

**ISAAC
CANCÚN
MÉXICO**

**COMMUNICATION
BEYOND BORDERS**

**COMUNICACIÓN
SIN FRONTERAS**

July 24 - 27, 2023

**CANCÚN
ICC**

**INTERNATIONAL
CONVENTION
CENTER**

JULY 24TH TO 27TH

isaac

International Society for
Augmentative and Alternative Communication

✕ btc
CONGRESSES · CONVENTIONS · EVENTS



Exhibitor Guidelines

ISAAC, the International Society for Augmentative and Alternative Communication, warmly welcomes you to the 19th Biennial ISAAC Conference Cancún.

**July 24 – July 27, 2023
Cancún, México**

<https://isaac-online.org/english/conference-cancun/>

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Operating Regulations for Exhibitors

Set forth herein are the rules that exhibitors are obligated to observe throughout the duration of the event, from the setup and up to the teardown.

This document also includes the security and civil protection standards of the **Cancun Center (formerly known as the Cancun ICC International Conference Center)**.

Contact Details

BTC Americas

Local PCOI

Hilda Gutierrez

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E-mail: hgutierrez@btcamericas.com

Cancun Center

Venue

Cynthia Lazo

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Exhibitor Contractor

Fernanda López

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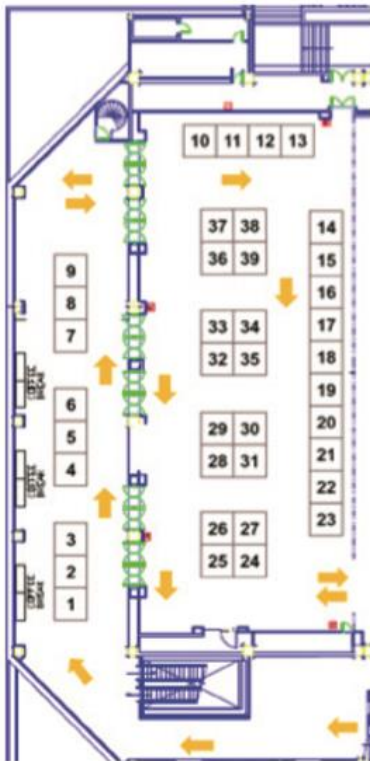
Email: flopez@cancuncenter.com

Exhibits Halls and Commercial Plane Exhibition

SALONES Y PLANO DE ÁREA COMERCIAL

ACTIVITIES/ACTIVIDADES	HALLS/ SALONES
Plenary Room	Gran Cancún
Commercial Area	Gran Cancún
Concurrent Sessions	Cozumel
Concurrent Sessions	Coba
Concurrent Sessions	Xcaret
Concurrent Sessions	Tulum
Concurrent Sessions	Isla Mujeres

Site and Layout of Exhibition



CANCUN CENTER (formerly known as the Cancun International Convention Center, or Cancún ICC)

Located at Km. 9 of the Cancun Hotel Zone in Quintana Roo, Mexico, just 20 minutes from the Cancun International Airport.

The commercial area will be located in the main hall Gran Cancun (Third floor).

The Exhibit area should correspond strictly to that which was contracted, and in no case shall the exhibitor use any other area.

Schedules for Setup and Teardown

ACTIVITY	DATE	SCHEDULE
Unload and set up	Sunday, July 23, 2023	07:00-22:00 hrs
Tear down	Thursday, July 27, 2023	16:00-22:00 hrs

To maintain the security measures in Cancun Center, any form of setting up and tearing down must be carried out on the service platforms, located on **blvd. Kukulcán km9, ZH, C.P. 77500 Cancún, Q. Roo, México.**, in the direction of the downtown (reference is next to the ALOFT hotel).

Because of space limitations, setup and teardown must be done quickly.

Therefore, please abide by these instructions:

1. Upon arrival at the Cancun Center loading dock, report to Security to receive your appointment and dock assignment and instructions for where to temporarily park your trailer or truck. You must have enough staff for setup and teardown; otherwise, you will not be allowed to start unloading.
2. Go to your assigned unloading platform.
3. Start unloading. Please respect the schedule you have been assigned for setup in order to avoid unnecessary delays:

2 hours - trailers
1 hours – trucks
45 minutes - cars and pick-ups.

