Dear Supporter,

We are happy to present you with the 8th World Congress of the World Institute of Pain (WIP) Symposium Manual.

This manual covers important information and is designed to assist you in preparing for your symposium. We trust that you will find it helpful and suggest that you read all of the information presented. It will take you very little time now and could save you a great deal of time later.

Please do not hesitate to contact us, your Project Team, for further information or assistance.
Kind regards,
Robert Nesbitt
Senior Meeting Planner
+41 22 9080488 ext. 590
rnesbitt@kenes.com
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[www.kenes.com/wip2016]
SECTION 1: CONTACT INFORMATION

Meeting Organiser
Kenes International Organizers of Congresses S.A.
Rue François-Versonnex 7
1207 Geneva, Switzerland
Tel: +41 22 908 0488
Fax: +41 22 906 9140

Operations Manager
Ms. Charlotte Boskila
+41 22 9080488 Ext. 946
rnesbitt@kenes.com

Meeting Planner
Mr. Robert Nesbitt
+41 22 9080488 Ext. 590
rnesbitt@kenes.com

Programme Coordinator
Ms. Rachel Zablow Katzir
+41 22 9080488 Ext. 838
rzablow@kenes.com

Exhibition Manager
Ms. Elianne Baran Ganot
+41 22 9080488 Ext. 921
eganach@kenes.com

Audio Visual Coordinator
For extra AV order and technical rehearsals
Mr. Mike Perchig
nest@nest-av.com

Industry Liaison and Sales Associate
Ms. Audrey Alloul
+41 22 9080488 Ext. 541
aalloul@kenes.com

Registration Manager
Ms. Hila Cohen
+41 22 9080488 Ext.539
hcohen@kenes.com

Group Hotel Reservation
Ms. Shirley Raphaely
+41 22 9080488 Ext.586
sraphaely@kenes.com

www.kenes.com/wip2016
OFFICIAL CONTRACTORS CONTACT INFORMATION

CATERING
Catering is exclusive to the Hilton, and need to be ordered in advance. For orders please contact:
NEW YORK HILTON MIDTOWN
Ms. Keeley Cullen, Assistant Director-Events
Tel: +1 212 261 5732
Keeley.Cullen@hilton.com

FURNITURE HIRE *
Vista Convention Services
Ms. Angelika Albino
Tel: +1 305 673 1123
AAlbino@VistaCS.Com

*Please contact Vista Convention Services directly to arrange your order.

HOSTESSES/SECURITY/TRANSPORTATION
Briggs, Inc., a DMC Network Company
Ms. Becky Nadeau
Tel: +1 212 261 5732
bnadeau@briggsnyc.com
www.briggsnyc.com

CUSTOMS CLEARANCE & FREIGHT HANDLING
Vista Convention Services
Ms. Angelika Albino
Tel: +1 305 673 1123
AAlbino@VistaCS.Com
## SECTION 2: DEADLINES TABLE

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<tr>
<th>Submission of Forms</th>
<th>Deadlines</th>
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<tbody>
<tr>
<td>Hotel Reservation for Staff</td>
<td>As soon as possible</td>
</tr>
<tr>
<td>Badge Order</td>
<td>Friday, April 15, 2016</td>
</tr>
<tr>
<td>Lead Retrieval Wireless Barcode Reader</td>
<td>Friday, April 15, 2016</td>
</tr>
<tr>
<td>Session title and program/bag insert for approval/ad for final program</td>
<td>Wednesday, March 30, 2016</td>
</tr>
<tr>
<td>Payment of Invoice Balance</td>
<td>Must be received in full by before the congress opens</td>
</tr>
<tr>
<td>Shipment via warehouse Goods should be custom cleared!</td>
<td>Thursday, May 12, 2016</td>
</tr>
<tr>
<td>Direct Deliveries to Congress Venue</td>
<td>Thursday, May 19, 2016</td>
</tr>
</tbody>
</table>
### Symposia Timetable

<table>
<thead>
<tr>
<th>Sponsor</th>
<th>Date</th>
<th>Session Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medtronic</td>
<td>Friday, May 20, 2016</td>
<td>12:45-14:15</td>
<td>Grand Ballroom West</td>
</tr>
<tr>
<td>Boston Scientific</td>
<td>Saturday, May 21, 2016</td>
<td>13:00-14:30</td>
<td>Grand Ballroom West</td>
</tr>
<tr>
<td>Nevro</td>
<td>Sunday, May 22, 2016</td>
<td>13:00-14:30</td>
<td>Grand Ballroom West</td>
</tr>
</tbody>
</table>
SECTION 4: SYMPOSIA SESSION HALL

Grand Ballroom West
(For Symposia taking place in the Grand Ballroom West Hall, the Hall will be referred to as Grand Ballroom West in all Symposia publications and directional signage.)

