

# Club Business Expo Rules and Regulations

## February 26-27, 2023 • Gaylord Palms Resort and Convention Center

The receipt by the Club Management Association of America (CMAA) and its subsidiaries of a signed application/contract accompanied by or followed by a deposit/payment in full (if space is requested after November 30, 2022) will constitute an application for the right to use space at the Club Business Expo, Orlando, FL, February 26-27, 2023. CMAA reserves the right to reject, deny, remove, and/or cancel any application/contract for space.

It is understood and agreed that by submitting a signed application/contract for booth space, the company will be expected to uphold the CMAA Code of Ethics and remain in good standing. The company also agrees to receive additional CMAA email communications that may be sent to all provided company representatives.

The CMAA reserves the right to establish regulations regarding any subject not specifically covered by these rules and regulations and each exhibitor agrees to accept the decisions of CMAA and CMAA's representatives (i.e., floor manager, etc.) as final.

It is the sole responsibility of each exhibiting company to obtain the necessary permits, licenses and/or insurance(s) for the company and its activities during the event, including the sampling of food and beverage if permitted. CMAA is not accountable and will not accept responsibility for a company's failure to follow all proper procedures.

All events, circumstances, regulations, and/or procedures not covered in these rules and regulations may be subject to special consideration and stipulations as deemed appropriate by CMAA, Gaylord Palms Resort and Convention Center, City of Kissimmee, Osceola County, and the State of Florida.

**Listings and Promotional Materials** Exhibitors understand and approve CMAA's use and reproduction of the company name, trade name, and product names within any listing (print, electronic or other media) identifying the company's participation at the Club Business Expo. CMAA shall not be liable for any errors in any listing or descriptions or for omitting any Exhibitor from lists or materials. Each Exhibitor will receive a basic listing within the Club Management magazine Show Issue – 2023 Show Guide provided that the Exhibitor has committed (signed contract and paid in full) not later than November 30, 2022.

### Exhibit Space

**Floor Plan** All of the dimensions and locations shown on the official floor plan are believed, but not warranted, to be accurate. CMAA and expo management reserve the right to make such modifications as may be necessary to meet the needs of the exhibitors and the Gaylord Palms Resort and Convention Center.

**Selection and Assignment of Exhibit Space** Coordination and supervision of exhibits are under the full control of CMAA. CMAA reserves the right to reassign any exhibitor or refuse space to any company if necessary, for the overall good of the expo. CMAA cannot guarantee that your booth space will not be in close proximity to a competitive company. CMAA will, however, take every precaution to prevent this close placement.

CMAA accepts telephone or e-mail reservations for booth space, but will ONLY hold the space reserved by phone or e-mail for two weeks, at which time a signed contract and a minimum of 50 percent of the total booth space fee (or payment in full if reserved and contracted after November 30, 2022) must be received by CMAA National Headquarters. At the end of this two-week period, CMAA is free to release the space if a signed contract and deposit have not been received. This rule will be strictly enforced.

**Pavilions** (floor space larger than 800 square feet) must be approved by CMAA. Please contact CMAA for details.

**Booth Type Explanations** Additional descriptions including a drawing for clarification can be found at [cmaa.org/business/expo.html](http://cmaa.org/business/expo.html).

**Construction and Arrangement of Exhibit Space** All 10' x 10' spaces will be set with 8' high back drape and 3' high side drapes. Companies showing products sold and/ or manufactured by the contracted company in its normal commercial form that is not within the CMAA height limitations must be placed in the booth to prevent obstructing the view of adjoining booths and the company must notify CMAA prior to expo set up.

The height of a company's product(s) may not be adjusted in any manner regardless of the assigned space. Additional items may not be added to the original height of the product. You may not place items such as flags, banners, signs, or smaller products on the top of other products for maximum visibility.

Items or product(s) set on risers must conform to the height regulations specified. Specially designed display units must conform to these dimensions.

