



Welcome NHIA 2024 Exhibitors!

Thank you for planning to exhibit at the National Home Infusion Association's Annual Conference. We are looking forward to welcoming you to Austin and appreciate your support of NHIA's mission!

The Service Manual is designed to help you have a successful and hassle-free experience at the exhibition. Please read this Exhibitor Service Manual thoroughly, as it contains all the information you will need to plan your exhibition participation, as well as multiple opportunities to expand your outreach and visibility to NHIA 2024 attendees. Please pay close attention to deadlines and use the order forms for each service included.

If you have any questions that have not been covered in this Service Manual, please feel free to contact us at any time. You may also contact the official show contractor concerning their services, as outlined on the following page.

Once again, thank you for your support - we look forward to seeing you there!

Sincerely,

Andrea Schermerhorn  
NHIA Exhibits & Sponsorship Manager  
[NHIA@discoversb.com](mailto:NHIA@discoversb.com)  
301-200-4616 ext. 108

Megan Postlethwait  
NHIA Exhibits Operations Manager  
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301-200-4616 ext. 144

## WHAT YOUR BOOTH INCLUDES

Exhibitor Benefits	Member	Non - Member
Exhibitor Directory: Listing & Description	✓	✓
Complimentary General Registration (for use by exhibit hall staff)	2	1
8' Black Background drape; 3' Black Side Rail Drape	✓	✓
Company ID Sign	✓	✓
General Hall Cleaning and Security	✓	✓
Lunch for two days for all exhibitors	✓	✓
Recognition on Member Page in Onsite Guide	✓	
Supplier Member Recognition on Onsite Signage	✓	
Logo on Supplier Member Recognition in Onsite Guide	✓	
Logo on Supplier Member Recognition on Onsite Signage	✓	

Please Note: Exhibiting companies are responsible for carpet, furnishings, cleaning, electricity, and all other services for their booth space. **NHIA requires that ALL exhibit booths have flooring.** Forms for these services are included in the Exhibitor Service Kit.

## NHIA 2024 EXHIBIT HALL HOURS

<b>Saturday, March 23, 2024</b>	8:00 AM – 5:00 PM	Exhibitor Setup
<b>Sunday, March 24, 2024</b>	8:00 AM – 1:00 PM	Exhibitor Setup
	4:30 PM – 7:00 PM	Grand Opening Reception
<b>Monday, March 25, 2024</b>	12:00 PM – 3:00 PM	Exhibit Hall Open (Lunch provided)
<b>Tuesday, March 26, 2024</b>	10:30 AM – 1:00 PM	Exhibit Hall Open (Lunch provided)
	1:30 PM – 9:00 PM	Exhibitor Dismantle

## NHIA 2024 EXHIBITOR PORTAL

Log into the [NHIA 2024 Exhibitor Portal](#) to:

- Upload your company logo, description, and resources for digital company listing on the website and event app.
- Register staff for badges
- Make booth payments/ view receipts
- Order Lead Retrieval
- View/ Purchase Additional Marketing Opportunities



## EXHIBITOR REGISTRATION

Exhibiting Companies who purchased their booth space **prior to July 6, 2023 receive:**

- Members – receive four (4) complimentary badges per 10' x 10' exhibit space.
- Non-Members – receive two (2) complimentary badges per 10' x 10' exhibit space.

Exhibiting Companies who purchased their booth space **after to July 6, 2023 receive:**

- Members – receive two (2) complimentary badges per 10' x 10' exhibit space.
- Non-Members – receive one (1) complimentary badge per 10' x 10' exhibit space.

Once you have used all of your complimentary allotments, you may purchase additional full conference registrations at the following rates:

- Exhibitor Member: \$765
- Exhibitor Non-Member: \$865

The deadline to register exhibitor staff is **Saturday, March 23, 2024**. All exhibitor registrants must be registered in order to receive access to the event.

Log in to your [EXHIBITOR PORTAL](#) to register your booth staff in the "Register Your Booth Staff" task.

