

2012 Winter Conference FAQ's

1. Where and when is the Winter 2012 Conference?

The Winter Conference will be held in Phoenix, AZ from January 20-25. The Co-Head Quarter Hotels are the Hyatt Regency and the Sheraton Downtown. Workshops and exhibits will be held at the Phoenix Convention Center.

2. What are the Exhibit dates?

The Exhibit dates are January 22, 23 and 24, 2012. In the North Hall 4 of the Phoenix Convention Center

3. What are the Exhibit Hours?

SHOW HOURS (NON COMPETE TIMES):

- Sunday, January 22, 2012 4:00pm - 6:00pm
- Monday, January 23, 2012 10:00am - 2:00pm
- Tuesday, January 24, 2012 9:00am - 12:00pm

4. What are the Exhibitor Move-In hours?

Exhibitor Move-In:

- Saturday, January 21, 2012 10:00am - 4:00pm
- Sunday, January 22, 2012 8:00am - 1:00pm

Note: Exhibitors will not be allowed in the Exhibit Hall prior to Saturday January 21st, at 10:00am.

Note: No children under the age of 16 are allowed in the Exhibit Hall during Move-In and Move-Out. Children are only allowed in the Exhibit Hall during the regular show hours and MUST be accompanied by an adult.

5. Are Exhibitors allowed in the Exhibit Hall prior to the Exhibit Hall show hours to set up?

Exhibitors are allowed in the Exhibit Hall at least one (1) hour prior to the Exhibit Hall opening each day to set up.

Exhibitor Only Access:

- Sunday, January 22, 2012 3:00pm - 4:00pm
- Monday, January 23, 2012 9:00am - 10:00am
- Tuesday, January 24, 2012 8:00am - 9:00am

Note: Badges must be worn at all times in the Exhibit Hall and all conference areas.

6. When do the Exhibitors need to be set up by?

The Exhibitors need to be set up and out of the Exhibit Hall by 1:00pm on Sunday, January 22, 2012 so that Hargrove can lay aisle carpet and clean to prepare for the opening.

Exhibit Hall Closed: Sunday, January 22, 2012 from 1:00pm - 4:00pm

7. What are the Exhibitor Move-Out Hours?

EXHIBITOR MOVE-OUT

- Tuesday, January 24, 2012 from 1:00pm - 8:00pm

Note: Exhibitors must wait for aisle carpet to be removed by decorator before move out can begin.

8. How much is a booth?

Exhibit Booth Pricing:

- 10' x 10' BOOTHS \$2000 (Inline Location)
- 10' x 10' BOOTHS \$2400 (Corner Location)
- 10' X 20' BOOTHS \$4400 (One Corner and One Inline)
- 10' X 20' BOOTHS \$4800 (Two Corner Booths)
- 20' X 20' BOOTHS \$8600

9. Does carpeting and furnishings come with the booth?

No, the Booth Space does not include carpeting and furnishing. All Exhibitors are required to have carpeting or professional floor coverings in their booth.

10. As an Exhibitor, do I have to carpet my booth space?

Yes, Show Management requires that all Exhibitors have carpeting or a professional floor covering in the booth space. Booths that are not fully carpeted by January 22, at 1:00pm will have an order placed by Show Management at the expense of the Exhibitor.

11. What do I as an Exhibitor get with the Booth?

BOOTH FEE INCLUDES:

- 10'x10'booth space with draped 8' back wall and 3'side rails
- Company identification sign
- Two (2) complimentary full registrations for individuals directly employed as staff of your company
- Admission to social events available to full registrants only
- Access to all workshops, seminars and sessions available to full registrants only
- Four (4) complimentary floor passes are limited to individuals directly employed as staff of your company.
- Additional passes are available for only individuals directly employed as staff of your company for a fee of \$50 each
- 24-hour security service
- Daily aisle maintenance
- Listing in the Winter Conference Program Book (Deadline November 14)
- Complimentary meeting room space

12. Where can I as an Exhibitor find information about ordering carpeting, furniture, electricity etc.?

All of that information will be in the electronic Exhibitor Services Kit which will come from our decorator Hargrove, Inc. Shortly after you receive a booth confirmation email you will receive an email from Hargrove with the link and show code to the Services Kit.

