

Dear Exhibitors,

Show time is fast approaching! Between now and April, there are a number of important details to attend to and arrangements to be made. The Exhibitor Service Manual (ESM) is designed to walk you through the process.

Please take the time to read the entire contents of the online Exhibitor Service Manual. This will be time well spent and will help make planning smooth and simple. Freeman and many of our vendors offer discounts for ordering early, so please pay close attention to the cut-off and advance ordering deadline noted on the order forms. Key deadlines are outlined in the [Deadlines Checklist](#). Below we have listed some frequently asked questions, rules and regulations of the expo, and other guidelines to help you have a successful expo!

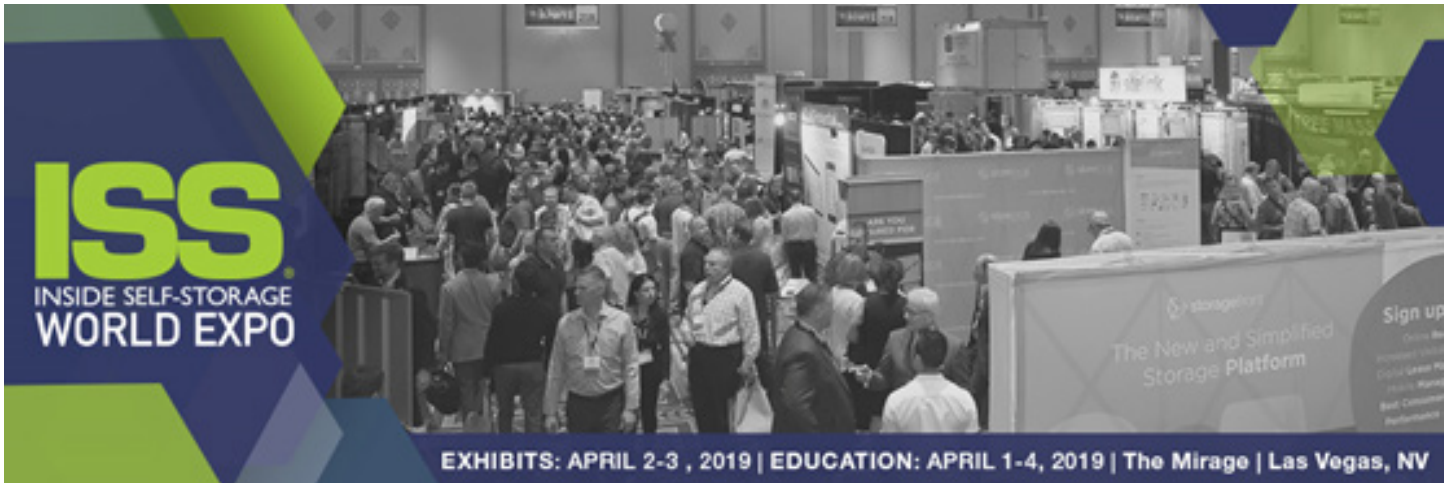
Exhibits are required to conform to the following rules and regulations. Exhibits must be in compliance prior to the end of exhibit set-up. These regulations ensure all exhibitors, regardless of size, an equal opportunity, within reason, to present their product(s) in the most safe and effective manner possible.

In addition to the terms on the exhibit space contract your company signed, these rules are an integral part of our contract with you. If you have any questions or need an explanation of a regulation, please contact me at 972-536-6304.

If you are not the person responsible for your company's arrangements, or if an exhibit display house is building or installing your booth, please be sure to forward the necessary information to the appropriate parties immediately. We do not want you to miss out on money-saving opportunities and important show information. Should you have any questions regarding the information in this manual, please feel free to [email me](#).

We are dedicated to making the Inside Self-Storage World Expo the strongest event in the industry and look forward to working with you in the coming months!

Sincerely,
Jennifer Holden, Operations Manager
972-536-6304
Jennifer.Holden@informa.com



EXHIBITS: APRIL 2-3 , 2019 | EDUCATION: APRIL 1-4, 2019 | The Mirage | Las Vegas, NV

SCHEDULE OF EVENTS

REGISTRATION HOURS

Monday, April 1	7 am – 5 pm
Tuesday, April 2	7 am – 7:30 pm
Wednesday, April 3	7:30 am – 5 pm

WORKSHOPS

Monday, April 1	8 am – 5 pm
Thursday, April 4	8 am - 5 pm

EDUCATION HOURS

Tuesday, April 2	8 am - 3 pm
Wednesday, April 3	8 am – 12 pm

EXPO HOURS

Tuesday, April 2	3 pm - 7 pm
Wednesday, April 3	1 pm – 5 pm

EVENING COCKTAIL RECEPTION

Tuesday, April 2	7 pm – 8:15 pm
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**Dates and hours are subject to change