**Note: You MUST register your booth staff before you can secure official housing or activate your Lead Retrieval.**

## HOUSING INFORMATION

We are pleased to offer discounted conference rates at the following properties:

- **Hilton Austin Convention Center - Headquarter Hotel**  
500 East 4th Street, Austin, TX, 78701
- **Courtyard by Marriott Austin Downtown and Residence Inn Austin Downtown**  
300 East 4th Street, Austin, TX, 78701

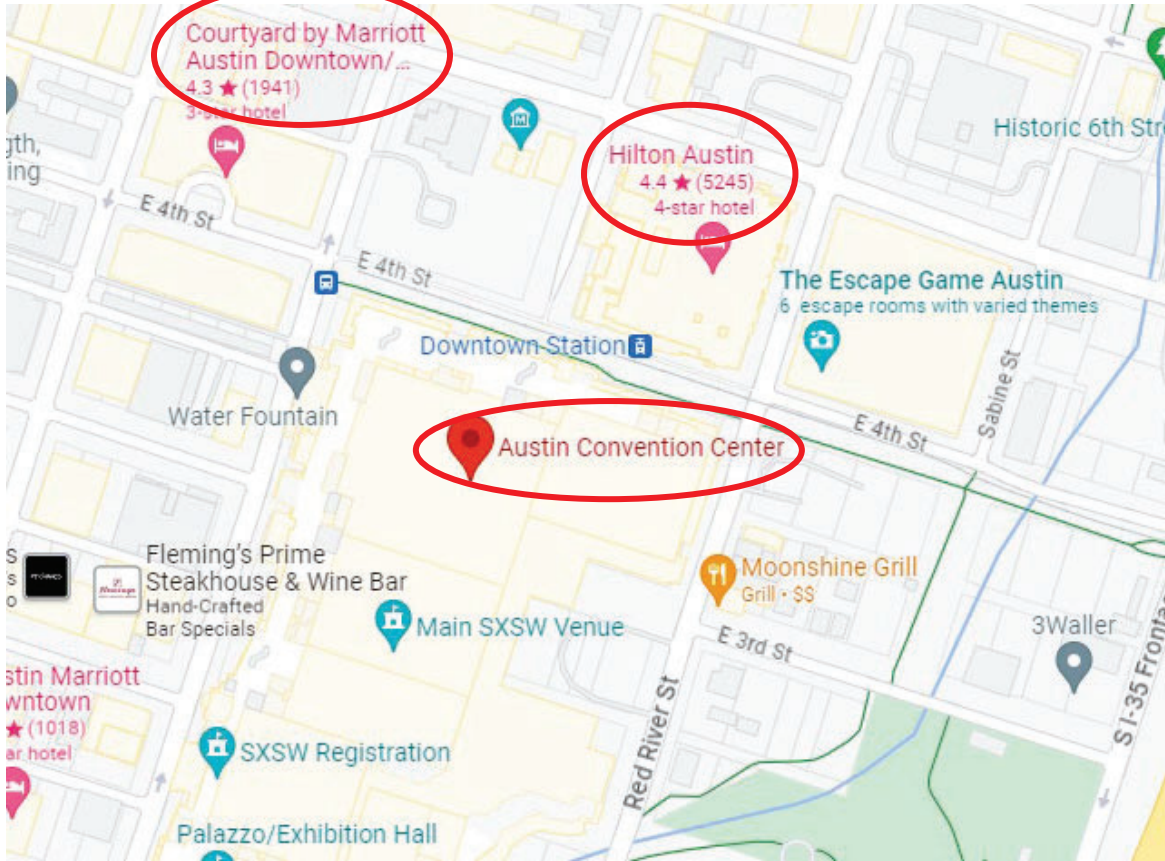
[VIEW HOUSING DETAILS](#)

Need more than 10 rooms? [Submit your housing sub-block request!](#) Housing block requests due no later than February 9, 2024.

**Note: You must register for the conference to receive the link to secure your official housing. You will receive the link in your Registration Confirmation.**

Please be aware that attendees often are solicited by unaffiliated hotels or third-party housing agencies to book hotel reservations. NHIA is the only official booking agency and any solicitations or communications regarding hotel bookings from non-NHIA employees should not be considered valid. When NHIA is notified of these solicitations, we immediately demand a cease and desist of such practices.

