



## RULES AND REGULATIONS FOR EXHIBITS AND DISPLAYS

Fax or Mail to: Gaylord Palms Resort & Convention Center  
Attn: Exhibit Service Representative  
3208 Gaylord Way, Kissimmee, Florida 34746  
(407) 586-2219 Fax (407) 586-2279  
Email to: GPEXhibits@gaylordhotels.com

**ADVANCE PRICE DEADLINE – 14 Days Prior to the First Show Day**

- ❖ A discounted rate is provided to exhibitors who order services in advance. Full payment must be received at Least Fourteen (14) days prior to the first day of show to qualify for the Advance Price. Payment is accepted through exhibit services in the form of VISA, MASTERCARD, AMERICAN EXPRESS, DISCOVER, DINERS CLUB and Money Order (U.S. funds drawn on U.S. banks only). Florida State Sales Tax (7%) will be applied to all equipment & service orders. Checks and cash are not accepted. All pricing is subject to change without notice.
- ❖ The hotel is not responsible for any injury, loss, or damage that may occur to the exhibitor, the exhibitor's agents, employees, or property, or the any other person or property prior, during, or subsequent to the period covered by the exhibit contract.
- ❖ In accordance with the Osceola County Fire department, no exhibit, display or drape will obstruct, impede or otherwise hinder access to fire strobes, fire speakers, fire department access cabinets or fire pulls.
- ❖ The Gaylord Palms Resort and Convention Center has deployed a wireless management system in its exhibit halls that assists Gaylord Palms IT representatives with the delivery of flawless high speed internet access. The use of any UNORDERED wireless access point or any other device that broadcasts open internet access is strictly prohibited. At no time will an exhibitor or customer power up any wireless device not provided by Gaylord Palms Resort and Convention Center without prior authorization. See the "Information Technology Terms, Conditions & Regulations" and "Network & Telecommunication Services" forms enclosed in this service kit for additional information as well as ordering procedure and pricing.
- ❖ Credit will not be given for services ordered and not used. Cancellations must occur prior to the installation of services.
- ❖ Exhibits, displays, and equipment are to be brought into and taken from the Exhibit Hall via the loading dock only.
- ❖ Stick-on decals (except name tags) may not be distributed or used in the convention center.
- ❖ Holes may not be drilled or punched into any surface in the convention center.
- ❖ The painting of exhibits or signs is not allowed inside the convention center.
- ❖ Decorations, banners, signs, etc. are not to be affixed to any wall, door, window, column, ceiling, or any painted surface in the convention center.
- ❖ Static helium balloon displays are permitted in the convention center. Helium balloons may not be used as giveaways. Helium tanks must be removed daily. Storage of tank within the building is not permitted.
- ❖ Tape used on the floor of the exhibit must be low residue carpet tape and low residue safety tape. Accepted brand are Polyken 105C, Renfrew #147, and Asiachem SST-736 or approved equivalent. All tape is to be removed from the floor at the end of the event.
- ❖ The hotel reserves the right to purchase, prepare and provide all food and beverage items.
- ❖ Cooking permit must be obtained before any cooking activity is permitted within the convention center. A 3A40 B.C. fire extinguisher must be in the booth, within 30 feet of the each cooking device. Compliance with all Osceola County Health Department rules and regulations is required. Holding tanks for cooking residue (oils, grease, etc.) are required. Cleaning of equipment is not permitted in hotel restrooms. Clean-up arrangements must be coordinated in advance through show management.
- ❖ The use of "Day tanks" bottled gas may be used in conjunction with an approved exhibit or display for cooking or demonstration purposes. Tanks must have a release valve and be removed from the convention center at the close of daily activities. Storage of tanks inside the building is prohibited.
- ❖ Vehicles that are used as part of a display should have no more than a ¼ tank of fuel or 10 gallons whichever is less. The tank must be taped shut or have a locking gas cap and the battery cables must be disconnected.
- ❖ Covered or multi-leveled booths over 300 sq. ft are required to have an automatic extinguishing system or required fire watch personnel. A battery operated smoke detector will be required for each covered booth, structure or tent regardless of square footage. Scaled, stamped plans of the booth must be submitted. Cost of fire watch personnel is determined by Osceola County Fire and Rescue. Contact Conference Services for additional information.
- ❖ Haze and/or smoke producing devices must use water-based fluids. The use of these devices must be approved in advance through Conference Services in conjunction with Osceola County Fire and Rescue Services.
- ❖ **Freight Services:** Material Handling/Freight Deliveries including but not limited to, small package, overnight, LTL & van line carriers will not be accepted by Gaylord Palms Resort & Convention Center Exhibit Hall representatives prior to your event, during your event & after your event. Shipments during the event contract dates should be in the attention of the events Official Service Contractor. Those events without a service contractor should contact IKON. The Official Service Contractor material handling includes unloading your exhibit material, storage up to 30 days in advance at the warehouse address, delivering to the booth, the handling of empty containers to and from storage, and the removing of material from the booth for reloading onto outbound carriers. Please call your Official Service Contractor with any shipping questions.
- ❖ IKON provides Executive Shipping Solutions and can be contacted at 407.586.2566.
- ❖ **GUIDELINES FOR ALL CARPETED AREAS**
- ❖ The following policy and procedure will be in effect for all areas of the hotel with existing carpet.
- ❖ Gaylord Palms Resort does not provide cleaning supplies, vacuums, large waste receptacles, whales or janitorial services for the exhibit hall area unless it is included in the sales contract. Trash removal from the exhibit hall and/or ballroom is the responsibility of the decorating/production company. Any property damaged or destroyed must be replaced to its original condition.
- ❖ It is the responsibility of the decorating/production company to return exhibit hall and/or ballroom space to "Move-In Condition". All tape and tape residue as well as stains and debris must be removed. The decorating/production company is responsible for vacuuming the exhibit hall and/or ballroom prior to departure.
- ❖ Chalk marks or the use of chalk lines will be prohibited on any carpeted area for event layout.
- ❖ All carpeted areas must be covered with visqueen or Polytac before any decorating/production equipment or freight is brought into the space.
- ❖ Prior to installation, the exhibit hall staff must approve any tape applied to the hotel carpet. It is required that low tack tape is applied to the carpet and contractor's double-face tape be applied to the low tack tape.