



ipow®
POWERED BY U.S. TRAVEL ASSOCIATION

SAN ANTONIO
MAY 20-24, 2023

Freeman[™]



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Q & A
Freeman Team

A Long History



43 years of partnership

Hello. Nice to meet you.



Jennifer Manigross

VP, Client Solutions



Brenda Herson

Client Solutions, VP



Lindsay Shannon

Senior Business
Development Manager



Stephanie Ellis

VP, Client Solutions
Exhibits



Dan Pacyna

Director, Graphic
Account Management



Randy Fiedler

Sr. Client Relationship
Manager
Freeman Audio Visual

IPW 2023 Timelines / Rules & Regulations

IPW 2023 Timelines

March 2023	April 21	April 24	April 17 – May 12	May 20 - 21	May 22 - 24
Show Kit released	Advanced Deadline Due Date including Express Booth Graphics	Complimentary Booth Package	Advance Warehouse Shipping	Show site Shipping and Installation	Show Days

2023 Rules and Regulations

Flooring: Floor covering is required.

Exhibits can have double padding. However, double padding will not be allowed in the cross aisles.

The back and side drape will be white and the aisle carpeting will be black.

The use of canopies and ceilings in linear and island booths is permitted with prior approval from the venue to ensure structure and fire safety compliance.

Requests for special aisle carpet and for end of aisle signage, booth archways or any other similar structure must be submitted and approved by U.S. Travel prior to show set-up.

Exhibitors in island booths must submit their booth drawings/schematics to ccook@ustravel.org for approval by April 21, 2023.

2023 Rules and Regulations – Booth Set-up

Booths must be set up including floor covering by 7:00 a.m. on Monday, May 22, or the booth space will become the property of the U.S. Travel Association and the booth-holder forfeits all fees paid. U.S. Travel Association also reserves the right to force flooring at the expense of the exhibitor.

Exhibitors may hand-carry their own materials into the exhibit facility. The use or rental of dollies, flat trucks and other mechanical equipment, however, is not permitted.

Freeman delivers and sets up the complimentary furniture package. The Key Contact need only show up by 8:00 a.m. on Monday morning to put out any brochures or other promotional materials.

2023 Rules and Regulations – Booth Tear-Down

Exhibitors may dismantle booths between 5:00-6:30 p.m. on Wednesday, May 24, and between 8:00 a.m.-5:00 p.m. on Thursday, May 25.

No packing crates or boxes will be returned to exhibitors until after the last appointment session concludes on Wednesday, May 24.

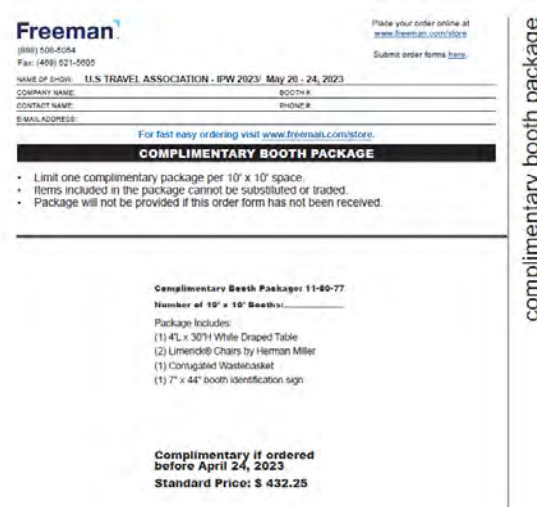
Early tear-down and use of packing tape is very disruptive to other companies still conducting business and will not be permitted. Infractions of this rule are subject to a \$500 fine. This rule also applies to the Express Booths.

2023 Rules and Regulations – Complimentary Booth Package Furniture

Rental of standard booth space includes (1) 4' white draped table; (2) chairs; (1) wastebasket; and a standard identification sign with booth number.

Exhibitors must submit the complimentary booth package form through Freeman Online by **April 24, 2023**, to receive these items at no cost (after April 24 there will be a fee).

- Single (10 x 10) = 1 complimentary package
- Double (10 x 20) = 2 complimentary packages
- Triple (10 x 30) = 3 complimentary packages



The image shows a form titled "Freeman" with contact information: (888) 506-5054 and Fax: (408) 021-0005. It includes a link to "Place your order online at www.freeman.com/store" and a "Submit order forms here" link. The form is for the "U.S. TRAVEL ASSOCIATION - BPW 2023" show, May 26 - 24, 2023. It has fields for COMPANY NAME, BOOTH #, CONTACT NAME, PHONE #, and E-MAIL ADDRESS. A section titled "COMPLIMENTARY BOOTH PACKAGE" lists terms: "Limit one complimentary package per 10' x 10' space", "Items included in the package cannot be substituted or traded", and "Package will not be provided if this order form has not been received." Below this, it specifies "Complimentary Booth Package: 11-00-77" and "Number of 10' x 10' Booths:". The package includes: "(1) 4'L x 30'H White Draped Table", "(2) Limenci® Chairs by Herman Miller", "(1) Corrugated Wastebasket", and "(1) 7' x 44\"/>

2023 Rules and Regulations – Booth Décor and Carpeting

IPW requires all exhibitors to cover their entire exhibit space with flooring.

- Flooring is not included with your exhibit space purchase.
- Show Management reserves the right to “force carpet” in any exhibit area that is without flooring before the end of booth move-in/setup. Exhibitor is responsible for the flooring cost.

U.S. Travel requires that the booth number and name of the registered booth holding company be clearly displayed at all times

To maintain a professional appearance of the exhibit hall, booths must have back sides of displays covered when visible from an aisle (e.g., panels on the back side of a pop-up structure in an island booth to cover the frame).

Utility connections (electrical or internet wires, air/water/gas hoses, etc.) must be hidden from view to maintain a high level of safety and professional appearance.

