.

Additional furniture items (brochure racks, cupboards, comfy seating etc.) are available at an additional cost. Please contact the Official Contractor directly to discuss your needs.

Carpet

As this is a carpeted venue, carpet will not be provided as part of your stand. If you would like to order carpet for your stand then please contact the Official Contractor.

Graphics

Graphics are **not** included in your stand design. Should you wish to have graphics added to your stand at an additional cost please contact the Official Contractor.

4-6 HOTEL ACCOMMODATION

To book hotel accommodation please visit <https://aws.passkey.com/event/14886821/owner/1464789/home>

4-7 INSURANCE

Whilst we take every precaution to protect your property during the event, we are not responsible for any loss, consequential loss, or damage to your products whilst at Routes Americas 2017.

All exhibitors must have full indemnity insurance against public liability and all other usual risks in respect of loss, damage, injury to goods and person, and in particular against theft.

Exhibitors are also responsible for insuring against any legal liability incurred in respect of injury or damage to property belonging to third parties. In addition to this, you will be liable to pay any expenditure incurred should the event be cancelled. Please be aware that there is insurance cover available to protect you against this risk, but it is optional.

The UK Financial Services Authority regulations do not permit us to advise you on any insurance matter. However we would like to draw your attention to the services offered by Event Assured. Please contact Event Assured Tel +44 (0)1376 330624, Fax +44 (0)1376 330004.

You are under no obligation to purchase insurance from Event Assured and may therefore choose to seek insurance from other providers.

4-8 STAND STAFF/HOSTESSES

Should you wish to order any staff/hostesses for your stand please contact the Routes Operations Team for assistance.

Please note you will be required to register these staff with Routes in order for them to gain access to the event. Please send details of your stand staff to our Registration Team at eventregistration@routesonline.com.

4-9 COMMUNICATIONS & IT SERVICES

Communications and IT Services are supplied exclusively through Aria Exhibitor Services. Should you wish to order this for your stand, please contact [Aria Exhibitor Services](#)

Wi-Fi will be available in the venue free of charge but is meant for the reading of emails or the sending of small files only. If you need to download files larger than 5 MB or display presentations, you should order a wired Internet connection directly from the external contractor. Should you wish to order internet for your stand, please contact [Aria Exhibitor Services](#)

We do not recommend the use of Wi-Fi on stands or for presentations purposes and Routes cannot be liable for the functionality of this service.

4-10 PLANT & FLORAL

Organized Events Plant & Floral is the official provider of plant & floral services. There is a price sheet on page 36 for basic items. For information on additional plant & floral options or to place an order, please contact Organized Events Plant & Floral at:

Website: organizedeventsfloral.com

Email: organizedevents@comcast.net

Phone: +1 423 756 9835

Fax: +1 423 756 4743

Mobile: Michael David – +1 423-290-6010

5. VENUE RULES & REGULATIONS

Please read this section carefully and pass on all information to your independent stand contractor should you have one. It is an exhibitor's responsibility to ensure a copy of this Manual is passed onto all non-official stand contractors.

Please click this link for an up-to-date floorplan should you require one:

<http://www.routesonline.com/>

5-1 GENERAL RULES

The below rules and regulations are that of Aria Resort and Casino and are not fully inclusive of all Health and Safety Guidelines. For a more comprehensive guide to the Health and Safety Standards that all Routes exhibitors and contractors should adhere to please click on the link below and download a copy of 'The g-Guide': <http://theg-guide.org/>.

Alcohol Consumption

Alcohol consumption is prohibited during move-in and move-out of all shows. This is applicable inside or outside of the event space.

Stand Decoration

Exhibitors may decorate their own booths as long as they strictly respect the technical and security rules in force, namely:

- Walls, columns and general infrastructure of the exhibition hall may not bear loads
- It is forbidden to change the natural state of the structure / installation (painting, drilling holes into the wall panels, using double sided tape on the walls, other than 3M tape, gluing carpets or any other construction material, etc.)
The reparation charges will always be charged to the exhibitor
- It is forbidden to obstruct passages and the access to emergency exits

Disposal of Material

It is obligatory to collect and dispose of all material during the breakdown of the event. When the dismantling period is over, the exhibitor loses any right to claim for losses or damage to property left behind and any costs incurred by the venue in removing this property will be charged to the exhibitor.

