

SERVICE INFORMATION

BOOTH EQUIPMENT

Each 10' x 10' booth will be set with 8' high black back drape and 3' high black side dividers. Booths 300 sq. ft. or less will receive a one-line identification sign. Booths larger than 300 sq. ft. may receive a one-line identification sign upon request.

Please note that electrical service is not included with your booth equipment but to accommodate possible power requirements, electrical outlets will be installed in every inline booth. An audit will be conducted by electricians and on-site charges will apply if the electrical service is utilized without an order on file.

EXHIBIT HALL CARPET

The exhibit area is not carpeted; however the aisles will be carpeted in Tuxedo. **American Heart Association requires all booths to have carpet or suitable floor covering.** To enhance the appearance of your booth, rental carpet is available through Freeman. Please refer to the Carpet Brochure and Order Form.

DISCOUNT PRICE DEADLINE DATE

Order early on [FreemanOnline](#) to take advantage of advance order discount rates, place your order by January 27, 2020.

SHOW SCHEDULE

EXHIBITOR MOVE-IN

For more information and helpful hints on pre-show procedures and move-in, please go to [PreShowFAQ](#)

Monday	February 17, 2020	1:00 PM - 5:00 PM
Tuesday	February 18, 2020	8:00 AM - 5:00 PM

Please note that overtime/ double time rates will apply for labor and material handling services provided after 4:30 PM on Monday and Tuesday for move-in.

EXHIBIT HOURS

Wednesday	February 19, 2020	10:00 AM - 4:00 PM
Thursday	February 20, 2020	10:00 AM - 4:00 PM

EXHIBITOR MOVE-OUT

For more information and helpful hints on post-show procedures and move-out, please go to [PostShowFAQ](#)

Thursday	February 20, 2020	4:00 PM - 10:00 PM
Friday	February 21, 2020	8:00 AM - 12:00 PM

We will begin returning empty containers at the close of the show. Please note that overtime/ double time rates will apply for labor and material handling services provided after 4:30 PM on Thursday for move-out.

DISMANTLE AND MOVE-OUT INFORMATION

All exhibitor materials must be removed from the exhibit facility by **Friday, February 21, 2020 at 12:00 PM.**

To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline please have all carriers check-in by **Friday, February 21, 2020 at 10:00 AM.**

POST SHOW PAPERWORK AND LABELS

Our Exhibitor Services Department will gladly prepare your outbound Material Handling Agreement and labels in advance. Complete the Outbound Shipping form and your paperwork will be available at show site. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

EXCESSIVE TRASH AND BOOTH ABANDONMENT

Any excessive trash which consists of display materials, carpet, padding, crates and/or pallets will be disposed of and charged both a handling fee and disposal fee during move-in. Excessive booth materials and/or literature left in the booth at the end of the published exhibitor move-out that is not labeled for an outbound shipment will be considered abandoned and deemed as trash. The exhibitor will be charged for the removal and disposal of these items. Charges may include Installation & Dismantle Labor, Forklift/Rigging Labor, and/or Dumpster Fee. Please call our Exhibitor Services Department at (714) 254-3410 for a quote.

SERVICE CONTRACTOR CONTACTS / INFORMATION:**FREEMAN**

2170 S. Towne Centre Place, Ste 100
Anaheim, CA 92806
(714) 254-3410 fax (469) 621-5602
FreemanAnaheimES@freeman.com

FREEMAN EXHIBIT TRANSPORTATION

(800) 995-3579 US & Canada or +1(512) 982-4187 Outside the US or +1(817) 607-5183
International Shipping Services or fax (469) 621-5810 or email exhibit.transportation@freeman.com

FREEMANONLINE®

Take advantage of discount pricing by ordering online at [FreemanOnline](#) by January 27, 2020. Using the enhanced FreemanOnline, you will enjoy easy access to added features and functions as well as the high caliber of Freeman services you've come to expect — **before, during and after** your show.

To place online orders, you will be required to enter your unique Username and Password. If this is your first time to use FreemanOnline, click on the "Create an Account" link. To access FreemanOnline without using the email link, visit [FreemanOnline](#).

If you need assistance with FreemanOnline, please call our Customer Support Center at (888) 508-5054 Toll Free US and Canada or +1(512) 982-4186 Local and International.

