



MAINTENANCE CONFERENCE

MAY 3-5, 2022 | SAN ANTONIO, TX



FREQUENTLY-ASKED QUESTIONS

What are the registration, show, and move-in/move-out hours?

| MONDAY, MAY 2 | |
|-----------------------|--|
| 12 p.m. – 5 p.m. | Exhibitor Registration |
| 12 p.m. – 5 p.m. | Exhibitor Move-in |
| TUESDAY, MAY 3 | |
| 8 a.m. – 5 p.m. | Exhibitor Registration |
| 7 a.m. – 11 a.m. | Exhibitor Move-in <i>All exhibits must be set by 11:00 am ahead of the exhibit show floor opening at 12:00 pm</i> |
| 12 p.m. – 5 p.m. | Exhibit Hall Open |
| WEDNESDAY, MAY 4 | |
| 8:30 a.m. – 5 p.m. | Exhibitor Registration |
| 8:30 a.m. – 5 p.m. | Exhibitor Hall Open |
| THURSDAY, MAY 5 | |
| 8:30 a.m. – 4:30 p.m. | Exhibitor Registration |
| 8:30 a.m. – 1:30 p.m. | Exhibitor Hall Open |
| 1:30 p.m. – 5 p.m. | Exhibitor Move Out <i>Exhibit booths must be dismantled by 5 p.m.</i> |

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How do I order items for my booth?

All order forms are available in the Exhibitor Service Kit and can be ordered through our list of official and exclusive service providers. Be sure to place your orders by the early-bird deadlines in order to take advantage of discounted pricing. Note: NBAA cannot guarantee service if you use other vendors. Always look for the NBAA Official Service Partner logo before placing any orders to ensure you're working with official service partners.



What equipment is provided with our booth?

NBAA provides all 5 x 10, 10 x 10, 10 x 20, 10 x 30, and 10x40 booths with the following items:

- 8-ft high back drape (black)
- 3-ft high side rail (black)
- One 6-ft long draped table (gray)
- One wastebasket
- Plastic side chairs
- One 7-in by 44-in one-line booth identification sign with company name and booth number
- Gray booth carpet
- Basic Electrical Package, which includes a 500-watt outlet
- **Maximum height limit of exhibit materials: 8 feet**

NBAA provides all 20-ft by 20-ft booths with the following items:

- Booth carpet (gray)
- Basic electrical package, which includes four 500-watt outlets
- **Maximum height limit of exhibit materials: 12 feet**
- Stand drawings due to NBAA at exhibits@nbaa.org by April 15, 2022 for approval.

Other commonly ordered optional items available for additional fees include:

- Additional booth furnishings
- Booth Cleaning
- Catering
- Floral
- Internet connections

What deadlines do I need to be aware of?

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



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Am I allowed to set up my own booth?

Full-time employees of your company can set-up your booth. They must have identification and proof of full-time employment with them while on the show floor and must show these, if requested. Alternatively, you can hire an exhibitor-appointed contractor 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 application/contract online by April 15, 2022, and uploading their COI. Additionally, they must comply with all show and EAC rules, and must order security wristbands for show floor access during move-in or secure badges from their exhibitor to access the show floor on show days.

Local Labor Jurisdiction

- Hotel bell carts are not allowed on the exhibit hall floor.
- In the HGCC, 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.
- 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.

Who does what at MMC in San Antonio?

| OFFICIAL SERVICE PARTNER | SERVICE PROVIDED |
|------------------------------|---|
| Freeman (general contractor) | Electrical, Carpet, Furniture & Accessories, Graphics, Labor, Material Handling*, Shipping, Compressed Air/Water/Drain/Steam/Electrical & Plumbing* |
| Smart City | Internet*, phone*, and networking* |
| The RK Culinary Group | Catering* |
| CompuSystems | Lead retrieval*, Registration* |

**denotes exclusive service*



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

- You are permitted to make deliveries in a personally-owned vehicle (POV).
- Exhibitors should first check in at the Marshaling Yard.
- Exhibitors may hand carry their merchandise from a privately-owned vehicle if they choose, but may not do so from the dock area.
- The use of hand carts, bell carts and dollies is not permitted for exhibitors who choose to hand carry their booth materials.
- Acceptable vehicles include passenger automobile, minivan, sport utility vehicles, pick-up trucks and full-size vans. Loads to the dock area will be weighed on a scale at the exhibit hall dock and are subject to the material handling rates.