13. Who is the Show decorator and how can I as an Exhibitor contact them?

Hargrove, Inc. is the official Show contractor. Exhibitors must use the ACA's official show service contractor for drayage and rigging, furniture rentals, and other services published in the Exhibitor Services Kit. Exhibitors are expected to have their booths in show condition each morning before the Exhibit Hall opens. [Hargrove's ACA Exhibitor Help Line is 301-731-2509](tel:301-731-2509) or [send an email to exhibitorservices@hargroveinc.com](mailto:exhibitorservices@hargroveinc.com).

14. Where can I find the Exhibitor Services Kit?

The Exhibitor Services Kit is electronic. It will not come in the mail. Hargrove, Inc. will provide Exhibitors with a link to the website as well as with the ACA Winter Conference show code to access the information. It will come in an email from them shortly after you receive the booth confirmation email from ACA.

If you do not receive anything from Hargrove within a week after you have received a booth confirmation, please contact [Hargrove's ACA Exhibitor Help Line at \(301\)731-2509](tel:301-731-2509) or [send an email to exhibitorservices@hargroveinc.com](mailto:exhibitorservices@hargroveinc.com).

15. How do I register my staff for badges?

We are using an online registration company, called EPIC. You may purchase additional Exhibit Hall passes as well as other products and services, such as lead retrieval devices.

The link to the online registration website will be provided in the electronic Exhibitor Services Kit as well as in your booth confirmation letter. [The EPIC exhibitor customer service can be reached at -800-940-2164](tel:800-940-2164) or [1-704-943-1003](tel:1-704-943-1003).

16. How many badges come with the booth?

As an ACA Exhibitor, with your booth space, you will receive two (2) full conference registrations and four (4) Exhibit Hall only badges which equals a total of six (6) badges, **limited to personnel directly employed with the company**.

17. What if I need more badges or need to make changes to the badges?

You may purchase additional Exhibit Hall passes on the EPIC website for \$50 each **for staff directly employed with the company**. Once you create your own login and password, you can add or edit badges at any time prior to the conference. Registration will stay open up until January 18th which if after that time if you have any late additions or changes you can still make them onsite.

18. When is the Program Book exhibitor directory listing deadline?

All contact information and company descriptions must be submitted by close of business 5:00pm EST on November 14, 2011.

19. When is the Program Book Ad deadline?

The deadline for the contract is November 18, 2011 and the deadline for the ad materials is December 2nd.

20. Where can I find Sponsorship Information?

All of the sponsorships that are available for the 2012 Winter Conference are listed with descriptions and pricing information in the Exhibitor Prospectus.

21. To be a sponsor do I need to be an Exhibitor?

Yes, in order to sponsor anything at the Conference, the company must be currently exhibiting at the 2012 Winter Conference.

22. To have an Ad in the Planning Guide and/or the Program Book do I need to exhibit?

Yes, in order to have an Ad in the Planning Guide and/or the Program Book, the company must be currently exhibiting at the 2012 Winter Conference.

23. What Housing is available to Exhibitors and attendees?

Hyatt Regency
Sheraton Downtown
Spring Hill Suites
Hilton Suites

24. When does Housing open?

Housing will open October 3rd and all the specific pricing and information will be up on our website then.

25. What is the pricing for hotels?

Hyatt Regency: \$190 plus 13.27% tax

Sheraton Downtown: \$224 plus 13.27% tax

Spring Hill Suites: \$165 plus 13.27% tax

Hilton Suites: \$189 plus 13.27% tax

****Note ACA will not provide transportation to/from any of the hotels to the convention center. ****

26. When and where is the 142nd Congress of Correction going to be?

The 142nd Congress of Correction is going to be held in Denver, CO. Please check the ACA website (www.aca.org) for more information after 2012 Winter Conference.