



2019 Service Manual

Booth Services

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Audio/Visual

F R E E M A N

Official Provider

Service for Audio/Visual is provided by Freeman.

Discount Deadline: August 28

Save up to 25% by ordering in advance. Orders placed after August 28, including onsite orders, are priced up to 25% more than the discount rate.

Contact:

Martha Arroyo

Phone: 1-708-255-7125

Fax: 1-469-621-5603

Email: martha.arroyo@freeman.com

[Download Forms or Order from Freeman Online](#)

Booth Cleaning

F R E E M A N

Exclusive Service Provider

Freeman is the exclusive service provider for booth cleaning at WEFTEC 2019. No other service contractors, including exhibitor-appointed contractors may provide booth cleaning services.

Discount Deadline: August 28, 2019

Orders placed using the order form by August 28 to receive a discount of more than 30% over orders placed after the discount deadline date, including onsite orders.

Contact:

Freeman Exhibitor Services

Phone: 773-473-7080

Fax: 469-621-5603

Email: FreemanChicagoES@freeman.com

[Download Forms or Order from Freeman Online](#)

Carpeting

F R E E M A N

Official Service Provider

Freeman is the official service provider for carpeting.

Discount Deadline: August 28, 2019

Order online by August 28 for the greatest discount on carpet orders. Online orders placed by the discount deadline receive a 10% discount over orders placed using the order form, and a 30% discount over orders placed after the discount deadline date, including onsite orders.

Orders placed using the order form by August 28 receive a discount of more than 20% over orders placed after the discount deadline date, including onsite orders.

Contact:

Freeman Exhibitor Services

Phone: 773-473-7080

Fax: 469-621-5603

Email: FreemanChicagoES@freeman.com

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Show Colors

Main Hall

- Carpeting - Aisles: Midnight Blue (Blue & Black Speckle)
- Drape - 8' Black back drape; 3' Black side dividers

[Example](#)

Stormwater Pavilion

- Carpeting - Aisles: Black
- Drape - 8' Gray & White back drape; 3' Gray side dividers

[Example](#)

Innovation Pavilion

- Carpeting - Aisles: Black
- Drape - 8' Blue & White back drape; 3' Blue side dividers

[Example](#)

[Color Selector by Freeman](#)

A tool to help you easily visualize your planned booth carpet and table drape look against the show aisle carpet & drape.

Catering



Exclusive Service Provider

Catering service at the New Orleans Morial Convention Center is exclusively provided by Centerplate. No other provider may provide this service to exhibitors.

Order Deadline: September 3, 2019

A deposit in the amount noted on the catering contract is due on the date specified. No food or beverage of any kind is permitted to be brought into the facility by the patron or any of the patron's guests or invitees (exclusive of the Exhibitor Personal Consumption Policy). Food items may not be taken off the premises.

Contacts:

South Building, Hall A

Brendan Cahill

Phone: 312-791-7135

Email: bcahill@mccormickplace.com

North Building, Hall B

Trenette Humphrey

Phone: 312-791-7948

Email: thumphrey@mccormickplace.com

[Download the Order Form](#)

[Download the Menu](#)

Exhibitor Personal Consumption Policy

McCormick Place allows exhibitors to bring food and beverage items into the facility for personal consumption either individually or collectively as described below:

An exhibitor may bring an individual serving of food and beverage with them onto the premises. This will allow for an individual to consume food from an outside vendor on McCormick Place property. An example might be as follows: an individual leaves the facility and returns with a sandwich, a slice of pizza, or carryout, and consumes it on McCormick Place property.

An exhibitor may bring the equivalent of an individual serving for each of their employees onto the premises to serve to those employees. This will allow an organization to feed members of their staff without forcing each individual to bring their own food. Examples might include the following:

- An exhibitor orders pizzas and beverages and feeds their staff.

- An exhibitor ships a cooler and several cases of soda with their display to provide beverages to their personnel.
- An exhibitor sends a runner out and has them pick-up a certain number of lunches to provide to their staff.

