

# FLIGHT ATTENDANTS/ FLIGHT TECHNICIANS CONFERENCE

May 5-7  
2020  
HARTFORD, CT



## FREQUENTLY ASKED QUESTIONS

### What are the exhibit hall hours?

Day	Hours
Tuesday, May 5	12:00 p.m. – 5:00 p.m.
Wednesday, May 6	8:00 a.m. – 5:00 p.m.
Thursday, May 7	8:00 a.m. – 1:30 p.m.

### How do I order items for my booth?

All order forms are available in the Exhibitor Service Kit, which can be found on your Exhibitor Dashboard and on the FAFT2020 website, through our list of service providers. NBAA cannot guarantee service if you use other vendors. **Be sure to place your orders by the early bird deadlines in order to take advantage of discounted pricing.**

### What is provided with our booth?

- NBAA provides all 5-ft by 10-ft and 10-ft by 10-ft booths with the following items:
  - 8-ft high back drape (purple and silver)
  - 3-ft high side rail (purple)
  - One 6-ft or 8-ft long draped table (purple)
  - One wastebasket
  - Two plastic side chairs
  - One 7-in by 44-in one-line booth identification sign with company name and booth number
  - One 5-ft by 10-ft carpet or 10-ft by 10-ft carpet (grey)
  - Basic Electrical Package, which includes a 500-watt outlet
  - Height limit 8 feet
- NBAA provides all 20-ft by 20-ft booths with the following items:
  - Booth carpet (grey)
  - Basic electrical package, which includes four 500-watt outlets
  - Four conference registration for standard booths, eight conference registrations for premium booths
  - A special height limit of 12 feet
- Commonly ordered optional items available for additional fees include:
  - Carpet

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## What equipment is provided with our booth? (cont.)

- Electrical power
- Internet connections
- Booth furnishings
- Floral
- Cleaning
- And a host of other items which can be found in the Exhibitor Service Kit

## What deadlines do I need to be aware of?

Save the Important Dates & Deadlines (sheet included in the Kit) to your desktop, so you have all of the key deadlines in one place.

## Am I allowed to set up my own booth?

Full-time employees of your company can set-up your booth and must provide credentials, if requested. They must have identification and proof of full-time employment with them while on the show floor. Otherwise, you can hire an exhibitor appointed contractor (they must provide EAC contract & COI in order to receive wristbands for show floor access) or work with Freeman to hire labor to install your booth. For more information review the show site labor jurisdictions.

EACs must register by completing the EAC contract online and uploading their COI. Additionally, they must order security wristbands for show floor access during move in.

## Local Labor Jurisdiction

- PLEASE NOTE: Facilities do not use uniform national rules.
- Hotel Bell Carts are not allowed on the exhibit hall floor.
- In the Connecticut Convention Center an exhibitor may "hand carry" booth materials provided they do not use any dollies to assist them. When exhibitors choose to "hand carry" their items, they may not be permitted to access the loading dock/freight door areas.
- The teamsters, hired through Freeman, local union has jurisdiction for the erection and dismantling of all exhibits, unless this work is performed by a full-time employee of the exhibiting company. In this case, the company personnel should carry proper company identification.

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- If full-time company personnel are utilized to set an exhibit, they should carry positive company identification, such as a medical identification card or payroll stub. This rule prohibits the utilization of workers hired from a non- union agency or company.
- To secure labor, teamsters should be hired through Freeman (labor order forms available in the exhibitor service kit) or through an exhibitor-appointed contractor.

For more information, review the Connecticut Convention Center labor jurisdictions

## Who does what at FAFT2020 in Hartford?

- Freeman (general contractor) – Furniture and booth cleaning services, booth carpet, cleaning, material handling, and shipping.
- Internet, phone, and networking – Connecticut Convention Center
- Electrical – Connecticut Convention Center
- Audio Visual – Demers AV
- Floral – TBD
- Lead Retrieval – eShow

## Can I deliver my booth materials/products using my own truck?

You are permitted to make deliveries in a personally-owned vehicle (POV). Check in at the Marshaling Yard. Exhibitors may hand carry their merchandise from a privately-owned vehicle. Acceptable vehicles include passenger automobile, minivan, sport utility vehicles, pick-up trucks and full-size vans. Loads will be weighed on a scale at the exhibit hall dock and are subject to the material handling rates. **The use of hand carts, bell carts and dollies are not permitted.**

## Can we bring exhibit materials into the Convention Center ourselves?

Exhibitors may usually hand carry their own materials as long as such materials may be carried by one person in one trip, without the use of dollies, bell carts, hand trucks or any other equipment.

