



2018 Service Manual Booth/Show Information

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Booth Moves

Requesting a Booth Move

If your company is already assigned and wishes to relocate, please [check the floor plan](#) for booth availability. Review companies around your desired location - it is your responsibility to review competitors during the move process.

If you see a booth you wish to move into, send an email to weftecsales@wef.org with the subject line "Booth Move Request".

Information to provide in your move request

- Booth number and size (include several booth numbers that you are interested in moving to, as your first choice may not be available)
- If you are interested in more than one possible move, include all information in one email.
- Authorization to move your company.

Booth Move Process

- All moves will be done Wednesdays prior to the assignment of new reservations.
- Requests will be placed in date received order and moved in that order.
- In cases where several companies have requested the same booth, the company with the highest longevity points will get the booth

If moving to a smaller space, you will be subject to cancellation fees for the amount of space reduced. The payment and cancellation schedule is listed in the Payments section.

Frequently Asked Questions

I sent my move request weeks ago, and haven't heard back. What happened?

- Moves are processed in date and points order. If your move request cannot be processed, we will continue to look for options to move you to your requested space and follow up with you when your move is complete

The booth I requested was showing available, but I didn't get it. What happened?

- At any time, we have multiple move requests from companies with varying priority points. It is most likely that a company with higher priority points was assigned to the requested space.

Booth Personnel Registration

Exhibitor Personnel Badge Registration Opens June 5, 2018

Booth space must be assigned before you can register for badges, download the attendee list or order lead retrieval.

[CLICK HERE FOR BOOTH PERSONNEL REGISTRATION](#)

Registering Booth Personnel

Login information

To access exhibitor booth personnel registration, you must enter a username and password.

On June 5, Key Contacts for booths will receive an email directly from Experient with login information and instructions. Exhibitors assigned after this date will receive login information approximately one week after receiving their booth confirmation.

- Check your spam email for login credentials.

One Key Contact person per exhibiting company (the primary booth contact) will be issued a username and password to register your company's booth personnel. If your Key Contact has changed you must submit a [Change Information Form](#). Please allow one week before it reflects online or in the Experient system.

The Key Contact is not automatically registered as booth personnel but must be added in order to receive a badge.

Badge Allotment and Cost

Exhibiting companies are allocated four (4) complimentary booth personnel per 100 square feet of space. *Exhibitors may use their free badge allotment for booth personnel only.* Exhibit personnel who are above the number of complimentary badges allotted for your booth space will be charged for additional badges. The registration fee for each additional booth personnel is \$50.

Badge Access

The Exhibitor Badge allows exhibitors access to the exhibit hall and technical sessions. Workshops, tours and ticket events are optional events and will be available for purchase.

Badge Policy

WEFTEC badges are required for admission to the exhibit hall and education programs. Badges are nontransferable and must be worn at all times.

Badge Pickup

Pre-registered booth personnel who provide an e-mail address when they register will receive a receipt/confirmation after submission. Print and bring your bar-code confirmation to be scanned and proceed to any Badge Pickup counter. Your badge will be printed and you will be given your lanyard.

Badge Delivery Options

You have the option to receive all booth personnel badges via UPS or FedEx in advance of the show or badges can be held for onsite pickup!

To have your badges shipped, you select UPS or FedEx when you register and provide an account number to apply shipping charges by August 31. *Badges will not be shipped unless you select the ship delivery preference and provide payment information by the deadline.* Badges will be shipped to the company's key contact at the address listed in the registration portal.

All registrations submitted after August 31 will need to pick up their badges onsite.

Once the badges are mailed, it is the responsibility of the Key Contact to distribute them to the appropriate booth personnel.