Any exhibitor or exhibitor employee who chooses to bring food onto the premises must adhere to the following additional requirements.

- Any exhibitor who brings food and beverage onto the premises will be responsible for the clean-up of any resulting garbage or left-over food.
- This policy is limited to exhibitors and their employees. Exhibitors are not allowed to bring food into the facility to serve to attendees beyond that which is currently permissible in the facility sampling policy.
- Exhibitors, Contractor, or Show Management are not allowed to authorize any outside caterer or restaurateur to set up cooking, assembly, or serving areas on McCormick Place property.
- Food and beverage companies are not allowed to sell or solicit sales on McCormick Place property.
- Deliveries by outside food and beverage companies are not allowed inside the facility, on the exhibit floor, or at back of house areas.
- Exhibitors and their employees are not allowed to bring alcoholic beverages onto the premises at any time for personal or attendee consumption.

Charging Stations



Official Service Provider

Floral Expo is an Official Service Provider for WEFTEC.

Discount Deadline: September 16, 2019

Featuring five interchangeable retractable cables and one USB port, these Charging Stations work with all Apple, Samsung, Android devices and many more!

Order online by September 16 for discounts on charging stations. Custom branding is available starting at \$45.

Contact:

Will Nichols

Phone: 407-855-0339

Fax: 407-855-0242

Email: will.nichols@floralexpo.net

[Download the order form](#)

Electricity

Exclusive Provider

F R E E M A N

Freeman Electrical is the exclusive provider of electrical services.

Discount Deadline: August 28

Save up to 30% on electrician labor and up to 35% on electrical outlets by placing electrical orders prior to the discount deadline of August 28.

Cancellation Policy

A 50% refund will be applied to electrical outlets cancelled after installation. Refunds will not be issued for materials and/or labor charges related to the installation.

In accordance with the Freeman Payment & Labor Terms & Conditions, in case of cancellation of any orders or services by Exhibitor, a one-hour per-person, per-hour charge will be applied for all labor orders that are not canceled in writing at least 24 hours prior to the start time.

Contact:

Freeman Exhibitor Services

Phone: 1-773-473-7080

Fax: 1-469-621-5603

Email: FreemanChicagoES@freeman.com

[ORDER OR DOWNLOAD FORMS FROM FREEMAN ONLINE](#)

Floral



Official Service Provider

Floral services are officially provided by Floral Expositions.

Cancellation Deadline: August 16

All orders must be paid in full in U.S. currency prior to show date. Adjustments cannot be made after the close of the show. All orders are final 30 days prior to the show.

All materials and plants are available on a rental basis only. The availability of some items is subject to season and geography. Some specialty items must be ordered in advance to assure availability.

Contact:

Will Nichols

Phone: 407-855-0339

Fax: 407-855-0242

Email: will.nichols@floralexpo.net

[Download the order form](#)

Furniture & More

F R E E M A N

Official Service Provider

Freeman is the official service provider for furnishings, booth rentals, and accessories.

Discount Deadline: August 28, 2019

Order online by August 28 for the greatest discount on the necessities. Online orders placed by the discount deadline receive up to a 10% discount over orders placed using the order form, and a 30% discount over orders placed after the discount deadline date, including onsite orders.

Orders placed using the order form by August 28 receive a discount of up to 20% over orders placed after the discount deadline date, including onsite orders.

Contact:

Freeman Exhibitor Services

Phone: 1-773-473-7080

Fax: 1-469-621-5603

Email: FreemanChicagoES@freemanco.com

[Download Forms or Order from Freeman Online](#)

Freeman Contact for Special Requests and International Exhibitors

F R E E M A N

Official Service Provider

Freeman is the general services contractor for WEFTEC.

Freeman provides assistance with special requests, custom exhibits and more. International exhibitors can also request support using the contact information below.