## MAP OF CONVENTION CENTER AND HOTELS



## INSURANCE

While all possible care will be exercised by Freeman and its agents, exhibitors are responsible for ensuring the safety of their personnel and exhibit materials from theft, damage, accident, fire, and other such causes. Each exhibitor shall be responsible for securing and maintaining the following insurance coverages at the exhibitor's expense: (a) Workman's compensation insurance coverage for exhibitor's employees, which shall be in compliance with the laws of the State of Texas ; (b) Commercial general liability insurance with policy limits of \$1,000,000 for combined single limit coverage to include: comprehensive form, premises/operations, contractual, broad form property damage and products/completed operations, providing for terms of coverage to be effective from on or before March 23 – 26, 2024 which shall include exhibitor's move in and move out. Such insurance shall cover any and all damage or injury to any and all persons arising out of such person's attendance at the exhibitor's exhibit during the term of NHIA 2024. (c) Other insurance: Each exhibitor acknowledges that it is responsible for obtaining any additional insurance coverage solely at its own expense, in such amounts as it deems appropriate to comply with its obligations hereunder and for its own protection.

We also offer an Exhibitor Liability Insurance Program. If you want to purchase insurance for the duration of the exhibition you can do so with this program. For more information, you can view the [Exhibitor Liability Insurance Program](#).

**NHIA, Freeman, and the Austin Convention Center assume no responsibility for products left unattended at the end of NHIA 2024.**

## IMPORTANT DEADLINES

DATE	TASK	EVENT PARTNER
Friday, January 5, 2024	Upload Exhibitor Certificate of Insurance	<a href="#">NHIA Exhibitor Portal</a>
Friday, February 9, 2024	Housing Room Block Deadline	<a href="#">NHIA</a>
Thursday, February 22, 2024	Freeman Advanced Warehouse Begins Accepting Exhibitor Shipments	Freeman
Monday, February 26, 2024	Freeman Discount Deadline for the following services: <ul style="list-style-type: none"> <li>• Furnishings</li> <li>• Flooring</li> <li>• Cleaning</li> <li>• Labor Services</li> <li>○ Install &amp; Dismantle</li> <li>○ Forklift/ Rigging</li> </ul>	Freeman
Thursday, February 29, 2024	Discount Housing Deadline	- Hilton Austin Convention Center - Courtyard by Marriott Austin Downtown - Residence Inn Austin Downtown
Friday, March 1, 2024	Innovation Award Submission Deadline	<a href="#">NHIA Exhibitor Portal</a>
Monday, March 4, 2024	Audio Visual Order Deadline	BrightAV
Friday, March 8, 2024	Catering Order Deadline	Levy Restaurants
Friday, March 8, 2024	Internet/ Electrical Order Deadline	Austin Convention Center
Sunday, March 10, 2024	Lead Retrieval Discount Deadline	SB Expos & Events
Monday, March 18, 2024	Freeman Advanced Warehouse Deadline (after this date additional fees apply)	Freeman
Saturday, March 23, 2024	Exhibitor Badge Registration Deadline	SB Expos & Events
Saturday, March 23, 2024	Exhibitor Shipments can begin to arrive at the Austin Convention Center	Freeman

## OFFICIAL VENDORS

Please use this quick reference guide to identify the proper contact to answer all of your questions regarding your participation at NHIA 2024.

SERVICE	PROVIDER	CONTACT INFORMATION
Audio Visual	BrightAV	<a href="mailto:exhibits@brightav.com">exhibits@brightav.com</a>
Internet	Austin Convention Center	<a href="#">ACC Online Ordering</a>
Electrical	Austin Convention Center	<a href="#">ACC Online Ordering</a>
Rigging	Freeman	<a href="#">Order Rigging</a>
Catering	Levy Restaurants	512.404.4254 <a href="mailto:dmosely@levyrestaurants.com">dmosely@levyrestaurants.com</a>
Booth Design/ Rental	Freeman	<a href="mailto:solutions@freemanco.com">solutions@freemanco.com</a>
General Services Contractor	Freeman	1.888.508.5054 <a href="#">Freeman Exhibitor Support</a>
Exhibit Transportation/ Shipping	Freeman Transportation	1.817.607.5183 <a href="#">Freeman Transportation</a>
Housing	- Hilton Austin Convention Center - Courtyard by Marriott Austin Downtown - Residence Inn Austin Downtown	To receive the NHIA 2024 discounted rate, please book rooms/ room blocks using the links on the <a href="#">Official Housing Page</a> . <i>Please note: You must Register for the Conference before you book your housing.</i>
Lead Retrieval	SB Expos & Events	<a href="mailto:NHIALeads@discoversb.com">NHIALeads@discoversb.com</a>
Registration	SB Expos & Events	<a href="mailto:NHIAReg@discoversb.com">NHIAReg@discoversb.com</a>
NHIA Exhibits & Sponsorship Department	SB Expos & Events	<a href="mailto:NHIAOps@discoversb.com">NHIAOps@discoversb.com</a>
Exhibitor Liability Insurance Program	Rainprotection Insurance	Click <a href="#">Here</a> for Insurance Program



