



Exhibition Hall Rules and Regulations

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EXHIBITOR HALL RULES & REGULATIONS

EXHIBITOR ONLINE ORDERING - ELECTRIC, INTERNET, AND CATERING

- Gaylord Palms Exhibitor Services offers an online storefront to assist with your Electric, Internet and Booth Catering order needs. GaylordPalms.boomerecommerce.com/Home.
- Orders must be placed and paid in full (30) days prior to the first day of exhibitor move-in to qualify for the Advance Pricing.
- Storefront closes (5) five days prior to move in to allow our teams to review and process orders. Exhibitor Services will be available by phone or email after this date to assist with changes or last minute orders.
- Payment is accepted through the exhibit services portal in the form of VISA, MASTERCARD, AMERICAN EXPRESS, DISCOVER and DINERS CLUB. A card must be kept on file for any onsite charges such as catering or labor and materials for installations
- Electric Charges: Florida State Sales Tax (7.5%) will be applied to all equipment & service orders for Electric.
- F&B Operations Charges and Other Mandatory Charges are collectively referred to as "Service Charges." All prices, rates, and Service Charges are subject to applicable taxes in effect at the time of the event, currently at 7.5%.
- Internet Charges: Florida State Sales Tax (7.5%) will be applied to all wired equipment & service orders along with a 26% Service Fee plus tax on both wired and wireless orders.
- Checks, wire transfers and cash are not accepted.
- All pricing is subject to change without notice.
- Credit will not be given for services ordered and not used. Cancellations must occur prior to the installation of services. All disputes must be filed by the exhibitor with the Exhibitor Services Department prior to the close of the show, to allow our team to address any issues.
- Tax-exempt companies must send a tax-exempt or resale certificate to Gaylord Palms Exhibitor Services along with a redacted copy of the matching credit card showing only the last four digits of the card, name on the card and expiration date to qualify for an exempt order. Place the order on the portal prior to sending these details and a revised receipt will be sent once approved with the refunded tax. This must be done prior to the show and cannot be credited after an event has closed.

INTERNET AND ELECTRIC REGULATIONS

- All island booths and inline booths requiring specific power and or internet placement will be required to submit a diagram prior to arrival showing measurements and surrounding booths to assist with proper placement. Fees for labor and materials for island booths and those inline booths requiring specific placement will be charged onsite once installation is complete.
- Electrical team is unable to wire or connect to any equipment being brought in. Power will be provided up to the equipment and must be connected by the exhibitor or decorator.
- All electrical is based on 24-hour power. All materials are rentals and must be returned at end of show.
- The shared network details: it's a non-dedicated connection and does not support networking equipment such as routers, servers, switches, or printers. It's based on MAC/IP address, meaning once 1 device is connected using the access code, you won't be able to disconnect one and replace it with another — the system tracks each unique MAC address.
- IT Team is unable to run and connect lines provided by the exhibitor. If exhibitor orders 1 hardline with the intent to use their own switch and hardlines, IT will install the main drop, and the exhibitor will be responsible for installing and maintaining their equipment.
- Before arrival, for basic/enhanced connections on the Gaylord Conference Network, please ensure the device utilizing the code has the ability to load a splash page to connect.
- Labor rates will apply to any movement of hardline internet or electric once already installed.
- Standard placement for all inline booths requesting internet hardlines and power drops will be back of booth unless a diagram is provided in advance.

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FOOD AND BEVERAGE/ALCOHOL/SAMPLING

- The hotel reserves the right to purchase, prepare and provide all food and beverage items. No outside food or beverage will be permitted on the show floor apart from 3 oz. or smaller product samples, which will require paperwork and approval from Exhibit Hall Management prior to the event. See Sample Waiver Forms and COI requirements.
- Alcohol: No outside alcohol is permitted; however, you may arrange for bar service through our catering menu. A resort bartender is required for any alcohol service. No travel/mini-size alcohol bottles are permitted as giveaways.
- The Hotel reserves the right to refuse alcohol service to anyone.
- Florida Law requires persons to be a minimum of 21 years of age to consume alcoholic beverages.
- Cooking/Heating devices must be approved by the Exhibit Hall Manager and Fire Marshal prior to the event. Fees for a fire watch may be incurred. Coordinate requests with the Gaylord Palms Exhibitor Services Team.

FREIGHT/SHIPPING SERVICES

Freight Services: Material Handling/Freight Deliveries including but not limited to, small package, overnight, LTL & van line carriers will not be accepted by Gaylord Palms Resort & Convention Center Exhibit Hall representatives prior to your event, during your event & after your event. Shipments during the event contract dates should be in the attention of the event's Official Service Contractor. See your Exhibitor Kit for details on shipping and handling to ensure your package arrives as planned. Those events without a service contractor should contact our on-site business center FedEx. Please call your Official Service Contractor with any shipping questions.