4. Once you have finished unloading, please vacate the delivery yard.

5. You must give two lists to the Security Department:

a) Inventory (original and two copies) of all materials and equipment

b) List the names of the people staffing your exhibit's setup

6. The Organizing Committee will control all entries to and exits from the exhibit area during the setup, event and teardown during the days of the event.

7. Upon arrival you will receive an ID badge corresponding to your exhibit, which you must use to enter Cancun Center.

You must wear your badge during setup, teardown and the event itself in order to move freely about or remain in the assigned areas.

Inventories provided by exhibitors do not create any obligation or liability for Cancun Center due to partial or total theft of the product or materials that are brought into the venue.

In case of exceeding the setup time, Cancun Center will apply a charge for parking; automatically allows access of one vehicle per company at a time. The entry will be subject to the capacity of the platforms.

IMPORTANT:

After 22:00 hrs. on July 23, there must be no heavy or noisy loading or unloading of materials, drilling, or any type of set up equipment, and there will be no access to the docks. Entry will only be given to boxes and materials of small dimensions during the schedules and according to the rules established below in the section on "Entry/Exit of Materials" and all setup operations will be completely suspended in order to allow for cleaning of the area.

Any further setup after 22:00 hrs. of July 23, will **generate overtime** which may be contracted in the services module of the venue and should be covered by the vendors that have not finished setup. The percentage for medical services should be covered according to the times contracted.

It is the setup company’s responsibility to watch all the equipment and tools used for the job.

Beginning at 09:00 hrs. on July 24, it is strictly forbidden to carry on any setup activity or decoration of your stand.

During the exhibit schedule, entry or exit of any type of merchandise, furniture, or any other object is forbidden.

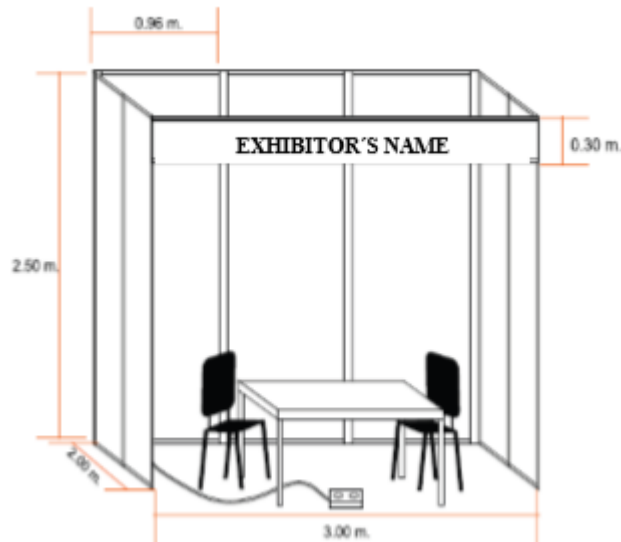
Entry through the loading and unloading area will require the presentation of this manual, duly signed. Otherwise, access will be denied without exception.

Schedules for Commercial Exhibit

The exhibitor will keep their stand installed for the duration of the event, which will be from July 24 – 27, and will remove it precisely on the date and hour that the exhibit Coordinator will indicate. Advanced departures from the venue of the event are not permitted.

ACTIVITY	DATE	SCHEDULE
Inauguration	Monday, July 24, 2023	TBD
Exhibitor Area	Tuesday 25 - Wednesday 26	TBD
	Thursday, July 27, 2023	TBD

Release of the Physical Area of the Stand



- a) Carpet or floor according to campus facilities
- b) Adherable auto vinyl label with the name of the company, Helvetica Medium, with capacity for up to 20 characters, placed on the chest.
- c) A lamp Slim-Line 2 x 38 watts with acrylic diffuser installed behind the parapet of the module.
- d) Contact polarized electric double capacity of 1000W.
- e) Side and rear walls attached by aluminum posts and beams of the building system OCTANORM finished in natural aluminum and PVC foam panels 3 mm thick in white on both sides.
- f) One rectangular table measuring 240 by 55 cm and 2 chairs

In the event that the white panel partitioning is NOT required, the design of the display should be sent, at the latest by June 26, 2023. Under no circumstance may the display exceed its size or dimensions. It will be the setup company's exclusive responsibility to fit the size of the exhibit booth on site.