Canopies for Linear or Perimeter Booths should comply with line-of-sight requirements. The bottom of the canopy should not be lower than 7' (2.13m) from the floor within 5' (1.52m) of any aisle. Canopy supports should be no wider than three inches 3" (08m). This applies to any booth configuration that has a sight line restriction, such as a Linear Booth.

2023 Rules and Regulations – Booth Décor and Carpeting

Each single standard booth space is 10'x10'.

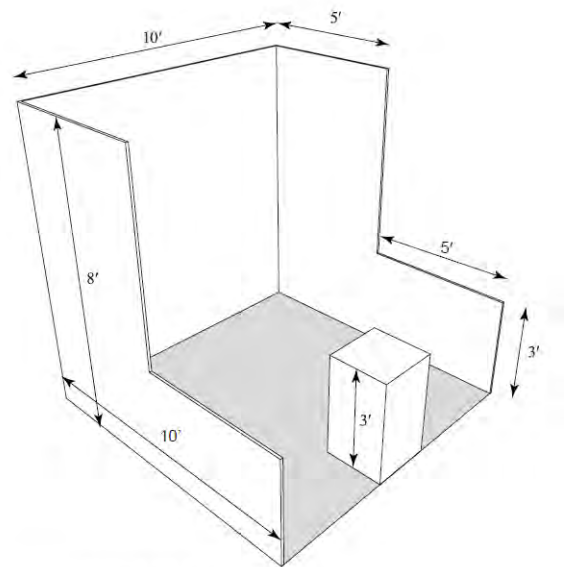
- Booth decorations and properties may not exceed 8'* in height on the back wall and rear 5' of the side rails. Side rail fixtures may not exceed 3' in height (variance will be permitted for exhibit rentals with standard 39" side wall panels) in the front 5' of booth space.
- View [Linear and Island Booth Guidelines and Diagrams](#).
- All display fixtures over 3' in height and placed within 10 lineal feet of an adjoining exhibit booth must be confined to that area of the exhibitor's space which is at least 5' from the aisle line.

*At IPW 2021 we started to enforce the 8' height rule and gave exceptions because we were coming out of the pandemic and were aware that not every exhibitor had the budget to create a new booth. So, while we did have this rule in place for 2021 and 2022 we did not strictly enforce it in order to accommodate smaller budgets. For 2023 we will not be giving variances to any exhibitor that requests it for a new build. This year we have added the ability to purchase an island booth (open to chair/board level members as a member benefit) to help with some of the requests to go over the 8' option, since island booths can build up to 16'.

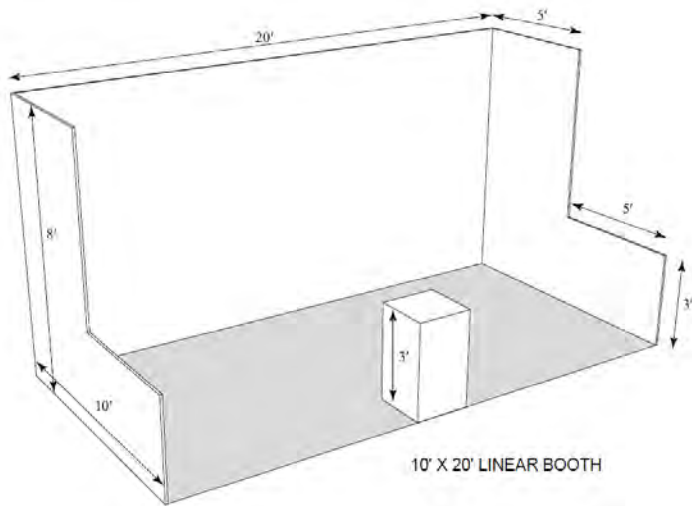
We are transitioning to the 8' rule because Freeman no longer makes 10' of continuous drape and it is IAEE industry standard:

https://www.oah.org/site/assets/files/14336/iaee_booth_guidelines_2019.pdf

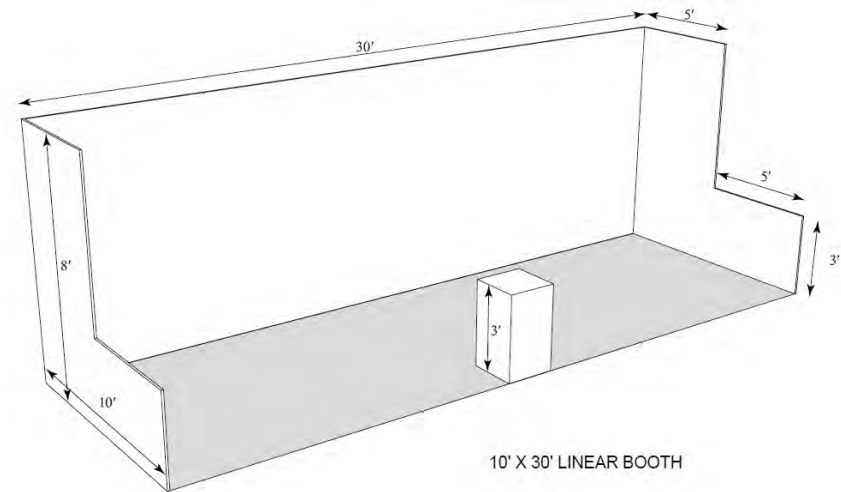
2023 Rules and Regulations – Booth Décor and Carpeting