Booths with constructed configurations containing an unfinished backside are subject to review by expo management (i.e., floor manager, etc.). Should expo management deem the backside of the booth "unsightly" and/or it does not conform to the overall quality of the expo, the exhibitor may be required to drape the backside of the booth at the exhibitor's expense. Please remember that these construction and arrangement restrictions are in place to give all exhibitors an opportunity to display their products in an effective manner.

Violation of these restrictions may result in severe penalties. Be a good neighbor when planning and assembling your display.

**Rigging** All rigging must be approved by CMAA prior to placing your rigging order with Freeman. Rigging pricing and additional instructions will be available in the Freeman Service Kit (November 2022).

**Flooring and Drape** CMAA will provide draping for the sides and back of the booth. CMAA will provide aisle carpet and carpet in the entranceway to the hall.

Exhibits must have flooring (i.e., carpet, tile). Information regarding ordering flooring for your space is located in the Freeman Service Kit which will be available online at [www.freemanco.com](http://www.freemanco.com) and [cmaa.org/business/expo.html](http://cmaa.org/business/expo.html) in November 2022.

**Use Of Display Area** The display area is leased solely to the company that signs the space application/contract. Only products sold by this company in its normal course of business may be displayed. No sharing or subleasing of the exhibit booth is permitted. No space may be reserved by one company for other companies.

All business must be conducted within one's exhibit booth. Demonstrations, distribution of sales literature, souvenirs or other items shall not be permitted outside the exhibitor's assigned area. At no time may exhibit personnel work the aisles or other exhibitors' booth spaces and/or block aisles or overlap into neighboring exhibits.

CMAA reserves the right, without liability, to restrict or alter any aspect of any exhibit, including the distribution of materials that may be considered offensive or not in good taste. Attire not normally worn in a business office is specifically prohibited, unless exempted in writing from CMAA because of a costume's significance to a firm's product or service. Orders for goods and services may be taken, but the exchange of money and product on the exhibit floor is strictly prohibited.

If an exhibitor fails to occupy the assigned space (must be completed with set up by 5:00 p.m., Saturday, February 25, 2023), CMAA has the right to utilize the area in any way it may decide without relieving the exhibitor of the obligation to pay in full.

**Installation And Removal Of Display** Gaylord Palms Resort and Convention Center, will be available for set up of displays on Friday, February 24, 2023 and February 25, 2023 (8:00 a.m. to 5:00 p.m.) Children under 18 years of age will not be permitted on the expo floor during set up and/ or tear down of the expo. No erection of displays will be permitted during expo hours. Goods received for delivery to a booth can be brought to the booth only when the exhibit area is not open to visitors.

No displays shall be dismantled prior to the completion of the show at 1:30 p.m. on Monday, February 27, 2023 and no goods may leave the exhibit floor prior to that time without approval from CMAA expo management. Failure to comply will result in a monetary fine and the exhibiting company may lose priority point selection placement.

The dismantling of exhibits must be completed by 8:00 p.m. on Monday, February 27, 2023. Failure to remove an exhibit by this time, will afford expo management the right to remove or have the display removed from the expo floor and/or shipped to the exhibitor via common carrier with all charges to follow at no liability to expo management.

Nothing may be stored behind booths. All packing containers, wrapping materials, carrying cases, etc., must be stored off the exhibit floor.

**Exhibitor's Authorized Representative** Each exhibitor must identify one person to be the company representative responsible for installation, operation, and removal of the company's exhibit. The named representative shall be authorized to enter into such service contracts as may be necessary and for which the exhibitor shall be responsible. The exhibitor shall assume

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responsibility for being in attendance throughout all exposition hours. This representative shall be responsible for keeping the exhibit neat, staffed, and orderly at all times. The named representative shall also be responsible for compliance with all CMAA rules and regulations, Gaylord Palms Resort and Convention Center, and the State of Florida laws and fire safety regulations.

