



### Section 1: General Information

This Renaissance Hospitality Suites Manual was created specifically for CES exhibitors at the Renaissance. If you are exhibiting at another CES venue, please refer to the other [exhibitor manuals](#) created for each venue.

This Renaissance Suites manual was designed to make it easy for you to plan for the show and provide you with all the important rules and regulations. Other CES operational questions can be sent to [CESops@CTA.tech](mailto:CESops@CTA.tech). Also, be sure to visit [CES.tech](http://CES.tech) to keep up with all the latest show information.

On behalf of the entire CES team, we look forward to seeing you in Las Vegas in January!

#### Hospitality Suites

Renaissance Suites are to be used for meetings or hospitality purposes only. Exhibits may not be constructed or installed, and freight may not be delivered to these Suites. The exhibitor occupying the Suite shall assume full responsibility for any damages incurred.

#### Hotel Accommodations & Transportation

For information on hotel accommodations, on-site complimentary shuttle service, the Las Vegas Monorail and more, please visit our [Hotel](#) and [Travel](#) pages.

We offer a [variety of transportation services](#) at CES for both exhibitors and attendees, including hotel shuttle buses from all official CES hotels in Las Vegas to the LVCC. If you have questions or would like to charter services, [contact RPMs](#), our official transportation provider at 877-725-3398 or 401-294-0040.

#### Registration Information

Be sure to [register](#) all exhibitor personnel before traveling to CES to guarantee a smooth arrival process on-site.

The Primary Contact of your space will receive an automated email with instructions to sign in to the Exhibitor Dashboard, linked above. Registration can only be accessed through the Exhibitor Dashboard link so be on the look out for your sign in instructions from [service@mapyourshow.com](mailto:service@mapyourshow.com).

Through the Dashboard, Primary Contacts will have the opportunity to manage registration themselves or assign someone else as the Registration Coordinator who may also access the registration dashboard. Within registration, you'll be able to:

- Register on behalf of your exhibitor personnel.
- Invite your exhibitor personnel to complete their own registration records.
- Retrieve your customized discount code to invite up to 1,000 customers to CES.
- Order lead retrieval.

Below are new registration requirements for CES 2020:



- Exhibitor personnel must provide photo identification that will be printed on their CES badge. This will be a mandatory requirement. If you are managing registration for your entire group, please keep this in mind. Photos cannot be bulk uploaded into the system and must be individually added to each registration.
- CES will continue to require date of birth (DOB) for all who register, and new for CES 2020, will collect gender as well.
- The Primary Contact may assign a secondary Registration Coordinator to help manage the registration process.
- We've added tutorial videos to help you through the process, including how to tutorials, best practices and ideas for trouble shooting.

Once on-site, exhibitor personnel may go to any of the badge pickup locations to retrieve their CES badge.

For registration questions or assistance, please contact [exhreg@CTA.tech](mailto:exhreg@CTA.tech).

### Badge Policy

Suite exhibitors will receive ten (10) complimentary exhibitor personnel badges. Exhibitor may purchase up to 50% more exhibitor badges over this base allotment at \$50 per exhibitor badge.

## Section 2: Resources

### Services

The Renaissance can provide the following services for your hospitality suite by request:

- Audio Visual
- Internet
- Electrical
- Catering
- Cleaning
- Furniture

Please contact [John Strait](#) with the hotel to arrange for these services.

### Key CES Contacts

Alex Davis, Sr. Manager, CES Operations - 703-907-5243, [adavis@CTA.tech](mailto:adavis@CTA.tech)

CES Sales - [exhibit@CTA.tech](mailto:exhibit@CTA.tech)

## Section 3: Hospitality Suite Services

### Check-In/Check-Out

- a. Exhibitor may check into their Suites at 3 PM on Monday, January 6, 2020.



- b. Exhibitor must check out by 11 AM on Saturday, January 11 or Exhibitor will be charged for an additional day.
- c. Early arrivals are subject to availability. It is suggested that Exhibitor contract an additional night on January 5 if access is required prior to 3 PM on January 6. This will be required if furniture removal is requested. If Exhibitor requires additional nights for the Suite (over and above the five (5) nights of January 6-10), the Exhibitor must contact the [CES Sales](#) department. Do not contact the Renaissance directly to secure additional nights.
- d. The hotel must be informed of all guests who are allowed access to the Suites and be informed of any occupants who will be staying overnight in the Suite(s).
- e. Suites will be registered with the Front Desk upon check-in. Although CES will have collected payment for your Suite ahead of time, a credit card will be needed upon check-in to cover incidentals such as food service, telephone, room and tax for early arrival and late departure fees.

