

### EASY IS NICE, ON ANY DEVICE

FreemanOnline® provides you with all the right tools to ensure a seamless execution at show site, from move-in to move-out. With an enhanced FreemanOnline, we are making it easier than ever for you to get what you want to have a great event.

- Access important show information
- Track freight
- Receive notifications
- Receive assistance through Concierge Services while at show site
- Order Freeman products and services pre-show, during move-in and while the show is open
- Expedite the move-out process
- Access invoices after the show

### HEALTH AND SAFETY

Stay informed on Products, Services and Resources that will help you plan for a safe return to your next event. [Click Here](#) for our Health and Safety Resources.

### BOOTH EQUIPMENT

- Standard Exhibit Space (10' x 10') receives: 8' high black back drape, 3' high black side dividers and a 7" x 44" two-line identification sign.
- Small Booth (8' x 6') receives: 8' high black back drape, 3' high black side dividers, a 7" x 44" two-line identification sign, (2) Limerick® chairs and (1) 4' x 30" black draped table.
- Table Top Display (5' x 6') receives: 8' high black back drape, 3' high black side dividers, a 7" x 44" two-line identification sign, (2) Limerick® chairs and (1) 4' x 30" black draped table.

### EXHIBIT HALL CARPET

The exhibit area and aisles will NOT be carpeted. Show Management will not require exhibitors to have booth carpet/flooring this year. As a reminder, all cords will need to be taped down and/or secured to maintain safety. Rental carpet is still available through Freeman. Please refer to the Carpet Brochure and Order form located in this manual for options.

Note, all aisles will be cleaned each morning before exhibitors arrive.

### DISCOUNT PRICE DEADLINE DATE

Order early on [FreemanOnline](#) to take advantage of advance order discount rates, place your order by [June 15, 2021](#).

### EXHIBITOR FREQUENTLY ASKED QUESTIONS

For more information and helpful hints on products and services, ordering and invoicing, shipping your freight, and other top questions, please visit [FreemanOnline's FAQ page](#).

### SHOW SCHEDULE

#### EXHIBITOR MOVE-IN

|           |               |                   |
|-----------|---------------|-------------------|
| Tuesday   | July 13, 2021 | 8:00 AM - 5:00 PM |
| Wednesday | July 14, 2021 | 8:00 AM - 7:00 PM |

*\*There will floor access available Thursday, July 15, 2021 from 6:00 AM - 8:00 AM. All exhibitors must be show ready by 8:00 AM.*

#### EXHIBIT HOURS

|          |               |                   |
|----------|---------------|-------------------|
| Thursday | July 15, 2021 | 9:00 AM - 6:00 PM |
| Friday   | July 16, 2021 | 9:00 AM - 5:00 PM |

#### EXHIBITOR MOVE-OUT

|          |               |                    |
|----------|---------------|--------------------|
| Friday   | July 16, 2021 | 5:00 PM - 10:00 PM |
| Saturday | July 17, 2021 | 8:00 AM - 12:00 PM |

Freeman will begin returning empty containers once the attendees are clear from the floor.

## DISMANTLE AND MOVE-OUT INFORMATION

- Freeman will begin returning empty containers once the attendees are clear from the show floor. The entire process will take approximately 4 hours. Note: All empty crates and containers must be stored off site in trailers, as there is not any storage of these items allowed in the Music City Center.
- All exhibitor materials must be removed from the exhibit facility by **Saturday July 17, 2021 at 12:00 PM.**
- To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline, please have all carriers check-in by **Saturday July 17, 2021 at 10:00 AM.**

## EXHIBITOR SERVICE HOURS

Our Exhibitor Support team will be available from 8 a.m. - 5 p.m. from the first day of Exhibitor Move-in to the last day of Exhibitor Move-out. Hours may be extended the day before show open and the day of show close to assist with additional exhibitor needs.

## POST SHOW PAPERWORK AND LABELS

Exhibitor Support will gladly prepare your outbound Material Handling Agreement and labels in advance. Complete the Outbound Shipping form and your paperwork will be available at show site. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

## EXCESSIVE TRASH AND BOOTH ABANDONMENT

Any excessive trash which consists of display materials, carpet, padding, crates and/or pallets will be disposed of and charged both a handling fee and disposal fee during exhibitor move-in. Excessive booth materials and/or literature left in the booth at the end of the published exhibitor move-out that is not labeled for an outbound shipment will be considered abandoned and deemed as trash. The exhibitor will be charged for the removal and disposal of these items. Charges may include Installation & Dismantle Labor, Forklift & Rigging Labor, and/or Dumpster Fee. Please call Exhibitor Support at (888) 508-5054 for an estimate.

