



October 6–9, 2018

Orange County Convention Center

Orlando, Florida

theIACPconference.org

Exhibitor FAQs

GENERAL

What are the dates of IACP 2018?

Program and Events:

October 6-9, 2018

Exhibits:

October 7-9, 2018

Exhibit Hours:

Sunday, October 7: 10:00am – 5:00pm

Monday, October 8: 10:00am – 5:00pm

Tuesday, October 9: 10:00am – 2:00pm

What is the venue?

Orange County Convention Center – West Building

9860 Universal Blvd.

Orlando, FL 32819-8299

Note: This is for directional purposes only. Please do not ship material to the above address. Refer to the Freight Information section in the Exhibitor Services Manual for detailed shipping instructions

What are the show dates and location for IACP 2019?

October 26-29, 2019

McCormick Place West

Chicago, IL

How can I reserve hotel accommodations?

onPeak is the official housing partner for IACP 2018. We've negotiated travel discounts and secured a limited number of reduced-rate hotel rooms to make your trip to Orlando affordable. Through the travel experts at onPeak, rooms at the group rate are limited and available on a first come, first-served basis. [Click here](#) to book your hotel. Be sure to *add your hotel rewards number* when booking to receive points for your loyalty program.

Should you need to book ten (10) or more rooms, please contact Lena Timmons at

timmons@theiacp.org.

Beware of Unauthorized Hotel Solicitations

Note that onPeak is the only official housing company associated with our event. While other hotel resellers may contact you offering housing for your trip, they are not endorsed by or affiliated with the show. Beware that entering into financial agreements with non-endorsed companies can have costly consequences.

Shuttle buses – IACP will provide shuttle bus service daily (Friday, October 5 – Tuesday, October 9) between select official conference hotels and the Orange County Convention Center – West Building. Shuttle service will also be available to transport attendees to Chiefs Night and the Annual Banquet. A detailed shuttle map will be available on the IACP 2018 web site several months prior to the event.

Is there parking available at the Orange County Convention Center?

The Orange County Convention Center operates on-site vehicle parking at the West building. Additional parking is also offered at the Destination Parkway Garage.

Parking rates vary upon vehicle size and the entry time. Parking spaces are available on a first-come, first-served basis. For those who plan on driving to the convention center, event-specific parking areas will be listed on overhead electronic signage on International Drive and the surrounding area.

- The West Building parking lot can be accessed a number of ways - via Exhibit Drive (north entrance), via Convention Way (south entrance) and via West Entrance Drive off Westwood Boulevard.
- The Destination Parkway Parking Garage is located two blocks west on International Drive and is operational based on event activity. Depending on the show, guests parking in the Destination Parkway Garage may be shuttled to their event in either the West or the North/South buildings.

Who can attend IACP 2018?

IACP 2018 is a professional law enforcement event, open to IACP members, qualified non-members and Exposition exhibitors. The show is not open to the public, and all attendees must be registered.

Who do I contact with specific questions?

Booth Sales

Tarrie Chambers / Tel: 703-647-7222 / Email: chambers@theiacp.org

General Questions, Exhibitor Services

Chelsea Grech / Tel: 703-647-7387 / Email: grech@theiacp.org

Press/Media Relations

Sarah Guy / Tel: 1.800.THE IACP / Email: guy@theiacp.org

Housing Customer Service

onPeak / Tel: (866) 524-7456 / Email: iacphotels@onpeak.com / Website: <https://compass.onpeak.com/e/42ACP18/1>

Exhibitor Registration Customer Service

Chelsea Grech / Tel: 703-647-7387 / grech@theiacp.org

Sponsorships & Marketing Opportunities

Karissa Hasser / Tel: 530-520-6933 / Email: sponsorship@theiacp.org

SALES

How do I reserve a booth?

To view the floorplan and apply for exhibit space, go to [Prospective Exhibitor](#) page of the IACP 2018 web site. For direct support, contact Tarrie Chambers at email: chambers@theiacp.org / tel: 703-647-7222.

Will there be on-site space selection for IACP 2019?

