



**2018 Live Aware Expo –October 13-14, 2018
Hyatt Regency San Francisco Airport-Burlingame, CA
SPONSOR – EXHIBITOR SERVICE KIT**

We are thrilled you are interested in participating at 2018 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.

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/liveaware18/2018Vendor_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/liveaware18/2018_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 October 9 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. October 12-14
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 October 12. Your exhibit should be set up by 9:00 am on Saturday October 13. 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 14, 2018 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 hotelWednesday, October 10, 2018
Electric/Internet/Phone Orders dueThursday, October 4, 2018
Last day freight can arrive at hotel.....Friday, October 12, 2018
Exhibitor setup times.....Friday, October 12, 2018 7:00 pm-9:00 pm
Or Exhibitor setup times.....Saturday, October 13, 2018, 6:00am to 9:00am
Exhibit Hours.....Saturday, October 13, 2018 7:00 am – 6:00 pm
Exhibit Hours.....Sunday, October 14, 2018, 7:00 am – 6:00pm
Exhibit teardown times.....Sunday, October 14, 2018, 2016, 6:00pm to 9:00pm
Earliest that freight can be picked up.....Sunday, October 14, 2018, 6:00pm
Show floor must be clear by.....Sunday, October 14, 2018, 9:00pm

Please contact me if you have any questions

Thanks
Paul

Paul Frank
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