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 January). For detailed questions, please contact the official general service contractor, Freeman Exposition Services.

Q: When is booth installation?
A: Booth installation begins on Friday, 5/3 at 8:00 AM and must be completed by Saturday, 5/4 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 5/4—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 Saturday, 5/4. The exhibit area is not carpeted; however the aisles will be carpeted in Black.

Q: When can I begin to dismantle my booth?
A: Booth dismantle begins when the Exhibit Hall closes on Tuesday, 5/7 at 6:00 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 teal back drape, 3’ high teal side dividers, (1) 6’ L x 30” H x 24” W 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:
- Two (2) 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) complimentary Exhibit Hall Only Guest Badges to invite your customers to the Exhibit Hall on one designated day; not permitted for use by exhibit company personnel. Additional badges can be purchased for $50. Exhibitor must send registration instructions along with promo code to the individual(s) participating in the Exhibit Hall Only Guest Badge program. Individual(s) will be required to register under the Exhibit Hall Only Guest registration system and answer all attendee demographic questions. Exhibit Hall Only Guest Badges are NOT permitted to be used by employees of an exhibiting company. ASM has the right to cancel Exhibit Hall Only Guest Badges that are deemed to be employees of the exhibiting company.

Q: I need to cancel or reduce my exhibit space. Can I get a refund?
A: Booth cancellation or reduction requests received before February 1, 2019 will be responsible for 50% of the canceled/reduced space fees. No refunds will be made for cancellations/reductions received after February 1, 2019 and exhibitors will be responsible for paying an unpaid balance if one exists. Cancellation or reduction requests should be emailed to exhibitsinfo@asmusa.org