Electrical load centers may not be exposed; therefore, the setup company must conceal them in order to ensure the safety of the attendees.

Convention personnel responsible for setup will oversee the same, and may request an adjustment of the design in the event that it is required according to the guidelines for safety of the attendees.

Electrical power is a service exclusive to the facility. The vendor must request this service using the Request Forms for Partitions, Signage, and Electrification for the electrical requirements for your stand. Present in clear and precise terms your needs for electrical power, so that it may be provided according to your installed capacity, supplying the boards or load centers that the maintenance department designates.

Regulations for Installing and Decorating Stands

The exhibitor is free to design their stand, abiding by the following rules:

7.1 All kinds of wooden modules should be mostly prefabricated, in order to avoid, as much as possible, any carpentry work within the exhibit hall. Only the assembly of modules, runways, podiums, and platforms is allowed, but not under any circumstances is sawing, cutting or painting allowed inside the halls. Any waste not removed will cause a fine for the vendor.

7.2 All types of work requiring welding, use of flammable paints, varnish or painting within the hall and the use of flammable fluids within the facilities of the Cancun Center are prohibited.

7.3 In some cases, the venue will provide, at no cost, some materials, such as chairs, tables and tablecloths. Any additional need should be contracted directly by the vendor.

7.4 It is not permitted to install a division of any type, nor furniture or equipment **exceeding the height of 2.50 meters** on the boundary of the adjacent stand.

7.5 The vendor shall not use materials that might cause damage to the installations of the venue, nor alter the physical conditions of the area, including walls, floors, and doors, electrical connections and general lighting.

7.6 Any damage caused to the venue's facility by the vendor will be the exclusive responsibility of the latter, who shall proceed to make the arrangements to pay the corresponding compensation for damages.

7.7 Upon receiving the assigned area, the vendor must verify the condition of the area. In the event of finding any damage the exhibitor should immediately notify the Coordinator of the exhibit and the Representative of the venue.

7.8 There is no forklift, truck, nor wheelbarrows to move equipment or material within the exhibit area; therefore, each vendor must bring whatever is required for loading and unloading all materials.

7.9 It is not permitted to hang anything from the roof, nor to block the emergency exits or main entrances, and the extinguisher areas must be respected.

7.10 The maximum weight limit in Cancun Center Exhibit area is 400 kg. /m².

7.11 Further, the exhibitors are absolutely liable for labor, tax and Social Security obligations, and for any possible violations of applicable Mexican laws. All exhibitors are required to wear safety vests and enclosed shoes at all times during setup and teardown.

7.12 Absolutely no smoking, eating or drinking of alcoholic beverages is allowed in the installation area during setup and teardown.

7.13 Cancun Center must give written approval for filling balloons with any kind of gas, which will depend on the dimensions and function of these balloons, because they can interfere with sensors and the fire and smoke detection system.

7.14 You may not use confetti in carpeted areas. Use of confetti in uncarpeted areas is subject to the Customer Service Manager's approval, and a clean-up fee will be added to the client's account.

7.15 You must have prior written approval in advance from the Customer Service Manager in order to use a smoke machine as part of your stand’s decoration. Use and installation of smoke machines can set off smoke sensors and the sprinkler system.

If exhibitors fail to abide by this provision, Cancun Center will remove this material and penalize the exhibitor for damage incurred by the venue.

Warehouse

If the exhibitor needs to rent a space in the warehouse, a request may be made at the Customer Service Office through the e-mail clazo@cancuncenter.com , subject to space availability.

Cancun Center will designate the area to be used and collect the corresponding fee. Once teardown has finished on Thursday, July 27, Cancun Center will charge a storage fee for any equipment and/or materials that have NOT been collected. However, this does not constitute any liability for goods that have been forgotten, mistreated or partially or totally damaged. Storage fees are charged per day or part thereof as follows:

From 101 kg to 500 kg	\$165 USD
From 501 kg to 1 ton	\$320 USD
For more than 1 ton	\$600 USD

Advanced Shipping of Material

The advanced shipping of packages can be received at the Cancun Center, as long as the exhibitor sends complete information on the expedited parcels to the department of Customer Service through the email clazo@cancuncenter.com, and that it is sent labeled and identified. The cost for storage begins at the moment of reception of the parcels and will be determined by the volume and weight of the same, which will be billed once they have been received at the site, and the vendor will be required to pay the amount directly to the venue.