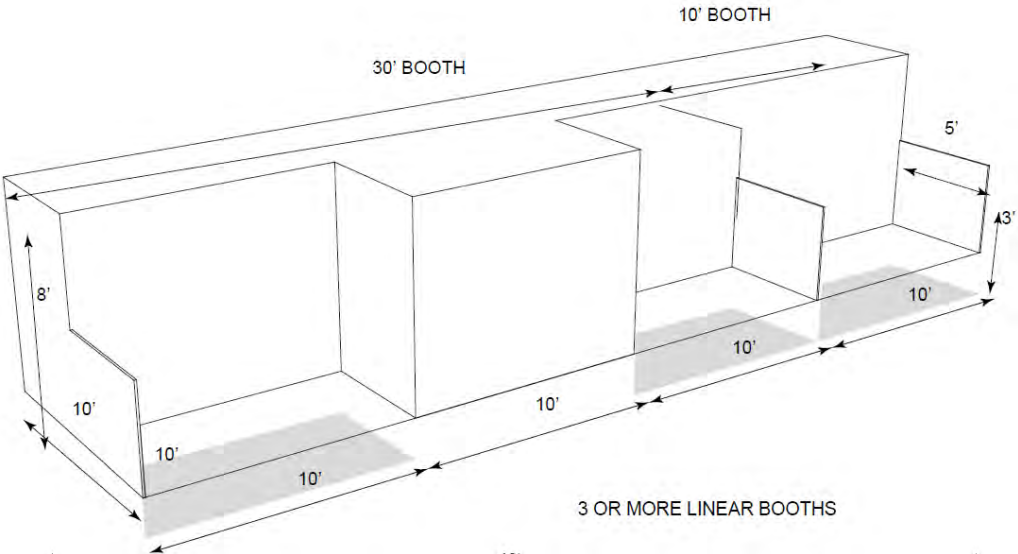
10' X 10' LINEAR BOOTH



10' X 20' LINEAR BOOTH



10' X 30' LINEAR BOOTH



3 OR MORE LINEAR BOOTHS

2023 Rules and Regulations – Express Booths & Marketing and Technology Pavilion

Express Booths: Additional chairs and furniture are not permitted. Due to space restrictions, other signage, displays, or monitors/screens are not permitted to be placed next to or behind the Exhibitor's contracted express booth. Any such items will be removed. All other display materials, such as laptops, brochures, and giveaways, must be kept within the confines of the unit.

The Express Booth package includes one 4' white draped table; two chairs; one wastebasket; black carpet; and a branded graphic with logo and an identification sign with organization name and booth number. Exhibitors will receive these items automatically; no form is needed.

Please send Dan Pacyna dan.pacyna@freeman.com the artwork for the branded graphic with logo on or before **April 21st**

Marketing & Technology Pavilion (MTP): an exclusive opportunity for marketing organizations to promote products and services to their clients, IPW exhibitors and buyers. Each 10' x 10' MTP booth includes three complimentary registrations. Positioned in a **high traffic area on the show floor**, the Marketing and Technology Pavilion hosts providers that want to reach travel organizations in order to renew relationships and build new connections for future business.

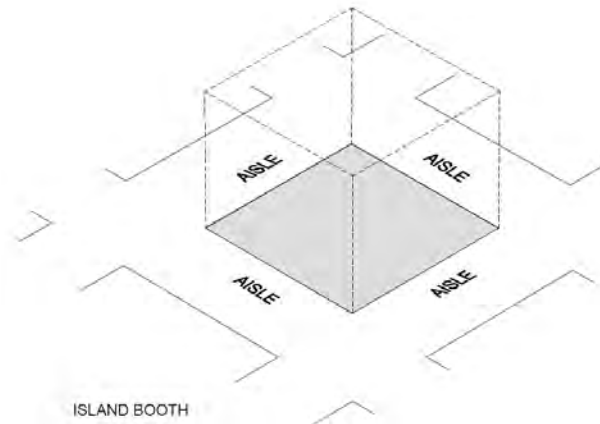
The Marketing and Technology package includes the 10'x10' space, 8' drape backing, black carpet, two chairs, one 4' draped table, one wastebasket, pole ID sign. Please note, the Exhibitor responsible for other décor, signage and any AV needed. There are two booth upgrade packages: Furniture only or Furniture + Backwall

Please note, EACs are not allowed for the set-up of Marketing & Technology Pavilion (MTP)

2023 Rules and Regulations – Island (20 x 20 & Larger)

Exhibitors in island booths may use the entire cubic content of the contracted space. Please be mindful of the placement of walls and hanging signs so as not to excessively block the view of neighboring exhibitors or impede an attendee's ability to navigate the show.

- Branding is permitted on walls facing the aisles. The height restriction for island booth structures is **16'**. Exhibitors in island booths must submit their booth drawings/schematics for approval by **April 21, 2023** to ccook@ustravel.org.



2023 Rules and Regulations – Aisle Carpet and End of Aisle Archways

Requests for special aisle carpet and for end of aisle signage, booth archways or any other similar structure must be submitted and approved by U.S. Travel prior to show set-up.

- Exhibitors not complying with the following rules may be asked to remove their aisle carpet and/or end of aisle signage at their own expense.

Aisle Carpet

In order for an exhibiting company to cover an aisle with their own choice of carpet, the exhibitor must occupy two or more adjacent booths directly across the aisle from each other. Double padding is permitted in the aisles, but no padding will be allowed in the cross aisles.

End of Aisle Signage

End of aisle signage and/or booth archways may only be placed at the beginning and ending of aisles/cross-aisles when exhibitors are all from the same destination, corporation, or region.

