### Quick Facts

**Exhibit Hall Colors**
- Back drape color: Navy/Grey/Grey/Navy
- Side drape color: Navy
- Aisle carpet color: Pepper

**Exhibit Hall Hours**

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exhibitor Move-In</td>
<td>Saturday, March 21, 2020</td>
<td>8:00 am - 5:00 pm</td>
</tr>
<tr>
<td></td>
<td>Sunday, March 22, 2020</td>
<td>8:00 am - 5:00 pm</td>
</tr>
<tr>
<td></td>
<td>Monday, March 23, 2020</td>
<td>7:00 am - 9:00 am (Final Set Only)</td>
</tr>
</tbody>
</table>

Final set is defined as last-minute preparations or pop-up booths that do not require ordering labor or tools/fork lifts to complete.

**Show Hours**

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Monday, March 23, 2020</td>
<td>10:45 am - 1:45 pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4:30 pm - 6:00 pm (Reception in Exhibit Hall)</td>
</tr>
<tr>
<td></td>
<td>Tuesday, March 24, 2020</td>
<td>10:45 am - 1:45 pm</td>
</tr>
</tbody>
</table>

**Exhibitor Move-Out**

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Tuesday, March 24, 2020</td>
<td>1:45 pm - 8:00 pm</td>
</tr>
<tr>
<td></td>
<td>Wednesday, March 25, 2020</td>
<td>8:00 am - 12:00 pm</td>
</tr>
</tbody>
</table>

**Dismantle**

All Booths must be dismantled by Wednesday, March 25, 2020 by 10:00 am.

All carriers other than the official show carriers must check in at the freight desk by 9:00 am on Wednesday, March 25, 2020, otherwise exhibitor shipments will be subject to rerouting.

**Important Dates**

**Expedite Fees**

- Portable Solutions, Modular Rental Exhibits, Modular Rental Accessories, and Graphics
- 50% Expedite Fee if ordered after February 29, 2020.
- 100% Expedite Fee if ordered after March 7, 2020.

**Installation Dates**

Audio Visual/Computer equipment, if ordered, will be installed starting on March 21, 2020.

**Cancellation Dates**

- Portable Solutions, Modular Rental Exhibits, Modular Rental Accessories, and Graphics
- A 50% penalty is charged for cancellations after February 17, 2020, and prior to March 7, 2020.
- All Remaining Services

Received on or after March 14, 2020, are subject to a charge of 50% or 100% of the order total depending on the service.
## Shipping Information

### Advance Receiving at the Warehouse

**Address:**

- c/o The Expo Group
- YRC Freight
- 111 Gembler Road
- San Antonio, TX 78219

- Advance Shipments will be accepted between Monday, February 17, 2020, through Wednesday, March 18, 2020.
- **Materials received from March 9, 2020 to March 18, 2020 will be subject to an additional surcharge.**
- Warehouse hours are Monday through Friday, 9:00 am to 3:00 pm.

### Direct Shipments to Henry B. Gonzalez Convention Center

**Address:**

- Henry B. Gonzalez Convention Center
- c/o The Expo Group
- 237 Tower of Americas Way - West Dock - Hall 4
- San Antonio, TX 78205

Direct shipments must arrive at show-site beginning at 8:00 am on Saturday, March 21, 2020 through Tuesday, March 24, 2020. Shipping labels are included in this Exhibitor Service Manual.

### Please Note:

All items and materials that are brought into the facility may be subject to Material Handling charges and are the responsibility of the Exhibitor. This also applies to items not ordered through the Official Show Vendors.

### Show Carriers

**Common Carrier:** YRC Freight

**Air Carrier / Small Package:** EAX Worldwide

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**Discount Deadline:**

February 17, 2020