Contact:

Dave Hofstede

Phone: 1-773-473-8333

Email: David.Hofstede@freemanco.com

International Shipping



Official Service Provider - U.S. Customs Broker and Freight Forwarder

Kuehne + Nagel is the official service provider for international shipping and customs forms. Please contact Kuehne + Nagel regarding International shipping. All merchandise imported into the United States must be cleared through U.S. Customs and is subject to examination prior to release. Kuehne + Nagel is available to provide the best method of transportation to the exhibition.

ORDER DEADLINES:

SEA FREIGHT

- **September 14, 2018**
 - Sea freight Shipments at New Orleans port
- Original Bill of Lading
 - min. 7 days before arrival
- Original Customs Documents (List of Exhibits)
 - min. 7 days before arrival

AIR FREIGHT

- **September 19, 2018**
 - Air freight Shipments at New Orleans airport
- Copies of Airway Bill by Email
 - min. 2 days before arrival
- Copies of Customs Documents (List of Exhibits)
 - min. 4 days before arrival

Contact:

Debbie Amrein

Phone: 704-499-5935

Fax: 704-359-0684

Email: debbie.amrein@kuehne-nagel.com

[Download the order form](#)

Labor

Official Provider

F R E E M A N

Freeman is the official provider of booth labor services.

Discount Deadline: August 28

Save up to 30% on booth labor by placing an order prior to the discount deadline of September 6.

Freeman's labor experts can provide:

- Installation and dismantle labor for your exhibit
- Forklift and Rigging labor*
- Hanging sign labor*

**Freeman is the exclusive provider for forklift, rigging and hanging sign labor. No other company may perform these services.*

Contacts:

Matt Giandonato

General Labor

Phone: 1-773-473-7458

Email: matt.giandonato@freemanco.com

Julie Mulvey

Hanging Signs

Phone: 1-773-473-8312

Email: julie.mulvey-steinke@freemanco.com

[ORDER OR DOWNLOAD FORMS FROM FREEMAN ONLINE](#)

Lead Retrieval/Lead Management

Lead Retrieval/Lead Management

Exclusive Service Provider



Experient is the exclusive service provider for Lead Retrieval Services. Exhibitors may use their own lead retrieval services by selecting the Developer's Kit for Real Time Data Services.

Early Discount Deadline: August 1

Regular Discount Deadline: August 16

Save up to 15% by ordering in advance. Orders placed after August 16, including onsite orders, are priced up to 15% more than the discount rate.

Contact:

Georgia Martin

Phone: 1-866-297-5246

Email: georgia.martin@experient-inc.com

[Download Order Form](#)

You can **order lead retrieval online** via the exhibitor registration portal. Full booth payment must be completed before the key contact can receive the email with login credentials from Experient.

[Order Online Via Registration Portal](#)

Sending Collateral to Leads

Exhibitors have the ability to email collateral to leads directly from Experient's SWAP App. Download instructions for [uploading collateral](#) and [sending collateral](#).

eventBit Overview

Eventbit technology allows exhibitors to target key customers and prospects when they are near your booth by providing details analytics on booth traffic, booth dwell time and much more. Watch the 2-minute video below to learn more.

[Watch Video of eventBit Overview](#)

Models/Booth Talent



Official Provider

Service for Models/Booth Talent is officially provided by Judy Venn & Associates, Inc. No other provider may provide this service to exhibitors.

Order Deadline: September 16

Contact:

JVA, Inc.

Phone: 1-800-553-8855/ 1-702-259-4494

Email: info@jvainc.com

[DOWNLOAD THE ORDER FORM](#)

Photography



Official Service Provider

Photography/Videography services for WEFTEC 2019 are officially provided by Oscar & Associates.

Cancellation Deadline Without Penalty: September 11

You can select from a number of different photography and videography packages to document your participation at WEFTEC. Order cancellations received less than one week prior to the first day of exhibitor move-in will be billed at 50%.