FACILITY INFORMATION

THE MIRAGE

3400 S Las Vegas Blvd
Las Vegas, NV 89109
702.791.7111

ADA ACCESSIBILITY

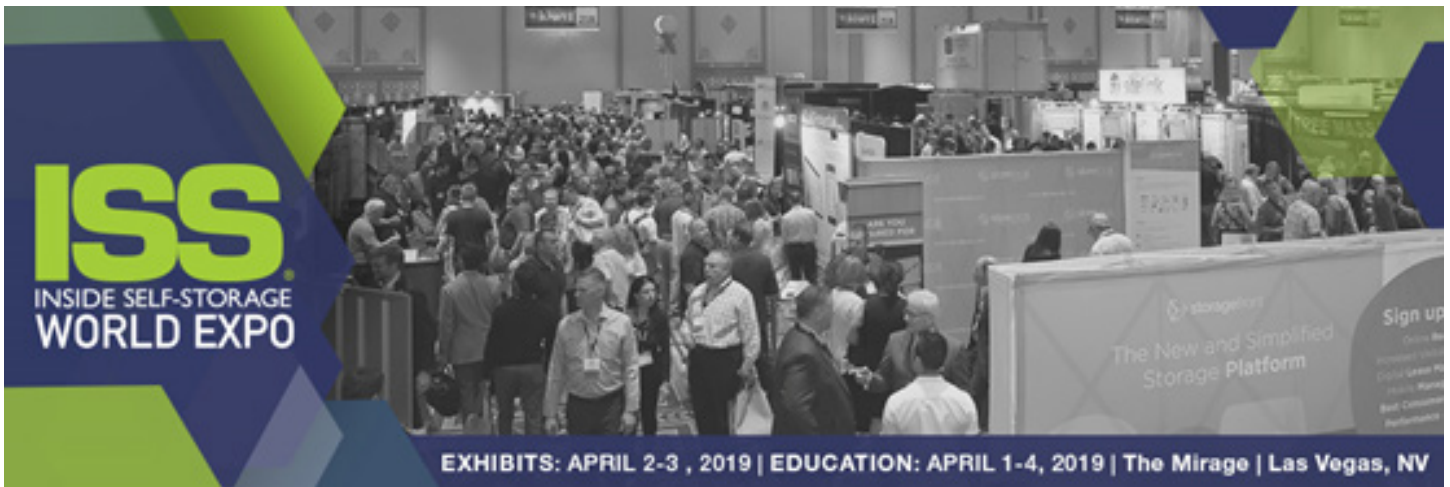
The Mirage is complying with requirements specified by the Americans with Disability Act (ADA).

CEILING HEIGHT

All halls have a ceiling height of 30'. Booth height allowance is based upon type of booth, with a maximum 16' high for island booths and 12' high for inline booths.

FLOOR

The floor in the exhibit hall is carpeted.



LOADING FACILITIES

All vehicles must first report to the security booth behind the events center. The loading dock for POVs is located on the north side of the building, accessible via Sammie Davis Jr. Drive. Commercial trucks will utilize the South Docks. A map is available in the Exhibitor Service Manual. Absolutely no hand carrying of material may occur from either of these locations.

PARKING

For registered hotel guests, the 24 hour parking fee (\$15) provides you with in-out privileges. For short term visitors, the first hour in self parking is free. Valet parking is also available.

EXHIBITOR MOVE-IN, MOVE-OUT AND BOOTH SET-UP

ACCESS TO EXHIBIT HALL

Only registered exhibitors are allowed onto the expo hall floor during move-in and move-out times. Do not schedule a client meeting at your booth outside of official expo hall hours without advanced approval from Show Management. . No one under the age of 18 is allowed in the expo hall during move-in or move-out.

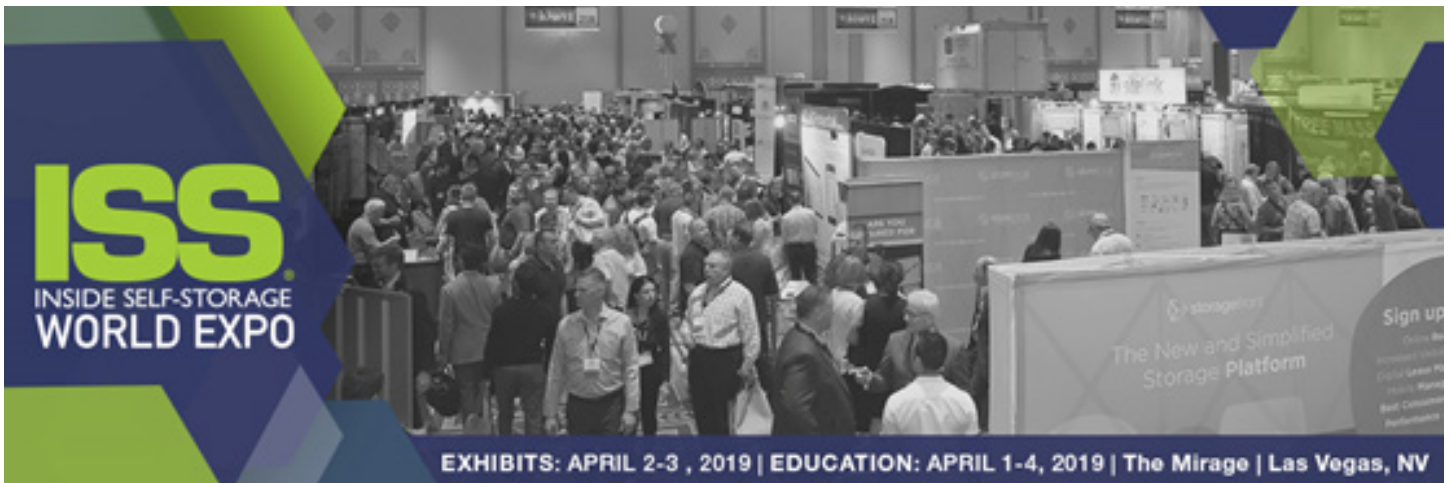
BOOTH EQUIPMENT

Each 10' x 10' booth (See example below) has an 8' high black back-drape wall, 3' high side rails, and a 7" x 44" ID sign. Any additional products and services such as furnishings, electrical and internet should be purchased/rented through the appropriate vendor in the Exhibitor Service Kit. Please note that booths larger than 300 sq ft will only receive an ID sign upon request.