Booth Types

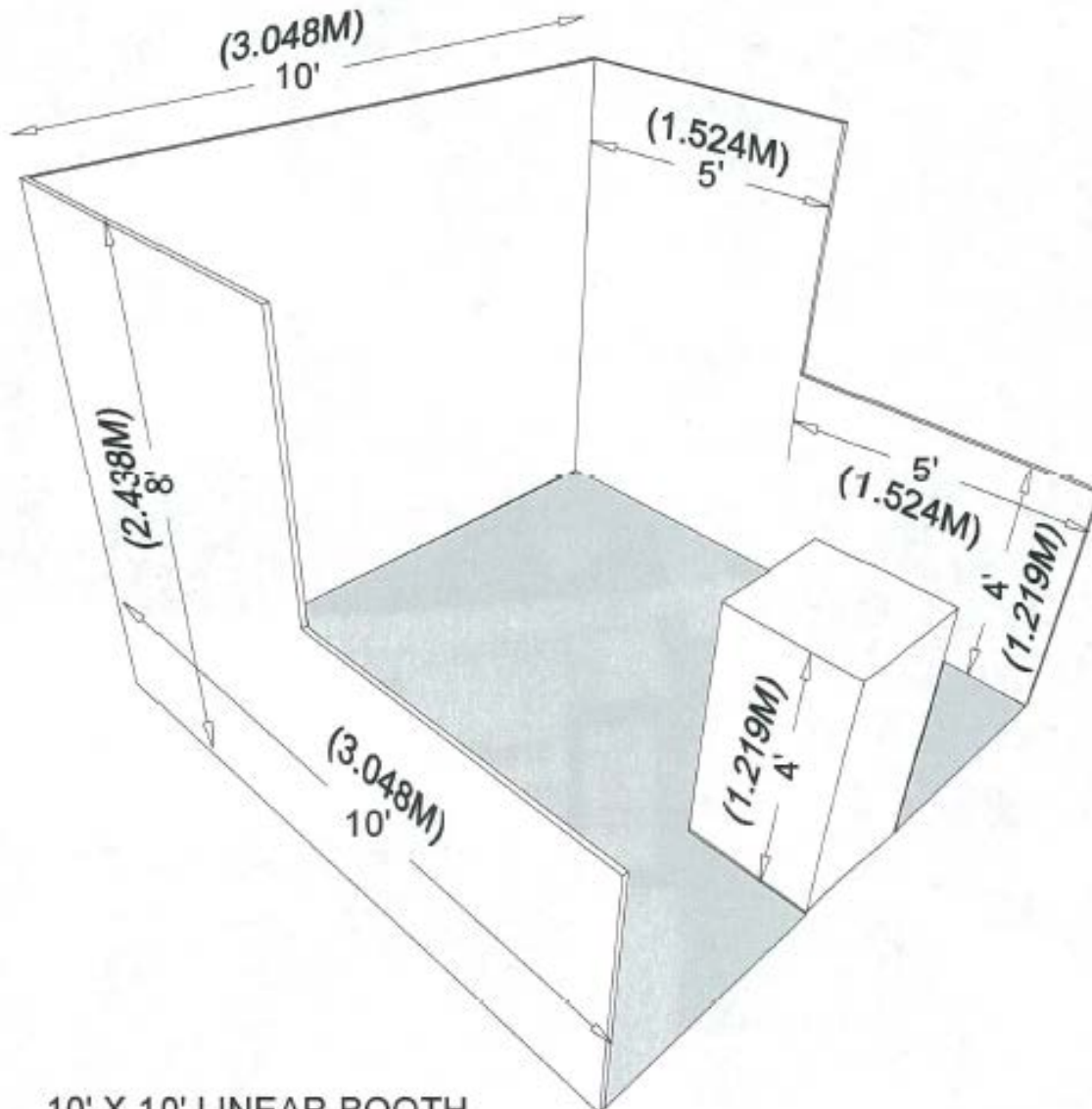
The following types of booths are assigned for WEFTEC: [Inline](#) (also referred to as Corner or Standard), [Perimeter](#), [Island](#), and [Shared Island](#).

Overview of booth types with brief definitions. The Display Guidelines section of the [Service Manual](#) contains complete information regarding each booth type and its display guidelines.

Inline Booths

Note: Inline Booths are also referred to as Standard or Corner

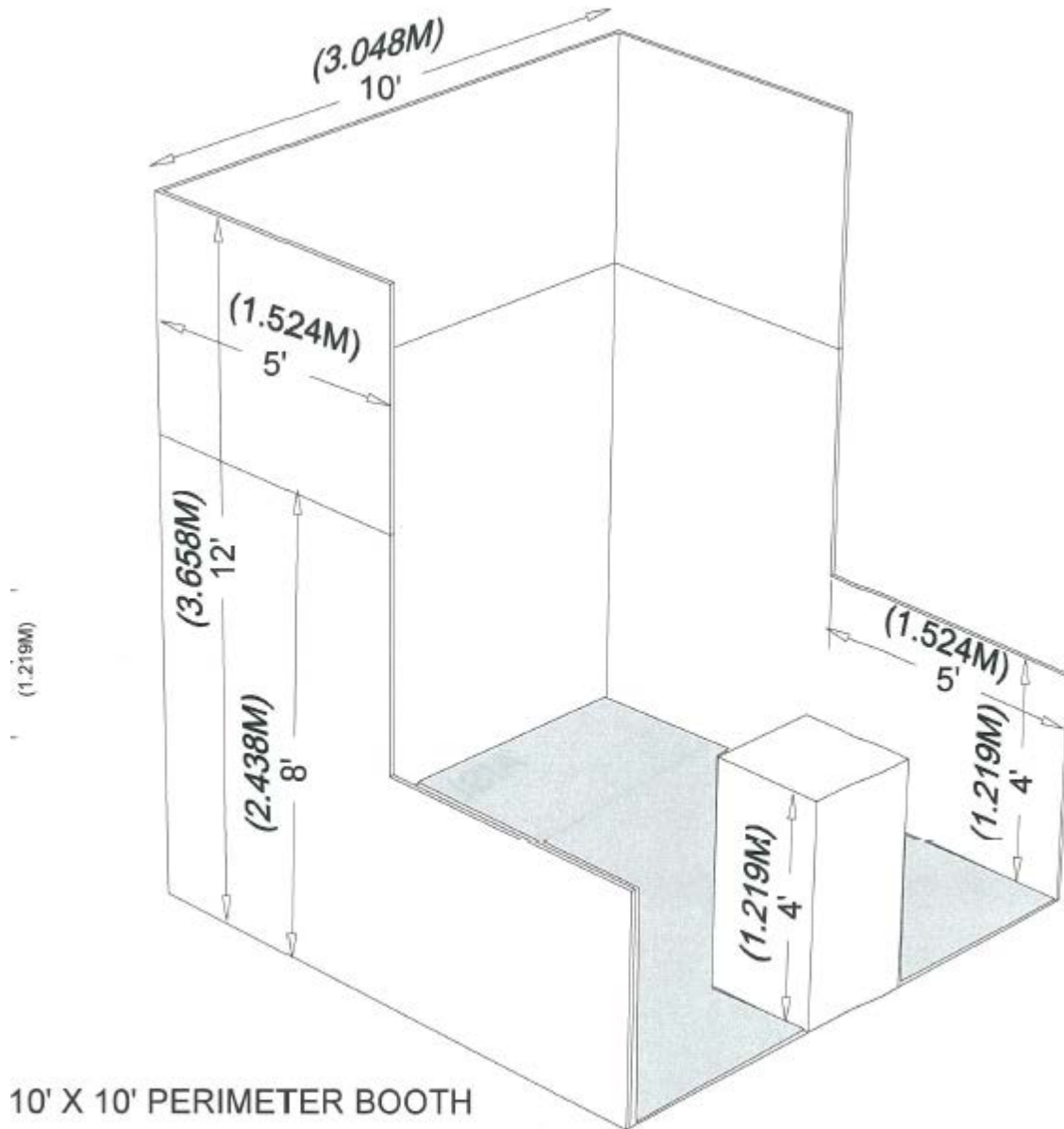
Inline booths are typically 10' or 15' deep and can be between 10' - 40' wide. They may have one or two corners. Inline booths are set with 8' drape across the width of the backwall and 3' side rail on each side of the booth. Inline booths have a maximum display height of 8' in the rear 5' of the booth, and a maximum display height of 4' in the front 5' of the booth. Inline booths may not have hanging signs.