For events without a Service Contractor FedEx provides Executive Shipping Solutions and can be contacted at 407.586.2599.

Neither Gaylord nor FedEx Office provides insurance for goods shipped to or from the Hotel. Neither the Hotel, FedEx Office nor the employees, agents or contractors of either firm will be liable for any damages, whether direct or indirect, relating to or arising out of any loss or damage to any package or its contents unless a package is lost after receipt at the Hotel. In such case, liability shall be limited to the lesser of \$100.00 or the liability of the carrier indicated above. By sending your package to the Hotel, you agree to be bound by any additional terms and conditions that the Hotel or FedEx Office may establish from time to time for receiving and delivering your packages.

LOAD IN & LOAD OUT

Help keep the space show ready by avoiding placing any items against walls, windows, fire equipment or columns. We ask for three (3) feet of clearance with all items to avoid damages. Exit doors must be clear at all times. If damage occurs report it immediately to your Exhibit Hall Manager.

- The hotel is not responsible for any injury, loss, or damage that may occur to the exhibitor, the exhibitor's agents, employees, or property, or any other person or property prior, during, or subsequent to the period covered by the exhibit contract.
- All exhibitors and their contracted vendors must check in with Security when using back-of-house areas. Security will be posted on the loading docks during exhibitor load-in and load-out times if arranged through the main event. Have your driver's license available.
- No one under the age of 18 will be allowed inside the exhibit area during move-in and move-out and will not be permitted at any time in back hallways or loading dock areas.
- No smoking/vaping will be permitted inside the building or in the dock or dock basin areas.
- Dock spaces are assigned based on event need. If you have a vehicle needing dock space, this must be

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EXHIBITOR HALL RULES & REGULATIONS

coordinated with your Official Services Contractor in advance. No personal vehicles should be left unattended at the docks at any time, and should not block in dumpsters or other vehicles.

- Exhibits, displays, and equipment are to be brought in and taken from the Exhibit Hall via the loading dock only during assigned exhibitor move-in and move-out hours. Dock Security must be in place during these times which is coordinated through Show Management. Refer to your exhibitor kit for details on these times.
- Hotel equipment will not be taken from back-of-house areas, function spaces or lobby areas including carts, tables, and chairs to be used in exhibit spaces. All furniture rentals should be placed through the Official Services Contractor, and if one is not in place, through the Exhibit Hall Manager.
- Escalators and guest elevators are prohibited for use of any large or oversized freight or carts.
- All show-related materials must be delivered via service elevators, service corridors and the Hotel tunnel system.
- Lighting in the exhibit area will be maintained at 50% during move-in and move-out.
- Air will be turned off during move-in and move-out due to open dock doors. Air will come on an hour prior to show open, once all exterior doors are closed.

****Stay alert of your surroundings and stay off mobile phones during move-in and move-out. The show floor and back-of-house areas are high traffic areas with forklifts and carts. If you see anyone being unsafe, reach out to the Exhibitor Services Team.****

DISPLAY AND DEMONSTRATION RESTRICTIONS

- Storage of empty crates and cases must be arranged through the General Services Contractor and cannot be stored in back of house hallways. No wooden pallets, crates or shipping containers are permitted to be stored inside the building.
- Stick-on decals (except name tags) may not be distributed or used in the convention center.
- Holes may not be drilled or punched into any surface in the convention center.
- The painting /sanding/sawing/grinding/welding of exhibits or signs is not allowed inside the convention center.
- Decorations, banners, signs, etc. are not to be affixed to any wall, door, floor, window, column, ceiling, or any painted surface in the convention center.
- Static helium balloon displays are permitted in the convention center. Helium balloons may not be used as giveaways. Helium tanks must be removed daily. Storage of tanks within the building is not permitted. Fees for any balloon retrieval will be charged directly to exhibitor, along with any damages caused, including fire sprinkler or alarm activation caused by balloon covering sensors.
- Demo Approvals: Any demonstration that could cause harm to the vendor or attendees must be reviewed with Gaylord Palms Exhibitor Services team prior to arrival. These include but are not limited to displays/demos involving the below:
 - Animals
 - Gas Tanks
 - Lasers
 - Painting*
 - T-Shirt Press
 - Grinding
 - Food and Beverage Sampling
 - Cooking
 - Power Tools*
 - Open Flame
 - Sanding*
 - Vehicles
 - Weapons
 - Drones
 - Heat Producing Equipment/Devices
 - Medical Scans/Procedures
 - Smoke/Fog/Haze/Steam*
 - Sawing/Cutting
 - Exercise/Therapy Equipment

** Equipment producing small particles in the air can cause our life safety system to activate, triggering sprinklers and alarms.*

The above is a small sample of items. If you are planning to demo any product that could be deemed hazardous, reach out to Gaylord Palms Exhibitor Services to review any concerns and what paperwork, insurance or fire marshal approval may be needed.

