



**2017 Live Aware Expo – September 30 – October 1, 2017  
 Hyatt Regency San Francisco Airport-Burlingame, CA  
 SPONSOR – EXHIBITOR SERVICE KIT**

We are thrilled you are interested in participating at 2017 Live Aware Expo. We have compiled some information which will be beneficial to you. As always, we are here to assist with any questions you may have. Please feel free to phone the conference management team at 540-722-7104 or via email at [pfrank@ptfassociates.com](mailto:pfrank@ptfassociates.com).

**About Your Tabletop Space**

- Exhibits are located in the Grand Peninsula Foyer-Function Area
- The hotel's floor is carpeted.
- Each space includes (1) 6' black skirted table and (2) chairs.

**Vendor Table Floor Plan**

The layout may be downloaded at [https://www.ptfassociates.com/secure/liveaware/2017Vendor\\_Layout.pdf](https://www.ptfassociates.com/secure/liveaware/2017Vendor_Layout.pdf)

**Need Electric?**

Live Aware is not responsible for ordering electric or other needed rentals. You must order this directly from PSAV. You may download the form at

[https://www.ptfassociates.com/secure/liveaware/2017\\_PSAV\\_Exhibitor\\_Order\\_Form.pdf](https://www.ptfassociates.com/secure/liveaware/2017_PSAV_Exhibitor_Order_Form.pdf)

If you have any questions about our services, please contact Patrick Springer Sr. Sales Manager PSAV, at 650-696-3040. Please do so by September 27 to avoid additional fees.

**Shipping Information**

The Hyatt Regency San Francisco will only accept prepaid packages. The hotel will refuse any packages delivered C.O.D. and the hotel will make no notification to the shipper. All packages must contain a label giving the following information:

1. Return address
2. Live Aware Expo
3. September 30 and October 1
4. Group Contact-Paul Frank-Event Planner
5. Name of person that will claim package
6. Date of that person's arrival
7. 1333 Bayshore Highway, Burlingame, CA 94010

Due to lack of storage space, all packages should be sent to arrive no more than three (3) days prior to function dates. The following lists the fees associated with handling of boxes in our property.

Box Under 25 Lbs	Box 26-50 Lbs	Crates/Boxes Up to 100 Lbs	Crates Over 100 Lbs	Pallet
\$4.00	\$8.00	\$50.00	\$150.00	\$100.00

Carrier envelopes are complimentary. Package fees only apply when loading in and shipping out of the hotel. Any guest that requests assistance moving packages within the hotel during their stay will not be charged a handling fee (including check out). Guests' arriving to the hotel for the first time with luggage, will not be charged a handling fee as long as the contents do not exceed one cart (luggage and boxes). Guests attempting to unload boxes at the front drive will only be allowed if the contents do not exceed one cart full, otherwise they will be directed to the loading dock. A cart fee will apply of \$10. Any items unloaded at the loading dock will be charged the applicable per box charge. Any package or pallet coming from the package room will be charged accordingly.

A package charges will be posted to the attendee's individual room folio or credit card.

### **Set-Up and Tear Down**

Exhibitors may access their tables for set-up from 7:00 pm – 9:00 pm on Friday September 29. Your exhibit should be set up by 9:00 am on Saturday September 30. Security will not be provided at night, so we suggest that you use your own discretion regarding your merchandise. Drapes for your tables will be available for pickup from the conference registration desk. Tear down for your exhibit space will take place after 5:00 pm on Sunday, October 1, 2017 and must be completed and moved out by 9:00 pm. Please remember that this is an event where your actual product(s) may be sold on the exhibit hall floor.

### **Important Dates to Remember**

First date freight can arrive at the warehouse .....Wednesday, September 27, 2017  
Electric/Internet/Phone Orders due .....Thursday, September 21, 2017  
Last day freight can arrive at hotel.....Friday, September 30, 2017  
Exhibitor setup times.....Friday, September 29, 7:00 pm-9:00 pm  
Or Exhibitor setup times.....Saturday, September 30, 2017, 6:00am to 9:00am  
Exhibit Hours.....Saturday, September 30, 2017 7:00 am – 6:00 pm  
Exhibit Hours.....Sunday, October 1, 2017, 7:00 am – 6:00pm  
Exhibit teardown times.....Sunday, October 1, 2017, 6:00pm to 9:00pm  
Earliest that freight can be picked up.....Sunday, October 1, 2017, 6:00pm  
Show floor must be clear by.....Sunday, October 1, 2017, 9:00pm

Please contact me if you have any questions

Thanks  
Paul

Paul Frank  
Event Manager  
Live Aware Expo  
1900 Jones Rd.  
Winchester, VA 22602  
(540) 722-7102  
Fax (540) 301-3536  
Cell (240) 481-3755  
[pfrank@ptfassociates.com](mailto:pfrank@ptfassociates.com)