CARPET

The expo hall is carpeted. You do not need to order carpet for your booth unless you would like to enhance the appearance. Rental carpet is available through Freeman. Please refer to the Carpet Brochure for color options and pricing - located in the exhibitor kit.



INSTALLATION AND DISMANTLE

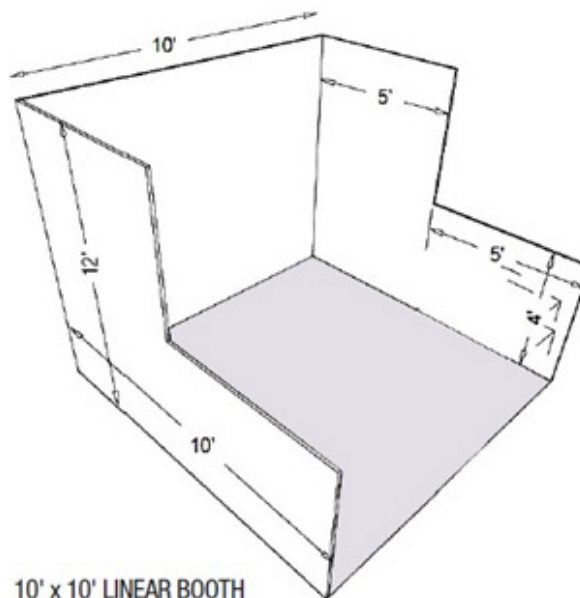
As an Exhibitor, you may choose to utilize your own personnel to set up and dismantle your exhibit. If full-time company personnel are utilized to set an exhibit, they should carry positive company identification, such as a medical identification card or payroll stub. You may also hire Freeman to act as your Exhibitor Appointed Contractor (EAC) to perform this work or you may hire a third-party vendor EAC. All EAC's must have the appropriate credentials in order to access the show floor and have submitted approved forms from the Exhibitor Kit prior to the Expo.

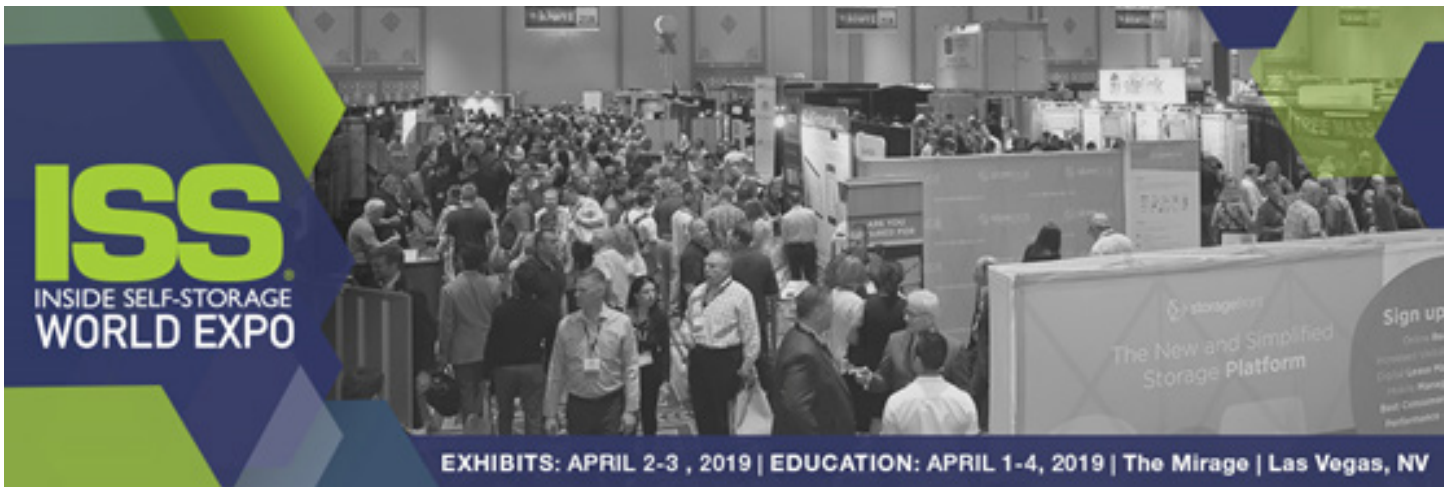
All displays MUST remain intact until the official close of the show. No exhibitor may begin dismantling, packing or move-out prior to close of the show at 5 pm on Wednesday, April 3. Early dismantling, packing or move-out may result in loss of priority points.

Freeman will begin returning empty containers at the close of the show. All exhibitor materials must be removed from the exhibit facility by Thursday, April 4, 2019 at 12 pm. Any materials remaining in the facility will be re-routed via Freeman or returned to the warehouse to await alternative shipment instructions, at the exhibitor's expense. To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor move-out deadline, please have all carriers check-in by Thursday, April 4, 2019 at 10:00 am.

HEIGHT LIMITS

Inline booths have a height limit of 12' high up to 5' out from the back wall and 4' high after. Island booths have a height limit of 16' high. Please make sure to account for this when designing your island booth. Contact jennifer.holden@informa.com for any questions on height/booth restrictions.





EXHIBITS: APRIL 2-3 , 2019 | EDUCATION: APRIL 1-4, 2019 | The Mirage | Las Vegas, NV

SHIPPING

As an exhibitor you may “hand carry” material; defined as small items like small packages or cartons that an exhibitor is able to carry without assistance from another person. The assistance of any type of dolly, motorized device or pallet jack is not permitted. When exhibitors hand carry, they may only enter through the hotel, they will not be allowed to use the loading docks. If your freight is being delivered by a carrier, you must use Freeman to unload the freight and transport to your booth - this WILL incur a material handling fee. For more information see the Exhibitor Special Handling Services Information inside of the Exhibitor Kit.

