



## LVCC EXHIBITORS

Welcome to CES® 2020! This welcome letter contains contact information for on-site assistance, key show rules and regulations and other important details about exhibiting at the show.

### EXHIBITOR SECURITY GUIDELINES

Exhibitor personnel attending CES will be subject to the same security and safety restrictions and procedures as general attendees with some allowances. Additional details are found on page 7 of this document as well as [CES.tech/security](https://ces.tech/security).

Starting on Monday, Jan. 6, Exhibitors will be subject to metal detection upon entry and may only bring two personal bags, each smaller than 12"x17"x6", onto official show premises. Rolling bags and luggage are not permitted and bags will be searched. Beyond this personal bag restriction, exhibitor personnel will be permitted to bring product and display materials, hand-carried or on wheels, onto CES show premises through designated entrances. This equipment will be subject to search and then tagged as approved for entry.

### CES APP

The CES 2020 App features the exhibitor list, full conference and event schedule, wayfinding, speaker list and important show information. Visit [CES.tech/App](https://ces.tech/App) or search "CES 2020" in your app store. You may also contact CES Security or Venue Security through the CES App in the Security section.

### EXHIBITOR HOTLINE

The Exhibitor Hotline is available if you need a quick answer or are looking for someone to help. Call us at 702-943-4074 during show hours on show days and 7 AM to 7 PM during move-in or move-out.

### EXHIBIT HOURS

Tuesday, January 7	10 AM–6 PM
Wednesday, January 8	9 AM–6 PM
Thursday, January 9	9 AM–6 PM
Friday, January 10	9 AM–4 PM

### FREEMAN CONCIERGE ELITE

Freeman also provides additional exhibitor support with their Freeman Concierge program. Download the free Freeman Concierge Elite mobile app to receive alerts and assistance from Freeman via your mobile device and avoid lines at the Exhibitor Service Center.

### FLOOR MANAGERS

CES has floor managers on-site to provide assistance and act as your primary liaison with all official show contractors. Look for the Floor Manager desk closest to you.

<b>Exhibit Hall</b>	<b>CES Floor Manager</b>	<b>FM Desk Location</b>	<b>Freeman Concierge</b>
LVCC, North/Central Hall Facility Manager	Barbara Powell	Room C106, Central Hall 702-943-3523	
LVCC, North Hall Booth #s 3000-4699	Chuck Bierley (N1-2)	Across from booth #3902 702-943-3528	Ruth Gligorea 702-482-3072
Booth #s 4900-7499	Tom Mulrenan (N2-3)	Across from to booth #7506 702-943-3527	
Booth #s 7500-9499	Luann Alesio (N4)	Show office in front of N4 702-943-3527	
LVCC, Central Hall Booth #s 10039-12999	Kim Lacassagne (C1-2)	Next to booth #12432 702-943-3533	Arlene Rarick 702-491-1104
Booth #s 13506-16599	John Zinn (C3)	Next to booth #14848 702-943-3534	
Booth #s 16615-18699	Louie Cacchioli (C4-5)	Across from booth #16634 702-943-3536	
LVCC, Meeting Rooms & Grand Concourse	Kelly Butler Holtz	Next to room N230 702-943-3559	Stella Ponce 702-469-3112
LVCC, South Hall Facility Manager	Phil Spitale	Room S219, South Connector 702-943-3541	
LVCC, South Hall	Sandy Chrietzberg (S1)	Next to booth #20220 702-943-3561	Kim Heywood 702-715-0834 Monica Skougard 702-683-5636 Sheri Thompson 702-491-1110
	Kelly Kilga	Next to Namaste 702-943-3563	
	Lena Murata (S3)	Next to booth #30342 702-943-3564	
	Pam Stubbs (S4)	Next to booth #35242 702-943-3713	
LVCC, Central Plaza	Leslee Fletcher	Call or text 702-204-7294	
LVCC, Platinum Lot	Leslee Fletcher	Call or text 702-204-7294	
LVCC, South Plaza Booth #s 60000-61999	Patty Reilly	Main entrance, South Plaza 702-943-3768	Jennifer Noland 702-427-9316
Booth #s 62000-63999	Anne Madden	Near to booth# 64612 702-943-3770	