Perimeter Booths

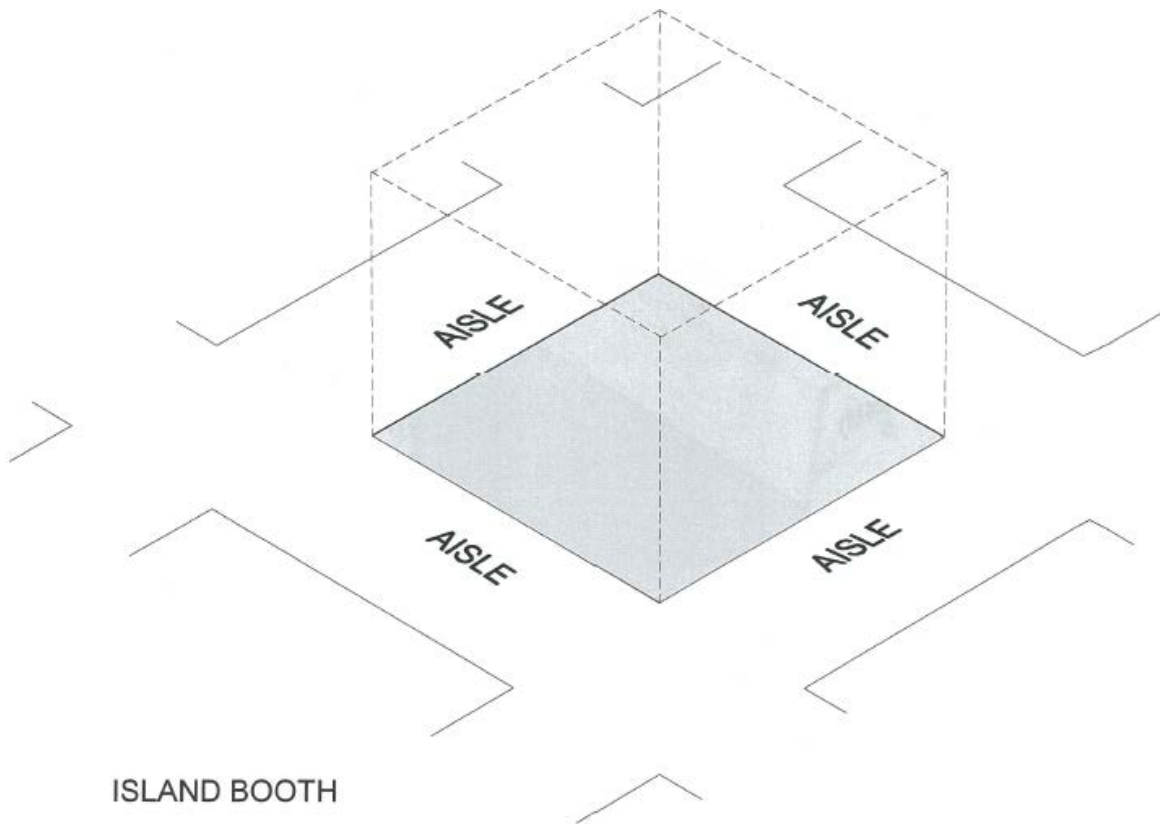
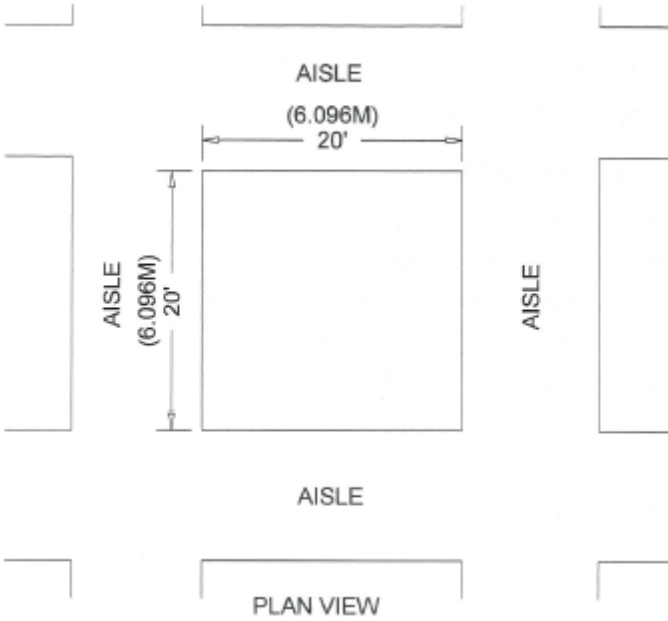
Perimeter booths are inline booths against a wall. Perimeter booths have a maximum display height of 12' in the rear 5' of the booth, and a maximum display height of 4' in the front 5' of the booth. Perimeter booths may not have hanging signs.