There are two options for booth and material shipment- the advance warehouse and directly to show site. Additional information including mailing labels are included in the exhibitor kit.

Shipping to the Advance Warehouse is always the preferred method. If shipping to the Warehouse, you will have enough time to track your shipment and make sure that it has arrived before the show. In addition, your freight will be waiting for you in your booth upon move-in. Items must be delivered to the warehouse beginning March 4, 2019 and no later than March 26, 2019. ****Shipments arriving after March 26, 2018 will incur additional charges****

Shipping to show site will be accepted beginning April 1. Shipments arriving before this date may incur additional costs. Certified weight tickets must accompany all shipments.

MOVE-IN

Monday, April 1 2 pm - 5 pm (For booths 300 sq ft and above)
 Tuesday, April 2 8 am - 2 pm

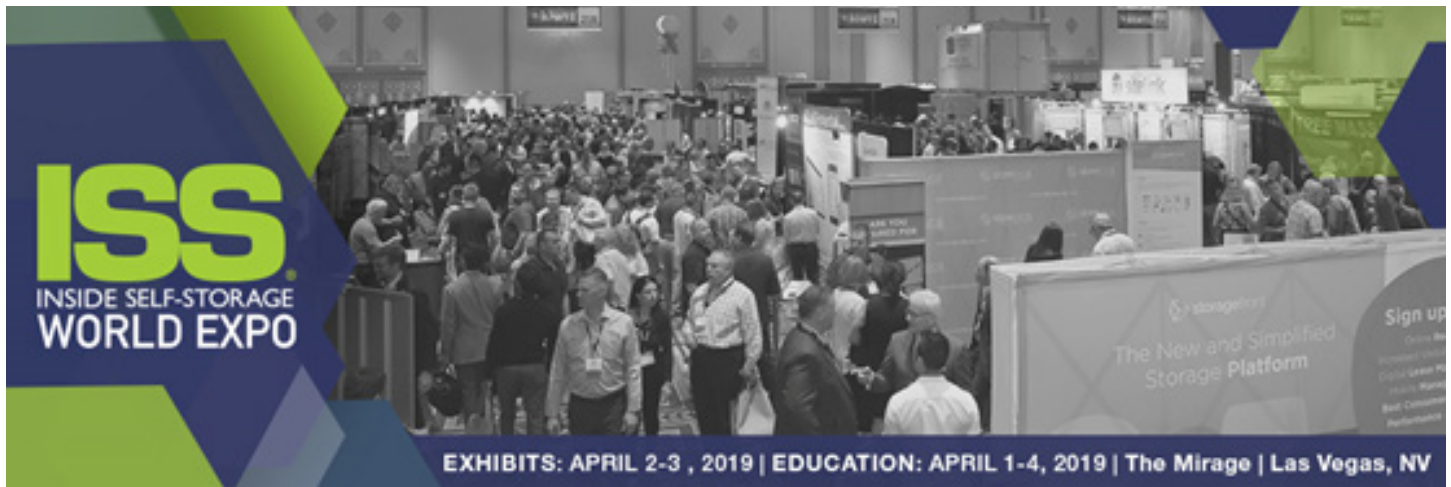
MOVE-OUT

Wednesday, April 3 5 pm - 9 pm (Overtime rates will be charged for material handling)
 Thursday, April 4 8 am - 2 pm

ADDITIONAL SERVICES

The below information outlines which contractors should be used for each respective service. Order forms can be found in the exhibitor space on issworldexpo.com.

Freeman	Mirage Las Vegas	Encore Productions	MGM
Material Handling	Catering	Electrical	Internet/Phone
Labor	Booth Cleaning	Audio Visual	
Booth Furnishings	Hanging Signs/Rigging	Lighting	
	Plumbing		



REGISTRATION/BADGE INQUIRIES

Four complimentary exhibitor badges are allotted per 10' x 10' booth. Registration is available online at www.issworldexpo.com. In Exhibitor Registration, confirm your company name and enter your password. If you do not know your password, you may click on the link to have your password sent to the show coordinator's email address we have on file to retrieve it. Electronic confirmations will be sent to each exhibitor through the online registration portal. You may bring the confirmation to the Mirage Rotunda or, if you don't have your confirmation, provide your full name to retrieve your printed badge.

SHOW MANAGEMENT REGULATIONS

AISLE SPACE

Aisles, passageways and overhead spaces remain strictly under the control of Show Management. No signs, decorations, banners, advertising matter or special exhibits will be permitted in the aisles except by special permission from ISS Show Management. Uniformed attendants, models and other employees must remain inside the booths occupied by their employers. All advertising distribution must be made from the exhibitor's booth.