<table>
<thead>
<tr>
<th>Hall Capacity</th>
<th>585 Theatre Style</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ceiling Height</td>
<td>24ft</td>
</tr>
</tbody>
</table>
| Speaker Lectern       | Hilton Podium Measurement:  
                       | 44”High x 25” Wide  
                       | Hilton Signage:  
                       | 8” High x 15 3/4” Wide |
| Head Table            | Sufficient seating for up to 6 persons *. Two modules will be used. Each module is 6’ wide x 2.5’ wide x 2.5’ height. 5mm Foam board or similar rigid material is recommended for branding. |

* Please Note: The secretariat must be advised as to how many speakers will be seated on the stage by April 28. The general stage setting includes front projection screen in the center, 1 speaker lectern and head table (at least 2 modules). If a different setting of the stage is required, please contact Robert Nesbitt at rnesbitt@kenes.com
8TH WORLD CONGRESS OF THE
WORLD INSTITUTE OF PAIN (WIP)

Hall Grand Ballroom West of the WIP 2016 Congress

- Central front projection screen, image of at least W18xH13.5 feet.
- Data projector, at least 10000 ansi-lumens - incl. the necessary cable between the projector and the laptop computer at the lectern.
- 32" Confidence monitor in front of the head table, showing the same image as being projected on the main screen.
- Laptop computer for PowerPoint presentations, including English versions of Windows and Office, DVD drive, USB port, sound card – located at the lectern and networked to the Speakers’ Ready Room.
- Laser pointer (as back-up, we recommend using the cursor of the laptop computer as a pointer).
- P.A. (sound) system which covers the hall, incl. 5 wired microphones (1 head table, 1 lectern, 3 Q&A) with stands (floor/table), 1 wireless tie-clip microphone and connection to sound from computers (mini PL plug) at the lectern.
- Audio monitors, for the lectern and the head table.
- Lighting system, illuminating the lectern and the head table.
- 2 x AV technicians to operate the above-mentioned systems.
Hall Grand Ballroom West of the WIP 2016 Congress

www.kenes.com/wip2016
SECTION 5: SYMPOSIUM ADVERTISING

Symposium Session Title

If there are any changes to your Sponsored Session title or program, or you have not yet provided your complete program details, please inform Rachel Zablow Katzir at: rzablow@kenes.com, no later than Wednesday, March 30, 2016.

Symposium Invitation Bag Inserts

Should you be entitled to a bag insert per your contract, please follow the below procedure should you wish to promote your symposium activities.

1. Please email the invitation draft (including graphic design) prior to printing for approval to Robert Nesbitt at: rnesbitt@kenes.com no later than Wednesday, March 30, 2016.
2. There is no size restriction for the invitation; however, we recommend that the invitation does not exceed standard A4 dimensions.
3. A quantity of 2500 inserts is requested.
   To assure the safe and timely arrival of your inserts and inclusion in the conference bag production line, please follow the instructions included in SECTION 8: Shipping Instructions of this Manual.

Final Program Advertising

For sponsors entitled to adverts in the final program as per their signed contract, please email adverts no later than Wednesday, March 30, 2016 to Rachel Zablow Katzir at: rzablow@kenes.com

Digital files in PDF format, press quality, CMYK only, fonts and images embedded, please prepare as per below
AD for Size A5
Symposium Signage

Each company is entitled to produce up to 3 signs and to place these in the below areas on the day of their session:
- Registration Area – this sign only can be placed at the registration area during the opening hours of the registration desk.
- At the entrance of the session hall
- Exhibition Area

All signs have to be STAND ALONE – size up to 90cm wide x 200 cm high.

The sign should include: Sponsored Session Title, logo of sponsoring company and the WIP 2016 logo.

During the symposia, your company may produce and place in the session hall additional signs (To be provided by the Sponsor):

• 1-2 x free standing vertical sign to be placed on the stage inside the session hall measuring up to:
  150 cm wide x 250 cm high.
• 1 x horizontal sign placed on the head table. Note: the exact measurements are found in Section 4.
• 1 x vertical sign placed on the Speaker’s Lectern. Note: the exact measurements are found in Section 4.
SECTION 6: LEAD RETRIEVAL WIRELESS BARCODE READER

Lead Retrieval Wireless Barcode Readers are a helpful tool for collecting participants contact information.