Payment Policy

Payment for the products/services requested should be settled directly with the subcontractors or other official suppliers. All payments should be effected before the start of the build-up.

Non-compliance with this regulation can cause considerable delay; the Organizers do not allow exhibitors to move-in unless all financial obligations have been fulfilled. If onsite payments cannot be avoided then please ensure that a member of your crew has the authority to make the payment. Orders placed during build-up or the exhibition are to be paid immediately onsite.

Prohibited Goods

The Organizer reserves the absolute right to remove any dangerous equipment which releases disagreeable, harmful or disturbing odours, as well as installations likely to detract from the general appearance of the exhibition.

- Raw material processing for structures (cutting pieces to size, planning, polishing, varnishing, etc.) as well as the use of wood working machinery, welding equipment, any type of naked flame or internal combustion engines (e.g. compressors).
- Propane-butane gas, nail pistols, spray guns and current-generating equipment
- Highly inflammable or explosive compounds, gases, dangerous materials, radiation materials and inflammable chemicals
- Goods causing nuisance by their odour, noise or light

Security

We advise you to observe the following

- We recommend that you take out adequate insurance to cover your property
- Always keep your personal property locked away. Please do not leave handbags, briefcases, mobile phones, laptops, etc. on the stand unattended
- Do not leave your stand unmanned until the last visitor has left the exhibition area.

Special Effects

Special effects lighting, live music, smoke and laser projection may not be used in the stands.

5-2 FLAMMABLE & EXPLOSIVE GOODS & HOT WORK

The Routes Operations Team must be informed at least 2 months prior to the start of the event should exhibitors wish to do any form of hot working. This can include lighting, heating systems and laser technology. This is not an exhaustive list and should be used as a guide only. Please email details of this work including a risk assessment to Stacey Starck, Operations Manager, stacey.starck@ubm.com.

Lit candles or other naked flames are not permitted.

5-3 ELECTRICAL, WATER & GAS INSTALLATIONS

For safety reasons the Aria Resort and Casino electrical mains contractor must carry out all “first fix” or below floor mains connections.

Appropriate temporary supplies for build-up and breakdown should be ordered through our Official Contractor.

Cables may not be plugged into venue sockets and / or trailed across gangways.

It is important to note that once a show has ended, stand power will be turned off half an hour after the show closes and will not be turned back on. This is to ensure the safety of all persons working in the halls.

The Official Contractor has a legal responsibility to ensure the integrity of electrical installations at the venue. Any electrical installation considered unsafe will not be energized until the appropriate remedial action is completed.

5-4 FIRE & ACCIDENT REGULATIONS

The purpose of these regulations is to maintain an acceptable level of fire safety within the Aria Resort and Casino.

1. The aisles, passageways, emergency routes, doors and exists must be secured and must remain unobstructed all the time.
2. No hazardous materials are to be stored in the booths or stands.
3. Smoking and the usage of open flames in the entire hall is prohibited.
4. Fire hazardous materials are prohibited in the area of fuses or switchboards of electrical appliances.
5. The use of electric ovens and portable heating equipment is strictly prohibited.
6. The use of flammable and explosive liquids and propane/butane cylinders is strictly prohibited.
7. Fire extinguishers are placed next to exits and cannot be blocked.
8. After the event and during the dismantling the booths and exhibit space must be thoroughly checked to ensure that no flammable or explosive incidences have occurred.
9. ARIA Resort & Casino is equipped with alarm and sprinkler systems. Fire extinguishers and other emergency equipment are strategically located in all areas of the building. ARIA Security Office monitors all building emergency systems throughout the facility. It is imperative that all fire hose cabinets, strobes and fire extinguishers be kept clear, accessible and free of obstructions at all times. The fire hose cabinets, strobes and fire extinguishers are permanent fixtures of the facility and cannot be moved. In event of fire, please contact a member of the Routes Team immediately.