AMENDMENT TO REGULATIONS

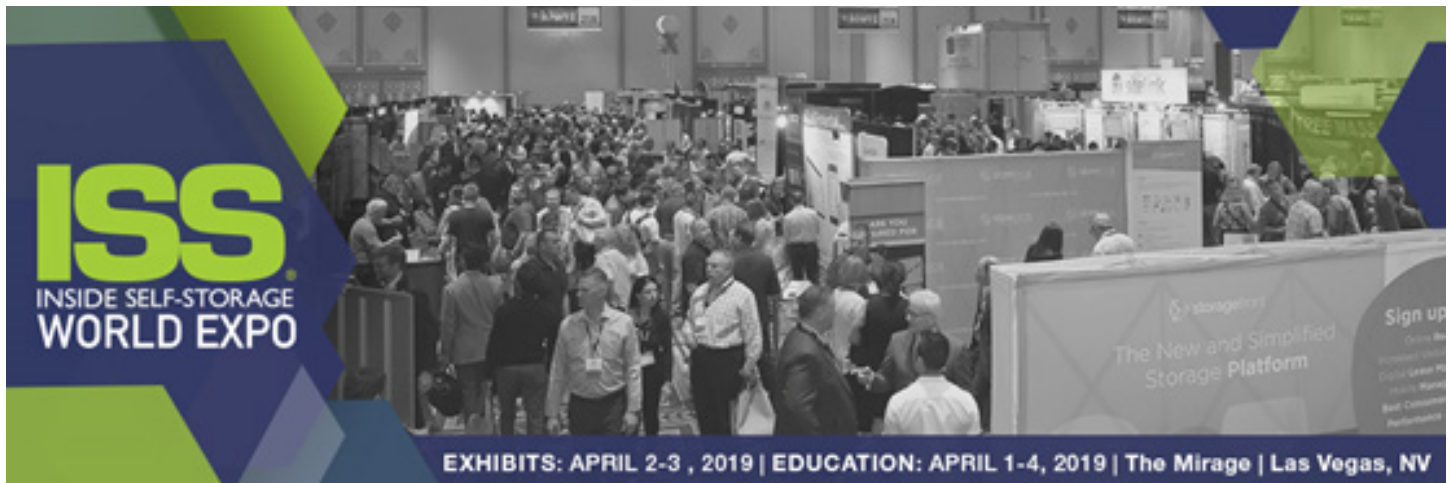
All regulations outlined in the document will remain in effect during the entire installation, show days, and dismantling. In addition to these regulations, those outlined in the Exhibit Space Application & Contract Terms and Conditions will also be in effect and enforced. Any and all matters not specifically covered by the documents will be subject solely to the judgment of Show Management and may be amended at any time, with reasonable notice.

ANIMALS

Permission for any domesticated animal (cats and dogs) to appear in a convention or trade show must first be approved by Show Management and then the Mirage. Additional insurance may be required. Non-domesticated/exotic animals will be considered on an individual basis. Seeing eye/assistance animals are always permitted.

BALLOONS

The use of helium balloons smaller than 36 inches in diameter is not allowed, but smaller air-filled balloons may be used for decoration and/or handouts. Large helium-filled balloons may be used only if they are securely anchored. No helium balloons or blimps may be flown inside the building. Mylar balloons are not allowed anywhere on property. Helium gas cylinders must be secured in an upright position on safety stands with gauges protected from damage. No overnight storage of helium or compressed air cylinders in the building is allowed. Balloons cannot be released out of doors due to airport flight patterns in the area. A cleaning fee may apply should the balloons be left on property after the event.



BANNERS AND SIGNAGE

All banners/signage must be professionally printed and are subject to approval. No handwritten signage will be allowed anywhere within the Mirage or ISS show floor. Hanging signs are permitted in 400 square foot booths and above with a max height of 20'. Arrangements must be made through Mirage Exhibitor Services for rigging and installation.

BOOTH STAFFING

Exhibits must be manned during official show hours. Booth representatives shall wear show identification badges furnished by ISS. No other identification will be considered valid if worn without the official show badge. All exhibitors must register for official show badges online or on-site in Exhibitor Registration.

CARPET / FLOOR COVERING INSTALLATION / REMOVAL

The Mirage Events Center is carpeted.

CATERING

Food and beverages are not permitted on the premises unless purchased through The Mirage. Food or beverages may not be brought in or delivered to The Mirage for personal consumption. Exhibitors planning to distribute food and beverages must make arrangements with The Mirage.

CHILDREN

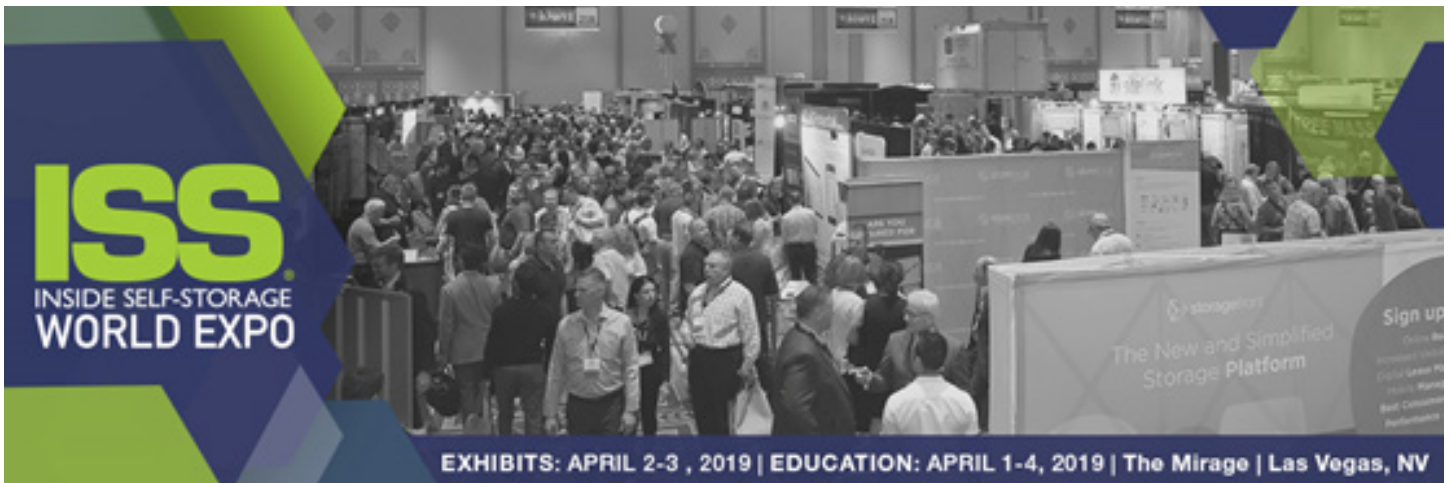
During move-in and move-out, children under the age of 18 are specifically prohibited from the exhibit hall. During show hours, children under the age of 18 must be accompanied by an adult and must wear a badge at no cost.