**K- Lead State of the art Lead Retrieval System**
- Effortless process using registration badge barcode
- Ability to insert exhibitor comments for each lead
- Immediate information retrieval online
- Cost per unit- €400 +VAT + 4% CC surcharge

**The Mini Scanner**
- No editing capabilities
- Basic participant info
- Pocket size
- Cost per unit- €300 +VAT + 4% CC surcharge

**Please Note:**
- Barcodes on participants' badges contain contact information as supplied by the registrant or the agency responsible for the registration process of that participant. We regret that in some cases, as when group registration is completed by a company, we may not be in possession of the full contact details.
- In addition, please note that neither Kenes International nor the Organizing Committee is responsible for the content of the information.
- In order to reserve your Lead Retrieval Wireless Barcode Reader, please return the credit card form on the following page.

www.kenes.com/wip2016
Order Form - Lead Retrieval Wireless Barcode Reader

Please complete the following Order Form and email it no later than Friday, April 15 to the attention of Robert Nesbitt at rnesbitt@kenes.com

In accordance with the security measures taken by credit card companies, please complete the following form in your own handwriting and sign.

**Number of K-lead Scanners Requested:** ______________________ (€400 +VAT + 4% CC surcharge per unit)

**Number of Mini Scanners Requested:** ______________________ (€300 +VAT + 4% CC surcharge per unit)

Company Name for Invoicing: ________________________________________________

Address for Invoicing: _____________________________________________________________________________________

Email Address: __________________________________________ Telephone Number: ______________________________________

Card Type: Visa / MasterCard / AMEX: _______________________

Credit Card Number: _________________________________

Expiration Date: _________________________________

Security Digits (on the back of the credit card): ____________________

Name of Card Holder: _______________________________________

Date: __________________________________________ SIGNATURE of Card Holder: ____________________________
SECTION 8: SHIPPING, TARIFFS, MATERIAL HANDLING AND SHIPPING LABELS

Vista convention services have been appointed as the sole logistics agent for WIP 2016, please contact directly for any shipping needs

CUSTOMS CLEARANCE & FREIGHT HANDLING
Vista Convention Services
Ms. Angelika Albino
Tel: +1 305 673 1123
AA Albino@VistaCS.Com

Further details can be found below
Shipping Information

What you should know:

* As an exhibitor, you are responsible for providing your carrier with proper delivery and pickup information for your materials, both in advance and at showsite.

* Please prepay all shipping charges. Vista Convention Services South cannot accept or be responsible for collect shipments. All shipments must be accompanied by a Bill-of-Lading. Shipments received without receipts, freight bills or specified unit counts (UPS, Federal Express, personal vehicles, etc.) will be delivered to the exhibitor’s booth without guarantee of piece count or condition. No liability will be assumed by Vista Convention Services South for such shipments. Shipments without certified weight documents will be estimated by Vista Convention Services South. This estimate will be binding on both parties and no adjustments will be made after the show closes.

* Do not ship uncrated materials to the warehouse! Loose, uncrated or unskidded materials will be accepted at showsite only. Uncrated shipments received at showsite are charged at higher handling rates than crated, skidded or otherwise self-contained shipments.

* Separate mixed van shipments between crated and uncrated. Clearly identify the weights of each on the Bill-of-Lading. Otherwise, Vista Convention Services South will invoice the entire load at the uncrated rate and will be unable to adjust the charges later.

* Select your carrier carefully. Shipments received on vehicles that cannot be unloaded at the dock are considered “special handling” and are charged at higher rates.

* All shipments for the show received either in advance or at showsite will be charged material handling by Vista Convention Services South. Refer to the Material Handling Service and Rates Form.

* All material handling rates are roundtrip and are based on incoming weights only. Overtime charges may apply under some circumstances. Please refer to the Material Handling Service and Rates Form.

* If granted permission for early move-in (off-target move-in) by show management and Vista Convention Services South, the exhibitor is required to use Vista Convention Services South labor for booth installation.