**Liability and Insurance** CMAA and the Gaylord Palms Resort and Convention Center are not responsible for any injury, loss or damage that may occur to the exhibitor, the exhibitor's agent, the exhibitor's employees, or the exhibitor's property or to any other person or property prior to, during or subsequent to the 2023 Club Business Expo. Each exhibitor expressly releases the Gaylord Palms Resort and Convention Center and CMAA for such liabilities and agrees to indemnify the Gaylord Palms Resort and Convention Center and CMAA against any and all claims for such injury, loss, or damage. Exhibitors must carry appropriate insurance at their own expense and must provide a copy of this policy to CMAA no later than 30 days prior to expo. Each exhibiting company must name CMAA and the Gaylord Palms Resort and Convention Center as additionally insured and carry a minimum \$1,000,000 general liability.

If damages occur that are the responsibility of CMAA contractors or other exhibitors, CMAA is not responsible nor will CMAA be involved in settling disputes between parties.

**Security** CMAA will provide 24-hour security guard service at the Expo but suggests that any valuable items either in or around the display area (i.e., video equipment), be secured at night. CMAA will make every effort to ensure the security of the Expo, but CMAA is not responsible for any lost, stolen, or damaged goods.

**Cancellation and Downsizing Policies** Should the contract be cancelled for any reason prior to November 30, 2022, the exhibitor shall be entitled to a 50 percent refund of all booth payments received to date and CMAA shall be relieved of all obligations. All requests for refunds prior to November 30, 2022, must be made in writing and received by CMAA no later than November 30, 2022. No cancellations shall be accepted, and no refunds will be made after November 30, 2022. Companies canceling space will not be compensated by CMAA if the canceled space is re-sold thereafter. There is no exception to this policy. The full rental fee shall be due and payable if space is canceled after November 30, 2022.

Companies who chose to downsize their contracted booth space or relocate to booth space of lesser value, prior to November 30, 2022, will be refunded the difference. If a company elects to downsize or relocate to booth space of lesser value after November 30, 2022, the difference in the booth fee will be forfeited as penalty. Please note that the exhibitor may be required to move to a different location if they request a downsizing space.

If CMAA is forced to cancel the Expo for acts of God, threatened or other actual acts of terrorism, or other reasons outside the control of CMAA, there shall be no refunds of booth rental fees.

**Gaylord Palms Resort and Convention Center** Defacing of Building of any kind within the Gaylord Palms Resort and Convention Center is strictly prohibited. Signs and decorations may not be taped, nailed, tacked or in any way affixed to any interior or exterior surface of the center.

Any property damaged by exhibitors must be repaired to its original condition at the exhibitor's expense. The use of packing tape on carpets, marble floor, or any Gaylord Palms Resort and Convention Center equipment is not permitted.

Exhibitors are responsible for the removal of booth-marking tape, carpet tape and tape residue left on exhibit hall floors. Failure to remove tape and residue will result in the exhibitor's acceptance of all charges for personnel and material required for removal of tape and residue.

**Booth Decorations and Stage Scenery** Combustible materials must be treated with an effective flame-retardant material. Stage setting made of combustible materials must also be treated with flame-retardant material. Only certified, non-combustible materials or fire-retardant wood may be used for stage scenery or props. All curtains, drapes, carpet, carpet padding and decorative materials must be made of flame-retardant materials or sprayed with a flame retardant. Materials that cannot be treated to meet the requirements may not be used. Helium-filled balloons along with any other type of self-rising items, glitter, rice, or confetti are not permitted within the Gaylord Palms Resort and Convention Center.

**Fire Regulations** Tents/Canopies/Awnings All temporary installation of tents, awnings or canopies requires prior written approval by Gaylord Palms Resort and Convention Center and the local Fire Marshal. Plans showing size, height, location, anchoring details, and certification of material flame resistance must be submitted for approval. Additional information is in your Exhibitor Service Kit at [www.freemanco.com](http://www.freemanco.com) or [cmaa.org/business/expo.html](http://cmaa.org/business/expo.html) (November 2022).