CRATES

Show Management does not provide storage for crates or freight of any kind. Exhibitors must make arrangements with Freeman for storage of crates and other packing materials. Combustible materials such as brochures, literature, giveaways, etc., within exhibit booths are limited to a one-day supply. NOTHING may be stored behind booths. All packing containers, wrapping materials, carrying cases, etc., must be stored off the exhibit floor. Show Management inspects all exhibits to ensure compliance. Please contact Freeman to arrange for storage.

DELIVERIES

Deliveries that are over 150 lbs. must be shipped to Freeman's Advanced Shipping Warehouse or to Show Site, C/O Freeman. If trade show shipments over 150 lbs. are shipped to the hotel, Fedex cannot deliver them to the show floor. The exhibitor will be charged handling fees from Fedex and delivery fees from Freeman. Freight deliveries that are under 150 lbs. will be accepted by The Mirage. Please note there are fees associated with freight deliveries subject to weight.



DEMONSTRATIONS AND ENTERTAINMENT

As a matter of safety and courtesy to others, exhibitors should conduct presentations and demonstrations in a manner which assures all exhibitor personnel and attendees, as well as the sound and entertainment itself, are within the limits of the contracted exhibit space and do not overflow into aisle space or neighboring exhibit spaces. It is the responsibility of each exhibitor to arrange displays, product or machinery in a manner that will ensure compliance. If the entertainment or demonstration volume is disruptive to neighboring booths, Show Management reserves the right to request the entertainment or demonstration cease or be limited. In addition, all samples, literature and giveaways must be distributed within the limits of the contracted exhibit space. Distribution of materials outside of your booth is prohibited including leaving material on tables or handing out brochures in the aisles or at the entrance of the show.

DRONES

Please be advised that drones are not allowed to be operated anywhere on The Mirage property. There are very limited scenarios where this policy may be considered; however, prior review and approval (in writing) must be obtained from Risk Management Director and Convention Senior Leadership team. Any such requests must be made at least 60 days prior to any event to allow for sufficient review time. This policy also applies to any un-manned vehicles.

ELECTRICAL EQUIPMENT - INSTALLATION

The Mirage offers 120V, 208V, and 480V single and three-phase electrical service of various amperages throughout the exhibit hall. Twenty-four hour power is available in all locations for an additional charge. Orders can be placed through the Mirage Exhibitor Ordering Site at www.mirageexhibitorservices.com.

EXHIBIT SPACE MUST BE PAID IN FULL

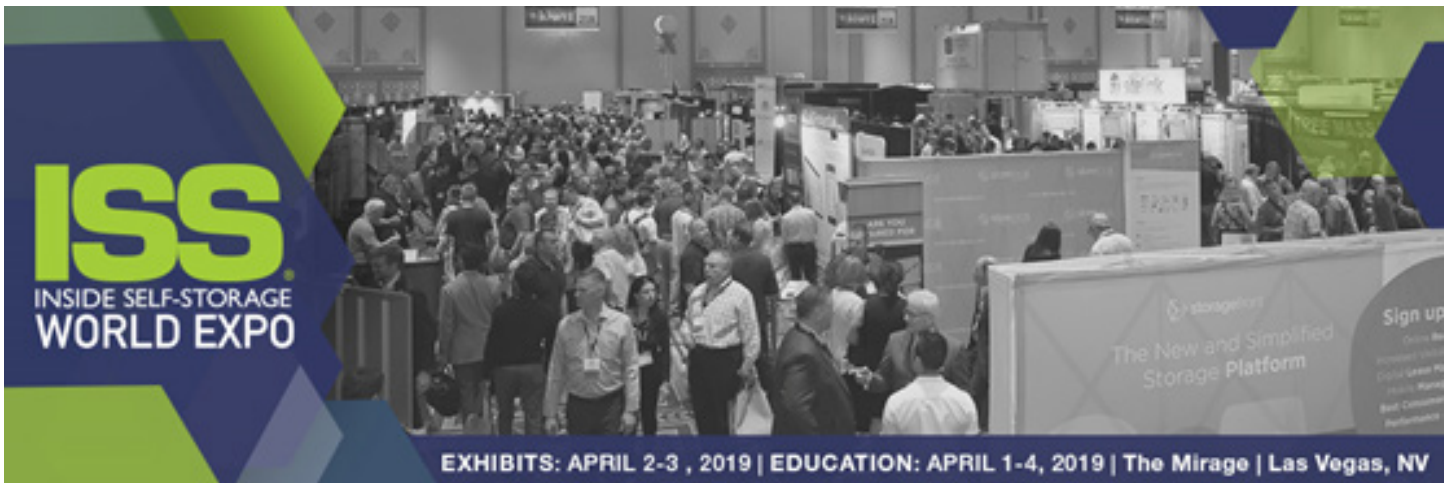
Show Management will not permit any exhibit installation unless ALL FEES ARE PAID IN FULL.