Material Handling includes:

* Storing your booth in our warehouse for up to 30 days in advance of the show. (Advance shipments only)
* Delivering materials to your booth at showsite.
* Removing empty containers from your booth, storing them for the duration of the show, then returning them to your booth at close of the show.
* Moving packed and labeled materials from your booth to the dock area at close of show and reloading them on designated vehicles based on information provided on your showsite Bill-of-Lading.

Material Handling does not include:

* Labor and/or equipment for uncrating, unskidding, assembling, position, leveling, dismantling, recrating and reskidding machinery and/or equipment for exhibitors. Additional labor to accomplish these tasks may be ordered from the various labor order forms enclosed. Scheduling any carrier for pick up or delivery of your materials, if other than the official show carrier(s).
Inbound Shipping to Warehouse Instructions

Freight Handling Services:

Vista Convention Services South is prepared to receive your shipment either in advance at our local warehouse or directly at the exhibit site. You may ship via the carrier of your choice.

Rates are based on the incoming weight of shipments. For rate information, see the MATERIAL HANDLING SERVICE AND RATES order form. Vista Convention Services South must have payment before forwarding freight.

SHIPPING IN ADVANCE TO THE WAREHOUSE:

All advance shipments to the warehouse should be addressed/labeled as follows:

TO: WIP 2016
(Exhibiting Company’s Name & Booth Number)
C/O VISTA CONVENTION SERVICES SOUTH
DEMERS EXPOSITION SERVICES
151A PARK AVENUE
EAST HARTFORD, CT 06108

- To trace your shipment, please contact the Customer Service Department at (305) 673-1123.
- Shipments will be received beginning Tuesday, April 19, 2016.
- Shipments received after the deadline of Thursday, May 12, 2016 if accepted, will be charged an additional $13.80 per 100lbs, minimum charge of $96.60.
- Shipments received without payment if accepted, will be assessed late charge.
- Loose materials will not be accepted at the warehouse.
- Advance warehouse receiving hours (excluding holidays) are Monday through Friday, 8:30AM to 3:30PM.
- Carriers checking in after 3:30PM Monday through Friday will not be guaranteed unloading.
- Any materials with dimensions in excess of 86” x 96” will be assessed a 75% special handling fee.
Inbound Shipping to Show Site Instructions

Freight Handling Services:

Vista Convention Services South is prepared to receive your shipment either in advance at our local warehouse or directly at the exhibit site. You may ship via the carrier of your choice.

Rates are based on the incoming weight of shipments. For rate information, see the MATERIAL HANDLING SERVICE AND RATES order form. Vista Convention Services South must have payment before forwarding freight.

**SHIPPING DIRECTLY TO SHOWSITE:**

All direct shipments to showsite should be addressed/labeled as follows:

```
TO: WIP 2016
(Exhibiting Company’s Name & Booth Number)
New York Hilton Midtown
C/O VISTA CONVENTION SERVICES SOUTH
1335 Avenue of the Americas
New York, NY 10019
```

Showsite shipments will be received beginning:

**11:00am-4:00pm on Thursday, May 19, 2016 & 8:00am-3:00pm on Friday, May 20, 2016**

SHIPMENTS ARRIVING AT SHOWSITE PRIOR TO THIS DATE AND TIME WILL NOT BE ACCEPTED AND THE SHIPMENT WILL BE RETURNED TO SENDER.

ALL SHIPMENTS SENT TO THE HOTEL WILL BE ASSESSED APPROPRIATE MATERIAL HANDLING CHARGES.

SHIPMENTS RECEIVED WITHOUT PAYMENT IF ACCEPTED, WILL BE ASSESSED A LATE FEE.

MATERIAL HANDLING RATES INCLUDE ALL APPLICABLE OVERTIME CHARGES.
Outbound Shipping Instructions

Shipping Outbound from Showsite

- All outbound shipments must be accompanied by an official show Bill-of-Lading.
- You may obtain show bills of lading after reviewing your invoice at showsite.
- When shipping to separate destinations, a separate Bill-of-Lading is required for each destination.
- All outbound shipments should be addressed/labeled as follows:

FROM: (Your Company Name)  
BOOTH #:  
SHOW NAME: WIP 2016  
LOCATION: NEW YORK HILTON MIDTOWN  
TO: (Shipping Address)  

- Once your shipment is packed and labeled, return your show Bill-of-Lading to the Vista Convention Services South Service Desk.
- All Bill-of-Ladings must be turned in no later than 7:00pm on Monday, May 23, 2016.

DO NOT LEAVE BILLS OF LADING IN YOUR BOOTH!