## Where can I park?

Parking is available next to the Connecticut Convention Center in an eight-floor parking garage. Daily parking rates currently do not exceed \$19.00 per day.

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## How can I track people visiting my booth?

You can order badge scanners (lead retrieval equipment) from eShow. eShow offers desktop, mobile, and mobile app solutions to collect leads during FAFT2020. Order form found in the Exhibitor Services Kit.

## Can I obtain a list of attendees?

Please visit the Attendee Service Center found on the FAFT2020 website. Attendees will not be listed unless they opt-in to be viewed publicly. **If you receive an email offering to sell you an FAFT2020 attendee list, please know that this is not a legitimate offer, as we do not share our attendee lists with anyone.**

## Does NBAA use a Housing Agency?

NBAA does not currently use a housing agency or company for Conferences. **If you receive an email/phone call offering housing for FAFT2020, please know that this is not a legitimate offer, as we do not currently use a housing agency/company for Conferences.**

## How do I ship materials to my booth?

Exhibitors may find detailed shipping information, including labels and addresses for shipping Advanced to Warehouse and Direct to Show Site in the Exhibitor Services Kit. **Please note:** NBAA cannot assist with items that exhibitors send outside of Freeman's shipping services.

## How does my company get listed on the official mobile app and online exhibitor directory?

- All exhibitors and co-exhibitors receive one free company profile for the online exhibitor directory and mobile app.
- All exhibitors that are paid in full will receive access to their Exhibitor Dashboards to update their company profiles.
- Exhibitors receive one free company profile per booth or vehicle display application submitted.
- All co-exhibitors are required to register and pay appropriate fees.
- Exhibitors may upload company logos and press releases at no additional cost.
- Company descriptions will appear in the online Exhibitor Directory.
- **Exhibitors are reminded to select up to 5 Buyers Guide categories to ensure attendees can locate them in their online searches.**

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## Are children permitted at FAFT 2020?

FAFT2020 is a business event.

### CHILDREN UNDER 12

Children are not permitted in the Connecticut Convention Center (CCC) exhibit halls – under any circumstances.

### CHILDREN AGES 12 - 17

- Not permitted in the CCC exhibit halls during installation and teardown.
- Permitted into the CCC exhibit halls during official exhibit hours provided they register, pay appropriate fees and are accompanied by an adult at all times.

**NBAA will not be held responsible by or for any cause whatsoever.**

## When can we set up our booth?

- Please reference the exhibitor schedule on the FAFT website under Manage Your Exhibit.
- Exhibitor move-in hours begin on Monday, May 4 from 10:00 a.m. – 5:00 p.m., and move-in hours continue Tuesday, May 5 from 7:00 a.m. – 11:00 a.m.
- All exhibits must be set and in place by Tuesday, May 5 at 11:00 a.m.

## Can we set up our stand the morning the show opens?

- Yes, Exhibitors may access the show floor beginning at 7:00 a.m. on Tuesday, May 5 to finish any final booth preparations.
- All exhibits must be set and in place by 11:00 a.m. on Tuesday, May 5.

## What is freight material handling/drayage?

Freight material handling or “drayage” is the moving of exhibit materials from one location to another.

Whether an exhibitor’s materials are shipped to Freeman’s advance warehouse or directly to show site, their materials must be delivered to their booth location.

Services included in material handling or drayage costs include:

- Accepting the exhibit materials either at the warehouse or at show site
- Delivery of exhibit materials to the exhibitor’s exhibit space

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## What is freight material handling/drayage? (cont.)

- Storage of empty containers during the show
- Returning empty containers at the close of the show
- Picking up an exhibitor's packaged materials
- Returning packaged materials to the dock
- Loading exhibitor's materials on their carrier of choice

Material handling charges vary from city to city and venue to venue, and are based on the following:

- Labor rates
- Facility dock access
- Show schedule

Please note your freight will not return to your booth after show close until aisle carpet has been removed.

## Will there be WiFi in the exhibit hall?

There is no free public WiFi service in the exhibit halls at the Connecticut Convention Center.

- Exhibitors who require WiFi service in their booths must order internet service through the Connecticut Convention Center either in advance or on site.
- Free public WiFi connectivity is available only in the public spaces (lobbies) and meeting space of the convention center.

## How can I reserve my booth for 2021?

2020 exhibitors have the first opportunity to submit an application for the 2021 conference while at FAFT2020. The exhibit application will be live at that time or you can visit the NBAA Booth to register for 2021. Booth selection will take place in January 2021 following the December deadline.