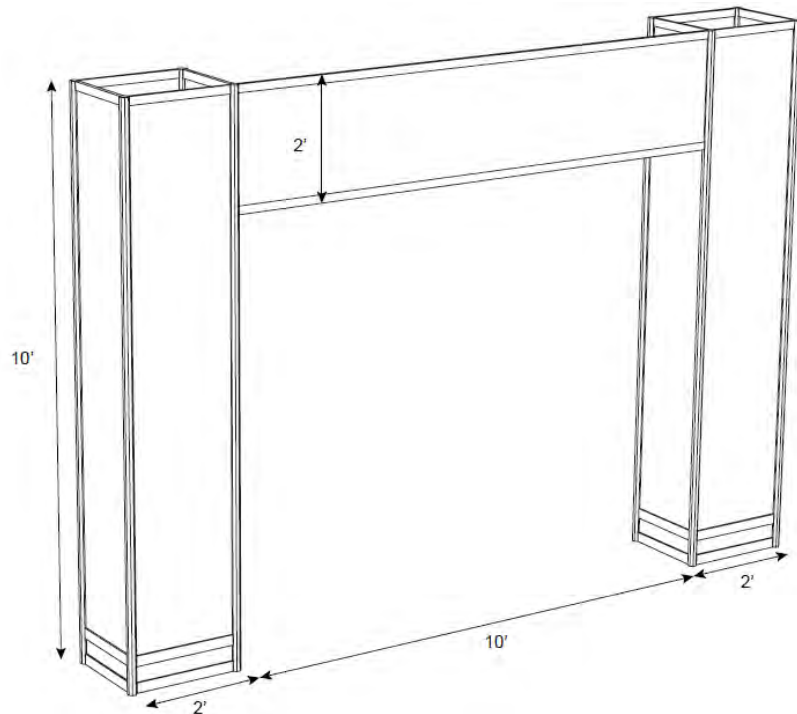
- Exhibitors with three or more adjacent booths directly across the aisle from each other may place end of aisle signage and/or booth archways only at the corner of a cross-aisle when their booths do not span a full aisle.
- No signs, banners or archways over aisles will be permitted if the above criteria are not met.
- Archways may not interfere with the set-up of non-participating exhibit booths and must not impede reasonable sightlines.

2023 Rules and Regulations – Aisle Carpet and End of Aisle Archways

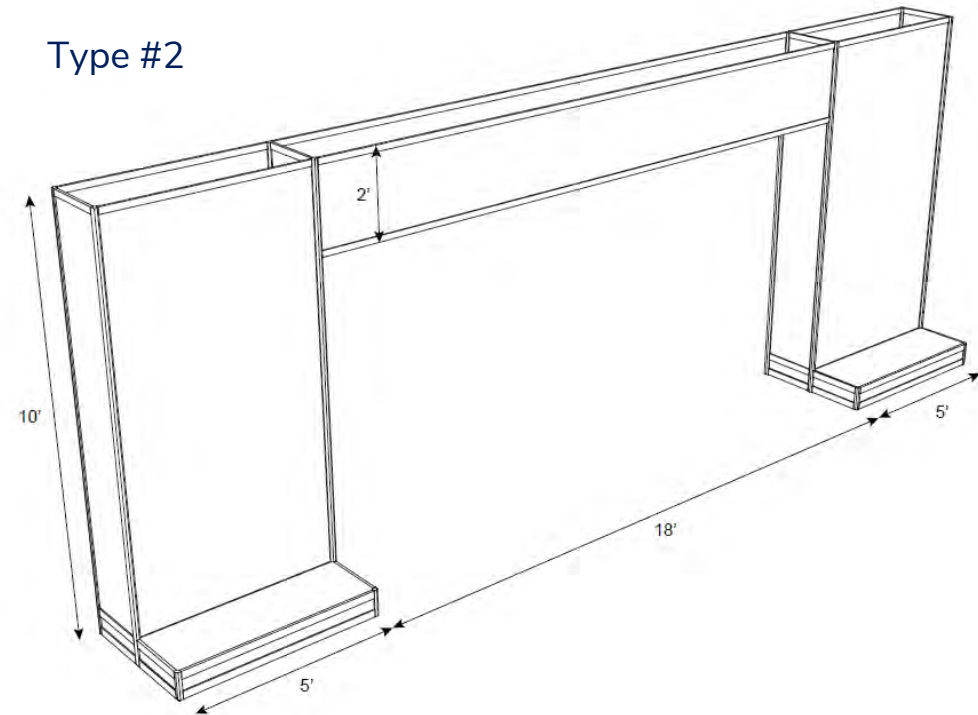
End of Aisle Signage

- Two general types of Archways are permitted on the show floor. View [IPW Archway Regulations](#) diagram.
- Type #1: Archway must not exceed the 10' height restriction and the arch design cannot exceed 2' in width on all sides. The interior dimension of the archway must be 10' wide to span the distance of the aisle.
- Type #2: Archway must not exceed the 10' height restriction and the arch design cannot exceed 2' in width across the top of the archway and 5' in width on the sides. The interior dimension of the archway must be wider than 18' to span the distance of the aisle.

Type #1



Type #2

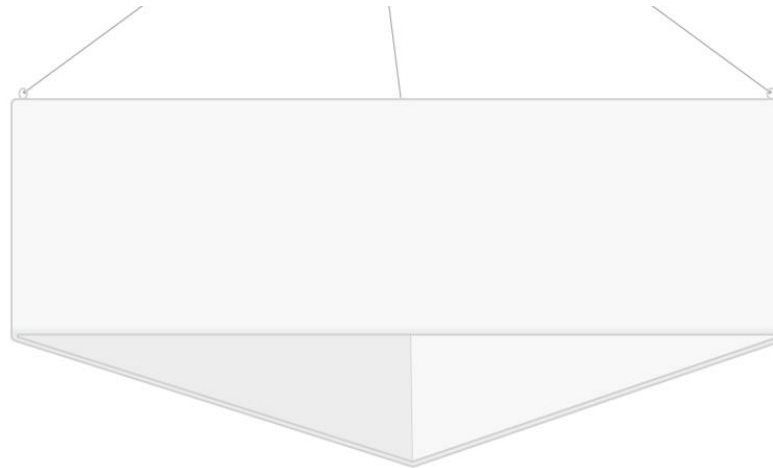


Triangular Hanging Banners



96" x 30" Fabric Pillowcase:

- Must be purchased from US Travel
- You are allowed different graphics on each of the 3 sides
- Includes – Graphic Print & Labor
- Hung 16' from ground level to draw attendees to your booth
- Multiple units can be purchased to fit all booth sizes
- Signage not allowed in aisles



Contact Dan.Pacyna@freeman.com with artwork and questions

IPW Recycling Program

Why Donate:

If you have materials that you would like to donate or recycle after the show, Freeman and IPW show management have established a program with local charities to help you do so. Materials may include anything from display and exhibit materials to equipment, supplies or product. Our goal is to assist you with donating these materials to local charities, keep them out of landfills and make this as easy as possible for you.