- Failure to turn in your show bill of lading by the designated deadline may result in additional overtimes charges and/or the rerouting of your materials.
- Be sure to confirm pickup day(s) and time(s) with your selected carrier. All outside carriers (carriers other than UPS Tradeshows Freight Services) must be checked in no later than 6:00pm on Monday, May 23, 2016.
Limits of Liability for Material Handling

* Vista Convention Services South shall not be responsible for damage to uncrated materials, material improperly packed, or concealed damage.

* Vista Convention Services South shall not be responsible for loss, theft, or disappearance of exhibitor's material after same has been delivered to exhibitor's booth.

* Vista Convention Services South shall not be responsible for loss, theft, or disappearance of materials before they are picked up from exhibitor's booth for reloading after the show. Bill of lading covering outgoing shipments, which are furnished by Vista Convention Services to exhibitor, will be checked at time of actual pick up from booth and corrections made where discrepancies occur.

* Vista Convention Services South shall not be responsible for any loss, damage, or delay due to fire, Acts of God, strikes, lockouts or work stoppages of any kind or to any causes beyond its control.

* Vista Convention Services South’s liability shall be limited to the physical loss or damage to the specific article which is lost or damaged, and in any event, Vista Convention Services South's maximum liability shall be limited to $.30 per pound per article with a maximum liability of $50.00 per item, or $1,000.00 per shipment; whichever is less.

* Vista Convention Services South shall not be liable to any extent whatsoever for any actual, potential or assumed loss of profits or revenues, or for any collateral costs, which may result from any loss or damage to an exhibitor's materials which may make it impossible or impractical to exhibit same.

* The consignment or delivery of a shipment to Vista Convention Services South by an exhibitor, or by any shipper to or on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth.

* Rates are based on incoming weight only. All weights are rounded off to the next 100 weight. Each shipment received is considered separately. Freight handling charges are the responsibility of the exhibitor.

* Exhibitors are urged to carry all-risk floater insurance covering their materials against damage, loss, and all other hazards from the time shipment is made prior to the show until shipments are received back after the show. This can generally be done by adding "riders" to existing insurance policies, often at no additional cost.

* Empty container labels will be available at the Service Desk. Affixing the labels is the sole responsibility of the exhibitor or his representative. Vista South assumes no responsibility for removal of containers with old Empty labels, mislabeled, or valuables stored inside containers while containers are in storage.

* Outbound shipping labels and bills of lading will be available at the Service Desk. Exhibitor or his/her representative must pack and label their exhibit material and turn in bill of lading for each shipment at the Service Desk before leaving the show. Vista will route all shipments unless a designated carrier has been assigned. If the designated carrier fails to pick up by the removal date of the show, Vista South reserves the right to route exhibit material by an alternate carrier. As a result of re-routing or handling no liability will be assumed by Vista South.
Important Freight Information

Definition of Special Handling:
“Shipments that are loaded in such a manner as to require additional labor to unload, sort and deliver.”

Vista Convention Services South uses the following definitions in assessing Special Handling surcharges for material handling:

⇒ **Ground Load/Unload** - Vehicles that are not dock height preventing the use of loading docks, such as U-Hauls, flat bed trailers, double drops, etc. Situations where dock utilization is not possible will result in a Special Handling assessment.

⇒ **Side Door Load/Unload** - Shipments that cannot be accessed from the rear of the trailer.

⇒ **Constricted Space Load/Unload** - Trailers loaded "high and tight", shipments that are loaded in such a manner as to not be readily available (freight down one side of a trailer that must be bypassed to reach targeted freight).

⇒ **Designated Piece Load** - Driver with tape measure who requires loading crew to bring multiple pieces of freight to rear of trailer to select next piece; having to unload and reload to fit, etc.

⇒ **Stacked Shipments** - Shipments loaded in such a manner as to require items to be removed to ground level for delivery to booth. Loose items stacked on top of crates and/or pallets constitute special handling.

⇒ **Mixed Shipments** - Multiple shipments delivered together without shipment integrity; pieces for separate shipments that are loaded mixed throughout the delivery vehicle, such as UPS, FedEx, DHL, USPS.

⇒ **Improper delivery receipts** - Shipments that arrive without individual bills of lading, such as UPS, FedEx, DHL and USPS.
Material Handling Special Services

Empty Storage
Those exhibitors who elect to **hand-carry in one trip** items into the exhibit hall without the assistance of Vista Convention Services South may acquire on-site storage for empty containers based on the following rates: $20.00 per carton and $30.00 per fiber case. This service includes removing empties from your booth, storing them during the show and returning them to your booth after show closing. Please refer to the union regulations included in this manual.