[View the list of Perimeter Booths](#)



Island Booths

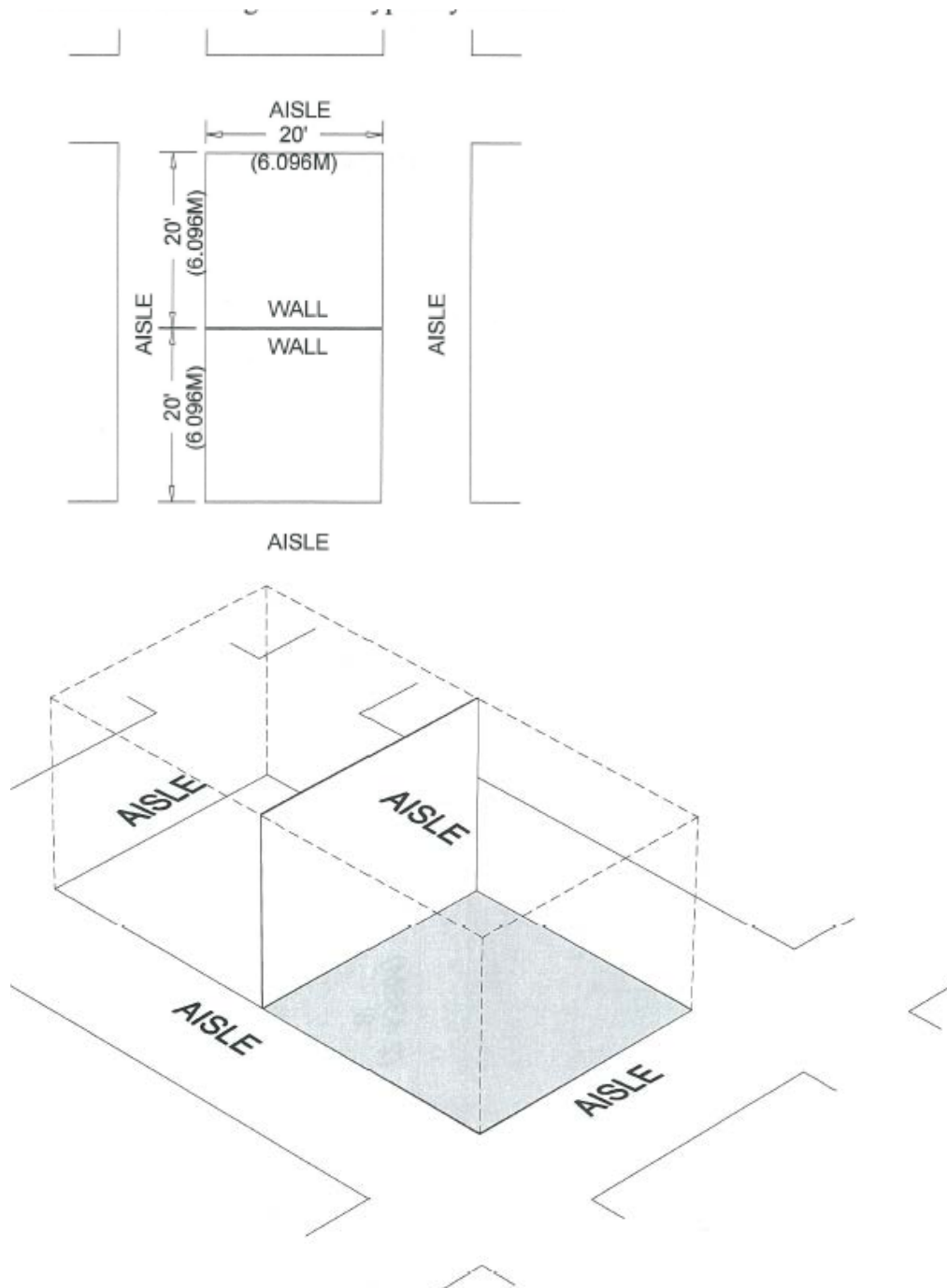
Island Booths are typically a minimum size of 20' x 20', have four corners and are open to four aisles. Island booths have a maximum display height of 18' for the cubic content of the booth space and may have hanging signs within this display height.



Shared Island Booths

Shared Island Booths are typically a minimum size of 20' x 20', have two corners, and are open to three aisles. Shared Island Booths share a backwall with a second Island Booth. The shared wall is set with 8' drape across the full shared line between both booths. Shared Island Booths have a maximum display height of 18' for the cubic content of the booth space and may have hanging signs within this display height, but Shared Island booths must set all graphics, including hanging signs, that face the shared backwall 5' away from the backwall.

[View the list of Shared Island Booths](#)



Exhibitions Contacts

WEFTEC Booth Sales

Sacha Carey, CEM

Senior Director, Exhibitions

Phone: 1-703-684-2434

Fax: 1-703-684-2482

Email: scarey@wef.org

WEFTEC Exhibitor Services

Phone: 1-703-684-2443

Email: expoinfo@wef.org

Stefanie Walter, CEM

Senior Manager, Exhibition Operations

Phone: 1-703-684-2414

Email: swalter@wef.org

WEFTEC & Specialty Conference Sponsor Services

Ronnetta Zack-Williams

Coordinator, Sponsorships

Phone: 1-703-684-2468

Email: rzack-williams@wef.org

WEFTEC Housing/Hospitality Suites

Nga Tran, Senior Housing Coordinator, Convention Management Resources, Inc. (CMR)

Bill Delaney, Senior Housing Director, Convention Management Resources, Inc. (CMR)

Phone: (888) 301-4933 or (415) 979-2298

Email: weftecsupport@cmrus.com



Floor Managers and Security

Floor Managers

Floor managers will be assigned to specific booth ranges closer to show dates. Your floor managers are an extension of WEFTEC Exhibition Management and will be available to you to assist with issues during move-in, show-dates, and move-out.

