

# EXHIBITOR FREQUENTLY ASKED QUESTIONS

Now that the conference dates changed, what are next steps?

## Your booth

- The exhibition hall is now in Maryland Ballroom.
- A new floorplan will be updated in the next few weeks and shared with you.

## Registration

- All staff and guest registration passes will be carried over to the new event dates. If you need to adjust any staff passes, please let me know.

## Power, AV and Internet – The Gaylord

- All of your orders will transfer to the new dates
- You will not need to re-order anything for your booth
- The new deadline to order these items with a discounted rate is Friday, August 7<sup>th</sup>.
- Ordering link :<https://gaylordnational.boomerecommerce.com>

## Freeman orders:

- Any orders made through Freeman will be cancelled and refunded
- I will let you know when the Freeman portal is updated with new due dates and ordering forms.
- Please hold on shipping any items until the new portal is live. Freeman and the venue can not store any shipments.

## Room block

- The Gaylord has cancelled all reservations made in this room block. If you paid a deposit, it will be refunded to the credit card on file within 3-5 business days. A new link will be sent out in the next few weeks.
- The AC Hotel has cancelled all reservations made in this room block. If you paid a deposit, it will be refunded to the credit card on file. The new room block link is here: <https://www.marriott.com/event-reservations/reservation-link.mi?id=1584464447516&key=GRP&app=resvlink>

## Move In and Move Out

- You can set up your booth on Monday, August 24<sup>th</sup> from 1-5PM and Tuesday, August 25<sup>th</sup> from 6:30-7:30AM.
- You can break down your booth on Wednesday, August 26<sup>th</sup> from 3:30PM-6:00PM.

## REGISTRATION

- **How do I register my staff?**
  - You register your staff using the link in the handbook on page 9.
- **How do I register my guests?**
  - You register your guest using the link in the handbook on page 9.
  - If you need to be resent your handbook, email [Ashley.Pierson@Terrapinn.com](mailto:Ashley.Pierson@Terrapinn.com)
- **How can I purchase more staff passes?**
  - If you need more staff passes, contact [Joe.Sica@Terrapinn.com](mailto:Joe.Sica@Terrapinn.com) or [Taylor.Coate@Terrapinn.com](mailto:Taylor.Coate@Terrapinn.com)
- **Where do I get my badge?**
  - Your team can collect their badge from the registration desk onsite during set up hours or when registration begins.
- **Where is registration?**
  - Registration is in the foyer in front of Maryland Ballroom.

## BOOTH SETUP

- **Where is the exhibition hall?**
  - The exhibition hall is in Maryland Ballroom and Maryland Ballroom foyer.
- **What is my booth number?**
  - Your booth number is noted in the handbook on page 8. You can also view your booth number on the floorplan once it is updated on the website.
- **What is included in my booth?**
  - Each **6' x 10' booth** will be set with 8' high gray back drape, 3' high gray side drape, (1) 6' gray draped table, (2) Limerick chairs, (1) wastebasket, and (1) 7" x 44" one-line booth identification sign.
  - Each **6' x 20' booth** will be set with 8' high gray back drape, 3' high gray side drape, and (1) 7" x 44" one-line booth identification sign.
  - Each **12' x 20' and 20' x 20' booth** will receive (1) 7" x 44" one-line booth identification sign.
  - Each **Rare Technology booth** will be set with a startup counter and company logo.
  - Each **Start Up booth** will have a high cocktail table.
- **What time can I set up my booth?**
  - Booth setup is on Monday, August 24<sup>th</sup> between 1:00PM-5:00PM.
- **What if I can't set up during that time?**
  - The expo hall will re-open on Tuesday, August 25<sup>th</sup> at 6:30AM to set up your booth. Your booth must be set by 7:30AM.
- **What are the exhibitor hours?**
  - Exhibitor hours are Tuesday, August 25<sup>th</sup> between 7:30AM-6:00PM and Wednesday, August 26<sup>th</sup> between 7:30AM-3:30PM.
- **What time is exhibitor break down?**
  - Exhibitors can begin to break down on Wednesday, August 26<sup>th</sup> at 3:30PM. You must be complete with breakdown by 6:00PM.

- **Will there be outlets or power at the booth?**
  - No, there are no outlets to plug in laptops or phones at your booth.
  - You can order power in The Gaylord portal here: <https://gaylordnational.boomerecommerce.com>
- **What size table is included in the booth?**
  - The table is a 6' x 30" table with a tablecloth. There will also be 2 chairs. This will be provided for 60sqft booths ONLY.
- **What insurance do I need?**
  - Insurance is only needed if you are bringing a contractor to build your booth. The contractor will need to send [Ashley.Pierson@Terrapinn.com](mailto:Ashley.Pierson@Terrapinn.com) a COI.
- **Is the hall locked overnight?**
  - Yes. The venue provides a basic level of security 24/7. We recommend that small handheld valuable equipment be removed daily or locked out of sight when you are not at your booth. Although all care is taken, your own insurance is necessary.
- **How do I ship my boxes back after the show is complete?**
  - Each shipment must complete a Material Handling Agreement from Freeman. This can be filed out before the show or on site.

#### NETWORKING APP

- **What is the networking app?**
  - Download the "Terrapinn Events" app in your app store on your phone
  - The event code is "World Orphan Drug Congress 2020"
  - Enter your username and password
- **Can I view the app on my computer?**
  - Yes! You can view the event content on the desktop version of the app here:
  - <https://connect.jujama.com/World-Orphan-Drug-Congress-USA-2020>
- **When will the app be available?**
  - The app will be available on Monday, July 13<sup>th</sup> 2020.
- **I didn't receive my networking app login information, who do I contact?**
  - Email [Ashley.Pierson@Terrapinn.com](mailto:Ashley.Pierson@Terrapinn.com) for your login information.
- **How long do I have access to the app?**
  - The app will be available until December 30<sup>th</sup> 2020.