Mobile Unit Spotting
Exhibitors authorized by show management to bring a motorized vehicle into the exhibit hall will be required to hire Vista Convention Services South supervision services at the rate of $275.00 round-trip per mobile unit. A representative from Vista Convention Services South will escort each vehicle into and out of the exhibit facility to provide safe access and minimize liabilities.

Shipments Returned to Warehouse
At the close of show, for re-forwarding or storage, there will be an additional charge for shipments returned to our warehouse. The initial and minimum fee is $50.00 up to the first 100 lbs. For shipments over 100 lbs, a fee of $25.00 per cwt. on straight time and $30.00 per cwt. on overtime will apply. Warehouse storage space is limited. Please call our Customer Service Department at (305) 673-1123 to confirm availability prior to show.

Special Rates and Services
Steel banding is available at $1.05 per linear foot, plus one-half hour minimum labor.

UPS & FEDEX Shipments
A fee of $75.00 will apply for all UPS & FedEx shipments going back to Vista Convention Services South Warehouse.
FOR ADVANCE SHIPMENTS ONLY
DELIVER NO LATER THAN THURSDAY, MAY 12, 2016
RECEIVING 8:30AM - 3:30PM, MONDAY - FRIDAY, CHECK IN BY 3:00PM.
ON-SITE DIRECT SHIPMENTS ONLY
FROM:__________________________________________
__________________________________________
__________________________________________
TO:__________________________________________
     (EXHIBITOR NAME) (BOOTH #)

WIP 2016
NEW YORK HILTON MIDTOWN
C/O VISTA CONVENTION SERVICES SOUTH
NEW YORK HILTON MIDTOWN
1335 AVENUE OF THE AMERICAS
NEW YORK, NY 10019

FOR ON-SITE DIRECT SHIPMENTS ONLY
Show site shipments will be received beginning 11:00am-4:00pm on Thursday, May 19, 2016 & 8:00am-3:00pm on Friday, May 20, 2016.
Events Department

Tradeshow Order Management With Integrated Online Ordering

Ordering Hotel Services for your booth is now automated

To order any of the following services

- Internet/Phones
- Cleaning Services
- Audio-Visual Equipment
- Electrical Hook Ups
- Catering Services

Please go to https://newyorkhilton.boomerecommerce.com
Simplified shipping solutions

Inbound to the show

- Contact with a trade show specialist provides the right solution for moving your exhibit to and from the show—well before it begins.
- Advance warehousing streamlines the shipping process prior to shows and ensures priority delivery to the show floor.
- Round-the-clock tracking capabilities give you real-time information on exhibit materials and your booth.

Outbound from the show

- On-site UPS representatives advise on freight and package transportation options.
- Our full range of freight and package services includes ground or air service, as well as guaranteed and time-definite urgent services.
- Coordinated package and freight pickups at the show help get you to the airport on time.

Contact Trade Show Services at 800.988.9889 or via email at tradeshow@upsfreight.com.
UPS Freight™ Trade Show Services

Dedicated trade show experts available at 800.988.9889 or via email at tradeshow@upsfreight.com

Full range of services

Urgent
- Time-specific delivery by air or ground
- Expedited air and ground to and from shows

Standard
- Intact and on-time delivery from coast to coast or within the same city (two to five days, standard time)

Package
- On-site coordination of package and freight shipping

Tips for smoother trade show shipping
- Remove all old shipping labels and affix new shipping labels.
- Take advantage of our advance warehouse capabilities to eliminate tight delivery windows.
- Include deliver-by date on bill of lading for advance warehouse shipments.
- Include target (move-in) date on bill of lading if shipping directly to show site.
- Include booth number and phone number on bill of lading and on freight and package labels.

Online resources
- 24/7 shipment tracking provides real-time visibility
- Electronic bills of lading streamline shipment processing

Visit us at:
upsfreight.com/tradeshow
or call 800.988.9889

* In the event that UPS Freight fails to deliver the shipment by the agreed time and date, freight charges will be canceled. UPS Freight is not liable for any consequential damages arising from failure to deliver as agreed. See UPS Freight’s Tariffs and Terms and Conditions at upsfreight.com and any other applicable contract, as other restrictions may apply.

Multimodal capabilities