The fastest way to have a floor manager visit your booth is to call the Exhibition Management Office, identify your booth number and issue, and your assigned floor manager will be dispatched to assist you as quickly as possible.

Security

Security is provided in the exhibit hall and public areas at WEFTEC primarily to control access and to serve as an overall deterrent. Guards are not specifically contracted to watch over each exhibiting company's booths and goods. Neither WEF nor the security company are responsible for monitoring your belongings.

Exhibitors are advised to treat the exhibit hall as they would any large public area, and safeguard small valuables such as laptops, computer tablets, etc., and to be mindful of items like flash drives or memory cards and lead retrieval units. Whenever possible, small valuable items should be removed by the Exhibitor overnight for safekeeping.

Exhibitors are liable for all thefts, losses and claims related to their participation in the Exhibit and should obtain insurance and liability protection appropriate to their circumstances. If preferred or required, an exhibitor may hire a guard from the contracted security company to guard their booth and belongings.

At any time during move-in, show days, or move-out, if you have a security incident, such as materials damage or loss, please contact Show Management as quickly as possible. You may contact the Exhibition Management Office, a Floor Manager, or the Security Office.

Housing/Hospitality Suites

Nga Tran, Senior Housing Coordinator

Bill Delaney, Senior Housing Director

Convention Management Resources, Inc. (CMR)

Phone: (888) 301-4933 or (415) 979-2298

Email: weftecsupport@cmrus.com

Official Service Contractor



Direct specific inquiries about group housing assignments, room block agreements, rooming lists, and reservation confirmations to CMR. CMR has managed WEFTEC hotel reservations on behalf of the Water Environment Federation (WEF) for over 15 years. Reservations at the negotiated WEFTEC rates can only be made through CMR. WEF does not authorize or endorse any other housing service or independent broker.

WEF staff can assist with general inquiries:

Tangela (Tangie) Williams, Manager, Registration & WEFTEC Housing

Phone: (703) 684-2422

Email: tawilliams@wef.org



Liability and Required Insurance

Proof of Insurance Submission Deadline

Proof of insurance must be provided to WEF by August 24, 2018, via email to expoinfo@wef.org or post to Exhibition Operations, Water Environment Federation, 601 Wythe Street, Alexandria, VA 22314. Faxed copies will not be accepted.

If you wish to use WEF's insurance provider...

The Andersen Insurance Group is offering exhibitors the option to obtain liability coverage online specific to WEFTEC 2018 that meets all of the insurance requirements through a special group policy. Simply fill out and submit the Exhibitor Liability Coverage Application online and you will be able to download a Confirmation of Coverage Certificate as soon as credit card payment is submitted.

Cost: \$75

[Exhibitor Liability Coverage Application](#)

If you wish to use your own insurance provider...

The Exhibitor must maintain and provide proof of insurance coverage with limits of liability as follows.

Comprehensive General Liability (Broad Form) OR Commercial General Liability

- \$1,000,000.00 combined single limit for bodily injury and property damage

Comprehensive Automobile Insurance covering any owned, not owned/hired and hired self-propelled vehicles of the type for use on and off New Orleans Morial Convention Center. Coverage should include loading and unloading hazards

- \$500,000.00 each occurrence for property damage
- \$500,000.00 for all injuries and/or deaths resulting from any one occurrence
- Fire Legal Liability in the amount of \$100,000.00

Worker's compensation and occupational disease insurance in full compliance of all Federal and State laws covering all employees and Independent Contractors.

Additional Insureds

- Water Environment Federation, New Orleans Morial Convention Center, Ernest N. Morial – New Orleans Exhibition Hall Authority, New Orleans Public Facility Management, Inc., the City of New Orleans, and their agents, trustees, officers, board members and employees.

» Additional insurance protecting exhibitor's assets and property brought to the exhibit is strongly recommended to protect display assets in transit and on the show floor, as neither WEF nor our contractors are liable for your display materials or equipment.

Certificate Holder should be listed as:

Water Environment Federation
601 Wythe Street
Alexandria, VA 22314

Below is a list of insurance providers that you may contact for coverage.

The Andersen Insurance Group

5870 Trinity Parkway, Suite 130
Centreville, VA 20120
Phone: 703-988-0101
Fax: 703-991-8994

frank@theandersengrp.com

John Buttine Inc. Insurance

125 Park Avenue
Third Floor
New York, NY 10017
Phone: 212-697-1010
Fax: 212-504-8084

kar@buttine.com

» *WEF cannot accept insurance policies issued by agencies in countries other than the United States.*

License for Exhibit Space

Exhibitors are required to review the License for Exhibit Space prior to signing the Space Reservation & Contract; the License terms are agreed to by the exhibitor upon signing the Exhibit Space Reservation & Contract.