## EXHIBITOR SERVICES AND KEY LOCATIONS

Business Centers	LVCC, FedEx Office, Grand Lobby LVCC, FedEx Office, Front of South Hall 1
Exhibitor Service Centers	Front of LVCC, North Hall 4 LVCC, Central Hall Tunnel below Central Hall 3 Concourse (A permanent COX Business desk is also located in Central Concourse) North alcove of LVCC, South Hall 2 LVCC, South Hall 4 Lobby
Show Offices	LVCC, Front of North Hall 4; 702-943-3540 LVCC, South Hall Connector, Room S219; 702-943-3539
Security Offices	LVCC, North Hall, Room N252; 702-943-3532 LVCC, South Hall Connector, Room S219; 702-943-4080

## WORK HOURS/LATE WORK PASSES

Work hours are 7 AM-7 PM each day.

You may obtain late work passes from your floor manager or CES Show Office by 2:30 PM the day the late work is to occur. You will be asked to provide the booth number, approximate number of workers and the name of the supervisor. When working after hours, you and your team must remain in your booth at all times. Security will patrol the exhibit halls and check that people have passes and are working in the proper booth. Anyone in violation will be escorted out of the exhibit hall for the remainder of the evening.

After 7 PM, anyone leaving the exhibit hall will not be able to re-enter until the next day. A runner can leave the building to get dinner or supplies via a 24-hour access door. Anyone who must enter the building after hours will be asked to sign in and out, state their business and show identification and their work ID. 24-hour doors will be maintained at the following locations:

North Hall	Freight Door #21
Central Hall	Freight Door #11
South Hall	Freight Door #42

## CLEAN FLOOR POLICY

The following Clean Floor Policy will be strictly enforced:

### Sunday, January 5

**ASAP** Crates should be unpacked and labeled "empty" for removal from the floor as soon as possible.

**6 PM** All crates must be empty and labeled for removal.

**10 PM** All crates will be removed from the building regardless of status.

**10 PM** Visqueen must be removed, rolled and placed in the aisle for removal.

## **Monday, January 6**

- 1 PM** Cartons, fiber cases and packing material must be empty and labeled.
- 1 PM** Accessible storage items must have a work order submitted for pickup and be labeled for removal.
- 3 PM** All booths must be completely set.
- 3 PM** Booth space not occupied by 3 PM will revert to CES.
- 7 PM** All aisles must be 100% clear of product or any other items that may impede setting down aisle carpet. This includes exhibitor products, contractor equipment such as saws, ladders, storage boxes or any other items that may impede Freeman's ability to lay aisle carpet.

Monday, January 6 is scheduled as a product testing, booth touch-up and rehearsal day.

These procedures are intended to facilitate the convenience of arrival and set-up for the exhibitor and to ensure that CES opens on schedule. In order to facilitate the efficient delivery of your freight, please contain your crates to your room or booth.

## **BOOTH INSTALLATION AND UNIONS**

Exhibitors are permitted to set up their own displays, provided full-time, permanent company employees are used. At the request of union officials, CES Operations may request proof of a booth worker's company affiliation. Note: union jurisdictions prohibit exhibitors from using material handling equipment, such as flatbed carts or dollies/hand-trucks, though hand-carrying materials is permitted. Contact CES Operations or Freeman with questions or concerns.

## **EXHIBITOR-APPOINTED CONTRACTORS (EACs)**

EAC workers and supervisors must display an official EAC wristband in order to access the show floor. There is a different color wristband required each day. Wristbands may be picked up from the EAC/security desk outside of Central Hall (Grand Lobby) from December 27-January 13. Only EAC supervisors who were listed as primary contacts during EAC registration are permitted to pick up and sign for all wristbands.

Note: At the LVCC, all EAC workers and supervisors must also have a Worker Identification System (WIS) photo ID badge.

## **ACCESS TO YOUR EXHIBIT SPACE FOR YOUR CLIENTS**

Please remember: any clients whom you invite to visit your exhibit must have a CES badge. This includes any meetings scheduled before, during or after show hours. Our security guards will not allow access to CES exhibit areas to individuals who do not have a CES badge. Please make sure you convey this information to your clients or customers.