**Vehicles** All cars, trucks, golf cars or other types of fuel-powered engines on display must have the least amount of fuel possible (between one-eighth of a tank and empty; enough to drive into the building and drive out safely). The fuel-filler caps must be locked or sealed by tape to prevent escape of vapors and to avoid tampering and batteries must be disconnected and taped to avoid sparking while on display.

Auxiliary batteries not connected to an engine starting system may be left connected. External chargers are recommended for demonstration purposes. One key to the vehicle on display must remain in the booth at all times, as well as given to event security, so that the vehicle may be moved in the event of an emergency. Vehicles may not be started, run, or moved during event hours.

No vehicles may be driven on the exhibit floor to load or unload. Additional information is available at [cmaa.org/business/expo.html](http://cmaa.org/business/expo.html).

**Smoking** Smoking is not permitted in the Gaylord Palms Resort and Convention Center.

**Emergency Equipment** All fire hose racks, fire extinguishers and emergency exits, as well as fire protection equipment located within exhibits, must be visible and accessible at all time. Exits and exit signs may not be covered by drapes nor obscured from view by exhibit companies and/or the Gaylord Palms Resort and Convention Center.

**Exits** Every required exit, exit access or exit discharge must be kept clear and unobstructed at all times. Designated "No Freight" aisles must be kept clear of crates and exhibit materials during move-in and move-out. No furniture, signs, easels, chairs, or displays may protrude into the aisles. These aisles are required for emergency access throughout the hall and to expedite movement of freight and empty crates.

**Freight Deliveries** The Gaylord Palms Resort and Convention Center cannot accept freight shipment for exhibitors, show management or its contractors prior to the contracted move-in date. All freight must be delivered by Freeman or your official service contractor or freight carrier, and all shipments delivered to the Gaylord Palms Resort and Convention Center during your move-in must be sent to the attention of Freeman.

**Sampling and Tasting** Please visit [cmaa.org/business/expo.html](http://cmaa.org/business/expo.html) for contact and additional information.

### Show Contractors

**Freeman (Official Show Contractor)** Freeman is the official contractor for the CMAA Club Business Expo in Orlando, FL. Should you have a pre-existing contract with another service contractor to install and/or dismantle your booth and wish to use its services at the show, CMAA will require written notification of this no later than November 30, 2022. CMAA will also require that the service contractor provide a certificate of insurance and a written statement of its agreement to abide by the rules and regulations. Shipping Warehouse Information regarding all shipments for display materials can be found in the Freeman Service Kit available November 30, 2022.

**Rigging** Rigging information including pricing and instructions will be available in the Freeman Service Kit.

**Freight** Freeman has the responsibility of receiving and handling all of the exhibit materials and empty crates. Freeman will not be responsible for any material it does not handle. An exhibitor may "hand carry" material provided that material-handling equipment is not necessary. However, passenger elevators and escalators are not to be used to transport freight or other set-up materials. Move-in or move-out through the Gaylord Palms Resort and Convention Center lobbies is strictly limited to hand-carried items. Wheels of any kind (luggage carts, dollies, flatbeds, or anything mechanical) are prohibited. When exhibitors choose to "hand carry" material, they may not be permitted access to the loading dock/freight door areas. All material that requires the use of wheeled or mechanical equipment must be delivered to the exhibit floor through the loading docks.

All empty shipping cases, cartons or crates must be labeled and removed for storage or they will be removed as trash. Crates are not to be used as exhibit supports or as part of the exhibit. No storage of any kind is allowed behind booths or near electrical service. Materials for handouts must be limited to a one-day supply and must be stored neatly within the booth.

**Storage** Crates and shipping containers may not be stored in or behind the booth. Exhibitors must make arrangements with the official service contractor (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. Items not properly tagged may be destroyed.