[Download the License for Exhibit Space](#)

Exhibition Location, Days & Hours

Location

New Orleans Morial Convention Center | Halls B - J

See [Move-In/Out & Shipping](#) for shipping address

Exhibit Hours

Monday, October 1 8:30 am - 5:00 pm

Tuesday, October 2 8:30 am - 5:00 pm

Wednesday, October 3 8:30 am - 5:00 pm

Hospitality Hour

Monday, October 1 5:00 pm - 6:00 pm

Tuesday, October 2 5:00 pm - 6:00 pm

Onsite Services

Exhibition Management Office

Booth 3471, Hall E

Hours

Wednesday, September 26 - Friday, October 5, 7:30 am - 5:00 pm

Staff

Stefanie Walter, Senior Manager, Exhibition Operations

Service Desk Location

Booth 3770, Hall E

Exhibitor Services include:

- Freeman
- Experient
- Electrical, Plumbing and Internet
- Photography
- Catering

Freeman Service Center Hours

Move-In

| | |
|-------------------------|-------------------|
| Wednesday, September 26 | 8:00 am - 5:00 pm |
| Thursday, September 27 | 8:00 am - 5:00 pm |
| Friday, September 28 | 8:00 am - 5:00 pm |
| Saturday, September 29 | 8:00 am - 5:00 pm |
| Sunday, September 30 | 8:00 am - 5:00 pm |

Show Dates

| | |
|----------------------|--------------------|
| Monday, October 1 | 7:30 am - 5:00 pm |
| Tuesday, October 2 | 8:00 am - 5:00 pm |
| Wednesday, October 3 | 8:00 am - 11:00 pm |

Move-Out

| | |
|----------------------|--------------------|
| Wednesday, October 3 | 5:00 pm - 11:00 pm |
| Thursday, October 4 | 7:30 am - 5:00 pm |
| Friday, October 5 | 7:30 am - 5:00 pm |

Exhibitor Lounge Location & Hours

Booth 3371, Hall E and Booth 8053, Hall I

Lounge Hours: Monday - Wednesday, October 1 - 3, 2018, 8:30 am - 5:00 pm

Services include TV with cable, coffee, tea, iced tea, and lemonade.

Payments

Booth Reservation and Cancellation Fee Schedule

| | |
|------------------|--|
| October 5, 2017 | All new booth contracts must include a 25% deposit |
| January 31, 2018 | 25% deposit due for advance onsite reservations |
| February 1, 2018 | 10% cancellation/reduction fee in effect; Booth sales open to new exhibitors |
| May 1, 2018 | All new booth contracts must include 100% payment |
| May 31, 2018 | Final 75% booth payments due |
| June 1, 2018 | 100% cancellation/reduction fee in effect |

How to Pay Your Invoice

With all payments, include your Exhibitor ID Number and Order Number

- Pay Online with our [secure payment form](#)
- Email the credit card authorization form with credit card information to payments@wef.org
- Mail your check to:
**WEF no longer accepts mail at the physical address in Alexandria, VA*
Water Environment Federation
PO Box 38009
Baltimore, MD 21297-8009
- Fax the credit card authorization form with credit card information to (703) 684-2428

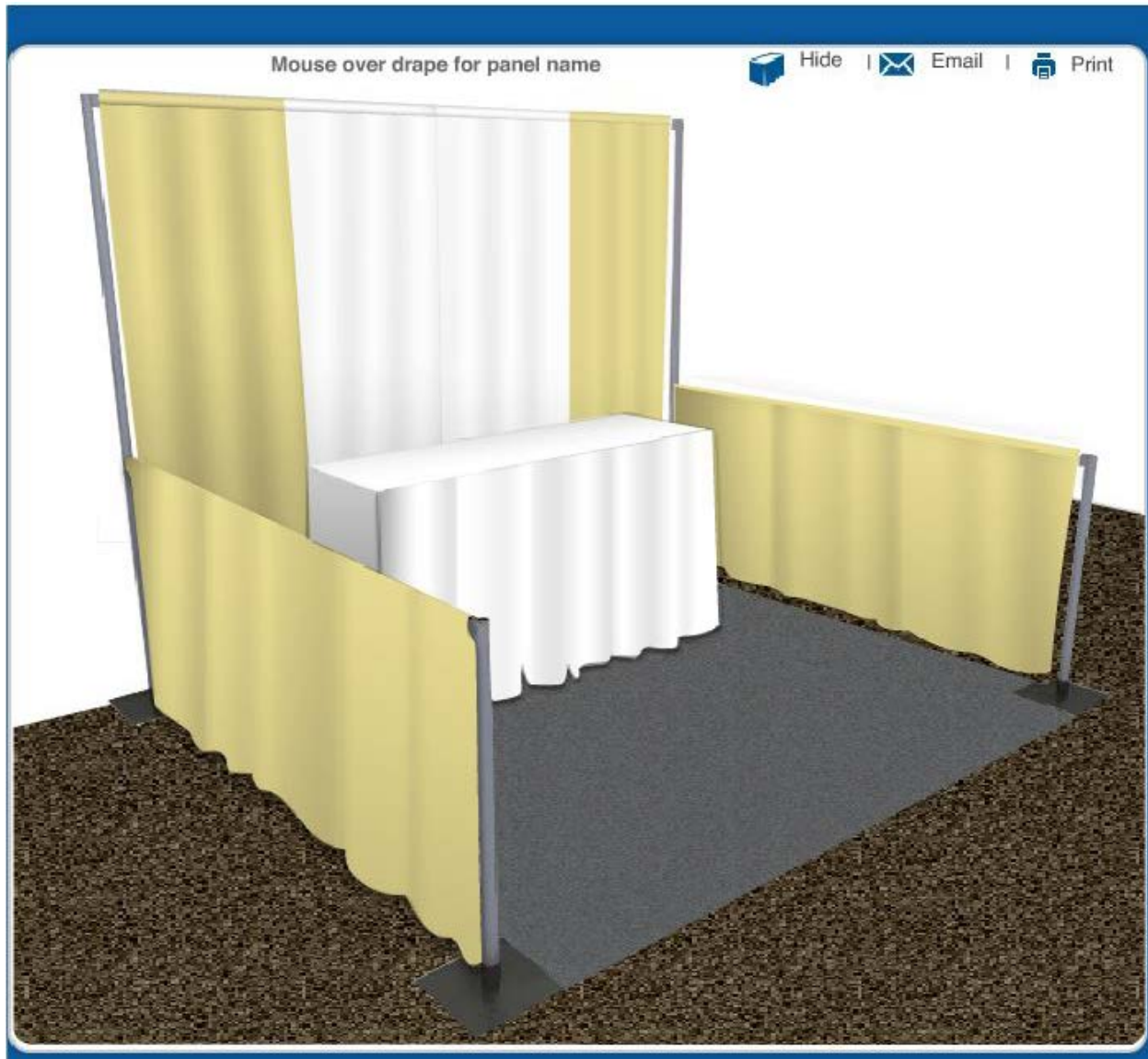
Questions?

