



SCHEDULERS & DISPATCHERS CONFERENCE

JAN. 24-26, 2023 | NASHVILLE, TN



FREQUENTLY-ASKED QUESTIONS

What are the show hours?

Date	Exhibit Hall Hours
Tue., Jan. 24	5:30 pm - 8:30 pm <i>Exhibits must be staffed by 5:00 pm for the Welcome Reception held on the show floor.</i>
Wed., Jan. 25	10 am - 5 pm
Thur., Jan. 26	9 am - 4 pm

When can we set up our booth?

MOVE-IN SCHEDULE	
Monday, Jan. 23	10 a.m. – 5 p.m.
Tuesday, Jan. 24	8 a.m. – 2 p.m. <i>Exhibits must be staffed by 5:00 pm for the Welcome Reception held on the show floor.</i>

- All exhibitors must be set and in place by 2 p.m. on Tuesday, Jan. 24 to allow for aisle carpet installation and to be ready for the Launch, the SDC2023 welcome reception.
- If exhibit space is not occupied by 2 p.m. on Tuesday, Jan. 24, NBAA will consider it canceled by the exhibitor and will use such space as it deems appropriate.
- 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.



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When can we move out?

Exhibitors may not break down their booths until the show closes at 4:00 pm on Thursday, Jan. 26. Exhibitors found in violation of this rule will be ineligible for priority placement for the 2024 NBAA Schedulers & Dispatchers Conference.

MOVE-OUT SCHEDULE	
Thursday, Jan. 26	4:00 pm - 8:00 pm
Friday, Jan. 27	8:00 am - 12:00 noon *Freeman will begin returning empty containers as soon as aisle carpet has been removed. This may take 4 up to hours. Please plan accordingly. <i>Note: Inclement weather may delay this process.</i>

Who does what at SDC2022 in Nashville?

Booth furnishings, carpet, booth cleaning, graphics, labor, material handling	Freeman
Catering	Music City Center
Electric, Wifi, AV	Music City Center
Lead Retrieval	CompuSystems
Printing/Copying	UPS Store
Security	Music City Center
Floral	Floral Expositions
Floor Plan & Company Profile Upgrades	Map Your Show
Destination Marketing Service	Nashville Convention & Visitors Corp.



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What equipment is provided with our booth?

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

- 8-ft high back drape (black)
- 3-ft high side rail (black)
- One 6-ft long draped table (grey)
- One wastebasket
- Two plastic side chairs
- One 7-in by 44-in one-line booth identification sign with company name and booth number
- Grey 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 (grey)
- Basic electrical package, which includes four 500-watt outlets
- Eight conference registration for standard booths, nine conference registrations for premium booths
- Maximum height limit of exhibit materials: 12 feet
- Stand drawings due to NBAA at exhibits@nbaa.org by Mar. 11, 2022 for approval.

Other commonly ordered optional items available for additional fees include:

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

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 an SDC official service partner.



What deadlines do I need to be aware of?

NBAA has shared Important Dates & Deadlines in the Exhibitor Service Kit. We recommend that you save this 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 Dec. 27, 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

- PLEASE NOTE: Facilities do not use uniform national rules.
- Hotel bell carts are not allowed on the exhibit hall floor.
- In the Music City 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.
- 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 use 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.

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

- You are permitted to make deliveries in a personally-owned vehicle (POV).
- Exhibitors should first check in at the Marshaling Yard where they will be dispatched to the dock. While they are permitted to unload at the dock, they will not be able to park at the dock.
- Exhibitors may hand carry their merchandise from a privately-owned vehicle if they choose, but may not do so from the dock area. Exhibitors choosing to hand carry may not use hand carts or dollies.
- 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.
- The use of hand carts, bell carts and dollies is not permitted for exhibitors who choose to hand carry their booth materials.

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 Dec. 27, 2022. Complete drawings should be submitted via email to exhibits@nbaa.org.



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Can we bring exhibit materials into the Music City 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.

Can we use our own caterer for our booth?

- The Music City Center is the exclusive provider of food and beverage at the SDC.
- No outside food/beverage is permitted.

Where can I park?

There is a three-level 1,800-space covered parking garage at the Music City Center. Accessible parking is available in the Music City Center parking garage on a first-come, first-served basis and is located on all three levels next to the elevators. The parking garage also offers nine electric vehicle charging stations, three on each level. Charging rates will apply

The garage is located on 6th Avenue and Demonbreun, directly across from the south entrance to Bridgestone Arena. There are three entrances to the garage: one on 7th Avenue and Demonbreun and two on 6th Avenue between Demonbreun and Korean Veterans Boulevard.

PARKING RATES

Early bird – must arrive before 9 a.m.	\$7 through 6 p.m.
9 a.m. to 12 p.m.	\$10
12 p.m. to 4 p.m.	\$8
Daily max or lost ticket	\$35

For more information, [review the Music City Center parking information.](#)

How can I capture details on 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 during SDC2023. Order forms can be found in the Exhibitor Service Kit.



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Can I obtain a list of attendees?

An attendee list is not provided to exhibitors.

Also, please note that NBAA does not rent/sell the attendee list to outside groups. If you receive a solicitation offering an SDC2023 attendee list for sale, it's not a legitimate list.

Exhibitors may, however, order lead retrieval from CompuSystems to be able to secure information from those attendees that visit their booths.

Does NBAA use a housing agency for SDC?

NBAA does not currently use a housing agency or company for its conferences.

If you receive an email/phone call offering housing for SDC2022, please know that this is not a legitimate offer, as we do not currently use a housing agency/company for SDC.

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.

Also please note: The Music City Center advises that delivery drivers have been very unreliable over the last 6-7 months – dropping packages randomly around the building, using fake signatures and never delivering a package, dropping at the docks to a decorator on another show. Then, exhibitors' packages cannot be located. Exhibitors are advised to use the shipping labels provided in the Exhibitor Service Kit and ship to the advance warehouse or show site based on the dates provided on the labels.

NBAA cannot assist with items that exhibitors send via carriers 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 profile for the online exhibitor directory and mobile app.
- 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 receive one free company profile per booth 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 and mobile app.
- Exhibitors are reminded to select up to 10 Buyers Guide categories to ensure attendees can locate them in their online searches.
- Exhibitors may also purchase upgraded profiles to obtain even greater exposure. Details are included in the Exhibitor Service Kit.



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Are children permitted at SDC2022?

SDC2022 is a business event.

CHILDREN UNDER 12

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

CHILDREN AGES 12 - 17

- Are not permitted in the MCC exhibit halls during installation and teardown.
- Are permitted into the MCC 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.

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 show closes and the aisle carpet has been removed. Please plan accordingly.

What if we need more badges than we are allotted?

Exhibitors may order additional badges at the exhibitor rate of \$795.

Will there be WiFi in the exhibit hall?

- The Music City Center offers free WiFi service in all spaces at the Music City Center. Simply connect to MCC WiFi and then follow the on-screen instructions.
- Exhibitors who require WiFi service to conduct business in their booths may wish to order internet service through the Music City Center either in advance or on site.

When and where is SDC2024?

SDC2024 will take place in Ft. Worth, TX March 12-15, 2024.