## EXHIBITOR APPOINTED AND/OR INDEPENDENT CONTRACTORS

Independent contractors must conform to the International Association of Exhibitions and Events (IAEE), Exhibit Designers and Producers Association (ED&PA), and Exposition Service Contractors Association (ESCA) display guidelines and must be signatory to a current local collective bargaining agreement.

Exhibitors using Exhibitor Appointed and/or Independent Contractors must provide a copy of an insurance certificate naming NHIA as the policyholder and Show Management and Freeman as additional insurers.

### [INPUT EAC INFORMATION](#)

## SECURITY

NHIA will provide security around the perimeters of the exhibit hall. Please review the Exhibitor Rules and Regulations included in this exhibitor service manual. Information about individual booth security will be available upon request. Please note any additional security service will be at your own expense.

## LEAD RETRIEVAL

Enhance your engagement with conference attendees by purchasing Lead Retrieval. Use your smartphone or tablet (iOS or Android) to gather, organize, and follow up with all contacts in real-time. Quickly capture leads through QR Scanning. Leads obtained at NHIA 2024 will deliver your ROI!

Please view the Lead [Retrieval flyer](#) for more information and place your order through the [exhibitor portal](#).

Please contact the Lead Retrieval Department with any questions at [NHIAleads@discoversb.com](mailto:NHIAleads@discoversb.com)

## UNION JURISDICTION

The Local Union has jurisdiction for the operation of all material-handling equipment, all unloading and reloading, and the handling of empty containers. Exhibitors may unload their own personal vehicles provided they do not use any material handling equipment (forklifts, flatbeds, dollies, pallet jacks, etc.) Freeman will control access to the loading docks in order to provide for a safe and orderly move-in/move-out.

The Local Union has jurisdiction for the installation and dismantling of all exhibits including carpet, furniture, and hanging signs. All hired labor must belong to the Local Union. Labor can be ordered in advance by ordering online or at show site, at the Freeman Service Center.

Three options for installation and dismantle labor exist in Texas. Labor may be:

- performed by full-time employees of the exhibiting company; or
- hired through Freeman, the official general service contractor; or
- hired through an exhibitor-appointed contractor.

## RULES AND REGULATIONS

Exhibitors should read and be familiar with the general rules and regulations and Terms & Conditions on the application and contract in the [exhibitor portal](#). It is the exhibitor's responsibility to ensure their personnel and agents are familiar with these rules and regulations. A copy of the General Rules & Regulations and the Exhibit Construction Guidelines are included.

These rules and regulations are a bona fide part of the contract for exhibit space with the National Home Infusion Association, hereinafter referred to as NHIA, for the NHIA 2024 Annual Conference, hereinafter referred to as the event. NHIA reserves the sole right to render all interpretations, amend and enforce these regulations and to establish any and all further regulations not specifically covered below to assure the general success and well-being of the event. Each exhibitor agrees to abide by these regulations and by any amendments or additions hereafter made by NHIA.

NHIA reserves the right to decline, prohibit, deny access or remove any exhibit, which in its sole judgment is contrary to the character, objectives and best interests of the event or suitable for its attendee audience.

This reservation includes, but is not limited to, any violation of any public policy or these rules and regulations and extends to persons, things, printed matter, products and conduct. NHIA reserves the right to refuse applications of concerns not meeting standards required or expected, as well as the right to curtail exhibits or parts of exhibits that reflect against the character of the meeting. NHIA's decision and interpretation shall be accepted as final in all cases.