IACP 2018 exhibitors may participate in advance booth sales for IACP 2019, which will start the end of August and ends October 15. Exhibitors will have a designated appointment time based on their total priority points. Your company's assignment date and time will be emailed early August 2018.

Are there special areas or segments?

Yes, the exhibit hall has designated product areas; however, exhibitors may select any available booth in the hall based on their preference.

Are there turnkey packages?

From raw space to complete turnkey exhibit solutions, there is an IACP exhibit option for every need and every budget. Information on booth packages and rental booth options are located in the online Exhibitor Services Manual.

OPERATIONS/EXPOSITION HALL

What are the move-in / move-out dates and times?

Move-in/Set-up Hours:

Wednesday, October 2	1:00pm-5:00pm (Vehicles with exterior dimensions in excess of 7.5'W x 18' L ONLY)
Thursday, October 3	8:00am-4:30pm
Friday, October 4	8:00am-4:30pm
Saturday, October 5	8:00am-4:30pm

All booths must be setup by Monday. Early entrance into the show gives you an opportunity for a final walk-through.

Move-out/Dismantle Hours:

Tuesday, October 9	2:00pm-9:00pm
Wednesday, October 10	8:00am-8:00pm

Exhibitors must schedule shipments to be picked up by freight carriers no later than Wednesday, October 10, 2018 at 12:00pm and check-in by 10:00am.

When will the online Exhibitor Services Manual be available?

The on-line manual is available online at

<https://www.freemanco.com/store/show/landing.jsp?showID=454455>

How do I order electrical for my booth?

Refer to the Electrical Services order form from the Orange County Convention Center (OCCC). Check your equipment for the amps/watts needed. In addition to ordering the outlets, you will need to order electrical labor for the distribution of the power. Mark on the order form the dates for which service is requested, and the time requested for electrical to be installed. There is a minimum

charge of one hour to install and 1/2 hour to dismantle electrical if the electrical is placed somewhere other than the back of the booth. If you have an island or peninsula booth, you must provide a floor plan with your order showing the preferred location of the outlets or they will place them at their discretion.

Who are the main contractors? What do they provide?

Freeman is the official General Service Contractor providing material handling, furniture rental, custom booth rental, labor, carpet and much more. OCCC provides cleaning, electrical, hanging signs/rigging and plumbing. SmartCity is the exclusive provider for internet and telecommunications needs. Centerplate is the exclusive catering company for the OCCC.

How do I ship my materials to IACP 2018?

You can ship through a third party in one of two ways. The first is to ship in advance to the Freeman Warehouse where shipments can be received anytime between September 4-26, 2018. Freeman will then deliver your freight to your booth at your appointed target time. To print shipping label(s), click on the Warehouse Shipping label or the Show Site Shipping label. If you are shipping direct on-site to the Orange County Convention Center, freight must arrive on your assigned target day (see below to change your target time) or you will be subject to off-target surcharges. If arriving direct on-site at your appointed target time, drivers must check-in at the Freeman Marshaling Yard first to receive a Freight Door assignment before coming to the Orange County Convention Center.

What is a Freight Target Time?

This date has been established for the arrival of your freight at the Freeman marshaling yard by your common carrier. This is necessary in order to accommodate the large volume of freight that needs to be unloaded on the limited freight dock space available at the Orange County Convention Center. Target dates are listed by booth numbers. If you miss your target date, you may be required to pay a surcharge on material handling. If you ship in advance to the Freeman warehouse, the freight will be at your exhibit space at your designated target date. If you need to change your target date or time, e-mail OrlandoTargetChanges@freemanco.com or call 407-816-7900. For more information review the Freight Target Date form.

What is Material Handling?

Material Handling is the service to move and store your freight from the freight docks to your booth. This service includes off-loading from the delivery truck; delivery to your booth; removing empty crates and boxes; storing the crates and boxes during the show and returning them after the show; and final delivery of the crates and boxes to your carrier. This service is all provided exclusively by Freeman. It is a one-time charge for incoming and outgoing. See the Material Handling order form for rates.

Can I bring my booth materials using my personal vehicle?