EXHIBITOR APPOINTED CONTRACTOR

Exhibitors may utilize the services of an Exhibitor Appointed Contractor (EAC). The EAC needs to first accept the designation, then submit proof of insurance to Show Management using the forms found on the exhibitor section of the website. EAC employees are not "exhibitors" and may not wear exhibitor badges. All EACs will be provided with a wristband from security before entering the show floor during move-in and move-out. **Freeman is the official EAC and you will not need to submit the EAC form or submit a Certificate of Insurance if you use them for installation and dismantle (labor).**

FASTENING MATERIALS TO BUILDING

Decorations, signs, banners, etc., may not be taped, nailed, tacked, stapled, or otherwise fastened to ceilings, walls, doors, painted surfaces or columns unless approved by Show Management. Only approved adhesive products may be used. Exhibitor signage is not permitted in the lobby, any elevator bank, or on the exterior of any building.



FIRE AND SAFETY REGULATIONS

Exhibitors are expected to comply with all Fire and Safety Regulations. Any and all material used in the construction of an exhibit/display must be non-combustible and flameproof. It should be noted the Fire Marshall has final say on any jurisdiction disputes. Exhibit booths and decor shall not interfere with access to emergency exits, restrict visibility of emergency exit signs, or cover any fire/smoke detectors or alarms. Exhibits and displays may not obstruct any aisles or public spaces

GLITTER/DECALS

Glitter and adhesive-backed decals are strictly prohibited and may not be distributed or used for any purpose within the convention center.

GOOD TASTE AND THE RIGHTS OF OTHERS

Show Management may require any exhibitor to make changes in his or her exhibit if, in Show Management's opinion, the exhibit does not conform to prevailing standards of good taste. Changes will also be required if the exhibit interferes with the rights of others.

HOSPITALITY ACTIVITIES

Exhibitors hosting hospitality functions must refrain from holding these activities during official show hours and events. Only exhibiting companies are permitted to host a hospitality function at the Mirage. All requests for hospitality suites or public function spaces must be approved through Show Management. To request either a suite or an offsite meeting space, please contact [Jennifer Holden](#) or find the form in the exhibitor section of the ISS website [here](#).

PHOTOGRAPHS AND VIDEOTAPING

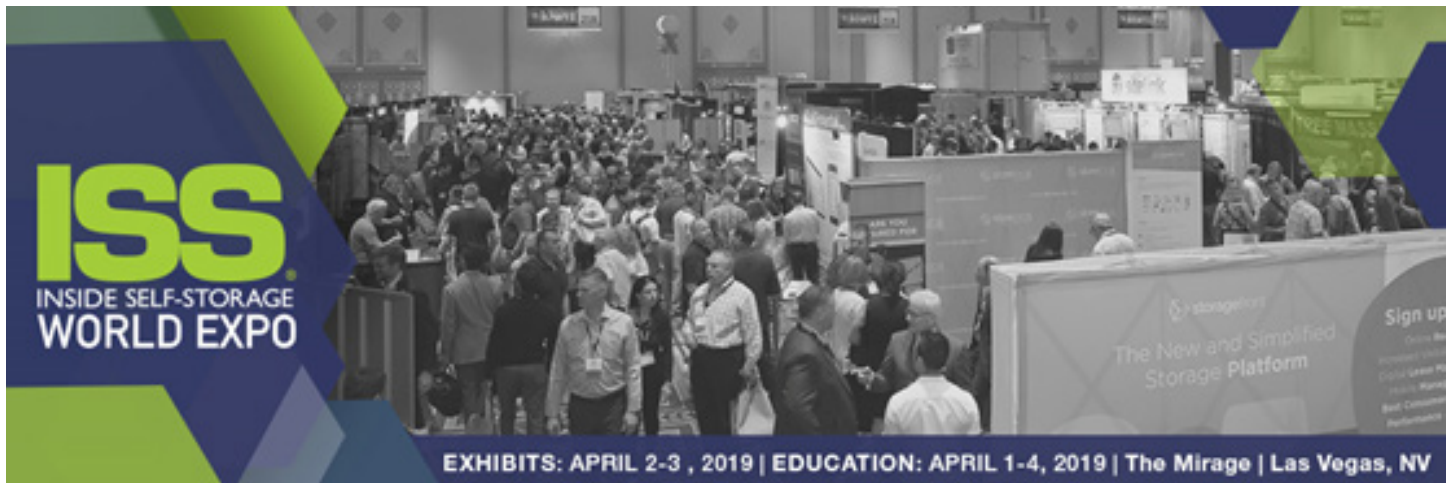
Taking photographs and/or video recording is permitted within the Inside Self-Storage Expo, provided that the subjects being photographed or videotaped have given prior consent. If an objection is raised, you will be asked to discontinue immediately. Show Management reserves the right to limit photo/video access when considered inappropriate.

POPCORN / PEANUTS

Popcorn, popcorn machines and peanuts in shells are not allowed on the show floor.

POVs - PRIVATELY OWNED VEHICLES

All vehicles must first report to the security booth. For the convenience and safety of exhibitors and patrons, all freight and material handling must enter and exit the facility through the loading dock. Exhibitors will be allowed to hand-carry one item, one time, in or out of the facility without having to access the loading dock. Mirage Public Safety personnel will be on site to direct and assist exhibitors during move-in and move-out.



PRODUCT DEMONSTRATIONS

All displays, product demonstrations, and sales activities in the exhibit hall must be kept within the confines of your contracted booth space. Selling in the aisles, hosting audiences in the aisles, booth encroachment into the aisles, distributing literature in the aisles, etc., will not be tolerated. This is not only unfair to your fellow exhibitors, but blocking aisles creates a potentially unsafe situation which could lead to the show floor being shut down by the fire marshal. Please be considerate to your fellow exhibitors – refrain from soliciting their business during show hours (when they are trying to make a sale).

