

2021 ASM CVS

Frequently Asked Questions

Q: Who do I contact about ordering furnishings/materials for my booth (carpet, furnishings, electricity, etc.)?

A: Order using the Exhibitor Service Manual (available early May). For detailed questions, please contact the official general service contractor, Freeman Exposition Services.

Q: When is booth installation?

A: Booth installation begins on Saturday, 9/25 at 8:00 AM and must be completed by Sunday, 9/26 at 5:00 PM. See the Meeting Basics in the Exhibitor Service Manual for exact hours. Exhibitors who are not installed by 5:00 PM on 9/26—and have not requested late set-up with ASM Show Management—will forfeit their booth.

Q: Does my booth need to be carpeted?

A: Yes. The official decorator will, at the exhibitor's expense, install carpet in any booth in which carpet or flooring installation has not begun by 5:00 PM on Sunday, 9/26. The exhibit area is not carpeted; however the aisles will be carpeted in tuxedo.

Q: When can I begin to dismantle my booth?

A: Booth dismantle begins when the Exhibit Hall closes on Wednesday, 9/29 at 2:45 PM. Exhibitors are not permitted to break down early under any circumstances. Freeman will begin returning empty containers once the aisle carpet is removed.

Q: What does my booth include?

A: Each 10' x 10' booth will be set up with 8' high white and gray back drape, 8' high gray side dividers, (1) 6' L x 30" H x 24" white draped table, (2) side chairs, and (1) wastebasket. Booths 300 sqft or less will receive a one-line identification sign. Booths larger than 300 sqft may receive a one-line identification sign upon request from Freeman.

Q: Does my booth include electricity?

A: Electrical service is not included with your booth equipment. To order, see the Utility Forms in the Exhibitor Service Manual.

Q: How many Exhibit Hall badges will I get? And are scientific sessions included?

A: Exhibitors are entitled to:

- One (1) Exhibitor Full Conference badges per 10'x10' booth purchased, which allows admittance into scientific sessions. Additional Exhibitor Full Conference badges may be purchased at the member/non-member registration rate during the Exhibitor Registration process on site.
- Two (2) Exhibitor Personnel badges per booth which allows access to the exhibit hall.
- Two (2) complimentary Exhibit Hall Customer passes to invite your customers to the Exhibit Hall on one designated day; not permitted for use by exhibit company personnel. Exhibitor must send registration instructions along with promo code to the individual(s) participating in the Exhibit Hall Customer passes. Individual(s) will be required to register under the Exhibit Hall Customer passes prior to arriving onsite. Exhibit Hall Customer passes are NOT permitted to be used by employees of an exhibiting company. ASM has the right to cancel Exhibit Hall Customer passes that are deemed to be employees of the exhibiting company.
 - *Registration for the exhibitor customer pass will open August 27, 2021 and close **September 24, 2021**. Customers will **not** be able to redeem their Exhibitor Customer Pass codes onsite.*

Q: I need to cancel or reduce my exhibit space. Can I get a refund?

A: Organizations participating in the exhibition may cancel or reduce the lease of exhibit space reserved at any time with written notice to ASM Exhibits Management via email to exhibitsinfo@asmusa.org.

The following schedule will be used for exhibit space cancellations or reductions:

- Booth cancellation or reduction requests received on or before January 26, 2021 will be responsible for 10% of the canceled/reduced space fees.
- Booth cancellation or reduction requests received from January 27, 2021 to May 4, 2021 will be responsible for 50%

of the canceled/reduced space fees.

- No refunds will be made for cancellations received after May 4, 2021 and exhibitors will be responsible for paying an unpaid balance if one exists.
- ASM reserves the right to resell any canceled exhibit space without any notification to the canceling party or without refunding any fee paid by the exhibitor.