How It Works:

If your company is interested in this year's donation program, please submit this to Caylie Cook, ccook@ustravel.org or the Freeman Service Center. Once submitted, someone will stop by your booth to evaluate what you are giving. Once the items are approved for donation, you will be given donation stickers to place on your items after they are properly packed up and ready to ship out. During move-out, we will pick up your donated items and deliver it to the local charities at no additional cost to you.



IPW RECYCLING PROGRAM

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Donor Information: _____

Company Booth #: _____

Company Name: _____

Contact Name: _____

Email: _____

Donation Information:

Donation Item	Quantity	Approved	Declined

The following items will not be collected for donation:

Partial items (example: a portion of a flooring display), marketing materials and/or brochures, damaged or cracked material

Guidelines:

Only items listed above and approved for donation will be handled by the Freeman Green Team. We have the right to refuse any donations that are not deemed appropriate for the selected charities.

Packing: To ensure that all donation-collection companies are able to transport the contributed goods, all items must be packaged and ready for pick up by the end of published exhibitor move-out. All items must be skidded, wrapped and labeled. Any intact displays, carpet or items not packaged will be skidded and wrapped by Freeman at the exhibitor's expense.

Labels: "Hold For Collection", "Recycle" and "Trash" stickers are available at the Freeman Service Center. All items left on the exhibit hall floor must be clearly labeled.

Labor: If you require labor to pack, skid or wrap your donated goods, labor services can be ordered at the Freeman Service Center.

Materials: Please ensure all donated items are in good condition. Any damaged or incomplete items will be disposed of at the exhibitor's expense.

By signing below I hereby agree that the goods I submit for donation fall within the guidelines listed above and will be properly packed and labeled by the end of published exhibitor move-out. If the goods are not properly packed, I understand that they will not be able to be donated and my invoice will reflect a labor charge for trash and/or dumpster services.

PRINTED EXHIBITOR NAME: _____ DATE: _____

EXHIBITOR SIGNATURE: _____ CELLPHONE: _____

APPROVED BY: _____ DATE: _____

Material Handling Price Per Pound

It's just easier!



- No Minimums
- No Crated/Uncrated
- No Special Handling
- No Carpet & Pad
- No Marshalling Yard Fees
- No Warehouse vs. Show Site

- No Hundred Weight Billing
- No Reweigh Fees
- No Overtime
- No Rounding
(Pay only for actual weight)
- No Small Package Pricing
(Shipments under 10 lbs. are FREE!)



example service form

CWT Model

MATERIAL HANDLING SERVICES	
CRATED:	Material that is skidded or is in any type of shipping container that can be unloaded at the dock with no additional handling required.
SPECIAL HANDLING: (See definitions on back)	Material delivered in such a manner that it requires additional handling, such as ground unloading, stacked or constricted space unloading, designated piece unloading, shipment integrity, alternate delivery location, loads mixed with pad wrapped material, no documentation and shipments that require additional time, equipment or labor to unload. Federal Express, UPS & DHL are included in this category due to their delivery procedures.
UNCRAVED:	Material that is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting points.
CARPET AND/OR PAD ONLY:	Shipments that consist of loose carpet and/or padding only require additional labor and equipment to unload.
STRAIGHT TIME:	8:00 A.M. to 4:30 P.M. Monday through Friday
OVERTIME:	4:30 P.M. to 8:00 A.M. Monday through Friday, all day Saturday, Sunday, and Holidays (Overtime will be applied to all freight received at the warehouse and/or show site that must be moved into or out of booth during above listed times.)

Please note that additional overtime charges will be assessed for material handling services performed all day Saturday and Sunday during move in and after 4:30 PM on Wednesday and Thursday for move-out.

Description	Price Per CWT	200 lb Minimum
RATE CLASSIFICATIONS:		
Warehouse Shipment Delivered on or Before MAY 22, 2019 (200 lb. minimum)		
Crated or Skidded Shipment.....	\$ 106.75	213.50
Special Handling Shipment.....	\$ 139.00	278.00
Carpet and/or Pad Only Shipment.....	\$ 160.25	320.50
Show Site Shipment Cannot be Delivered Before JUNE 01, 2019 (200 lb. minimum)		
Crated or Skidded Shipment.....	\$ 101.00	202.00
Special Handling Shipment.....	\$ 131.50	263.00
Uncrated or Pad Wrapped Shipment	\$ 151.50	303.00
Carpet and/or Pad Only Shipment.....	\$ 151.50	303.00
Small Package - Maximum weight is 30 lbs per shipment*		
Per Shipment	\$ 45.00	
ADDITIONAL SURCHARGES:		
Shipment Delivered after Deadline Date (in addition to above rates)		
Warehouse Shipment after MAY 22, 2019	\$ 26.75	53.50
Show Site Shipment after Show Opening	\$ 25.25	50.50
Overtime Charge - Inbound (in addition to above rates)		
Crated or Skidded Shipment.....	\$ 25.25	50.50
Special Handling Shipment.....	\$ 33.00	66.00
Uncrated or Pad Wrapped Shipment	\$ 38.00	76.00
Carpet and/or Pad Only Shipment.....	\$ 38.00	76.00
Overtime Charge - Outbound (in addition to above rates)		
Crated or Skidded Shipment.....	\$ 25.25	50.50
Special Handling Shipment.....	\$ 33.00	66.00
Uncrated or Pad Wrapped Shipment	\$ 38.00	76.00
Carpet and/or Pad Only Shipment.....	\$ 38.00	76.00
Mobile Unit Spotting Fee.....	\$ 396.25	

*A small package shipment is a shipment totaling any number of pieces with a combined weight not to exceed 30 lbs that is received on the same day, from the same shipper and delivered by the same carrier.