6. MARKETING

6-1 STAND DESIGN

The design of your stand is crucial to attract delegates and increase footfall at Routes Americas 2017. Below are some design and promotional ideas you may wish to consider as part of the effort to make your company stand out:

- Your company tagline
- Visuals of your company/location
- Information counter/rack for your marketing literature
- Private meeting area
- Plasma screens with promotional DVD's
- The latest technology for visual & digital imagery
- Colour, motion and bold graphics
- Seating area
- Refreshments (all food & beverage orders must be placed through the Aria Resort & Casino Exhibitor Services Department)
- Give-aways & unique prizes
- Welcoming & smiling promotional staff
- 'At Event' offers and promotions

6-2 STAND PROMOTION

Stand Incentives

Please note exhibitors are **not** permitted to sell any items from their stands at Routes Americas 2017.

Extra Seating

To enable you to accommodate delegates we strongly advise you to incorporate seating areas within your stand design. Remember comfortable lounge seating can be very appealing to exhausted Routes Americas delegates visiting your stand whether informally or formally.

Coffee and Dessert

Specialty coffee/cold drinks and desserts are especially popular with delegates at Routes Americas 2017 and we would encourage you to offer this sort of hospitality to entice delegates to your stand, as well as offering this service to delegates who are formally visiting you for meetings during the event.

Please see Section 4-2 for details on stand catering/hospitality, and please note that all food & beverage orders must be placed through the Aria Resort & Casino Exhibitor Services Department.

6-3 PROMOTIONAL STAFF & ENTERTAINMENT

Promotional staff will often add to the welcoming and inviting experience of visiting your stand. Smiles, eye contact and 'fluent' body language will help entice delegates onto your stand. Promotional staff can attend the event at no extra cost and are not included in your exhibitor places.

Should you wish to order any staff/hostesses for your stand please contact the Routes Operations Team for assistance.

Also offering live entertainment* on your stand attracts attention. Please ensure you contact Catherine Makrandreou, catherine.makrandreou@ubm.com should you wish to do this, so that such activity can be promoted appropriately and so that we can also check that it meets the event regulations.

*Due to the meetings and briefings taking place at Routes Americas there are sound volume and timing restrictions in the venue, please refer to Section 1-4.

Please note you will be required to register these staff with Routes in order for them to gain access to the event. Please send details of your stand staff to our Registration Team at eventregistration@routesonline.com

6-4 ROUTES DIRECTORY

The Routes Americas Delegate Directory is an invaluable tool for the event. Not only will it provide delegates attending the event with important logistical information but it will also provide an important reference tool in sourcing delegate contacts throughout the following year.

As a consequence, the Routes Americas Delegate Directory is extremely popular with all exhibitors as it is an opportunity to advertise your stand location, company and region, thereby drawing key delegate traffic to your stand.

6-5 EXHIBITOR PROFILE

Exhibitors are entitled to a logo and '100 word' profile in the Routes Delegate Directory. To guarantee your inclusion please send a copy of your company logo in both an EPS and JPEG format and your 100 word profile to Louise Smith, louise.smith@ubm.com by 6 January, 2017.

It is important that you update your Route Exchange profile online and connect with all other airports and airlines who are attending Routes Americas 2017. Please visit www.routesonline.com and join the route development industry online.

6-6 ROUTES DAILY NEWS & ADVERTISEMENT OPPORTUNITIES

To advertise and add stories to the official publications at Routes Americas, please contact Catherine Makrandreou, catherine.makrandreou@ubm.com.

If you are interested in advertising online to enhance your marketing message at Routes you can contribute to Routesonline. Please contact Kirsty Studholme, kirsty.studholme@ubm.com.

6-7 SPONSORSHIP OPPORTUNITIES

Our Routes Americas sponsorship packages have been specifically designed to deliver maximum impact, value and return on investment.

By becoming a sponsor at Routes Americas you will:

- Connect with your target market
- Differentiate your organization from your competitors
- Maximize your return on investment
- Create positive PR and increase brand awareness
- Build high profile relationships with key industry influencers.

Please contact Charlotte Sullivan, Sponsorship Manager, sales@routesonline.com, for more information about the sponsorship and promotional opportunities available at Routes Americas.