## **PRODUCT DEMONSTRATIONS AND SOUND RESTRICTIONS**

A maximum noise level of 85 dB will be maintained in all exhibits and meeting rooms (75 dB in Meeting Place). Please be aware that you may have neighboring exhibitors on either side of your exhibit. We ask that you are considerate of this and understand that there may be some noise transfer if several demonstrations are going on at once.



## **NO SELLING POLICY**

CES policy strictly prohibits over-the-counter sales (i.e.: cash, check, or credit card). Only bona fide business orders for future billing, payment and delivery are permitted. **CES reserves the right to close down booths in violation of this regulation.**

CES show management and representatives from the Clark County Business License office will be walking the show floors on show days looking for exhibitors violating this policy. Should any exhibitors be found in violation of this policy, CES Operations will take the proper steps to shut down the exhibitor's booth immediately. This action will be strictly enforced. Be sure to share this information with those staffing your booth on-site.

## **INTELLECTUAL PROPERTY REMINDER**

- CTA takes any accusations of intellectual property infringement very seriously.
- Generally, infringement occurs when there is copying or using any intellectual property (patent, copyright, trademark, etc.) of someone else without previous written permission.
- While at CES all exhibitors have agreed to:
  - Only promote products where they own the legal intellectual property rights or products where they have written authorization from the legal owner.
  - Only exhibit products where they own the legal intellectual property rights or products where they have written authorization from the legal owner.
  - Never display, promote or exhibit products that infringe on someone else's intellectual property rights.
- Please be aware that while exhibiting at CES events, people are investigating and distributing notifications of possible infringement claims.
- Please see Section 34 of your signed Exhibitor Space Contract for complete information.

## **PROCEDURE FOR MERCHANDISE/PRODUCT REMOVAL**

Only CES exhibitors are permitted to remove merchandise/product from the show floor during move-in, show days and move-out. Exhibitors wishing to remove merchandise/product must present both a photo ID (driver's license or passport) and business card to the security guard upon exiting the show floor. Security guards will cross-check the ID with the exhibitor's badge for verification. Attendees are prohibited from carrying product off the show floor at any time.

## **BEACON TECHNOLOGY**

The CES 2020 App will offer 3D mapping functionality so attendees can easily navigate the show floor and find your booth. Beginning January 4, representatives from our beacon and mobile app vendors will place beacons throughout the LVCC and on some booth structures. The beacons are the size of a quarter and will not interfere or damage any part of the booths. Please contact a floor manager on-site if you have questions.



## **BOOTH DONATION PROGRAM**

Consider donating your booth materials after CES to save money and time during move-out. Freeman will evaluate, pick up and deliver your unwanted materials, products and supplies to local charities. Complete the attached donation form and bring it to the nearest Freeman Exhibitor Services Desk on-site.

## **MOVE-OUT INFORMATION**

All exhibitors must keep their display open and staffed during the entire show through show break at 4 PM Friday, January 10. Failure to abide by this rule may result in loss of priority points.

The move-out process is a targeted system which provides a date and time when your freight must be cleared from the exhibit hall. Please refer to the Target Freight Move-Out information in the freight section of the Exhibitor Manual at [CES.tech/manual](http://CES.tech/manual) to determine your target move-out deadline. If you have questions, contact your Freeman Concierge or your CES floor manager.

A move-out bulletin will be distributed on Wednesday, January 8 that will include information on dismantling, empty return and return shipping. If you have questions, contact your Freeman Concierge or visit a Freeman service desk.

## **LABOR AT SHOW BREAK**

As an additional safety and security measure, **no workers will be permitted on the show floor until one hour after the show closes on Friday**. This includes all I&D labor, electricians, stagehands, cleaners, vendors and all EAC workers. The only exception you will see is teamster labor to roll the aisle carpet one half hour after the show break.

If you have labor scheduled for 4 PM, adjust the start time so that your labor begins at 5 PM. Freeman will make the adjustment accordingly for their labor, but it is your responsibility to reschedule all other contract labor (EACs, AV companies, etc.).