Per-Pound Model

MATERIAL HANDLING	
Freeman is the exclusive provider of material handling services. Material handling includes unloading your exhibit material, storing up to 30 days in advance at the warehouse address, delivering to the booth, the handling of empty containers to and from storage, and removing of material from the booth for reloading onto outbound carriers. You have two options for shipping your advance freight - either to the warehouse or directly to show site. Material handling charges will automatically be applied to your account upon receipt of each shipment. It is not necessary to return this form to receive material handling services.	
RATES	
Material Handling.....	\$ 1.33 per pound
Rate applies to shipments sent to either the warehouse or directly to show site.	
Material Handling - After Deadline	\$ 1.66 per pound
Rate applies to shipments arriving at the warehouse after May 12, 2023.	
Material Handling - 10 lbs and under	Free of Charge
This rate is per shipment. A qualifying shipment totals any number of pieces delivered to the same booth, by the same carrier, from the same shipper, on the same day, weighing 10 pounds or less.	

How can Freeman Help me

SmartFabric Packages



* Client to provide print-ready artwork, or Freeman can design artwork for an additional fee.

SMARTFABRIC® RENTAL EXHIBITS



RENTAL EXHIBITS INCLUDE:

- Custom Fabric Graphic* with zippered carrying case (fabric graphic purchased to keep)
- Rental Frame, a 100% recyclable structure
- 10' x 10' or 10' x 20' Classic Carpet (color selections on page 3)
- Exhibit Installation & Dismantle
- Exhibit Material Handling
- Nightly Vacuuming
- 3 Arm Lights per 10' Booth
- 6 Arm Lights per 20' Booth
- Power for lights only

Please note these structures are 8'H

Exhibit Collection



10 x 10 Inline Exhibits



10 x 20 | 10 x 30 Inline Exhibits

Includes the following:

Structure | Graphics | Lights | Carpet | Labor | Material Handling | Vacuuming (Show open only)

IPW Exhibit Examples



Need help with an Exhibit for IPW 2023?
Reach out to Solutions@freeman.com to be connected
with our Sales team.

Audio Visual



Includes the following:

- LED Wall Technology
- Audio Support
- Content Solutions
- Interactive Technology
- Labor Solutions
- Display Technology
- Design Integration

Why Freeman AV?

We design solutions to maximize your event technology budget

Solutions designed against objectives – we're not just renting you hardware

We design solutions to maximize your event technology budget

Furnishings

TOP DESIGN TIPS for Tradeshow Exhibits

Use these tips to bring your space to life
and empower clients to make it their own.



Furnishings



1 Work Together

Enjoy communal tables that make it easy to network and build connections.



Furnishings



2 Sit Back & Relax

Let clients relax in comfortable "living room" spaces that encourage real conversations.



Furnishings

3 Take It for a Spin

Great for smaller spaces, swivel chairs increase functionality so you can engage and interact.



4 One With Nature

Bring nature indoors with life like greenery that warms up booths and other environments.



Furnishings



5 Small, but Mighty

Got small spaces? Use ottomans in small theaters for quick demonstrations.



Furnishings

6 Highs from Lows

Use low and casual seating to create a comfortable learning environment that makes clients feel at ease.



7 Power up!

Include powered products throughout your space that empower clients to recharge, relax, and relate with others.



Furnishings



8 In the Loop

Create an informal, inclusive setting for small group discussions with ottomans styled around an accent table.



9 Make it Pop!

Add flashes of color throughout your furnishings to attract more attention while reinforcing brand themes.

Furnishings

10 Create space

Sometimes, clients need privacy. Use clear dividers between sofas or conference tables to give clients space for personal meetings.



11 Share the look.

Increase your brand exposure by sharing eye-catching spaces on your social networks.



Q & A

Thank You.

Chat Log from March 21 Freeman Webinar for IPW 2023 Exhibitors

TIME	NAME	CHAT MESSAGE/REPLY
00:26:19	Daniel Betancourt:	Will the recording be shared after the call?
00:26:33	Jennifer Manigross:	Yes. It will be on the IPW site.
00:30:30	Jennifer Manigross:	We will answer questions after the webinar but feel free to add them to the chat as well. Thank you!
00:32:10	Annie Jirapatnakul:	Who do we reach out to request approval for archways and aisle carpeting?
00:32:18	Caylie Cook:	me, Caylie cook
00:32:26	Jennifer Manigross:	Caylie at US Travel Association
00:32:27	Caylie Cook:	ccook@ustravel.org
00:32:43	Sharon Broo:	Is that for an Express Booth by 8am Monday morning?
00:33:09	Jennifer Manigross:	Yes, all booths need to be set by Monday morning for show open.
00:33:25	Sharon Broo:	7am or 8am?
00:33:51	Caylie Cook:	Since there is no setup needed for an express booth, which is the turn key booth option, items that will be placed on the booth must be done by 8:00 AM. Express booths can only by items that fit on a table. No pop-up banners
00:33:53	Bridget Bardill:	I want to ship merchandise to the convention center. When will the delivery be accepted by Freeman at the site?
00:35:08	stephen marshall:	Is the carpet/flooring rule new this year?
00:35:12	Caylie Cook:	Yes, the floor covering rule is new.
00:35:50	Timothy Tieu:	I may have missed this, but will this deck be shared out somewhere afterwards?
00:36:04	Caylie Cook:	yes, will be posted on IPW website afterwards
00:36:23	Sharon Broo:	Will she speak about Express Booths? What time does the show begin on Monday?
00:36:30	Michele Marsee:	Is carpet included in express booths or do we need to order? And do we still fill out form for comp booth furniture?

