

Bulletin #7 – November 12, 2024
Final On-Site Information



Targeted vs. General Move-In / Advance vs. Show Site Deliveries

Whether you are scheduled for a targeted move-in or for general move and whether you shipped your materials to the GES advance warehouse or directly to show site at the Orange County Convention Center, here is what you need to know for the delivery of your shipment to your booth:

If you sent your freight to the GES advance warehouse and are scheduled for a targeted move-in date, your freight will be delivered to your booth by your targeted move-in date and time and ready for your arrival to begin setup.

If you sent your freight directly to show site at the Orange County Convention Center and have a targeted move-in date, your freight delivery should be scheduled to arrive at the convention center on your targeted move-in date. Upon arrival, your delivery vehicle will need to check-in at the [marshaling yard](#). As space to unload at the convention center becomes available, vehicles will be dispatched to the convention center in the order they checked in. Upon arrival at the convention center, GES will unload the delivery vehicle, record the delivery, weigh the freight, and then deliver the freight to your booth so you can begin setup. There are many variables in place with direct deliveries so it is impossible to know exactly when the freight will arrive at your booth.

If you sent your freight to the GES advance warehouse and are scheduled for general move-in, your freight will be at your booth by 8 a.m. on Saturday, Nov. 16 and ready for your arrival to begin setup.

If you sent your freight directly to show site at the Orange County Convention Center and are scheduled for general move-in, your freight should be scheduled to arrive on Nov. 16-18 and not before. Upon arrival, your delivery vehicle will need to check-in at the [marshaling yard](#). As space to unload at the convention center becomes available, vehicles will be dispatched to the convention center in the order they checked in. Upon arrival at the convention center, GES will unload the delivery vehicle, record the delivery, weigh the freight, and then deliver the freight to your booth so you can begin setup. There are many variables in place with direct deliveries so it is impossible to know exactly when the freight will arrive at your booth.

Please be sure to review the [Shipping General Information](#) and the [Targeted Move-In Schedule](#).

Targeted Move-In Schedule

Self-Delivery / POV / Hand Carry

If you are planning to deliver materials directly to the Orange County Convention Center (OCCC), please be aware of the policies surrounding [hand-carried materials](#). The main points of this policy are:

- The POV area is designed for vehicles or small rental trucks that are privately owned.
- Unloading in the POV area must be completed within 30 minutes if using the ramps on the dock.
- Only the ramp may be used for unloading – if use of a loading dock is needed, you cannot use the POV area or self-unload.
- Items prohibited from hand-carry include:
 - Anything in a crate.
 - Anything motorized.
 - Crates on wheels.
 - A large number of boxes/materials stacked on a dolly or cart that could be a safety hazard.
 - Large pieces of equipment or product that require multiple people to move.
 - Anything deemed unsafe by the freight supervisor.

Material Handling Information

Exhibitor Badge Pickup & On-Site Registration



All exhibitors must collect their badges from Registration once arriving at the Orange County Convention Center. Registration locations are on Level 2 in both the North and South Concourses. Hours of operation can be found [here](#). One representative may pick up badges for the entire exhibitor team but take note that any badges that need to be reprinted will be charged a fee.

IAAPA Theater – New Location!

As IAAPA Expo continues to grow, it is necessary to expand into new areas of the Orange County Convention Center. Please be aware that the IAAPA Theater is in the North Concourse at IAAPA Expo 2024 on Level 3 in Room N320. If you are arriving for an IAAPA Theater event, please be sure to depart from the hotel shuttle at the North Concourse and select the North Concourse as your destination with your taxi or rideshare.

Exhibitor Access to Exhibit Hall after the Opening Reception

If you are attending the Opening Reception (*separate ticketed event*) on Tuesday, Nov. 19 in the IAAPA Theater, please be aware that the show floor will be closed when this event ends and exhibitors will not be able to return to their booths to retrieve any items. Please do not leave anything in your booth that you will need before the next morning.

Exhibitor Move-In Wristbands

If any exhibitors need to access your booth prior to 11 a.m. Saturday, Nov. 16 when exhibitor registration opens, a wristband is required to access any exhibits area including the show floor. If you did not request and receive mailed wristbands in advance, they can be picked up from the Security Office in room S213 in the South Concourse from 8 a.m. – 5 p.m. daily beginning Nov. 14. Wristbands are invalid after Sunday, Nov. 17 and all exhibitors will be required to wear an exhibitor badge to access the show floor beginning on Monday, Nov. 18.

Exhibitor Appointed Contractors (EAC's) will also need a wristband to access all exhibit areas and can collect their wristbands from the North or South employee entrance of the convention center as detailed [here](#).

Setup Deadline

All booths must be mostly set by 5 p.m. on Monday, Nov. 18. Any company that hasn't arrived by that time will have their booth assigned to one of the more than 100 companies on a waitlist for booth space. Be sure you plan your arrival time to meet this deadline. View the full move-in and move-out schedule [here](#). Note, once your booth is set, you are not permitted to remove or change out product during the Expo. Penalties and loss of seniority will be imposed for any violations of the show rules and regulations.

Security & Safety Reminder

IAAPA wants you to have a pleasant and safe experience while exhibiting at IAAPA Expo. Nothing can ruin your show more than the loss of expensive products or equipment. Please be sure you are mindful of your materials, especially during move-in and move-out. Please review these [security tips](#) to help secure your valuables and safety guidelines to ensure a safe setup of your booth.