*Island Booths:* Island booths are booths exposed to aisles on all four sides, with a minimum size of 20x20 feet. The maximum height of an island booth is 20 feet when ceiling height and rigging permit (20 feet from the floor to the top of any booth components and signs). No signage, lighting fixtures, or light/sign trusses are allowed outside the boundaries of the exhibit space.

*Linear Booths:* Linear booths may not exceed eight feet (8') in height. Display materials should be arranged in such a manner so as not to obstruct sight lines of neighboring exhibitors. The maximum height of 8 feet is only allowed in the rear half of the booth space, with a four-foot (4') height restriction imposed on all materials in the remaining space forward to the aisle.



## EXHIBIT CONSTRUCTION GUIDELINES – LINEAR BOOTH

### LINE-OF-SIGHT STYLE

Line-of-Sight display rules provide restrictions on certain areas of booths to allow attendees to view neighboring booths in their line of sight as they walk the floor. There are a variety of booth types, and each one is addressed below with specific insight on how to implement Line-of-Sight regulations.

### LINEAR BOOTH

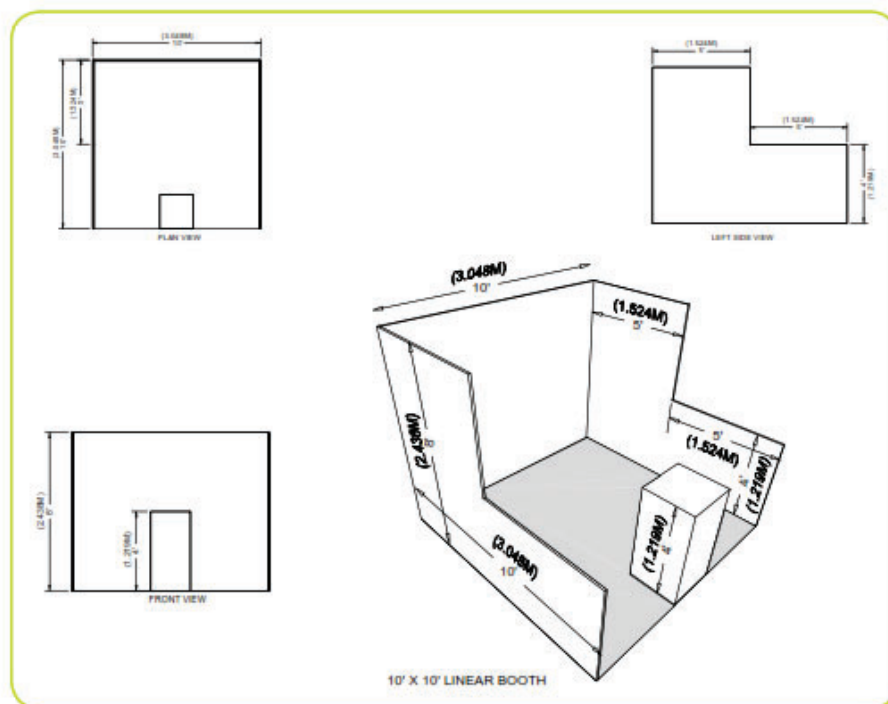
The ability to have products or services easily seen by attendees as they walk the aisles is essential to all exhibitors, and that is the basis for including a Linear Booth Line-of-Sight setback rule. Linear Booths, also called “in-line” booths, are generally arranged in a straight line and have neighboring exhibitors on their immediate right and left, leaving only one side exposed to the aisle.

#### Dimensions

For purposes of consistency and ease of layout and/or reconfiguration, floor plan design in increments of 10ft (3.05m) has become the de facto standard in the United States. Therefore, unless constricted by space or other limitations, Linear Booths are most commonly 10ft (3.05m) wide and 10ft (3.05m) deep, i.e. 10ft by 10ft (3.05m by 3.05m). A maximum back wall height limitation of 8ft (2.44m) is generally specified to prevent display materials from imposing on neighboring exhibits behind the back wall.