Chat Log from March 21 Freeman Webinar for IPW 2023 Exhibitors

TIME	NAME	CHAT MESSAGE/REPLY
00:36:47	Jennifer Manigross:	We will begin receiving freight at show site on Saturday during exhibitors move in. If you have your items delivered to our warehouse by the deadline, we will have them in your booth by Saturday morning.
00:37:08	Caylie Cook:	Everything is included in an express booth, just bring papers or items that can fit on a table.
00:37:14	Lori Scott:	The links are not working?
00:37:53	Caylie Cook:	All this information is also posted on the website, which link do you need?
00:39:25	Caylie Cook:	If you can't find anything or have more questions about IPW after this webinar please email me ccook@ustravel.org
00:40:28	Jennifer Manigross:	This Q&A is helpful - https://www.ipw.com/about-ipw/exhibitor-booth-frequently-asked-questions
00:41:03	Jennifer Manigross:	Marketplace Rules and Regulations - https://www.ipw.com/sites/default/files/2022-08/ipw2023_marketplace_hall_rules_and_regulations.pdf
00:42:45	Stacy Thornton:	Island booths - can you please be more specific about not blocking or obstructing? That would be so helpful. Thank you
00:42:57	Liliana Rivera:	for corner booths, how tall is the side wall, and is it necessary?
00:43:21	Daniel Betancourt:	Sorry if this was answered already but are we required to use Freeman to setup or breakdown our booths? Or can our staff do that? Or if we pay for a vendor to come out to setup and tear down the booth for us?
00:43:44	Caylie Cook:	Island booth- By not blocking we don't you to build a booth with 4 solid hard walls at 16'
00:44:03	Jennifer Manigross:	Stacy, can you help me with your question. Are you asking if you are in an island what are your height limits?
00:44:17	Caylie Cook:	For islands, this is why its required that the designs be sent to me by 4/21
00:44:50	Jennifer Manigross:	Daniel, If you are in a MTP or Express you cannot use an EAC. Otherwise EACs are permitted during exhibitor move in hours.
00:44:51	Sharon Broo:	What time does an Express Booth need to be set up on Monday?
00:45:07	Fernando Hurtado:	Are we able to change the drape color (and pay) for our destination partners so that we can have a uniform look in our area (Las Vegas)? Thanks in advance!
00:46:14	Caylie Cook:	corner booth- Each single standard booth space is 10'x10'. Booth decorations may not exceed 8' in height on the back wall and rear 5' of the side rails. Side rail fixtures may not exceed 3' in height (variance will be

Chat Log from March 21 Freeman Webinar for IPW 2023 Exhibitors

TIME	NAME	CHAT MESSAGE/REPLY
		permitted for exhibit rentals with standard 39" side wall panels) in the front 5' of booth space. View Linear Booth Guidelines and Diagrams.
00:46:49	Alison Lamell:	Can Freeman produce a living wall display for a 10x30 booth? We want to incorporate a greenery wall with real Texas flowers. We have a mock design with rough dimensions.
00:47:09	Lori Scott:	To confirm, an arch is not permitted if we are separated by an aisle? Virginia has tow DMO's that are separated now due to an aisle from the rest of Virginia. Does that mean that the arch will have to go after the aisle break?
00:47:33	Daniel Betancourt:	Is flooring required in our booth where there will be foot traffic or under the entire area? For example, an entire 10x20 floor for a 10x20 booth?
00:47:42	Aimie Johnson:	Thank you for starting this Recycling Program!
00:47:42	Liliana Rivera:	Is there a recycling program for badges?
00:47:42	Caylie Cook:	The badges are plastic so yes you can recycle them or drop them off at registration.
00:47:51	Kristin Farrel:	furniture donations?
00:48:00	Caylie Cook:	Yes furniture will be accepted, but it will be up to the discretion of Freeman whether or not it is donatable.
00:47:53	Stacy Thornton:	Bravo, San Antonio, US Travel and Freeman.
00:47:56	Stephen Braun:	the recycling program is awesome
00:49:06	Daniel Betancourt:	Are photos available of the furniture?
00:49:37	Melissa Rose - Corning Museum of Glass:	Once we get to the show site, if we decide we don't want a particular item of furniture that we ordered, what is the process for "returning" it and are we able to receive a refund?
00:49:58	Joanna Tejeda:	are there any forms we need to fill out for material handling? or just need to have a card on file?
00:50:11	Caylie Cook:	@lori- That is correct you need to have 2 booths across from you in order to do an archway
00:50:46	Caylie Cook:	@Daniel- Yes flooring must cover the entirety of your booth
00:50:57	Jennifer Manigross:	Alison, Please reach to Stephanie and I'm confident we can provide a solution.
00:51:26	Jennifer Manigross:	Flooring is required for the booth space contracted.