Yes, the privately-owned vehicles (POVs) are allowed. The definition of a POV, or privately-owned vehicle, is considered to be any vehicle that is primarily designed to transport passengers only, not cargo or freight. Rental trucks or trailers are not permitted in the POV area and will be directed to the dock area to be unloaded by Freeman with material handling charges applied. The use or rental of dollies, flat trucks and other mechanical equipment is not permitted in the POV area. Freeman will control access to the POV area and loading docks in order to provide for a safe and orderly move in/out. Only full-time employees of the exhibiting company will be allowed to hand-carry items from a POV. Unloading or reloading at the dock of

any and all contracted carriers will be handled by Freeman. Cartload service for a fee will be available for POVs.

What is the maximum booth height?

IACP 2018 follows the booth construction guidelines of the International Association of Expositions and Events (IAEE). If there is a discrepancy between IAEE and IACP guidelines, the IACP guidelines will be used.

- Inline/Linear Booths: Maximum height of 8' is allowed only in the rear half of the booth space with a 4' height restriction imposed on all materials in the remaining space forward to the aisle.
- Island Booths: Height maximum is 25' inclusive for booth structure and hanging signs.
- Perimeter Maximum height of 15' is allowed only in the rear half of the booth space with a 4' height restriction imposed on all materials in the remaining space forward to the aisle.

What are the regulations for hanging signs?

Hanging signs are permitted with island booths ONLY. The maximum height at which signs may be hung is 25' (measurement is from the floor to the top of the sign).

What is an Exhibitor Appointed Contractor (EAC)?

An EAC (Exhibitor Appointed Contractor) is any company (other than one of the official designated contractors) that an exhibitor wants to use inside the exhibit hall before, during or after the show. Submit your [EAC form](#) by August 31, 2018.

What if I need to ship firearms?

Companies exhibiting firearms of any kind are required to register the manufacturer, model, serial number, and type of each weapon displayed at IACP 2018. Please include pellet guns and look-alikes. NOTE: Failure to register your weapons by the deadline could result in your weapons being prohibited from the show floor. [Click here](#) to access the Weapons Registration Form.

Shipments containing weapons to Orange County Convention Center (OCCC) will not be accessible until Wednesday, October 3, 2018. Once accessible, you must check-in your weapons at the IACP Armory. Please do not combine booth components in the same shipping crates as weapons if you will require your booth components before Wednesday, October 3, 2018. Please ensure your weapons are secured in a locking case or box, marked with your company name when you check-in and check-out your weapons with the Armory. Loose weapons will not be accepted. All weapons displayed must be non-functional, with the firing pins removed.

How do I secure my firearms overnight at the Show?

If you have firearms in your booth, you must secure them overnight in the IACP Armory, located in Booth 181. Companies will retrieve firearms from the Armory to be placed on display before show hours and will check-in their products to the Armory at the end of each show day for overnight security. The show floor will be monitored daily for compliance throughout the show. NOTE: Priority check-out & check-in will be granted during show dates to companies whose weapons have been processed through inspection & registration over those who are registering.

Can I have a vehicle in my booth? When can I bring in my vehicle or mobile unit?

Yes, you can have a vehicle or mobile unit in your booth. Note: The minimum booth size to display vehicles is a 20' x 20' island. Exhibitors must register all vehicles planned for display and the following guidelines must be adhered to:

- Any vehicle or other apparatus that has a fuel tank and is part of a display, is required to be equipped with a locking (or taped) gas cap and can contain no more than ¼ tank or 5 gallons of fuel, whichever is less.
- Battery cables must be disconnected once vehicle is positioned.
- It is the exhibiting company's responsibility to collect and manage keys for all vehicles being displayed on the exhibit floor. Keys should be stored onsite and available at the booth 24-hours a day throughout the convention, including non-show hours as well as move-in and move-out in case of emergency.
- The engine cannot operate, or vehicle be repositioned during show hours.
- Refueling must be done off Orange County Convention Center property.

[Click here](#) to access the Vehicle Registration Form. Forms must be complete by September 14, 2018.