6-8 PHOTOGRAPHY

Routes will ensure all exhibits will be photographed during the event and this may be reproduced in post event material. For any special requests, please contact Ellie Wells, ellie.wells@ubm.com.

For any logistical information not covered by this document, please do not hesitate to contact the Routes Operations Team directly.

Stacey Starck
Operations Manager
1+ 281-725-3214
stacey.starck@ubm.com
www.routesonline.com

7. FREQUENTLY ASKED QUESTIONS

Below we have listed some frequently asked questions. Please take time to read them as it may just save you a telephone call!

Q: How high can I build my stand?

A: Hosted Networking Stands may **not** exceed a height of 3 meters and should be single storey only. Shell Scheme displays may **not** exceed a height of 2.5 meters.

Q: Can I hang banners/truss/signage from the ceiling?

A: Under **no** circumstances are exhibitors permitted to hang banners/signs/truss from dropwires above their stands. All banners/signs/truss must be attached to the structure of the stand itself and must **not** exceed a height of 2.5 meters for Shell Scheme Stands and 3 meters for Hosted Networking Stands.

Q: Who can take delivery of my package?

A: Show Management cannot accept responsibility for the delivery of any goods for your stand. It is important that you arrange for a representative from your company to be at your stand to receive them, especially during the build-up period.

Q: Where can I store my boxes?

A: There are no facilities within the halls for storage of literature, exhibits, packing cases or boxes. All items must be stored within the confines of your stand. Fire regulations require that any items found outside or behind a stand must be removed for safety reasons. Please contact the Official Contractor should you wish to discuss storage options.

Q: When do Exhibitors have access to build/dress their stand?

A: Hosted Networking Stand and Shell Scheme exhibitors have access from 08.00 on Monday 13th February 2017.

Event Build-Up Days	Halls Open	Details of Schedule
Sunday, 12 February	10:00 – 18:00	Official Contractor build-up.
Monday, 13 February	08:00 – 17:00	HNS Stand build and shell scheme build commences. Exhibitor move-in to all Hosted Networking Stands & Dressing of Shell Scheme stands.
Tuesday, 14 February	08:00 -11:00	Finishing touches to all Hosted Networking Stands & Dressing of Shell Scheme stands.

Q: What time can I break down my stand?

A: Removal of exhibits and displays commences at 16:45 on Thursday 16th February 2017. Under no circumstances may any goods be removed or packed away from your stand before this time.

Q: What comes with my Shell Scheme stand?

A: Fascia name board with company name, wall paneling, lighting and power point, 2 chairs and a table. See full specification in section 3-7

Q: What if I have a problem with my Shell Scheme stand?

A: The Official Shell Scheme stand contractor will be on-hand throughout the event to answer any of your queries and to assist you in your build-up.

Q: How do I attach posters to my Shell Scheme stand?

A: Lightweight exhibits or displays can be attached to the walls by the use of 3M tape, pads or Velcro.

Q: I would like to serve food from my stand, who do I contact?

A: Please contact [Aria Exhibitor Services](#). Please note that all food and beverage must be ordered through Aria Exhibitor Services, no outside food or beverage will be permitted.

Q: How do I book hotel accommodation?

A: All hotel details and rates are listed on <http://www.routesonline.com/events/183/routes-americas-2017/official-venue-and-hotel/#mainContent>

Q: How do I order an Internet connection?

A: Internet connections can be ordered from Aria Exhibitor services. To place an order, please contact [Aria Exhibitor Services](#).

Q: Will my stand get cleaned?

A: All gangways, event common areas and stand rubbish bins will be cleaned during the event.

Q: Can I play music and/or DVD's on my stand?

A: Yes music/DVD's can be played on your stand during the times specified in Section 1-4 of the Exhibitor Manual.