Chat Log from March 21 Freeman Webinar for IPW 2023 Exhibitors

TIME	NAME	CHAT MESSAGE/REPLY
00:51:49	Daniel Betancourt:	What is an EAC?
00:52:25	Jennifer Manigross:	Photos are available of the furniture - some will be in the deck and the others are in the furniture catalog on Freeman Online.
00:52:38	Jennifer Manigross:	EAC = Exhibitor Appointed Contractor
00:53:12	Jennifer Manigross:	If you don't want a piece of furniture once onsite please let our customer service desk know and you can leave it in the aisle for pick up.
00:53:16	Randy Fiedler:	Content / File Type - Standard HD Monitors Resolution: 1920 x 1080 Encoding: h.264 Framerate: 60 fps Bitrate: 8 MBps File: .mp4 or .mov Still Images Format - JPEG, or PNG files - 1920 x 1080
00:53:18	Caylie Cook:	An EAC is anyone other than Freeman that an exhibitor hires to build their booth and will need access to the show floor during move in to build the booth
00:53:44	Alison Lamell:	When can we start to order booth packages/furniture on Freeman? I only see the comp booth package option available right now
00:54:30	Caylie Cook:	EAC's will need to be approved, and submit insurance to IPW EAC ipweac@ustravel.org for approval
00:54:36	Randy Fiedler:	randy.fiedler@freemanco.com - specialty AV needs or questions pertaining to your AV needs
00:54:56	Caylie Cook:	You can order items now here: https://www.freemanco.com/store/show/landing?nav=02&showID=513101
00:55:01	Jennifer Manigross:	For material handling, we do ask you use the labels in the exhibitor service kit as well as complete the outbound shipping form to help us prepare the MHAs at the close of the show.
00:55:33	Stephanie Ellis:	Stephanie Ellis, stephanie.ellis@freeman.com if you have any rules/regs or questions regarding your exhibit.
01:00:24	Daniel Betancourt:	What is MTP?
01:00:45	Helen Albrecht:	who do we submit graphics to for a triple booth?

Chat Log from March 21 Freeman Webinar for IPW 2023 Exhibitors

TIME	NAME	CHAT MESSAGE/REPLY
01:00:51	Stephanie Ellis:	MTP = Marketing and Technology Pavilion
01:00:54	Veronica Arrieta Parente:	Any updates regarding Media Marketplace set up needs?
01:00:54	Caylie Cook:	For Media Marketplace table setup please reach out to Cathy Reynolds; creynolds@ustravel.org
01:01:52	Randy Fiedler:	You can order items now here through Freeman Online: https://www.freemanco.com/store/show/landing?nav=02&showID=513101
01:02:12	Ciarra Greene:	A lot of info! Just to double check, as a triple booth we get three package options complimentary, correct?
01:02:52	Jennifer Manigross:	Yes, you receive one comp package per 10x10 space so a triple would receive three comp packages. You do need to order them through the service kit.
01:02:58	Fernando Hurtado:	Sorry if this was asked already.....are we able to change the drape color (and pay) for our destination partners so that we can have a uniform look in our area (Las Vegas)? Thanks in advance!
01:03:05	Melissa Rose - Corning Museum of Glass:	Are we able to order labor help for set-up/tear-down?
01:03:10	Caylie Cook:	Yes you can order it through Freeman.
01:03:11	Randy Fiedler:	Link to the interactive IPW floorplan: https://ipw2023.mapyourshow.com/8_0/exhview/index.cfm
01:03:14	Janette Peatross:	Could you cover the shipping process for items arriving and is there an option to ship items back after the show?
01:03:31	Caylie Cook:	Shipping info- https://www.freemanco.com/store/shipping-services/shipping-landing?showID=513101
01:03:17	Kyle Novak:	Who do we submit graphics to for a triple booth?
01:03:31	Caylie Cook	If Freeman is designing your booth you can send them to them.
01:03:17	Ana Henriquez:	How soon will we need to schedule shipping thru freeman?
01:03:31	Caylie Cook:	The earlier the better, but be sure to do it by the discount deadline of April 24- https://www.freemanco.com/store/shipping-services/shipping-landing?showID=513101
01:04:22	Gaby Lajeunesse:	What about roller bags or suitcases in the booth?
01:05:37	David King:	Where can I find the MTP Furniture & Backwall option?

Chat Log from March 21 Freeman Webinar for IPW 2023 Exhibitors

TIME	NAME	CHAT MESSAGE/REPLY
01:05:47	Jennifer Manigross:	jennifer.manigross@freemanco.com
01:07:03	Caylie Cook:	MTP- https://www.ipw.com/marketing-and-technology-providers/exhibitor-services
01:07:25	Daystar Van Wagner:	MTP furniture upgrade form options - https://www.ipw.com/sites/default/files/2023-03/ipw2023_mtp_upgrade_form.pdf
01:08:03	Lucy Redzeposki:	Where do we find the service kit?
01:09:07	Caylie Cook:	https://www.freemanco.com/store/show/landing?nav=02&showID=513101
01:11:07	Daniel Betancourt:	There are a lot of great furniture options. Do you typically run out of styles?
01:11:24	Daniel Betancourt:	Or is there plenty of inventory of all options?
01:11:46	Daniel Betancourt:	If we rent a flat screen TV do we need to install it our selves in our booth or is there support to do that?
01:13:28	Jane Zhang:	How soon can I schedule Freeman shipping to pick up our crate from our storage address, is there a time frame such as early May or any day from now? Thank you
01:14:00	Ciarra Greene:	There are some items on my invoice from last year in the service kit that say "This item is not available for online ordering". Are there tips on navigating this? Do we just need to find a comparable item that is available this year?
01:14:30	Erica Tamez:	Will the recording of this meeting be provide to us to reference?
01:14:53	Caylie Cook:	Yes, recording will be posted on IPW.com
01:15:00	Randy Fiedler:	If you are ordering through the kit for AV, labor for delivery, install and dismantle are included with the rental. However, electrical is NOT included with the AV rental. Please reference the AV order form.
01:15:53	Melissa Rose - Corning Museum of Glass:	Do we need to order Wi-Fi as well?
01:17:03	Janette Peatross:	Are there sample layouts we can see when trying to design a 10ft booth?
01:14:53	Caylie Cook:	Yes, please reach out to Stephanie.Ellis@freeman.com
01:18:24	Randy Fiedler:	Smart City is the internet provider. Their information and pricing is in the KIT under "Specialty Contractors"