



**RAA 2020 Annual Convention  
September 29-October 2, 2020  
Exhibitor Terms & Conditions**

**A**

**Admission to Exhibits**

RAA shall have sole control over all admission policies at all times. All persons visiting the exhibits or attending any function of the meeting will be required to register and wear an appropriate RAA-issued badge while in attendance. Exhibitors or their representatives, who, in the association's opinion, conduct themselves unethically, may be dismissed from the exhibit hall without refund or appeal for redress. For security purposes, the exhibit hall will not be open except during published hours. Exhibit personnel will be allowed to enter the Hall prior to the hall opening to set up; with additional direction provided through exhibitor briefings. The hall will be cleared of all exhibitors and guests 30 minutes after closing. Requests for access to the exhibit hall while closed will be considered on a case-by-case basis by request to the RAA Exhibit Manager.

**Amendments/Enforcement**

RAA Show Management reserves the right to interpret, amend and enforce these rules and regulations and the 2020 floor plan design. Written notice of any amendments or interpretations shall be given to exhibitors. Each exhibitor, for him/herself, the company's agents and employees, agrees to abide by the contract conditions, rules and regulations set forth herein, or by any subsequent amendments or interpretations. Show Management reserves the right to enforce compliance with these rules and regulations. If an exhibitor is in violation, Show Management may refuse to allow the exhibitor to set up and/or to continue to exhibit and may refuse to permit that exhibitor to show in future years.

**Americans with Disabilities Act**

Exhibiting companies are responsible for making booths accessible to persons with disabilities as required by the Americans with Disabilities Act and shall hold RAA harmless from any consequences of exhibiting company's failure in this regard.

**Attendee Data**

Names and place of employment of all attendees will be shared with exhibitors and sponsors on August 31, 2020. It will be shared again on August 30, 2020, and finally will be shared on September 23, 2020. If you would like additional information from attendees, please purchase RAA's Lead Retrieval Option.

## B

### Booth Assignment

Booths will be assigned on a first come, first-serve basis upon receipt of contract. Invoice will be issued with applicable terms based on date of submission. Consideration will be given to each exhibitor's utility requirements, proximity of competitive displays and all other matters relating to the successful conduct of the trade show.

RAA reserves the right to make such changes to the floor plan of booths as may be deemed necessary and to revise the floor plan from time to time to accommodate those changes. No reservations for booth space will be accepted by phone. RAA reserves the right to exercise its sole discretion in the acceptance or refusal of booth applications.

### Booth Construction

**Booth Installation:** The hours allowed for installation of exhibits will be included with exhibitor service kits you will be receiving from show management. If your booth is not installed by the end of the published set-up period, RAA reserves the right to reassign the space to another exhibitor or to make use of the space as deemed necessary or appropriate with no refund being made to the original contracting exhibitor. Any charges incurred for necessary changes to the unoccupied exhibit booth after the close of the set-up period shall be borne by the original contracting exhibitor. Please note all exhibit fees must be paid in full prior to installation. If an exhibiting company needs additional or early set-up time, please contact RAA show management ([exhibits@raa.org](mailto:exhibits@raa.org)) to make arrangements. Requests for early installation will be made on a case by case basis based on the approval of RAA and the general service contractor.

Booth Dismantling hours will be included with the exhibitor service kits you will receive from show management. No part of an exhibit shall be removed prior to the start of the dismantling period without special permission from RAA Show Management. If an exhibitor is in violation, Show Management may refuse to permit that exhibitor to the show in future years or impose a financial penalty. If exhibits are not removed by the end of the published dismantling period, RAA reserves the right to remove the exhibit at the exhibitor's expense.

- **What's Included with Exhibit Booth**

All booths except islands are provided an 8' high back drape, 3' high side dividers and an identification sign containing your company name and booth number. **Neither carpet, electricity, nor booth furniture is included. Carpet or appropriate floor covering is required and may be rented through the general service contractor, or can be provided by Exhibitor.**

- **Booth Dimensions**

- **Standard Booths:**

- No side rails or counters may exceed 36 inches in height within the front 5 feet of the booth space. Backgrounds may be no taller than 8 feet and may not protrude from the back wall by more than 5 feet. The reverse side of any wing panel extending from the back wall of the display must be draped to avoid raw exposure to a neighboring booth. If the exhibitor fails to drape exposed areas, RAA will instruct the general service contractor to drape the area and any costs

incurred will be borne by the exhibitor. RAA will supply (at no charge to the exhibitor) an identification sign indicating the exhibiting company name and booth number. **Please note: all companies must carpet or provide appropriate floor covering for their own booth. If a booth is set up without carpet, RAA will instruct the general service contractor to install carpet at the exhibitor's expense.**

- **Island Displays:**

- Island displays provide additional square footage of sales area and exposure. There is no height limit for island booths other than the restrictions of the actual venue ceiling height. Islands must have a minimum of 40% visibility on all sides of the booth space. Please note: all companies must carpet their own booth. If a booth is set up without carpet, RAA will instruct the general service contractor to install carpet at the exhibitor's expense. A rendering of all island displays must be submitted to RAA at [exhibits@raa.org](mailto:exhibits@raa.org) two months prior to exhibitor move-in for approval.