Exhibitors must also submit the Motor Units / Motorized Vehicle form with Freeman and pay a spotting fee (fee is based on type of vehicle). Vehicles with exterior dimensions in excess of 7.5'W x 18' L ONLY are scheduled for move-in on Wednesday, October 2, from 1:00pm-5:00pm. All other vehicles should be moved in according to your Target Time. At the appropriate time, you may proceed directly to the freight door for your booth and Freeman will escort the vehicle to the booth. See the Freeman Vehicles & Mobile Units form in the Exhibitor Service Manual for more information.

What is Outboarding or Suitcasing? What do I do if I see it happen?

“Suitcasing” and “outboarding” are unethical parasitic business practices in which non-exhibitors and non-sponsors attempt to gain access to conference attendees.

“Suitcasing” refers to those non-participating companies or persons who go to conferences as an attendee but “work the aisles” from their suitcase (briefcase) and solicit business in the aisles or lobby area.

“Outboarding” refers to non-participating companies that set up meetings and demos at off-site locations—hotel hospitality suites or restaurants—and encourage show attendees to leave the conference and show floor and spend time with them.

Examples may include but are not limited to:

- A non-exhibitor sets up a hospitality suite off the show floor and invites attendees to leave the show floor and visit their suite.
- A non-exhibitor sends out alerts to potential customers that while they will not be participating this year they will have personnel walking the show floor and will be offering demos or show specials.
- A non-exhibitor puts together a webpage with the conference logo and solicits meetings with attendees.
- A non-exhibitor piggybacks on the activities of a third party such as a vendor or partner who is exhibiting.

IACP depends on our exhibitors and sponsors for successful events. As such, we are mandating increased measures to protect our exhibitors/sponsors from “suitcasing/outboarding” at our conferences and meetings.

Exhibitors are encouraged to report any violations to IACP Show Management.

What are the Consequences of Suitcasing or Outboarding?

In order to protect our valued exhibitors/sponsors and the investment they make in the association, thereby supporting IACP's mission, our rules strictly prohibit solicitation, "suitcasing" or "outboarding" by attendees who transact business at our conferences and meetings and do *not* have exhibit booths or sponsor investment.

By suitcasing or outboarding the show, an attendee gains an unfair competitive advantage over exhibitors and sponsors that have invested money and other resources to participate in the events and deprives IACP of income we use to support our many programs and initiatives.

Please note that any attendee at an IACP conference or meeting, who is observed to be soliciting business in the aisles or other public spaces, or uninvited attendees in another company's booth, will be asked to leave immediately and their conference credentials will be confiscated.

Conversely, known commercial activity conducted from a hotel guest room or hospitality suite, a restaurant or any other public place in proximity to IACP's conferences by non-participating companies, will be shut down if utilizing properties with which IACP has an agreement. Those found to be involved with "suitcasing" or "outboarding" will be denied registration to attend future IACP events.

How do I capture sale leads at IACP 2018?

All attendees will have a badge with their registration information encoded. To retrieve this information, you must rent a Lead Retrieval Scanner from Experient. Lead retrieval readers can be picked up on-site at the Experient counter at any Exhibitor Service Desk. Do not forget to order electrical service for the reader (portable battery-operated readers are available) and order the machine before August 9th to get the advance rate. For more information, contact Amelia Rabb with Experient at 866-221-7921 or email amelia.rabb@experient-inc.com

What if non-official contractor contacts me? Can I use them?

Many companies may reach out to you for assistance with housing needs, carpet options, or numerous other services relating to your IACP 2018 participation. Please be assured the only vendors authorized to contact you are those referenced in IACP 2018 Exhibitor communications, and IACP places guidelines on any contact they can make. IACP protects your contact information very closely. Unfortunately, with the internet, unscrupulous companies have a way of gathering anybody's e-mail address and phone number.

EXHIBITOR REGISTRATION

How do I register my booth personnel?

From the IACP 2018 web site, click on "Register" and then select "Exhibitor Registration" to login to your company record. If you did not receive your password, e-mail Show Management at grech@theiacp.org and your exhibitor password will be sent to the company contact. All booth personnel who are representatives of the Exhibiting company must register as an "Exhibitor."

When will exhibitor registration be available?

