

## FREQUENTLY ASKED QUESTIONS

### How do I reserve space for 2024 Phoenix?

The booth space application for 2024 will be available in the exhibitor business lounge in Orlando in booth 2083, as well as online at [gcsaaconference.com/exhibitor](http://gcsaaconference.com/exhibitor) beginning Wednesday, Feb. 8, 2023.

### Where will the exhibitor business lounge/trade show management office be located?

On the trade show floor at the Orange County Convention Center, booth 2083.

### Can I hang a banner above my booth?

Only island booths of 400 square feet or larger are allowed to hang/rig a banner above their display. Any exhibitor wanting to hang/rig a banner over their booth must complete the banner authorization form in this service kit, as well as contact Orange County Convention Center to order rigging labor and services.

### What is our booth number?

Please check the online map at [www.gcsaaconference.com](http://www.gcsaaconference.com). If you have further questions, contact your GCSAA account manager at 800-472-7878.

### What are the show hours?

The trade show hours are:

GCSAA Conference and Trade Show distributor preview Wednesday, Feb. 8, 2023	9 a.m. - 10 a.m.
GCSAA Conference and Trade Show trade show Wednesday, Feb. 8, 2023	10 a.m. - 5 p.m.
GCSAA Conference and Trade Show trade show Thursday, Feb. 9, 2023	10 a.m. - 4 p.m.

### Does my booth come with electricity, carpeting or water?

These services do NOT come with your booth. Please refer to the order forms section of the exhibitor service kit to order electricity, carpeting, water, or any other booth service or utility.

### Do I need to have carpeting in my booth?

Exhibitors are **REQUIRED** to furnish their entire exhibit space with carpeting or another floor covering. ALL CONCRETE must be covered during show hours. Carpet/floor covering installation is required and must be completed by **3 p.m., Tuesday, Feb. 7, 2023**, otherwise carpet may be forced. Exhibitors may bring their own floor covering. **IMPORTANT: If you are bringing your own carpet/floor covering, to avoid extra fees please contact trade show management in writing before 4 p.m., Monday, Feb. 6, 2023. All charges and fees incurred from carpet being forced are the sole responsibility of the exhibitor.**

### What is the exhibitor services desk?

All service providers, including Freeman, Orange County Convention Center, A/V, floral, security, etc., can be found at the exhibitor services desk, located on the trade show floor at booth 2389.

### When and where do I ship my display?

Pre-addressed shipping labels can be found in the exhibitor service kit, as well as online at [gcsaaconference.com](http://gcsaaconference.com). You may also create your own labels by using the information below.

If you plan to ship your booth in advance to the warehouse for delivery by Jan. 30, 2023, ship to:

Exhibiting Company Name / Booth # \_\_\_\_\_  
**GCSAA CONFERENCE AND TRADE SHOW 2023**  
C/O FREEMAN  
10088 General Drive  
Orlando, FL 32824

The amount you are charged for your warehouse freight is based on the weight of your freight. The warehouse will begin receiving shipments Jan. 6, 2023. Material arriving after Jan. 30, 2023, will be received at the warehouse with an additional after deadline charge. Warehouse materials are accepted at the warehouse Monday through Friday between the hours of 8 a.m. – 3:30 p.m. If required, provide your carrier with this phone number: 407-816-7900.

If shipping to show site, shipments cannot be delivered before move-in begins Sunday, Feb. 5, 2023. Label each piece and address as follows:

Exhibiting Company Name / Booth # \_\_\_\_\_

**GCSAA CONFERENCE AND TRADE SHOW 2023**

C/O FREEMAN

ORANGE COUNTY CONVENTION CENTER

West Concourse

9800 International Drive

Orlando, FL 32819

Freeman will receive shipments at the exhibit facility beginning Sunday, Feb. 5, 2023. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility are the responsibility of the exhibitor. Show site material handling is paid for by show management with the exception of any off-target or after-show-opening surcharges and mobile spot fees, which are at the expense of the exhibitor. If required, provide your carrier with this phone number: 407-816-7900.

CTS show management pays material handling fees for all shipments that are sent directly to show site on your targeted date and time.

***Please note: additional after show opens fees are at the expense of the exhibitors, as well as all mobile spot fees and any fees above and beyond basic movement of freight and empties from dock to booth and back. Please refer to the material handling order form for additional information.***

#### **How do I register for badges for the show?**

Refer to the registration information section of the exhibitor service kit and follow the instructions or visit [gcsaaconference.com](http://gcsaaconference.com) for more information. Exhibitors will receive further information about registering booth staff for badges prior to the event.

#### **When and where do I receive my exhibitor badges?**

Exhibitor badges will not be mailed prior to the 2023 event in Orlando. Registration will be done primarily online and the individual will print their badge on site at one of our kiosks.

#### **When is the balance for my booth space due?**

The balance of your booth space payment is due by **Oct. 31, 2022**. If submitting a booth space application after Oct. 31, 2022, the entire amount is due with your contract.

#### **How do I arrange for housing?**

Connections Housing is the official housing agency of the GCSAA Conference and Trade Show and trade show management has worked closely with Connections Housing to secure – and guarantee – the lowest room rates for the event in Orlando.

Visit the [gcsaaconference.com](http://gcsaaconference.com) for:

Reservations

Hotels, rates and amenities

International travel resources