**Booth Prices**

Exhibit Hall Booths	RAA Member Pricing	First Time Non-Member Pricing
Inline Location	<b>\$26.00/square foot</b>	<b>\$32.00/square foot</b>
Corner Location	<b>\$28.00/square foot</b>	<b>\$34.00/square foot</b>
Island Booth	<b>\$29.50/square foot</b>	<b>\$35.50/square foot</b>

**C**

**Cancellation/Reduction of Booth Space**

Cancellation or reduction of booth space by exhibitors must be directed in writing to [Diana@thelundiegroupp.com](mailto:Diana@thelundiegroupp.com).

**Refunds requested prior to or on March 1, 2020 are subject to a \$5 per square foot cancellation/reduction fee. All Sales are Final and no refunds will be given for cancellations/reductions after March 2, 2020. In the event of a cancellation or rescheduling of the exhibition due to fire, strikes, government regulations, or other causes beyond RAA's control, RAA shall not be held liable for failure to hold the RAA 2020 Annual Convention as scheduled and RAA shall determine in its sole discretion the amount of exhibit fees to be refunded, if any.** If any circumstances or event beyond the control of RAA causes cancellation (without rescheduling) of all or any portion of the RAA 2020 Annual Convention, RAA agrees to refund any portion of the exhibitor fees for which RAA is reimbursed by insurance or other third party and shall not be liable for any other refund payment arising from the cancellation or for other liability or damages arising from the event; provided, however, that if RAA's Group Sales Agreement, Use Agreement, and all other contracts or agreements into which RAA has entered in support of the RAA 2020 Annual Convention are each cancelled without liability to RAA, and all deposits and monies paid by RAA under those agreements are refunded to RAA in their entirety, RAA agrees to refund exhibitor fees in their entirety.

## **Carpet**

Carpet is not provided by RAA but can be purchased through the general service contractor.

## **Character of Exhibits**

RAA reserves the right to disallow an exhibitor to maintain an exhibit if, in the judgment of RAA, the exhibitor or exhibit is, in any respect, deemed unsuitable. This relates to a person's conduct, merchandise, printed matter, souvenirs, promotional items and/or activities, catalogs and any other items, without limitation, that affects the character of the exhibit. The use of loudspeakers, recording equipment, amplification of music or other sounds, or the use of operating machinery or activities within the booth that are of sufficient volume to annoy or disturb neighboring exhibitors will not be permitted.

## **Compliance with All Applicable Laws**

Exhibitors, their agents and representatives shall abide by, conform to, and comply with all laws of the United States and the State of Arizona, and all ordinances of Phoenix included but not limited to all rules and regulations for the government and management of the Phoenix Convention Center and the requirements of the Police and Fire Departments, and further shall not do, nor allow to be done, anything on the premises during the term of this contract in violation of these rules, laws or ordinances.

## **Customer Appreciation Events or Dinners**

RAA creates value for exhibitors in bringing many customers together at once. Companies or exhibitors wishing to host events for RAA attendees, such as customer dinners or lunches, may do so only in limited circumstances. In all cases, such dinners must be approved in writing from the RAA leadership. Because such events can detract from the experience of other exhibitors, exhibitors agree that written approval will only grant permission for events during a certain approved time and may begin no earlier than one half hour after the exhibit hall closes. Pre-Convention dinners and lunches will also need to have written approval. All customer dinners are subject to approval on a case-by-case basis and may carry an associated fee and other expenses.

You need to submit your request in writing by August 1, 2020. Please submit your request to [membership@raa.org](mailto:membership@raa.org). Please see Hospitality Functions section for more information.

## **E**

### **Electricity**

Electricity will not be provided by RAA but will be available for purchase through the general service contractor or venue.

### **Eligibility to Exhibit**

All exhibiting companies must be Associate Members in good standing of Regional Airline Association with the exception of first-time exhibitors noted below.

- First-Time Exhibitors:
  - If you are a first-time exhibitor that has not exhibited at the RAA Convention and tradeshow in over 4 years you may be eligible for a one-time promotional non-member trial, allowing you to exhibit at the RAA Annual Convention. This is a limited time offer and no additional member benefits will apply. All RAA 2020 Exhibit Rules & Regulations

apply. Exhibitors taking part in this one-time promotion will not be allowed to participate in the Purchasing Forum.