#### Use of Space

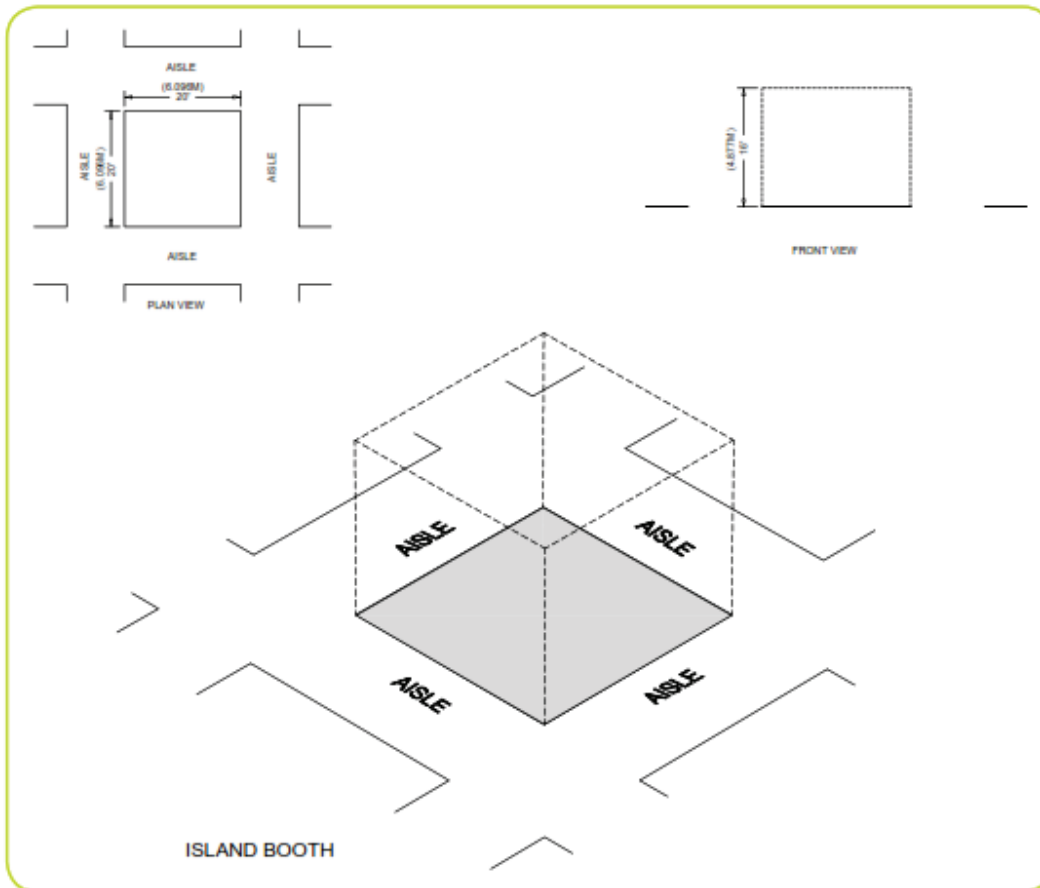
Regardless of the number of Linear Booths utilized, e.g. 10ft by 20ft (3.05m by 6.10m), 10ft by 30ft (3.05m by 9.14m), 10ft by 40ft (3.05m by 12.19m), etc., display materials should be arranged in such a manner so as not to obstruct sight lines of neighboring exhibitors. The maximum height of 8ft (2.44m) is allowed only in the rear half of the booth space, with a 4ft (1.22m) height restriction imposed on all materials in the remaining space forward to the aisle. Note: When three or more Linear Booths are used in combination as a single exhibit space, the 4ft (1.22m) height limitation is applied only to that portion of exhibit space which is within 10ft (3.05m) of an adjoining booth.



## EXHIBIT CONSTRUCTION GUIDELINES – ISLAND BOOTH

### ISLAND BOOTH

An Island Booth is any size booth exposed to aisles on all four sides.



### Dimensions and Use of Space

An Island Booth is typically 20ft by 20ft (6.10m by 6.10m) or larger, although it may be configured differently. The entire Cubic Content of the space may be used up to the maximum allowable height, which is usually a range of 16ft to 20ft (4.88m to 6.10m), including signage.