Safety Guidelines

Cash & Carry

Cash and carry sales are prohibited at IAAPA Expo.

Buyers who wish to collect exhibitor product via the loading dock or shipping after 4 p.m. on Friday, Nov. 22 once the show has closed should visit the GES desk in the Exhibitor Services area prior to 4 p.m. to obtain a material handling form. It is the exhibitor's and customer's responsibility to complete the required paperwork, pay freight handling fees, and have the shipment collected during the designated move-out period.

IAAPA, GES, and the OCCC will take no responsibility for missing or damaged materials that did not follow the proper move-out procedures.

On-Site Assistance

IAAPA and our official contractors will be available to assist exhibitors on-site with whatever you need. Please find these services available in Booth #3731, located on the south side of the center pod inside the exhibit hall. The IAAPA Sales and Operations on-site phone number will be +1 407/685-6109.

Official Contractors & Show Orders – The Exhibitor Services Area includes representatives from all official IAAPA contractors to answer any questions you have

on freight and outbound shipments, pre-show and on-site orders, picking up a lead retrieval device, or reviewing any other information with our official vendors.

IAAPA Operations Office/Floor Managers

A floor manager is assigned to each section of the trade show floor, including outdoor and North Concourse exhibits, and can assist with general questions about your booth, concerns regarding the setup of neighboring exhibits, or questions for IAAPA. Floor managers will monitor the show floor to ensure exhibitors adhere to the rules outlined in the [Exhibitor Services Guide](#). This is also where you can request to work late during move-in.

IAAPA Sales Office

The IAAPA Sales team will be available to provide exhibit sales information and to help you reserve a booth for IAAPA's future shows: IAAPA Expo 2025 in Orlando, IAAPA Expo Asia 2025 in Shanghai, IAAPA Expo Europe 2025 in Barcelona, and IAAPA Expo Middle East 2026 in Abu Dhabi. Take the opportunity to discuss sponsorship or advertising options and meet with our membership specialist to take advantage of great rates on your future booth sales. Feel free to take advantage of the **Exhibitor Lounge** inside the sales office and take a break while enjoying a complimentary beverage. *The lounge is for exhibitor use only.*

IAAPA Intellectual Property (IP) Program

The **IAAPA Intellectual Property (IP) Policy and Guidelines** were created in response to concerns from members about protecting intellectual property at IAAPA events.

IAAPA's Intellectual Property Policy and Procedures

On-Site Exhibitor Services

IAAPA has arranged for specialized amenities to help provide exhibitors requiring them a better experience.

Grease Barrels and Wash Stations – Available on the north side of the center pod, near the F&B Pavilion behind the Tabletop exhibits.

Costume Character Changing Room – Located at the front of the Sales and Operations Office, Booth 3437. This room is just for changing and no items should be left or stored in the room.

Nursing Mother's Room – There are two nursing mother rooms on the North and South Concourse. The show floor location is at the front of the Sales and Operations Office, Booth 3437.

Concession Options and Locations – Sodexo Live! has a variety of restaurant and concession options both on the show floor and in the North and South Concourses. In addition, there will be food trucks near the South Outdoor Exhibits. See [Connect+](#) for more information.

Connect+ – [IAAPA Connect+](#) is the premier digital platform for the global attractions industry. To make the most of IAAPA Expo, please be sure your company profile is

updated and that each member of your team is registered with a unique email address. Buyers can view your digital booth and request connections. If you have any questions, please contact ConnectPlus@IAAPA.org.

NEAL, Your Virtual IAAPA Concierge

Meet NEAL, your virtual IAAPA concierge powered by Satisfi Labs. NEAL can help with any questions you may have about IAAPA Expo North America, the Leisure Industry's Premier Event in North America! To access NEAL's wealth of knowledge, click on the blue "Ask IAAPA" button at the bottom right of any IAAPA.org page.



IAAPA Expo 2025 Contract Submission is Open

We're excited to offer you, as a valued exhibitor at IAAPA Expo 2024, an exclusive opportunity to lock in your booth for IAAPA Expo 2025 at the lowest possible rate! By submitting your contract early, you'll take advantage of unbeatable show pricing (Deadline Nov. 22).

Why Submit Early? Save at least \$400 with our exclusive show-special rate!

To view the 2025 Space Allocation Dates and Process, click [here](#).

Submit your contract here: [IAAPA Expo 2025 Online Contract](#)

If you have any questions, please contact ExhibitSales@IAAPA.org

Move-Out Notes

All booths must remain staffed and intact until 4 p.m. on Friday, Nov. 22 to avoid a violation. Exhibitor Appointed Contractors (EACs) and those who will be accessing the hall to assist with exhibitor move-out on Nov. 22 will not be permitted on the show floor until 5 p.m. to allow attendees to exit the show and GES to roll up the aisle carpet so please schedule labor accordingly. The deadline for your driver to check in is 10 a.m. on Nov. 24.

Move Out Schedule

What Have I Forgotten?

If you have any hesitations about being ready for IAAPA Expo, take a few minutes to review the [Exhibitor Deadlines/To Do List](#), the required items, and anything else that may apply to your booth. Also, find all past Exhibitor Bulletins [here](#) and on-site information and FAQs here. As always, if you have any questions, please contact Exhibitors@IAAPA.org. Thank you!



IAAPA

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