



FREQUENTLY ASKED QUESTIONS (FAQs)

Where is the OR Manager Conference taking place?

The meeting is taking place at the Gaylord Palms Resort and Convention Center in Orlando FL. The exhibit hall will be in the Florida exhibit hall.

What are the dates of the Conference?

The Conference is October 2 – 4 and the Exhibit Hall is open October 2 – 3.

What are the move-in hours?

Sunday, October 1: 8 a.m. – 5 p.m.

Monday, October 2: 8 a.m. – 2 p.m.

Are we able to move-in earlier than Sunday, October 1?

Due to another group having the hall contracted prior to us we are unable to offer early move-in this year. Please note, that you will be able to work past 5 p.m. on Sunday if additional time is needed.

What are the Exhibit Hall hours?

In 2017 we have gone back to unopposed exhibit hall hours and the hall will be open during the following times:

Monday, October 2: 4 p.m. – 7 p.m.

Tuesday, October 3: 9:15 a.m. – 10:45 a.m. \ 12:45 p.m. – 2 p.m. \ 3:15 p.m. – 4:30 p.m.

How do I make hotel reservations at the Gaylord Palms?

Hotel reservations can be made [online](#) or by calling the Gaylord Palms directly at (407) 586-0000 and referencing the OR Manager Conference/PACU Manager Summit. A discounted rate of \$219 per night (plus \$22 resort fee and applicable taxes) has been secured for OR Manager Conference participants at the Gaylord Palms. Reservations can be The deadline to secure the discounted hotel rate is Friday, September 8, 2017. If you need 10 or more hotel rooms and are interested in setting up a sub-block please contact Jessica Davis at jcdavis@accessintel.com

What is included with the resort fee?

- High-speed internet access in all guest rooms
- Twenty-four hour access to the Relâche Fitness Center
- Local, toll-free and domestic long-distance phone calls
- Two bottles of Purified Water daily
- Ten percent discount on all spa products at Relâche Spa & Salon
- Scheduled shuttle service to Walt Disney World Theme Parks
- 10% discount on dry cleaning services, pool side cabana rentals and spa services at Relâche

Who is the General Services Contractor (Decorator) for the show?

Freeman is the General Services Contractor and they can be reached at (407) 816-7900 or by e-mail at FreemanOrlandoES@freeman.com.

What is the Freeman Advance Order Deadline?

The deadline to take advantage of the discounted pricing is Monday, September 11th.

How do I update my company listing online?

Your company listing can be updated in the [Exhibitor Resource Center](#). The deadline for the onsite program guide is Wednesday, August 30.

Is union labor required for installation/dismantle of the exhibit booths?

No, as long as they are full time employees of your company they are able to install/dismantle the booth without the assistance of union labor.

Are we allowed to carry items into the exhibit hall ourselves?

Exhibitors may hand carry their own materials in the exhibit hall. The use of dollies, flat trucks or other mechanical equipment is not permitted. Bellman from the hotel will not be allowed to drop materials to the booths.

What are the maximum height limits?		
Inline Booths: 8'	Perimeter Booths: 12'	Island Booths: 20'
Is carpet or floor covering required in my booth?		
Yes, all booths must provide floor covering that covers the entire booth space. Any booths not carpeted by 12 p.m. on Monday, October 2 will be carpeted by Show Management at the exhibitor's expense.		
What is the Advance Warehouse address?		
Exhibiting Company Name / Booth # OR Manager Conference 2017 c/o FREEMAN 10088 General Drive Orlando, FL 32824 <i>Accepting shipments beginning on Friday, September 1 through Monday, September 25. Shipments will be accepted after the 25th for an additional surcharge.</i>		
What is the Show Site Address?		
Exhibiting Company Name / Booth # OR Manager Conference 2017 c/o FREEMAN Gaylord Palms Resort & Convention Center 3208 Gaylord Way Kissimmee, FL 34746 <i>Accepting shipments beginning on Sunday, October 1. Anything sent earlier will be REFUSED by the venue.</i>		
How many badges come with the booth?		
Every 100 sq. ft. of space receives four (4) booth personnel passes. Additional passes can be purchased for \$25.		
How do I register my booth staff?		
You can register them online in the Exhibitor Resource Center .		
Are we able to attend the Conference sessions?		
The booth personnel passes don't include access to the conference sessions, however, discounted pricing is available if you would like to upgrade. The available packages and pricing can be found in the Exhibitor Resource Center .		
Where is the OR Manager Night Out taking place this year?		
The OR Manager Night Out is taking place at the Discovery Cove Beach Luau at Sea World on Tuesday, October 3 rd . Tickets are available for purchase for \$50 in advance or \$60 onsite and include a full buffet dinner, drinks and dessert.		
What other marketing opportunities are included with our exhibit booth?		
In the Exhibitor Resource Center you will be able to: <ul style="list-style-type: none"> • Create a customized HTML e-mail to send to your clients and prospects • Build your own personalized banner ad to promote your presence at the event • Create a customized coupon pass to send to your clients and prospects offering them a discount on the registration fees. 		
Is the attendee list available to exhibitors?		
No, we do not make the attendee list available due to privacy concerns with our attendees. We do offer the option to do a pre or post-show e-mail blast or a one-time use of the mailing list (coordinated through a third party mail house) for a fee. Please contact Nancy Iannotta at niannotta@accessintel.com for more information.		
I just received an e-mail offering to sell me the attendee list? Is this a legitimate offer?		
No, we've heard of companies reaching out to our exhibitors offering to sell them the attendee list. Please know that they are not affiliated with OR Manager Conference and therefore do not have access to the attendee list.		
I'm interested in becoming a sponsor, who should I talk to about available options?		
You can reach out to Nancy Iannotta at niannotta@accessintel.com to customize a sponsorship that will give you maximum exposure pre-show, onsite and post-show.		