## FREEMAN ONLINE®

Take advantage of discount pricing by ordering online at [FreemanOnline](#) by June 15, 2021. Using the enhanced FreemanOnline, you will enjoy easy access to added features and functions as well as the high caliber of Freeman services you've come to expect — **before, during and after** your show.

To place online orders, you will be required to enter your unique Username and Password. If this is your first time to use FreemanOnline, click on the "Create an Account" link. To access Freeman Online without using the email link, visit [FreemanOnline](#).

If you need assistance with Freeman Online, please call Exhibitor Support at (888) 508-5054 Toll Free US and Canada or +1(512) 982-4186 Local and International.

## SHIPPING INFORMATION

### Warehouse Shipping Address:

**PLEASE NOTE: The office and warehouse will be closed on Monday, July 05, 2021 in observance of the holiday. Shipments will not be accepted on this date.**

***Official Summer NAMM booth numbers will be released with the show map on June 9th. To ensure that your shipments arrive to your assigned booth in a timely manner, please include the official booth number provided by NAMM.***

Exhibiting Company Name / Booth #  
**2021 Summer NAMM**  
 C/O Freeman  
 825 VISCO DR,  
 NASHVILLE, TN 37210

Freeman will accept crated, boxed or skidded material beginning **Tuesday, June 15, 2021** at the above address. Material arriving after **Tuesday, July 06, 2021** will be received at the warehouse with an additional after deadline charge. Please note that the Freeman Warehouse does not accept uncrated freight (loose, pad-wrapped material and/or unskidded machinery), COD shipments, hazardous materials, freight requiring refrigerated or frozen storage, a single piece of freight weighing more than 5,000 pounds or a single piece of freight beyond the dimensions of 108" H x 93" W. Warehouse materials are accepted at the warehouse Monday through Friday between the hours of 8:00 AM - 3:30 PM. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (888) 508-5054.

**Show Site Shipping Address:**

Exhibiting Company Name / Booth #  
**2021 Summer NAMM**  
 C/O Freeman  
 MUSIC CITY CENTER  
 700 KOREAN VETERANS BLD,  
 NASHVILLE, TN 37203

**NOTE:** All trucks should check-in at the Marshalling Yard. Certified Weight Tickets must accompany all shipments. Target time is per truck check-in and does not necessarily represent the time your truck will be unloaded.

Freeman will receive shipments at the exhibit facility beginning **Tuesday, July 13, 2021**. Shipments arriving before this date may be refused by the facility. Any charges incurred for early freight accepted by the facility will be the responsibility of the exhibitor. Certified weight tickets must accompany all shipments. If required, provide your carrier with this phone number: (888) 508-5054.

**Please note: Any materials received by Freeman are subject to Material Handling Charges and are the responsibility of the Exhibitor. This also applies to items not ordered through the Official Show Vendors. Refer to the material handling form for charges for the service.**

Please be aware that disposal of exhibit properties is not included as part of your material handling charges. Please contact Freeman for your quoted rates and rules applicable to disposal of your exhibit properties.

**MATERIAL HANDLING SERVICE**

For each 100 Square feet of exhibit space, NAMM provides an allotment of 8 CWT (800 lbs.) of crated, cartoned or skidded freight to SHOW SITE providing your target assignment is met. For each Small booth and Tabletop booth, NAMM provides an allotment of 4 CWT (400 lbs.) of crated, cartoned or skidded freight to SHOW SITE providing your target assignment is met.

- Delivery of crated, cartoned or skidded freight from the exhibit facility docks to your booth area (providing target assignment is met). Based on an allotment not exceeding 800 lbs for each 100 sq.ft. of exhibit space.
- Removal of empty crates to storage area and return to your booth after the close of show.
- Consolidating and reloading of all crated, cartoned or skidded shipments (based on allotments) onto vehicles in accordance with published schedules.

**Certified weight tickets must accompany all shipments.**

**MOVE-OUT**

At show break, exhibitors will be allowed to check in **PERSONAL VEHICLES ONLY** (no commercial vehicles, common carriers or van lines) for loading out on **Friday, July 16, 2021**, between the hours of **5:01 PM and 7:00 PM** without incurring overtime charges. If you are expecting any shipments to arrive or depart on overtime, please contact us regarding available labor times. All exhibitor materials must be removed from the exhibit facility as noted in the exhibitor move out listing. All carriers must check-in no later than **10:00 AM on Saturday, July 17, 2021**.