### **Freight/Deliveries**

Freight and crates are not allowed, as Suites cannot be utilized for exhibiting equipment or products. The hotel does not have freight elevators accessible to Suites. Although there is a small business center on-site, it has limited storage and loading dock access. Items other than small boxes and packages should expect a lengthy delivery time frame up to 24 hours as well as material handling charges. All packages are subject to storage and handling fees.

### **Suite Numbers**

The hotel has blocked specific suite numbers for CES use, but cannot guarantee a specific suite due to unforeseen circumstances, which may occur prior to an exhibitor's check-in. Suite numbers will be given at time of check-in. The hotel concierge will have a daily list of occupied suites to direct guests. Your Suite will also be listed on [CES.tech](#) as well as the hotel's electronic reader board located on the lobby level, unless otherwise requested.

### **Convention Services Director**

Upon signing your exhibit space contract, you will be contacted by the Convention Services Department Director from the Renaissance that is assigned to your group. Please work with this person for all your catering, audio visual and telephone/Internet needs.

### **Furniture Removal or Additions**

- a. Exhibitor may not ship or bring outside furniture (couches, televisions, coffee tables, etc.). For a full listing of furniture within your Suite, please contact the Catering/Convention Services Manager (CSM) assigned to your account. There is very limited space to add furniture, however requests for additional tables, chairs and easels may be directed to your Catering/Convention Services Manager (CSM); Hotel will do their best to accommodate.
- b. Specific furniture such as the bed and coffee tables can be removed. Contact your Catering/Convention Services Manager (CSM) for all applicable furniture removal and service fees. All furniture rental and removal requests must be received by December 2, 2019. On-site requests will be subject to an on-site surcharge.



### **Signage**

One (1) sign will be provided outside the Suite by the Hotel. All other easels and signage are not permitted in the hotel lobby or suite/guest room hallways. Signage found in these restricted areas will be removed immediately by hotel security. Unless otherwise requested, CES will be promoting your Suite with signage at guest room elevator banks and the Renaissance lobby. Your Suite will also be listed on the hotel's electronic reader board located on the lobby level, unless otherwise requested.

### **Electrical**

Electrical usage over and above the standard guest room outlets is available for an additional charge. Each Suite has two standard 110-volt 20-amp outlets. Please contact your Convention Services Director for more information on pricing and availability.

### **Audio Visual**

Encore, the exclusive in-house Audio Visual Department can provide a variety of equipment. Contact a representative at 702-784-5804 for all your audiovisual needs and price list. Outside audiovisual companies are strictly prohibited. On-site orders will be subject to an on-site ordering surcharge.

### **Telephone/Internet**

Local calls are complimentary in the Suite. All telecommunication requests will be subject to additional charges. Several Internet capabilities are available such as static IP, extra bandwidth and T-1 lines. Standard meeting room rates will apply for all Internet orders. On-site orders will be subject to an on-site ordering surcharge.

### **Food and Beverage**

Outside food and beverage is not permitted. All food and beverage requirements for group events must be pre-ordered through the hotel Catering Department a minimum of three (3) weeks prior to arrival. Please contact your assigned Convention Services Director to arrange your food and beverage requirements. Ordering on-site will be subject to an on-site ordering surcharge and delays of up to four (4) hours.

### **Damage Clause**

If damage to Hotel property occurs as a result of Exhibitor or its guests/invitees, Exhibitor assumes all liability and expense and agrees that, in addition to any other rights as against such guest or others. Hotel may charge Exhibitor's Master Account or directly bill Exhibitor for all such charges. Exhibitor shall indemnify, defend and hold harmless Hotel and its officers, directors, partners, affiliates, members and employees from and against all demands, claims, damages to persons and/or property, losses and liabilities, including reasonable attorney fees (collectively "Claims") arising out of or cause by Group's negligence or intentional misconduct. Exhibitor does not waive, by reason of this paragraph, any defense it may have with respect to such claims.

### **Room Drops & Deliveries**

Your Convention Services Director can coordinate all requested room drops or deliveries, including giveaways. CES Operations must give prior written approval.



### **Billing**

Room and tax for the Suite contracted for pursuant to the Exhibit Space Contract will be billed to CES and will be paid directly to the Renaissance by Consumer Technology Association. Exhibitor is responsible for all other charges including, but not limited to food and beverage, incidentals, gratuities, and show services (electrical, phone, Internet). All orders must be accompanied by Exhibitor check, credit card or guaranteed to the Exhibitor's approved master account with the Renaissance. All requests for direct billing or Master Account must be submitted to the Renaissance Credit Department by September 29, 2017. Direct billing may be established for a minimum of \$3,500. If the direct billing request is not received by this date, payment is due in full at the time of contracting for food, beverage, audio visual, Internet, electrical, and vendor services.