8. Key Contact Details

Routes Operations Team

Stacey Starck
Operations Manager
Phone: 1+ 281-725-3214
stacey.starck@ubm.com

Official Contractor

Freeman
Phone: +1 702-579-1700
FreemanLasVegasES@freemanco.com

Additional Services

ARIA Exhibitor Services
Phone: +1 866 997 7007
exhibitorservices@aria.com

Audio Visual Equipment

ETS (Event Technology Services)
Phone: +1 877 387 2850
<http://www.ets-av.com/orders>

Electrical

Edlen Electrical
Phone: +1 702 322 5707
aria@edlen.com

Freight Forwarder

Martyn White
Address: Unit 3a, Perimeter Way NEC, Birmingham
B40 1PJ, UK
Tel: +44 (0)121 782 8888
Fax: +44 (0)121 782 2875
martyn.white@cevalogistics.com

9. ORDER FORMS

We have compiled this checklist as a quick reference guide for returning essential forms to the relevant supplier.

DETAILS		EXHIBITOR TYPE	DEADLINE	SENT
Shell Scheme Fascia Name Board Order Form	Form on page 32.	Shell Schemes	09/01/17	<input type="checkbox"/>
Shell Scheme Extras, Stand Fittings & Furniture Order Form	Contact the Official Contractor, details on Page 30.	Shell Schemes & Hosted Networking Stands	16/01/07	<input type="checkbox"/>
Exhibitor Appointed Contractor (EAC) Form	Form on Page 34.	If applicable	09/01/17	<input type="checkbox"/>
Contractor Wristbands	Form on Page 33.	If applicable	09/01/17	<input type="checkbox"/>
AV Order	Form on Page 37.	All	27/01/17	<input type="checkbox"/>
Electrical Order	Contact Edlen, details on Page 30.	Hosted Networking Stands (Space Only)	24/01/17	<input type="checkbox"/>
Internet Order	Contact Aria Exhibitor Services, details on Page 30.	All	24/01/17	<input type="checkbox"/>

FASCIA NAMEBOARD ORDER FORM

Please supply the name you wish to have printed on your Fascia Nameboard below. There is a maximum of 26 characters. Please return this form to stacey.starck@ubm.com by **9 January 2017**.

Company Name:Contact Name:.....Stand No

Address:.....

City.....Country.....Post Code..... Tel:

..... E-mail:.....

Insert characters below:

THIS FORM SHOULD BE RETURNED BY Monday 9 JANUARY 2017

EXHIBITOR APPOINTED CONTRACTOR WRISTBANDS

PLEASE COMPLETE IN TYPE OR BLOCK CAPITALS PART 1 FOR ALL HOSTED NETWORKING STAND CONTRACTORS & ANY EXHIBITOR APPOINTED CONTRACTORS WORKING ON YOUR STAND.

Please return your completed form to Stacey Starck, Operations Manager, stacey.starck@ubm.com by Monday 9 January 2017.

Part 1 – Build-Up/Breakdown Passes for Contractors

Company Name.....Contact Name.....

Address.....

Country.....Post Code.....

Telephone.....Fax.....

Please provide me with _____ Build-Up/Breakdown Passes for Contractors

Please enter the number of passes you require in the box above.

Passes can be collected on-site from the Organisers Office each day of build-up and break down 2017. Access to the build-up area will not be permitted without a valid pass.

**THIS FORM SHOULD BE RETURNED ALONG WITH ANY STAND PLANS BY
MONDAY 9 JANUARY 2017**



EXHIBITOR APPOINTED CONTRACTOR (EAC) AUTHORIZATION FORM

If your company plans to use a contractor other than the official contractor Freeman, please complete this form and return it to the address below by **9 January, 2017**. Failure to do so will result in the inability of the contractor to serve your exhibit. In addition, your selected contractor must furnish an original Certificate of Insurance showing General Liability Coverage and Worker's Compensation valid in the State of Nevada. The certificate must name UBM LLC, Routes Americas, the Aria Resort and Casino, and Freeman Decorating Services as additionally insured. **THESE REQUIREMENTS WILL BE STRICTLY ENFORCED.**

Exhibiting Company _____ Stand Number _____

Exhibitor Contact _____ Title _____

Telephone Number _____ Email Address _____

Authorized Signature _____ Date _____

Check here if you are hiring a contractor to supervise show official contractor labor (same insurance required)

Supervisor Name (if applicable) _____

Independent Contractor/Display House _____

Type of Work to be Performed _____

Contact Name _____

Address _____ City _____

State _____ Zip Code _____ Email Address _____

Telephone Number _____ Onsite Cell Number _____

Emergency 24-hour Telephone Number _____

Estimated Number of Workers _____ Date of Arrival _____



ORDER ARIA EXHIBITOR SERVICES ONLINE!