## **SECURITY**

We encourage all exhibitors to hire security for their booths and meeting rooms and remember to secure valuables, specifically during move-in and move-out and overnight hours when exhibit staff are not present.

## **THEFT**

As part of our continued effort to prevent theft, video surveillance cameras will be installed at the main entrances and freight door areas. We ask for your assistance and to be the eyes and ears on the show floor. Please be watchful and vigilant, and if you see or hear of anything suspicious report it immediately in the Security section of the CES App or to CES Security in the South Hall Connector, Room S219 at 702-943-3532, C105 at 702-943-4080 or LVCC Security at 702-892-7400.

You can also use the text alert program at the LVCC by texting keyword LVCC along with your issue and location to 78247.



## **SHUTTLE SERVICE**

A full schedule of our complimentary shuttle service can be found at [CES.tech/shuttle](https://ces.tech/shuttle) and includes details on hotel shuttles, the Tech Express, the C Space Shuttle and outbound airport shuttle service.

## **PERSONAL MOBILITY DEVICES**

Personal mobility devices (with or without motors) are not permitted at any CES venue. This includes hoverboards, skateboards, uniwheels and all similar products. Segways are permitted at the LVCC and Sands/Venetian for ADA use only. They are not permitted at any other show venue for any purpose.

## **RESERVE YOUR SPACE FOR CES 2021**

You should have received a packet of information from the CES Sales Team, indicating your CES 2021 exhibit space selection time. Space selection will take place during your scheduled time at the Exhibit Space Selection Office in the LVCC, South Hall Connector, Room S223. If you did not receive your packet or have questions about the selection process, please call the LVCC Exhibit Space Selection office at 702-943-3731 beginning January 7.

## **ENHANCED SECURITY MEASURES**

CTA will continue to incorporate vigilant security procedures at CES 2020 with the goal of maintaining the safety of all of our guests while creating as little inconvenience as possible. Please review the following measures:

### **Bag Restrictions**

- Only two bags, each smaller than 12"x17"x6", may be brought into official show venues. CES exhibitors may receive specific exceptions on bag types and visit [CES.tech/security](https://ces.tech/security) for more information.
- Luggage, including suitcases, may not be brought into official CES show venues. Rolling bags of any size will not be permitted on the show floor, including luggage, carry-ons, laptop and computer bags and rolling luggage carts.

### **What to Expect On-Site**

- Bags will be searched, and all attendees will be subject to metal detection screening upon entering show premises.
- Search points are located at specific points to ensure quick and easy access to exhibit halls and reduce the number of times you have to go through security.
- Bag check availability at show venues will be extremely limited. Please keep this in mind if you are bringing your luggage to the show. Please allow extra time for checking and retrieving your luggage.
- While we will be as sensitive to lines and inconvenience as possible, you can expect delays entering show venues.
- Expect more security and law enforcement personnel both inside and outside of show properties. As precautionary measures only, you will see police officers in armored gear and explosive detection dogs throughout various CES facilities.



### Helpful Tips

- Avoid bulky clothing.
- Leave bags and luggage at your hotel.
- Limit bags you carry to two and make sure they fit size requirements.
- Use clear, vinyl or mesh bags to expedite bag search process.
- Bags and backpacks with many pockets are not helpful as they slow search times.
- All attendees must have an official CES badge and government-issued photo ID. Keep both close by as you enter official show venues.
- Preregistering online and picking up your badge at the airport or hotel is strongly encouraged. A list of badge pickup locations can be found at [CES.tech/regschedule](https://CES.tech/regschedule)
- Build time into your schedule for screening delays.
- Plan ahead to avoid continuously changing venues. Use the official CES App to help you navigate the show.
- Do not bring luggage to show venue your last day in Las Vegas.
- If you see something suspicious, please use the emergency contact numbers below.