PROTECTION OF PROPERTY

Show Management will provide general perimeter security. Exhibitors must make provisions for the safekeeping of their goods during move-in, the expo hours, and move-out. No responsibility is assumed by Show Management or any of its contractors for merchandise lost or damaged. Exhibitors must insure their goods at their own expense. Exhibitors can order security for their booth. The Booth Security order form can be found in Forms & Brochures.

RIGGING - SIGNS

The Mirage offers package rigging solutions for exhibitors with basic and straightforward sign hanging needs. To qualify for the packages, exhibitors should be flexible about days/times of load-in/out. Orders for exhibitor package rigging solutions may be placed online at www.mirageexhibitorservices.com.

SMOKING

Smoking is not permitted in the exhibit hall, meeting rooms, or classrooms of The Mirage.

STORAGE

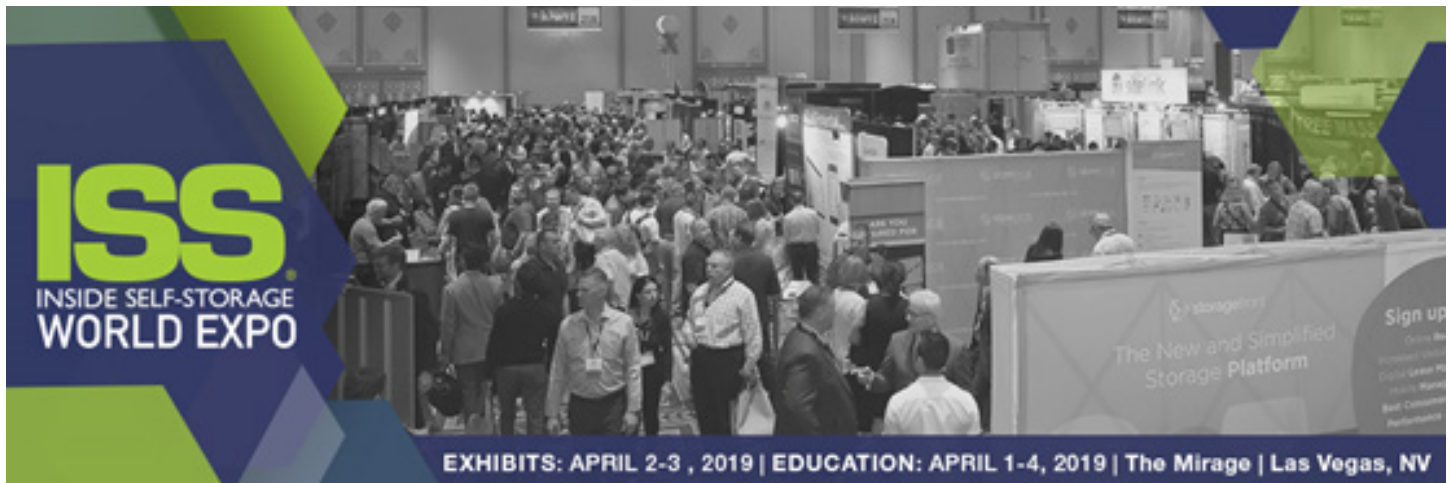
Storage of any kind behind exhibit booths will not be permitted and is considered a fire hazard. Please tag all empties by 2:00 p.m. on Tuesday, April 2, 2019, so Freeman may store them until move-out. If not removed, Show Management will remove and store at exhibitor's expense.

SUBLETTING

No exhibitor may assign, sublet or apportion any of their contracted exhibit space.

TENTS, AWNINGS, CANOPIES

Temporary installation of tents, awnings, or canopies requires written approval from Show Management and The Mirage. Written request must be submitted no less than 60 days prior to move-in, and must include detailed plans showing size, height, location, anchoring details, and flame retardancy certifications. A city permit and a Fire Watch may be required. The facility does NOT allow anyone to anchor tents, awnings, or canopies to the floor, walls, or columns of the building.



UNFINISHED BOOTH SURFACES

Show regulations require that any unfinished portions of an exhibit must be made presentable at the expense of the exhibitor. This can be accomplished by ordering drape from Freeman or by making sure that all exposed surfaces are finished.

VEHICLES ON DISPLAY

Prior written approval is required before any fuel-powered vehicle can be displayed. A Fire Watch may be required depending on number, type, and location of vehicles displayed. All cars, trucks, or other fuel-powered engines on display cannot exceed one-quarter tank or 5 gallons (whichever is least) of fuel. Fuel tanks and fill openings must be closed and sealed to prevent tampering. Vehicles, fueled equipment, boats or other motor craft equipment cannot be fueled or defueled within the building.

VIOLATION OF RULES AND REGULATIONS

An exhibitor who violates any of these rules and regulations is subject to a fine for each violation and/or forfeiture of Space Draw priority points for future shows. Repeated violation may result in the loss of the right to exhibit or attend future shows.

PROTECT YOUR EXHIBIT AND MATERIALS

The Mirage is not liable for, nor does The Mirage carry any insurance on, exhibitor property or fixtures. Please bear in mind that all of your exhibit material and displays are your property. Therefore, it is important that you take every precaution to protect this material. Below are some suggestions toward this end:

1. Ship your materials with a qualified carrier and be sure to lock trunks/crates.
2. If cartons are used, be sure that they are securely taped or banded and under no circumstances marked with the name or type of articles contained therein.
3. Be sure to furnish your shipping company with an accurate account and complete bill of lading.
4. Do not leave your booth unattended during the set-up period.
5. Do not leave exhibit material under tables or displays.
6. Do not include exhibit material in containers to be stored with empties.
7. At the close of the exhibit, be sure to pack as quickly as possible and under no circumstances leave your space unattended during this period.