### **Parking**

Exhibitor occupying a Suite will receive one (1) complimentary parking pass. This pass is valid in the Renaissance parking garage for the dates January 7-12 only. Additional passes may be obtained at check-in for \$60 a day with in and out privileges. Price is subject to change.

## **Section 4: Show Rules and Regulations**

### **Cash & Carry 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. This will be strictly enforced.

CES Show Management and representatives from the Clark County Business License office walk the show floor on show days looking for exhibitors violating this policy. If you are found in violation of this policy, CES Show Management will take steps to shut down your exhibit immediately.

### **Combustible Materials**

All decorations, drapes, hangings, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth, curtains, Christmas trees and similar decorative materials shall be flame retardant to the satisfaction of the Fire Department and State Fire Marshal. Canvas, cloth, cardboard, leaves, or similar combustible materials shall be completely flame retardant. Oilcloth, tarpaper, sisal paper, nylon, orlon and certain other plastic materials cannot be made flame retardant and their use is prohibited. An official fire resistance certificate must accompany all signage and/or materials.

Flammable or combustible liquids are prohibited inside of buildings except as approved by the office of fire protection and safety. Flammable thinners, solvents and paints, including aerosol cans are strictly prohibited within the building.

Compressed gas cylinders, including lpg, are prohibited unless approved by office of fire protection and safety. Flammable gases, i.e.: butane, propane, natural gas, et al; are subject to prior approval. Non-

flammable compressed gas cylinders must be secured in an upright position with gauges and regulator protected against physical damage.

Hanging items from or off of any of the sprinklers within the suites is strictly prohibited. Additionally, decorations are not allowed to block or otherwise interfere with the fire sprinklers. Due to regulations either implemented by your exhibit location venue or as a result of local, county, state, or federal requirements, exhibitors agree to abide by any additional policies regarding exhibits or meeting space as they may be in effect at the time of CES.

**Exhibit Attire**

CES is a trade only event and its attendees are business professionals from over 155 countries. To ensure that the show is a welcoming environment for all, Show Management expects that booth personnel/presenters/entertainers will be dressed in clothing considered appropriate and respectful for a professional environment. We recommend business or business casual attire.

Booth personnel must not be dressed in clothing that is sexually revealing or may be interpreted as undergarments, gender notwithstanding. Clothing that reveals an excess of bare skin, specifically genitals, chest or buttocks, must not be worn. Body-conforming clothing that hugs genitals must not be worn. These guidelines are applicable to all booth staff, regardless of gender.

CES Show Management reserves the right to make determinations on appropriate exhibitor/presenter attire. If for any reason an exhibit and/or its contents are deemed objectionable by Show Management, Exhibitor will be issued a warning and asked to alter the attire of its employees, exhibit staff and/or models. If necessary, Show Management may issue a second warning and the Exhibitor may be asked to remove the individual(s) in question at Exhibitor's sole expense. Failure to comply will result in a loss of three (3) priority points.

Exhibitors with questions about compliance with these guidelines should consult CES Show Management in advance of the show.

**Exhibit Space Contract**

CES exhibitors must abide by the rules set forth in the [CES Exhibit Space Contract](#).

**Firearms/Weapons**

Firearms, ammunition or weapons of any kind, including replica, toy or simulated items, are strictly prohibited. Items that CES Show Management deems in violation of this rule must be removed immediately at the exhibitor's sole expense. Exhibitors with questions about compliance with this policy should contact [CES Operations](#) in advance of the show. Exhibitors intending to showcase or demonstrate such items that are gaming/AR/VR-related must contact CES Operations in advance for approval.

**Good Neighbor Policy**

CES has a Good Neighbor Policy in suites. All audio and video should be appropriate for a general audience. In the event of a complaint from any person on an exhibit's content, CES Operations will investigate and determine if the content is offensive or inappropriate. If content is determined to be offensive, the exhibitor must cease use of such content. If the exhibitor refuses, or if another complaint is filed, CES reserves the right to shut off power to the exhibit until the exhibitor ceases use of the content. Repeated violations of this policy can result in expulsion from CES.

**Hoverboards**

Wheeled transport devices (with or without motors) are not permitted at any CES venue. This includes Segways, hoverboards, skateboards, uniwheels, scooters and all similar products. Exhibitors are permitted to demo such products within the confines of their exhibit space.

**Intellectual Property**

Exhibitor warrants that it owns the rights to or is licensed for all intellectual property (patent, copyright, trademark, etc.) to be used by exhibitor for promotion or exhibition at CES, and agrees to defend, at exhibitor's expense, and to indemnify CTA and/or CES for any action brought against CTA and/or CES and any cost incurred by CTA and/or CES, including court costs and reasonable attorney's fees, arising from or related to any dispute concerning exhibitor's intellectual property rights.

