

## WELCOME TO THE EBACE2019 EXHIBITOR SERVICE KIT

Greetings EBACE2019 Exhibitors,

Enclosed within this Exhibitor Service Kit are all the necessary forms to support your exhibit and/or static display at EBACE2019. Kindly take the time to review this information carefully and forward the required documents to EBACE management and the designated service providers outlined in this kit by the listed deadlines.

Also, please note the following for EBACE2019:

1. **CATERING:** To ensure quality service and simplified logistics, Palexpo Restaurants and its official catering partners are the official exclusive catering partners of EBACE, and are the only caterers permitted to work on site. Details are included within this service kit.
2. **WIFI:** Only the Palexpo WiFi network is authorized in the halls. Exhibitors requiring WiFi service must order from Palexpo.
3. **FOREIGN STAFF EMPLOYED AT PALEXPO:** Please ensure that appropriate regulations are followed.
4. **ONLINE ORDERING OF PALEXPO SERVICES:** Each exhibitor's primary exhibitor contact is currently registered for the Exhibitor Dashboard, which provides access to online ordering via the Palexpo Online Shop.
  - a. Exhibitors choosing to use a third party (stand builder, etc.) to do ordering on their behalf must submit an exhibitor-appointed contractor application/contract to the EBACE Management in order for login credentials to be issued.
5. **WASTE REMOVAL:** Exhibitors and stand builders are responsible for the removal of their waste during move-in and move-out. Exhibitors and/or stand builders will be billed accordingly by the Palexpo Operations Department. In order to limit costs for waste removal, it is recommended that exhibitors and stand builders use recyclable materials for stand construction whenever practical. More information on waste removal and applicable charges can be found in the Palexpo Online Shop.
6. **TARGETED MOVE-IN SCHEDULE:** The targeted move-in schedule for Palexpo must be strictly followed this year due to the maximum layout of exhibits in Halls 4, 5 and 6. Please consult the target floor plan. (Available Mid January 2019) Only EBACE management is permitted to make adjustments to target dates. Exhibitors wishing to adjust their target dates must submit a request in writing via email to [ebacesetup@nbaa.org](mailto:ebacesetup@nbaa.org).
7. **SECURITY:** EBACE management employs a limited amount of perimeter security during move in, on show days and during move out. Exhibitors and their exhibitor-appointed contractors are reminded to secure their belongings at all times and to make sure that all valuables are kept under lock and key, particularly during move in and move out when there is a high level of activity within the halls.
8. **EXTENDED HOURS:** The normal work hours during move-in and move-out are 07:00 – 19:00. Exhibitors/EAC's/stand builders needing to work on their stands after normal work hours must request approval from EBACE show management by sending an email to [ebacesetup@nbaa.org](mailto:ebacesetup@nbaa.org), completing the [Extended Hours Request Form](#), and paying appropriate fees.

If you have any questions regarding the Exhibitor Service Kit, key dates and deadlines or target floor plans, kindly use the contact list enclosed within this exhibitor service kit to contact the appropriate member of EBACE management.

We look forward to working with you on another successful event!

Kind regards,

EBACE Management