Online registration opened May 16, 2018 at www.theiacpconference.org.

How many Exhibitor badges do I get with my booth?

For every 100 square feet purchased, IACP will allocate two (2) Complimentary Full-Conference Exhibitor badges and two (2) Complimentary Exposition Hall only exhibitor badges. Each badge type can access the Exposition Hall during move-in, show hours, and move-out.

- Full Conference badges include access to workshops, sessions, Chiefs Night, and the Exposition Hall. The Annual Banquet is not included and requires a separate ticket purchase (\$100 per person).
- Expo Hall Only badges include access to the Exposition Hall for three days. Tickets may be purchased for both Chiefs Night (\$150 per person) and the Annual Banquet (\$100 per person).

IACP Chiefs Night: Monday, October 8
7:30pm – 11:00pm
Universal Studios Florida

Annual Banquet: Tuesday, October 9
6:00pm – 11:00pm
Valencia Ballroom, OCCC

Additional registrations: \$425 for Full Conference; \$100 for Expo Hall Only

When will I get my badge?

All badges will be available for pick-up onsite at IACP 2018 Registration. We encourage you to register staff in advance to avoid lines at Registration. You will also save time onsite by bringing your registration confirmation email to any E-Badge station. Just scan the bar code on the email and print your badge. Registration opens on Thursday, October 3, at 1:00pm, and will be open through the event.

MOBILE APP / EVENT GUIDE

How do I update my IACP 2018 Directory Listing?

You can update your directory listing through the Exhibitor Service Center by going to <https://www.expocadweb.com/18iacp/ec/forms/exhibitor/login.aspx>. Then search or scroll down to your company name and enter your password. The information in your profile will be reflected in your online listing. If you have any questions or need assistance regarding your company's Directory Listing, contact Tarrie Chambers at 703-647-7222 or email chambers@theiacp.org.

How do I enhance my online listing?

You can upgrade your IACP 2018 online listing through the Exhibitor Service Center (<https://www.expocadweb.com/18iacp/ec/forms/exhibitor/login.aspx>). All listings include basic company information such as company name, description, and product categories. You can increase your online presence by upgrading and add (depending on which package you choose) your company logo, press releases, show specials, videos, and your logo on the online floor plan. For more information contact Tarrie Chambers at 703-647-7222 or email chambers@theiacp.org.

When will I be able to enter my information for the Mobile App?

Exhibitors may update their profile listings at any time. The IACP 2018 mobile app will be available early summer.

What is my password or I do not see my company's listing?

If you are having trouble finding or accessing your company record within the Exhibitor Service Center, please contact Chelsea Grech at 703-647-7387 or email grech@theiacp.org.

PAYMENT/INVOICE/CANCELLATION

Did you receive my payment?

Exhibitors may check the status of outstanding balances and/or submit payment on their booth through the Exhibitor Service Center

(<https://www.expocadweb.com/18iacp/ec/forms/exhibitor/login.aspx>).

Whom do I contact with an invoice question or concern?

Please contact Tarrie Chambers at 703-647-7222 or email chambers@theiacp.org.

When is the refund deadline if I need to cancel my booth?

Cancellation of exhibit space is required in writing and the following cancellation fees apply.

- Written cancellation received by January 15, 2018; 25 percent of the total booth cost is retained by IACP.
- Written cancellation received after January 15, 2018; 50 percent of the total booth cost is retained by IACP.
- NO REFUNDS will be made for any cancellations after March 12, 2018.

How do I cancel, expand or reduce my booth space?

Cancellations and reductions must be made in writing to IACP. Notify Tarrie Chambers at chambers@theiacp.org / Tel: +1.703-647-7222.

CONFERENCE/CONTENT

What are the conference tracks?

Please see the **Program** page of the IACP 2018 conference web site (www.theiacpconference.org) for more information.

Is there a Call for Papers?

IACP is no longer accepting proposals for the IACP 2018 conference. The Call for Presentations opened January 3, 2018., with the deadline of February 26, 2018. Please complete **this form** if you would like to be notified via email when the Call for Presentations for IACP 2019 opens in January 2019.