**Literature Distribution, Giveaways, Surveys**

Literature, samples and giveaways must be distributed from within your booth or contracted area. Surveys may not be conducted outside of your booth. Corporate greeter sponsorships are available. Contact [Liz Tardif](#) at 703-907-7681 with CES Promotional Opportunities for more information.

CES discourages stickers as giveaways. Stickers are not permitted on aisle carpet, facility walls or floors, CES signage or any other space outside of your contracted exhibit area. Any damage caused by stickers is the responsibility of the exhibitor.

**Performance of Music or Motion Picture**

If you plan to play copyrighted music or video in your booth, meeting room or suite, you may need to obtain a license from the copyright owner or licensing agency representing the copyright owner. Music or video being played for the sole purpose of demonstrating a product (speakers, headphones, TVs, monitors, other devices, etc.) is permissible without a license.

Licensing is required when music or video is being played for non-dramatic entertainment purposes (live or recordings such as CDs, DVDs and BluRay device). The proper license must be posted in your booth and available for inspection at the request of properly authorized agents of the [American Society of Composers, Authors and Publishers \(ASCAP\)](#), [Broadcast Music Inc. \(BMI\)](#), or [SESAC](#). We strongly advise you to contact one of these agencies to acquire proper licensing.

CES has a license with ASCAP which permits the performance of music from the [ASCAP repertory](#) at your booth. The license does not permit the broadcast, telecast or transmission of music under any



circumstances; nor does it authorize dramatic performances. CES does not have similar licenses with BMI or SESAC; therefore, exhibitors wishing to play music from the BMI or SESAC repertory for entertainment purposes are solely responsible for obtaining their own licensing.

Adherence to these federally mandated copyright licensing laws is of critical importance. Please take a few minutes to ensure a hassle-free event by acquiring the proper licenses. If you encounter any difficulty with either BMI or SESAC in your attempt to obtain a license, please [contact CES](#) immediately.

**Product Demonstrations**

Product demonstrations are permitted. You are responsible for supervising the actions of all visitors and employees operating display equipment in their area. Refer to the Booth Activity section above for more information.

CES has instituted a No Tolerance policy. Demonstrations found to be objectionable due to noise level or vibration level (dB or SPL) or blocking traffic flow may be closed down at the discretion of CES Operations. See Sound Restrictions below.

**Raffles/Games of Chance**

Raffles are allowed within your booth; however, Nevada state law prohibits them if money is involved. Exhibitors considering a raffle, game of chance or slot machines in their booth should contact the Nevada Gaming Control Board at 702-486-2000.

**Service of Legal Documents**

Any exhibitor that plans to serve legal documents at CES must contact [CES Show Management](#) for the full policy and to coordinate service or delivery. Service or delivery of legal documents that is not coordinated with Show Management is prohibited on the CES exhibit floor, areas in proximity to the show floor and on the show venue premises and grounds.

**Sound Restrictions**

A maximum noise level of 85 dB will be maintained on the exhibit floor, in meeting rooms and suites, a standard endorsed by the International Association of Expositions and Events (IAEE).

The CES noise abatement policy is as follows:

- All booth elements must remain within the officially contracted booth space. This includes all audio equipment, speakers, etc.
- Exhibitors demonstrating audio equipment in an open display should use a sound chamber or acoustically contained area to keep the sound level from intruding on any adjacent exhibits. Speakers of any kind must be directed toward the interior of the demonstrator's booth space. Speakers may not face aisles or neighboring exhibits.
- When demonstrating audio equipment within an enclosed demonstration room, subwoofers must be positioned away from walls that are adjacent to neighboring exhibits.



- Sonic vibration and sound complaints will be immediately addressed by CES Operations. If a vibration or sound complaint is not resolved by the offending party, CES Operations reserves the right to shut down power immediately until the issue is resolved.
- Exhibitors are responsible for supervising the actions of employees, visitors or spectators testing display equipment located in their exhibit area.

CES Operations will intervene if necessary and reserves the right to shut down exhibits deemed objectionable. Floor managers will rove through the exhibit areas monitoring the decibel level during show hours. Measurements will be taken at a distance no greater than 10' from the offending display. After measuring a continuous decibel level of greater than 85 dB, following a complaint being registered by a spectator, a neighboring exhibitor or personal observation by a roving designate, the following procedures will be strictly enforced as follows:

**First Warning:**

- Violating exhibitor will be given a written notification of the warning
- Booth power may be turned off for one hour

**Second Warning:**

- Violating exhibitor will be given a written notification of the 2<sup>nd</sup> warning
- Booth power may be turned off for one day

**Third Warning (Final):**

- Violating exhibitor will be given a written notification of the 3<sup>rd</sup> warning
- Up to five (5) priority points will be deducted from the exhibitor