Need a copy of your invoice, have a question about your invoice, if we've received your payment, or need wire transfer instructions? Contact payments@wef.org

Show Colors

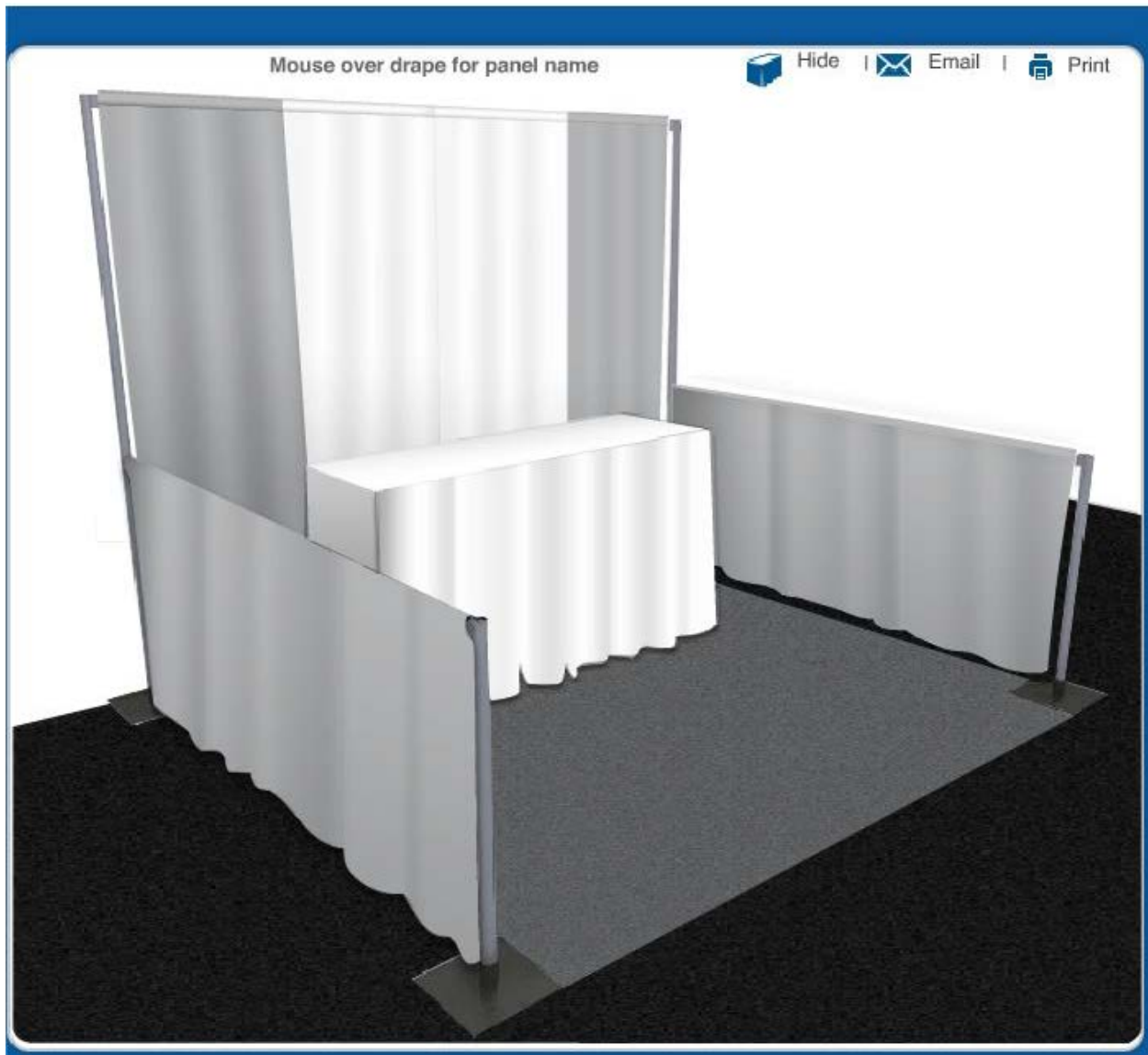
Main Hall

- Carpeting - Aisles: Latte (Tan & Black Speckle)
- Drape - 8' Flax & White back drape; 3' Flax side dividers