Contact:

Teresa Catrambone

Phone: 1-312-922-0056 / 1-800-638-0056

Fax: 1-312-922-2866

Email: tcatrambone@hellooa.com

[DOWNLOAD THE ORDER FORM](#)

Telecommunications & Internet



Exclusive Service Provider

Service for Internet, Telephone, and Communications Labor is exclusively provided by McCormick Place. WEF has limited wi-fi available throughout the exhibit hall for basic use such as checking e-mail and basic web browsing, not streaming or large data downloads etc.. Exhibitors are advised to order internet for use in their booth to support their needs.

Discount Deadline: September 2, 2019

Save up to 20% by ordering in advance. Orders placed after September 2, including onsite orders are priced up to 20% more than the discount rate.

Contact:

McCormick Place

Phone: 312-791-6113

Email: technology@mccormickplace.com

[DOWNLOAD THE TERMS & CONDITIONS, AND PAYMENT POLICY PDF](#)

[DOWNLOAD THE TECHNOLOGY ORDER FORM](#)

[ORDER TELECOMMUNICATIONS & INTERNET SERVICES ONLINE](#)

Union Jurisdictions at McCormick Place

McCormick Place is a union building, and jurisdictions are clearly established. Straight Time, Overtime and Double Time invoicing will be in compliance with MPEA legislations. If there is a disagreement, contact your Floor Manager for assistance.

[McCormick Place Exhibitor Rights](#)

Riggers

Responsible for uncrating, unskidding, positioning and reskidding of all machinery.

Teamsters

Responsible for the handling of all material (except machinery) in and out of the exhibit hall.

Display Labor

Unified Labor Force Combining Carpenters and Decorators

Responsible for uncrating of exhibits and display materials; installing and dismantling exhibits, including cabinets, fixtures, shelving units, furniture; laying of floor tile and carpets; hanging and installation of non-electric signs; recrating of exhibits and machinery; installing and dismantling scaffolding, bleachers and ganging of chairs; installing of all drape, cloth and/or tacked fabric panels; and velcro signs.

Hanging Signs

Depending on the type of hanging sign, it will be assembled & installed by decorators or electricians. See hanging sign form for jurisdictions.

Cleaning/Porter Service

Freeman is the exclusive cleaning contractor. No other cleaning services, including exhibitor appointed contractors are allowed to perform these services.

Electricians

Labor must be ordered for the following: Distribution of electrical services overhead and under flooring, connection of all service to the building, connection of all services 208v and higher, assembly of truss, lighting, etc. that is suspended from the building structure.

Break Schedule

All labor is entitled to certain break times and lunch breaks. Below is an approximate schedule.

Morning Breaks (approximately) 9:30 am - 9:45 am

Lunch Schedules (approximately) 12:00 pm - 12:30 pm

Afternoon Breaks (approximately) 2:30 pm - 2:45 pm

Utilities

F R E E M A N

Exclusive Service Provider

Service for Air, Gas, Water/Drain is exclusively provided by Freeman. No other provider may provide this service to exhibitors.

Discount Deadline: August 28

Save up to 34% by ordering in advance. Orders placed after August 28, including onsite orders, are priced up to 34% more than the discount rate.

Freeman Exhibitor Services

Phone: 1-773-473-7080

Fax: 1-469-621-5603

Email: FreemanChicagoES@freeman.com

[Download Forms or Order from Freeman Online](#)

Avoid Unofficial Vendors

Vendors listed in the [Order Booth Services](#) section are all official WEFTEC contractors. Companies that are unaffiliated with WEF sometimes solicit WEFTEC exhibitors via phone or email. Some of these companies create misleading websites mimicking WEF brands, logos, and/or the conference website. WEF's official show website is www.weftec.org – the URL does not incorporate the year of the show.

Disregard any unaffiliated agency that directly solicits your business. Orders placed with unaffiliated companies are not guaranteed by WEF and could result in lost payments. If you do not know which companies are officially affiliated with WEFTEC, be sure to review all the official vendors listed within the [Order Booth Services](#) section.