### Emergency Contacts

Below is a list of the emergency contacts for the various show venues:

- ARIA: 702-590-7175 or dial 77175 in hotel
- LVCC: 702-892-7400 or dial 7400 in LVCC
- Mandalay Bay: 702-632-7911 or dial "0" in hotel
- Park MGM/Park Theater: 702-730-7190 or dial 37190 in hotel
- Renaissance: 702-784-5700 or dial "0" in hotel
- Sands: 702-733-5195 or dial 75195 in Sands
- Venetian: 702-414-9311 or dial 49311 in hotel
- Westgate: 702-732-5911 or dial 5911 in hotel
- Wynn/Encore: 702-770-2820 or dial 2820 in hotel

### Exhibitors

Exhibitor staff will be subject to the same security and safety restrictions and measures as general show attendees with some allowances. Exhibitors will be permitted to bring product and display material onto show premises, in excess of the two-bag restriction, through designated entrances Jan. 6 and prior to 8 AM on show days Jan. 7-10. Exhibitors must have a fully visible CES exhibitor badge before entering. Security will check CES badges and government-issued photo ID. Exhibitor freight is also subject to search both at the marshalling yard and at show venues. Please contact [CESops@CTA.tech](mailto:CESops@CTA.tech) with any questions.



## **SECURITY FAQs**

### **Why does CES implement these policies?**

We strive to make safety a priority across our event to ensure a safe CES for all attendees. We have enhanced our security measures with the goal of maintaining the safety of our attendees, exhibitors, members of the media and show personnel without creating too much inconvenience to those attending.

### **Is there a specific threat against CES or safety concern?**

There are no known credible threats against CES 2020. We continue to monitor global events as they unfold and remain in communication with the Department of Homeland Security, FBI and local law enforcement officials.

### **Does your policy allow any bags to be brought into show properties?**

We strongly recommend that all CES attendees not bring any type of bag onto show premises. If you must bring a bag, it cannot exceed 12"x17"x6." All bags will be subject to search. We recommend carrying clear bags (mesh, plastic, vinyl, etc.). We also discourage the use of bags with multiple pockets as these bags increase search time and slow entrance.

### **Will exhibitors provide bags to carry informational materials and swag?**

Exhibitors will be permitted to distribute bags meeting our show policies. Bags that do not meet our requirements are permitted for use within the venue but cannot be readmitted into the venue once they have been carried out of the secured area.

### **May I bring my rolling laptop bag into the show?**

Rolling bags of any type are prohibited in all CES venues, regardless of size, including luggage, carry-ons, laptop and computer bags, etc. Rolling luggage carts also are prohibited even if they fall within the size guidelines.

### **How do these policies improve safety?**

In addition to our standard measures – which include multiple layers of security inside and around the perimeters of CES premises – we are increasing the presence of security and law enforcement personnel both inside and outside of all show venues. This will include police in armored gear, undercover security agents and explosive detection dogs.

Our bag restrictions and personal screening procedures will help establish a secure perimeter around CES venues. Any prohibited bag inside show venues will be highly visible and quickly resolved.

Our metal detection screening will be similar to what you experience at sporting venues. This will help make it easier for us to isolate anyone that is bringing something suspicious onto show premises.

Clear bags and bags with few pockets can be easily and quickly searched while maximizing the efficiency of entrance into show venues. We want CES to be a safe experience for all.

### **Will these policies slow my entry into CES and create long lines?**



A standard size bag eliminates the need for bag templates to check bag sizes, making the security staff's job much easier and allowing them to be more efficient and effective. Clear bags and bags with few pockets can be easily and quickly searched to help speed entry into show venues. By abiding by our bag specifications, you can help us move people through checkpoints at a brisk pace.

**How many bags can each person bring into show properties?**

Each attendee will be limited to two bags.

**I have to rush from the show floor to the airport. May I bring my luggage onto the show floor?**

Bags of any type larger than 12"x17"x6" are prohibited within CES venues. Limited bag check will be available at show venues. Please allow extra time to check and retrieve your bags.

**What happens if I arrive at a CES property with a bag that is not permitted?**

We suggest that you check your bags at your hotel bell desk before coming to the show. We have extremely limited bag storage at show venues, so you should allow extra time to check and retrieve your bags at the show venues.

**I have medical equipment that I need to have with me at all times. Will my equipment be allowed into the show even though it exceeds your restrictions?**

Security staff will work with CES attendees to accommodate special needs. Please seek a member of the security team or a CES staff member for assistance.