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. Hand carried materials may not be unloaded at the dock.

Do we need to submit stand drawings?

Exhibitors with 20 x 20 exhibits and/or those with wooden or other material structure booths must send stand drawings to NBAA by April 15, 2022. Complete drawings should be submitted via email to exhibits@nbaa.org.

Can we use our own caterer for our booth?

The RK Culinary Group is the exclusive provider of food and beverage at the Henry B. Gonzalez Convention Center. No outside food/beverage is permitted.

Where can I park?

All public parking near the Convention Center, including pricing and locations, is included in the Exhibitor Service Kit.

How can I track people visiting my booth?

You can order badge scanners (lead retrieval equipment) from CompuSystems. CompuSystems offers desktop, mobile, and mobile app solutions to collect leads. Order forms can be found in the Exhibitor Service Kit.

Can I obtain a list of attendees?

Exhibitors may order lead retrieval from CompuSystems to be able to secure information from those attendees that visit their booths. A list of attendees is not provided to exhibitors.



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Does NBAA use a housing agency for the Maintenance Conference?

NBAA does not currently use a housing agency or company for its conferences. If you receive an email/phone call offering housing, 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 both “Advance to Warehouse” and “Direct to Show Site” in the Exhibitor Service Kit. Please be alert to deadlines.

Please note: NBAA cannot assist with items that exhibitors send via carriers outside of Freeman’s shipping services.

How does my company get listed on the online exhibitor directory?

- All exhibitors and co-exhibitors receive one free profile for the online exhibitor directory.
- All exhibitors that are paid in full will receive access to their Exhibitor Dashboard to update their company profiles, upload their logos, select their buyers guide categories and upload their press releases.
- Exhibitors are reminded to select up to 10 Buyers Guide categories to ensure attendees can locate them in their online searches.

Are children permitted at MMC2022?

The 2022 NBAA Maintenance Conference is a business event.

CHILDREN UNDER 12

Children are not permitted in the exhibit hall under any circumstances.

CHILDREN AGES 12 - 17

- Are not permitted in the exhibit halls during installation and teardown.
- Are permitted into the exhibit halls during official exhibit hours provided they are badged and accompanied by an adult at all times.

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

What are the booth move-in rules?

- All exhibitors must be set and in place by 11 a.m. on Tuesday, May 3 to allow for aisle carpet installation and ready for the show to open.
- If exhibit space is not occupied by 11 a.m. on Tuesday, May 3, NBAA will consider it canceled by the exhibitor and will use such space as it deems appropriate.



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- This rule must be strictly enforced, as lateness in setting up jeopardizes the opening of exhibits. If additional time is required for setup, contact NBAA's exhibits team at exhibits@nbaa.org.
- Exhibitors can continue to work within their exhibit space if their freight is not in the aisles.

What are the booth move-out rules?

- Exhibitors may not break down their booths until the show closes at 1:30 p.m. on Thursday, May 5.
- Exhibitors found in violation of this rule will be ineligible for priority placement for the 2023 NBAA Maintenance Conference.

****Freeman will begin returning empty containers as soon as aisle carpet has been removed. This may take 4 hours. Please plan accordingly. Note: Inclement weather may delay this process.***

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 the 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
 - 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; and the show schedule.

Please note that once the show closes, your freight will not return to your booth until after the aisle carpet has been removed. Please make plans accordingly.

What if we need more badges?

Exhibitors may order additional badges at the exhibitor rate of \$510.

Will there be WiFi in the exhibit hall?

- There is no free public WiFi service in the exhibit halls at the Henry B. Gonzalez Convention Center.
- Exhibitors who require WiFi service in their booths must order internet service through Smart City either in advance through the Exhibitor Service Kit or on-site.