SHIPPING INFORMATION**Warehouse Shipping Address:**

Exhibiting Company Name / Booth #
American Heart Association's International Stroke Conference 2020
C/O FREEMAN
3456 E. MIRALOMA AVE
ANAHEIM, CA 92806

Freeman will accept crated, boxed or skidded materials beginning **Thursday, January 16, 2020**, at the above address. Material arriving after **Thursday, February 11, 2020**, will be received at the warehouse with an additional after deadline charge. Please note that the Freeman Warehouse does not accept uncrated freight (loose, pad-wrapped material and/or unskidded machinery), COD shipments, hazardous materials, freight requiring refrigerated or frozen storage, a single piece of freight weighing more than 5,000 pounds or a single piece of freight beyond the dimensions of 108" H x 93" W. Warehouse materials are accepted at the warehouse Monday through Friday between the hours of 8:00 AM - 3:30 PM. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: Warehouse materials are accepted at the warehouse Monday through Friday between the hours of 8:00 AM - 3:30 PM. **Our warehouse will be closed Friday, January 17, 2020 in observance of the holiday.** If required, provide your carrier with this phone number: (714) 254-3410.

Show Site Shipping Address:

Exhibiting Company Name / Booth #
American Heart Association's International Stroke Conference 2020
C/O FREEMAN
Los Angeles Convention Center
1201 S FIGUEROA ST.
LOS ANGELES, CA 90015

NOTE: All Common Carriers and Van Lines should report to the Driver Check In. (see enclosed map) Certified Weight Tickets must accompany all shipments.

Freeman will receive shipments at the exhibit facility beginning **Monday, February 17, 2020**. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility are the responsibility of the exhibitor. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (714) 254-3410.

Please note: All items and materials that must be brought into the facility are subject to Material Handling Charges and are the responsibility of the Exhibitor. This also applies to items not ordered through the Official Show Vendors. Refer to the material handling form for charges for the service.

Please be aware that disposal of exhibit properties is not included as part of your material handling charges. Please contact Freeman for your quoted rates and rules applicable to disposal of your exhibit properties.

LABOR INFORMATION

Union Labor may be required for your exhibit installation and dismantle. Please carefully read the UNION RULES AND REGULATIONS to determine your needs. Exhibitors supervising Freeman labor will need to pick up and release their labor at the Labor Desk. Refer to the order form under Display Labor for Straight time and Overtime hours.

ASSISTANCE

We want you to have a successful show. If we can be of assistance, please call our Exhibitor Services Department at (714) 254-3410.

WE APPRECIATE YOUR BUSINESS!

FREEMAN GENERAL INFORMATION

TRANSLATION SERVICE

Freeman is pleased to offer a new service for our international exhibitors that provides quick interpretation and translation in 150 languages. This service will not only interpret for us on a three-way conversation, but also translate emails from customers. To access this feature you may contact Freeman Exhibitor Services at (714) 254-3410 or Freeman's Customer Support Center at (888) 508-5054 US & Canada or +1 (512) 982-4186 Local & International.

HELPFUL HINTS

SAVE MONEY

Order early on [FreemanOnline](#) to take advantage of advance order discount rates, place your order by January 27, 2020.

AVOID DELAY

Ship early to avoid delays. Shipments arriving late at show site will cost you money, time and business!

SAFETY TIPS

Use a ladder, not a chair. Standing on chairs, tables and other rental furniture is unsafe and can cause injury to you or to others. These objects are not designed to support your standing weight.

Be aware of your surroundings. You are in an active work area with changing conditions during move-in and move-out. Pay attention. Look for obstacles, machinery and equipment that are in use.

Keep your eyes open for scooters and forklifts. The drivers of these vehicles may not be able to see you.

Stay clear of dock areas, trucks and trailers. These areas can be particularly dangerous.

Prevent electrical shocks, falling items and damage to materials. Do not attach items or equipment to the drapes or metal framework provided for your booth. This can cause serious injury or damage to materials.

We discourage children from being in the exhibit hall during installation and dismantle. If children are present during installation and dismantle, they must be supervised by an adult at all times.

Freeman does not ship or handle Hazardous Materials. If any materials you are shipping to the event fall into this category, please contact Freeman to be sure the material will be allowed at the facility and by the association. In addition, if authorized by the facility and the association, you will need to make separate arrangements for the transport and handling of the approved materials, since Freeman will not transport or handle them.

The operation or use of all motorized lifts and motorized material handling equipment for installation/dismantle of exhibits is NOT permitted by exhibitors or by their exhibitor appointed contractors (EAC's). Thank you for your cooperation.

EXHIBITOR ASSISTANCE

For more information and helpful hints on preshow procedures and move-in, please go to [PreShowFAQ](#)

For more information and helpful hints on postshow procedures and move-out, please go to [PostShowFAQ](#)

Call Freeman's Exhibitor Services department at (714) 254-3410 with any questions or needs you may have.