**OVERTIME**

- Overtime charges will be in effect only if the exhibiting company does not meet target dates, needs freight moved in or out of booth before 8:00 AM or after 5:00 PM, and/or any time Saturday or Sunday loading is required.
- Overtime surcharges will apply for inbound and outbound shipments as noted above with the exception of POV's only loaded **Friday, July 16, 2021 from 5:01 PM until 7:00 PM**. Overtime charges will apply for POV's after 7:00 PM on Friday, July 16, 2021.

**OTHER INFORMATION**

Freeman will make small package shipping available for shipments at the close of the show via UPS. The services will be provided at the rate of **\$19.75** per piece, in addition to the carrier's normal shipping charges. A Material Handling Agreement (MHA) must be completed for each destination and turned in to the Freeman Service Desk. Exhibitors may also check at the Freeman Service Desk for further information.

**PURCHASE TERMS**

Freeman's Terms & Conditions apply to all orders submitted to Freeman for any goods or services, and may be amended without notice. To review the current Terms & Conditions, [click here](#).

**LABOR INFORMATION**

Union Labor may be required for your exhibit installation and dismantle. Please carefully read the UNION RULES AND REGULATIONS to determine your needs. Exhibitors supervising Freeman labor will need to pick up and release their labor at the Labor Desk. Refer to the order form under Display Labor for Straight time and Overtime hours.

**SERVICE CONTRACTOR CONTACTS / INFORMATION:**

**FREEMAN**

(888) 508-5054  
ExhibitorSupport@freeman.com

**FREEMAN EVENT TECHNOLOGY**

(800) 868-6886  
EventTechServices@freeman.com

**FREEMAN EXHIBIT TRANSPORTATION**

(800) 995-3579 US & Canada or +1(512) 982-4187 Outside the US or +1(817) 607-5183  
International Shipping Services or fax (469) 621-5810 or  
Exhibit.Transportation@freeman.com

**ASSISTANCE**

We want you to have a successful show. If we can be of assistance, please call Exhibitor Support at (888) 508-5054.

**WE APPRECIATE YOUR BUSINESS!**

## **FREEMAN GENERAL INFORMATION**

### **TRANSLATION SERVICE**

Freeman is pleased to offer a new service for our international exhibitors that provides quick interpretation and translation in 150 languages. This service will not only interpret for us on a three-way conversation, but also translate emails from customers. To access this service you may contact Exhibitor Support at (888) 508-5054 US & Canada or +1(512) 982-4186 Local & International.

### **HELPFUL HINTS**

#### **SAVE MONEY**

Order early on [FreemanOnline](#) to take advantage of advance order discount rates, place your order by **June 15, 2021**.

#### **AVOID DELAY**

Ship early to avoid delays. Shipments arriving late at show site will cost you money, time and business!

#### **SAFETY TIPS**

Use a ladder, not a chair. Standing on chairs, tables and other rental furniture is unsafe and can cause injury to you or to others. These objects are not designed to support your standing weight.

Be aware of your surroundings. You are in an active work area with changing conditions during move-in and move-out. Pay attention. Look for obstacles, and machinery and equipment that are in use.

Keep your eyes open for scooters and forklifts. The drivers of these vehicles may not be able to see you.

Stay clear of dock areas, trucks and trailers. These areas can be particularly dangerous.

Prevent electrical shocks, falling items and damage to materials. Do not attach items or equipment to the drapes or metal framework provided for you booth. This can cause serious injury or damage to materials.

We discourage children from being in the exhibit hall during installation and dismantle. If children are present during installation and dismantle, they must be supervised by an adult at all times.

Freeman does not ship or handle Hazardous Materials. If any materials you are shipping to the event fall into this category, please contact Freeman to be sure that the material will be allowed at the facility and by the association. In addition, if authorized by the facility and the association, you will need to make separate arrangements for the transport and handling of the approved materials, since Freeman will not transport or handle them.

The operation or use of all motorized lifts and motorized material handling equipment for installation/dismantle of exhibits is NOT permitted by exhibitors or by their exhibitor appointed contractors (EACs). Thank you for your cooperation

Call Exhibitor Support at (888) 508-5054 with any questions or needs you may have.