Routes Americas 2017

Our online ordering system is quick, secure and easy to use. Step-by-step instructions are right on the screen and live assistance from one of our Exhibitor Services Representatives is just one click away!

System offers easy ordering of:

Electrical

Cleaning

Rigging & Hanging Signs

Food & Beverage

Wired Internet

Business Services



Take advantage of discounted pricing until

24-Jan-17

ORDER ONLINE TODAY AT:

<https://www.ariaexhibitorservices.com>



FLORIST
 ORGANIZED EVENTS
 PLANT & FLORAL
 340 Pine Ridge Road
 Chattanooga, TN 37405
 Phone 423-756-9835
 Fax 423-756-4743



Email organizedevents@comcast.net
organizedeventsfloral.com

DESCRIPTION FOR RENTAL	COST EACH	QUANTITY	TOTAL COST
Table Top Green Plant	25.00		
2-3 Foot Green Plant	40.00		
4 Foot Green Plant	50.00		
5 Foot Green Plant	60.00		
6 Foot Green Plant	70.00		
7-8 Foot Green Plant	80.00		
Over 8' Green Plant = \$15 per foot			
Mums: Wh__Yel__Lav__Bnz__	35.00		
Azaleas: Wh__Red__Pink__	35.00		
Bromeliads	35.00		
Fern - Large	35.00		
Ivy	35.00		
Bubble Bowl (bus.card, candy etc.)	25.00		
Cut Flower Arrangements (Small) (Shape _____ Color _____)	55.00		
Cut Flower Arrangements (Medium) (Shape _____ Color _____)	65.00		
Cut Flower Arrangements (Large) (Shape _____ Color _____)	75.00 +		
CONTAINER COLOR (BLACK OR WHITE).....			
SUBTOTAL.....			
DELIVERY, MAINTENANCE AND REMOVAL CHARGE 5% OF TOTAL			
TOTAL			

PLEASE EMAIL ORDERS

BLACK OR WHITE CONTAINER INCLUDED IN THE PRICE.

OUR DESIGNERS WILL BE GLAD TO MAKE SUGGESTIONS FOR YOUR EXHIBIT AT NO EXTRA CHARGE.

SPECIAL REQUESTS FOR PLANTS AND FLOWERS ARE NO PROBLEM WITH ADVANCE NOTICE.

Company _____ Booth # _____
 Address _____
 City _____ State _____ Zip _____ - ____
 Phone (____) _____ Fax (____) _____ e-mail _____
 Check MC Visa AMEX (circle one) Card _____ - _____ - _____ Exp. Date ____ / ____
 Print Name on Card _____ Security Code(visa, mc, 3#s AX 4 #) _____

RETURN COPY WITH PAYMENT TO ORGANIZED EVENTS



BOOTH NAME _____

BOOTH NUMBER _____

ADVANCE ORDER RATE DEADLINE:

ORDER ONLINE AT: www.ets-av.com/orders**TOTALS**

EQUIPMENT SUBTOTAL

*LABOR SERVICE CHARGE >> 35% of Equipment Subtotal or \$150 minimum

**DAMAGE AND THEFT INSURANCE >> 4% of Equipment Subtotal

TOTAL CHARGE***LABOR SERVICE CHARGE**

The Labor Service Charge includes delivery, setup, dismantle, and equipment pick-up. For orders less than \$3,000 the Labor Service Charge is 35% of the Equipment Subtotal or \$150, whichever is greater. For Equipment Subtotals in excess of \$3,000 the Labor Service Charge will be calculated based on time and labor regulations for that city. Event Technology Services' Labor Service Charge does not include installation of wall brackets to booth structures or preexisting walls, nor labor that falls under facility or union mandated jurisdiction rules and regulations.