The Cancun Center will not be responsible for, nor will it accept shipment of boxes or any other product that does not comply with the afore-mentioned specifications. The Cancun Center may not open them and will not be responsible for the content of the same.

Security in the Exhibition Area

General Institutional Security personnel will be available at the exhibit 24 hours a day from the beginning of setup through teardown. There is no permanent security at each stand; therefore, it is recommended that the vendor establish an adequate control of all personal and corporate belongings. The Cancun Center and/or Organizing Committee of the Societies and/or BTC does not accept responsibility in the event of damages or losses. If you desire permanent security at your stand, you must request it directly from the commercial area coordinator and it will be added to the cost of services quoted.

Policy on Food and Beverage

Food & Beverage services will be provided exclusively by Cancun Center. You must request these services at the Customer Service Department through the email:

clazo@cancuncenter.com.

You must have Cancun Center authorization for any food or beverage tasting activities

Cleaning of Stands and Common Areas

The exhibitor will be responsible for all trash generated in its setup/event/teardown (such as boxes, large bags, styrofoam, etc.) to be deposited in the waste chamber which is on the side of the shipping yard. The Cancun Center only does general cleaning in the walkways, restrooms, and common areas; and reserves the right to fine the exhibitor that does not comply with the aforementioned regulations, or if the trash from the exhibitor's stand is found in the common areas or walkways.

Entry/Exit of Materials During the Event

No access to the docks will be granted on July 24, 2023, and boxes and materials of small dimensions may only be brought in through the shipping yard, from 7:00 to 9:00 hrs. For your own safety, it is necessary that the guards require an exit pass for materials from persons leaving the exhibit area with manual equipment (laptops, printers, cameras, or other objects). The exit passes may be requested in the office of the Organizing Committee, with the prior authorization of the person responsible for your stand. It is not

permitted to use the passenger elevator, electric stairs or common areas to bring in boxes, equipment, furniture, trucks, platforms, hydraulic skids, or other objects.

General Regulations on Operations of the Facility

Once you enter the venue, the Exhibit Manual becomes applicable.

For any inquiry or requisition of equipment from Business Travel Consulting, they will be available to you in the exhibitor attention module.

Publicity

15.1 As far as publicity is concerned, it will only be permitted to put up what the vendor provides within his contracted stand(s).

15.2 The use of any type of printed, optical, or visual media is prohibited outside the booth, as well as visual effects projected on areas or surfaces other than those contracted and authorized.

15.3 We remind you that it is strictly forbidden to distribute or hand deliver brochures, invitations or any promotional material or article outside the area of the Commercial Exhibit.

15.4 During the Exhibit Schedule, the use of music and speakers will be allowed, however, **it is strictly forbidden to keep these pieces of equipment running during the scheduled academic sessions.** The maximum volume permitted during the breaks is 65 decibels.

Raffles

It is not allowed to carry out raffles inside the venue.

No Smoking Building

Cancun Center is a NON-SMOKING building, so this activity is strictly prohibited during setup / event / teardown.

Penalties

The lack of adherence to all of the regulations mentioned above and/or the violation of the rules contained in this document, will be sufficient cause for blocking the installation of your stand(s).

The Cancun Center, Business Travel Consulting and/or ISAAC will not be responsible for injury to persons or damage to property of the exhibitor. Upon concluding the event, the exhibitor must surrender the space occupied in the same conditions as he received it, (floor, electrical installations, rented materials from the services table). If this is not done, the exhibitor will be billed for the costs of repair or cleaning.

The exhibitor Company is responsible for obtaining the permits and corresponding documentation during the event.

Exhibitors Registration

Only the persons previously registered and that are wearing the proper name tag will have access to the exhibit area, therefore, the exhibitor must present the list of persons that will be operating their stand, **no later than June 26th, 2023**.