- Rigging Services: All rigging must be installed and supervised by Encore, our exclusive in-house rigging provider. This includes labor, truss, motors, chain hoists, and associated hardware includes span sets, steels, shackles, etc.

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FIRE MARSHAL RULES AND REGULATIONS

- In accordance with the Osceola County Fire Department, no exhibit, display, or drape will obstruct, impede, or otherwise hinder access to fire strobes, fire speakers, fire department access cabinets or fire pulls or emergency exit doors.
- Cooking approval must be obtained before any heating activity is permitted within the convention center. A 3A:40B:C fire extinguisher must be in the booth, within reach of each cooking device. Compliance with all Osceola County Health Department rules and regulations is required. Cleaning of equipment is not permitted in hotel restrooms. Clean-up arrangements must be coordinated in advance through Exhibit Hall Management. A Fire Watch will be required for any heating/warming/steam devices used, at the expense of the exhibitor, and can be arranged through your Exhibit Hall Manager in advance.
- Vehicles that are used as part of a display should have no more than a ¼ tank of fuel or 10 gallons, whichever is less. The tank must be taped shut or have a locking gas cap, and the battery cables must be disconnected and taped or the Killswitch taped in the off position. No fueling or siphoning of gas is allowed on property. A resort representative must be present for all vehicle movements. Vehicles should not reconnect or move without permission from the resort due to safety reasons. (Vehicles include, but are not limited to, automobiles, jetskis, motorcycles, aircraft, lawnmower and any equipment using a gas or diesel tank.) A Fire Watch may be required, reach out to the Exhibit Hall Manager to review fees and details.
- Electric vehicles are allowed inside the Exhibit Hall function space only. Around-the-clock Fire Watch is required for all electric vehicles. Reach out to your Exhibit Hall Manager to review details and fees.
- Multi-level exhibit booths or any covered exhibit booths of 300-square-feet or more must be protected by an automatic extinguishing system. In accordance with the Life Safety Code, subject to the approval of the Fire Marshal, booth may be attended and protected by Osceola County Emergency Services Fire Watch Personnel or Hotel Safety Services team in lieu of automatic sprinkler requirements. A battery-operated smoke detector will be required for each covered booth, structure, or tent, regardless of square footage. Two sets of drawings, signed and sealed by a licensed engineer, must be submitted for approval. Cost of Fire Watch personnel is determined by Osceola County Fire Rescue.

Contact the Fire Marshal's office for more information at 407-742-6200

or visit: www.osceola.org/Doing-Business/Building-and-Permits/Fire-Permits-and-Guidelines

- Flame-proofing: All materials used must be non-flammable or flame-retardant. A certificate of flame-proofing is required.
- Haze/Fog/Steam, and/or smoke-producing devices, must use water-based fluids. The use of these devices must be approved in advance through your Gaylord Palms Exhibit Hall Manager in conjunction with Osceola County Fire Rescue.
- Any devices that produce heat of any kind, including T-shirt presses, heat lamps, microwaves, laundry equipment or cooking devices, must receive Fire Marshal approval. Exhibitors must reach out to Gaylord Palms Exhibit Hall Management team with the equipment details, including UL listing information and how the item is being used, to seek permission prior to the event. A Fire Watch will be required and can be arranged for through Gaylord Palms Exhibitor Management team.
- Covered Space: A battery operated smoke detector will be required for each covered booth, structure, or tent regardless of square footage. Those with 300sq.ft or greater will be required to have a fire watch arranged in advance through Gaylord Palms Exhibitor Services Team.
- Any devices that produce particles in the air such as sanding, painting, sawing, grinding can interfere with the life safety systems and will require advance approval from the Fire Marshal and Gaylord Palms Exhibitor Services Team. The equipment details and how the items are being used must be submitted for review to seek permission prior to the event and will require a fire watch if approved. Fire watches can be ordered through Gaylord Palms Exhibitor Services Team.

CONTACT INFORMATION FOR EXHIBITOR SERVICES AND RESORT PARTNERS

ENCORE

www.encoreglobal.com | 407.586.2252

- Leading provider of in-house audio/visual services.
- State-of-the-art equipment.
- Specializes in the planning, production and execution of both, large and intimate events.

EXHIBITOR SERVICES - GAYLORD PALMS

GaylordPalms.boomerecommerce.com/Home

Online Ordering | 407.586.2219

- Ordering available for power, internet, and catering services.
- Our team is available to assist with demo, sampling, and Fire Marshal approval for exhibitors.

FEDEX BUSINESS CENTER

www.fedex.com | 407.586.2459

- Full-Service Business Center.
- Services include: photocopies, laser printing, document binding, network printing, off-site productions, name badge creation, notary services, poster and banners.
- Office equipment rentals including copiers, printers, scanners, shredders and more.