****OPTION TO WAIVE DAMAGE AND THEFT INSURANCE COVERAGE**

Damage and Theft Insurance is equal to 4% of your Equipment Subtotal. You may choose to have the Damage and Theft Insurance Coverage waived by providing proof of liability insurance listing Event Technology Services LLC as covered by your current insurance provider. This must be presented to your ETS Service Representative prior to the Advance Order Deadline.

CANCELLATION POLICY

You may cancel your order at no charge anytime prior to the Advance Order Deadline. A 50% service fee will be issued for cancellations after that date and prior to the date of set up. We will not accept cancellations once on-site and you will be responsible for 100% of charges regardless of the actual use of equipment.

ADDITIONAL EQUIPMENT AND SPECIAL REQUESTS

Additional equipment is available on-site at the Standard Order Rate should you need it. Contact your ETS Service Representative if you have any questions, special requests, or require additional labor.

Kim Gooch: kgooch@ets-av.com 817.975.7710

INSTALLATION, SHOW, AND DISMANTLE

ETS will deliver your audio/visual equipment at the prearranged time. Please ensure someone is present to accept the equipment. We are here for you the entire show. Do not hesitate to call, text, or visit us at the Exhibitor Service Center with questions and requests. An ETS Technician will come by your booth within two hours of the show floor closing to dismantle your equipment.

ACKNOWLEDGEMENT OF TERMS AND CONDITIONS

By signing below you acknowledge that you have read and understand the above terms and conditions, are in full agreement of the policies described therein, and are a qualified representative of the company associated with the booth listed at the top of this form.

REPRESENTATIVE SIGNATURE _____

PRINTED NAME _____ DATE _____



SHOW NAME _____

SHOW DATES _____

LOCATION _____

ADVANCE ORDER RATE DEADLINE: _____

ORDER ONLINE AT: www.ets-av.com/orders

COMPANY INFORMATION

COMPANY NAME _____

COMPANY ADDRESS _____

CITY _____ STATE _____

COUNTRY _____ POSTAL CODE _____

ORDERED BY _____ EMAIL _____

PHONE NUMBER _____ FAX NUMBER _____

SHOW INFORMATION

ON-SITE CONTACT NAME _____

CELL PHONE NUMBER _____

BOOTH NAME _____

BOOTH NUMBER _____

REQUESTED DELIVERY DATE _____

REQUESTED DELIVERY TIME: 8AM-NOON 1PM-5PM

PAYMENT INFORMATION

CREDIT CARD TYPE _____

ACCOUNT NUMBER _____ EXPIRATION DATE _____

NAME ON CARD _____

BILLING ADDRESS _____

CITY _____ STATE _____

COUNTRY _____ POSTAL CODE _____

DISCLAIMER AGREEMENT:

By signing below you are certifying the above card information to be true and accurate. Payment in full is required to process your order. If paying by check, a credit card must be authorized for the full amount to confirm the order. If a check is not received prior to the exhibitor move-in date this card will be charged for the full amount. A credit authorization is required as a deposit against additional services and/or labor. Payment of any balances may also be made by company check upon presentation of a statement while at the show, however a credit card authorization must be on file. For your convenience we will use this authorization to charge your credit card account for any additional amounts incurred as a result of show site orders placed by your representative(s). Changes in delivery date and time on-site may result in additional labor charges.

Wire Transfer and payment by check are available prior to the Advanced Order Deadline. Please contact your ETS Service Representative for details.

CARDHOLDER SIGNATURE _____ DATE _____

10. ADA COMPLIANCE

AMERICANS WITH DISABILITIES ACT (ADA)

All exhibitors are required and shall be fully responsible for complying with the Americans with Disabilities Act (ADA) as well as local rules and regulations with regard to their participation in the conference and their booth space, including, but not limited to, the wheelchair access provisions of such laws. Exhibitors shall indemnify, defend and hold harmless UBM LLC, TechWeb, its officers, directors, agents, members and employees from and against any claims, liabilities, losses, damages and expenses (including attorneys' fees and expenses) resulting from or arising out of the exhibitors' failure or allegations of exhibitors' failure to comply with the provisions of the ADA or local rules and regulations. Information regarding ADA compliance is available from the U.S. Department of Justice ADA Information Line +1 800 514 0301, or <http://www.ada.gov/>