You have a right to the following number of name tags per stand:

Stands of 3x3 mts	5 exhibitor name tags, access only to commercial area
Stands of 6x3 mts.	8 exhibitor name tags, access only to commercial area
Stands of 6x6 mts.	10 exhibitor name tags, access only to commercial area

Name tags will only be issued to persons accrediting their employee relationship to the exhibiting Company, or by a letter of request signed by the representative of the Company.

The name tag is personal and non-transferable. The improper use of the name tag or lending it to other non-authorized persons will be cause for its cancellation.

The support personnel for setup should be identified during the entire event through the use of a name tag that will be given to them in the registration area. Also, during the exhibit schedule of the commercial area, they may not remain in the Cancun Center facilities.

Deadlines for Reception of Information

Please send your application, duly completed, to: hgutierrez@btcamericas.com before **June 26th, 2023**.

If we do not receive the items that you need for set up on the date established, these requirements will be quoted and must be paid on site; these will be subject to availability at the moment and time of installation that the supplier determines.

Request Forms for Partitions, Signage and Electrification

If you want to contract additional electrical installations, please contact the customer service department directly by e-mail: clazo@cancuncenter.com.

For safety reasons, all electrical installations of the exhibition area will be done by a contractor authorized by ISAAC and Cancun Center.

The name on the front signage in the event of requesting it (maximum of 20 characters).

No logos will be printed, only text.

Please write one letter per square, leaving empty squares for spaces if it is a compound name.

Do you want an OCTANORM module?

YES ___ NO ___

Specify the mounting of partitions if you require them:

Especifique el montaje de mamparas en caso de requerir:

Rear wall

Left lateral wall

Right lateral wall

Signage on Cross Beam

Lamp

In the case of not requiring mounting of white structures (walls) by the Organizing Committee, please attach and send the design of your stand.

Company responsible for setup of your stand

Contact

Telephone

Waiver of Responsibility

This document must be signed and presented to Business Travel Consulting, attaching accreditations, inventory and lists of materials, **at the latest by June 26, 2023** in order to be able to enter the facility on setup day.

Send it to Hilda Gutierrez

E-mail: hgutierrez@btcamericas.com

Date:

Stand:

Company:

Person Responsible:

Contact's mobile phone:

Signature of Acceptance:

Lion Exhibition Freight, Inc. International Shipping Services



INTERNATIONAL SHIPPING SERVICES

LION Exhibition Freight, Inc. offers worldwide service to CANCUN for companies shipping display booths, audio/visual equipment, machinery, office supplies, or other exhibit materials. Based in Atlanta, we have 28 years' experience in exhibit transportation into Mexico. In May of 1999, LION opened a satellite sales office in Cancun and entered into a partnership agency agreement with a leading local Mexican Customs Broker. We are able to provide air freight or ocean freight services, Customs clearance, and delivery to any location in the Cancun area. We are also able to provide on-site drayage service, on-site labor, and handling of empties.

Our Atlanta headquarters will be your one point of contact to arrange for transport, to receive shipping guidelines, and to confirm delivery of your cargo. We have prepared step-by-step guidelines in order to assist U.S. shippers in preparing their cargo for transport to Mexico. For further details, please contact:

LION Exhibition Freight, Inc.
P.O. Box 10
Locust Grove, GA 30248
Contact: Kim Bagwell OR Jerry Hopper
Ph: 404-305-1183 Fax: 404-305-1185
Email: ksbagwell@lionexhibition.com or jbhopper@lionexhibition.com

Complete and return to receive a step-by-step "Transportation Guidelines" from LION to help with your shipment planning. Shipment cut-off dates, documentation requirements, labeling information, and quote will be available upon complete shipment information.

- We will be using our own Freight Forwarder.
- Please forward your partners information in our area.

INFORMATION SHEET – RETURN BY EMAIL

Company Name: _____ Event Name: _____

Address: _____ Booth Number: _____

_____ Tel#: _____

Contact Person: _____ Email address: _____

Sincerely,

Kim Bagwell

LION Exhibition Freight Inc. operates under the standard terms and conditions of the NCBFFA and/or AIFA. A copy of these terms and conditions is available upon written request. Insurance is not included but is available upon written request.