Stormwater Pavilion

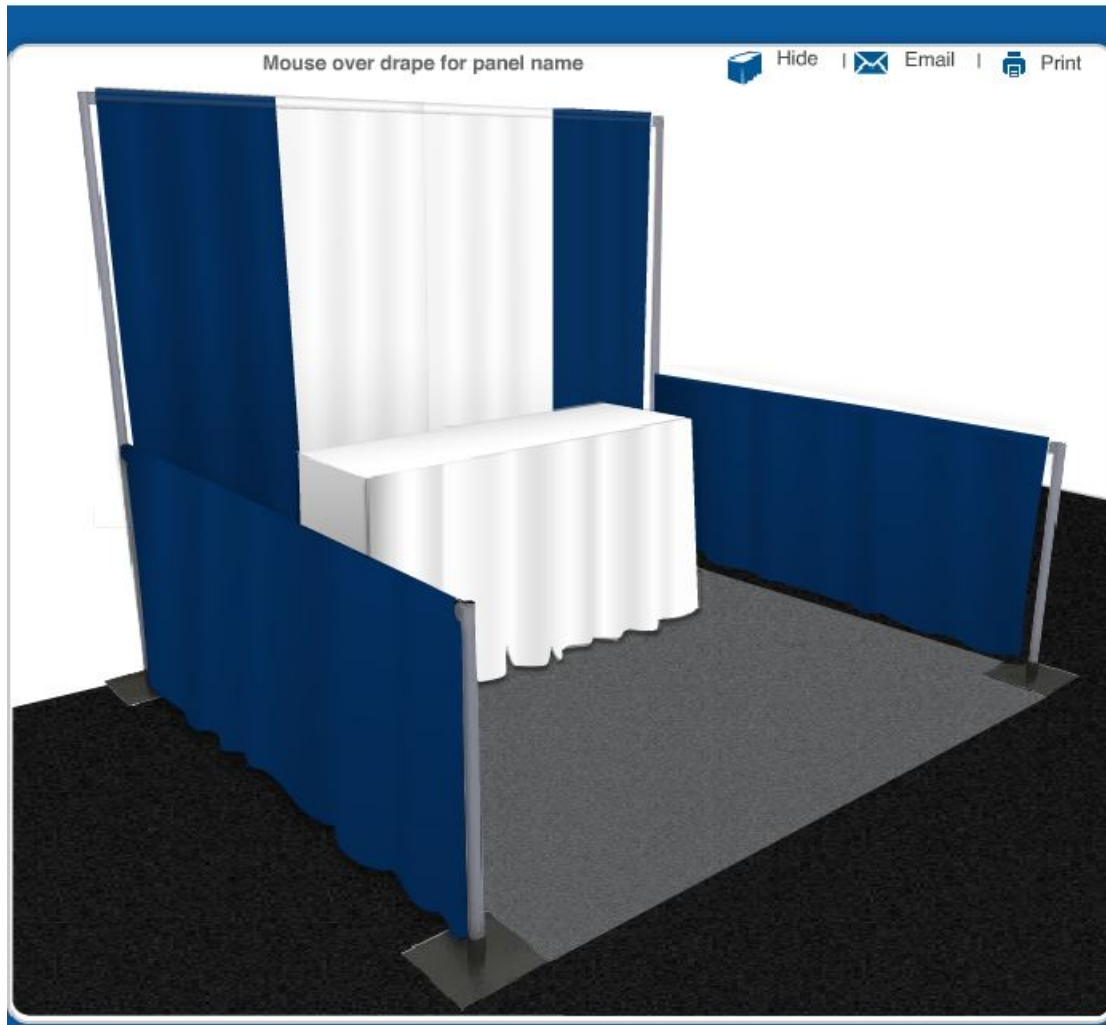
- Carpeting - Aisles: Black
- Drape - 8' Gray & White back drape; 3' Gray side dividers



Innovation Pavilion

- Carpeting - Aisles: Black
- Drape - 8' Blue & White back drape; 3' Blue side dividers

COLORSELECTOR™ By Freeman



[Color Selector by Freeman](#)

A tool to help you easily visualize your planned booth carpet and table drape look against the show aisle carpet & drape.

What's Included in your Booth Space

Inline and Perimeter Spaces*

- 8' high back drape
- 3' high side drape
- (1) 7" x 22" company sign

Shared Islands*

- 8' high back drape

Islands* - Drape or furnishings not included

*Review [Booth Types](#) for additional information

Booth Personnel Badges

Four badges per 100 square feet rented. Separate [registration](#) is required.

Registration Lists

Pre- and post-show attendee lists are available through the Experient Exhibitor Portal once booth space is fully paid for.

Conference Announcement Listing

Company must be assigned prior to submission of announcement text on May 1, 2018.

Directory Listings

Includes official [Mobile App](#) and linked Exhibitor Directory, WEFTEC Preview Issue of WE&T, printed Conference Program, and onsite Wayfinders. Listings received after published deadlines will be included in next available format or publication.

Conference Proceedings

WEFTEC Conference Proceedings for exhibitors will be available online after the conference. Exhibitors will have access to the online system for five years.

[Free Marketing Tools](#)

Complimentary registrant invitations, webinars, PDF uploads to the mobile app, and more.

[Exclusive advertising opportunities](#)

Includes select WEF publications, weftec.org, pre-conference emails sent to registered attendees, and Exhibitor Outreach.

Access to Huddle Room

The Huddle Room offers meeting space for exhibitors and WEF Members during show days. Available by [appointment only](#).

Invitation to Mix with Members Reception

The Mix with Members Reception is an invitation-only reception for exhibitors, WEF members, and advertisers on Sunday, October 1.

What's NOT Included in your Booth Space

Booth space is rented "raw" and does not include:

- Carpet and cleaning
- Booth furnishings (i.e. tables, chairs, etc.)
- Shipping/Material Handling
- Labor
- Security

**Additional services, which may not be included above, are available for order using links in this [Service Manual](#) and are not part of the booth space.

Estimated Booth Budget

Use the links for estimated budgets for a 10x10 booth based on the service manual rates for [non-member](#) and [WEF exhibitor member](#).