## Exhibit Personnel

All personnel participating in the RAA show in any capacity must be registered. Each exhibition booth will receive a predetermined amount of complimentary exhibit hall booth personnel registrations. The number of complimentary registrations per booth is dependent on booth size and is indicated below:

- Booth Size Complimentary Registrations
  - 100+ square feet: 2 complimentary booth personnel registrations
  - 400+ square feet: 3 complimentary booth personnel registrations
  - 600+ square feet: 4 complimentary booth personnel registrations
  - 1000+ square feet: 6 complimentary booth personnel registrations
- Additional Exhibitors:
  - You will be given the opportunity to purchase badges for additional booth personnel that are needed above the complimentary allotments. Pricing will be published on the RAA website ([www.raa.org](http://www.raa.org)) in April 2020.

Complimentary booth personnel badge entitles person to attend all public events during the annual conference (i.e. –Opening Reception and Happy Hour). This badge does not include access to the evening event. The exhibitor contact must purchase Evening Event tickets during the online registration process.

RAA offers a limited number of complimentary guest passes available upon request beginning on June 4, 2020. These guest passes are for the Exhibit Hall only and do not include drink or lunch tickets or access to the General Session or RAA meetings in the Convention Center. **They are intended for local customers and clients of Exhibitors only. Staff of the exhibitor will not be allowed to use these passes to exhibit.** Details and allocation of these passes will be published at a later date. Due to demand, sponsors and exhibitors (Island booth) will be given priority.

## Exhibitor Representative

Each company must identify one individual as the duly authorized representative in charge of the exhibit. This person will receive all official correspondence from RAA referring to the exhibit and will be responsible for communicating all rules, regulations and additional information to all participating personnel from the exhibiting company. The Exhibitor Representative is also the main contact for registration and will be notified and receive instructions when registration is open. Additionally, this person should be the main contact person for the official general service contractor. Should your company contact change, please send an e-mail with the updated information to [exhibits@raa.org](mailto:exhibits@raa.org).

## F

### Fire Regulations

All materials used in the exhibit area must be flameproof and fire resistant to conform to local fire ordinances and in accordance with regulations established by the National Association of Fire Underwriters. Crepe paper, corrugated paper, flameproof or otherwise, will not be permitted. All displays are subject to inspection by the Fire Prevention Bureau. Any exhibits or parts thereof found not to be fireproof may be ordered dismantled. All aisles and exhibits must be kept clear at all times, and fire

stations and fire extinguisher equipment are not to be covered or obstructed. Absolutely no storage of any kind will be permitted behind an Exhibitor's booth.

### **Food and Beverage**

Any food and beverage functions occurring in the booth space must be approved by RAA and ordered through the official caterer of the convention center.

## **G**

### **General Service Contractor**

The Regional Airline Association will select official contractors to provide all services you require: carpet, furnishings, accessories, tables, draperies, lighting, labor to erect and dismantle your exhibit, signs, shipping, flowers, food, etc. By contract, the convention center will provide some services on an exclusive basis such as electrical, plumbing, telecommunications, and internet services. These service order forms, and exact fees will be distributed to all fully-paid exhibitors in the Exhibitor Service Kit 60 days in advance of the Annual Convention. Please notify the general service contractor in writing of any special requirements/considerations your company may need, and every effort will be made to fulfill your needs. An Exhibitor Service Desk will be available during set-up, show hours and dismantling for any onsite requirements.

Exhibitor-Appointed Contractor (EAC) is any company other than the designated official show contractors listed in the Exhibitor Service Kit, who provides a service and needs access to the exhibit at any time during the installation, show dates or dismantling. Exceptions to using the official show contractors will be granted only if such exception does not interfere with or prejudice the orderly installation, interim services, or dismantling of the exhibit.

No exception will be granted if it is inconsistent with the commitments made and obligations assumed by the RAA in any contract with service contractors or in its agreements and lease with the exposition facility. Should the Exhibitor utilize an EAC for any service, the Exhibitor agrees to indemnify and hold harmless the RAA, the official general service contractor and the exhibit facility from any act or situation which would cause the RAA, the official general service contractor, and the facility to become liable or suffer losses, damages, injuries, claims, demands and expenses, including legal expenses, due to the presence or actions of the non-official Show Contractor. The Exhibitor further agrees to obtain an original certificate of insurance from his or her EAC that includes workers' compensation/ employers' liability and comprehensive general liability insurance. Exhibiting companies, their designated agents and/or EAC must confine their activity to their assigned space. Exhibit facility corridors, hallways, loading docks and marshaling areas are not to be used for any other purpose other than ingress and egress.

### **Giveaways, Raffles, & Lotteries**

All giveaway, raffle or lottery items intended to be awarded at your booth must be approved by RAA show management and submitted in writing 30 days prior to the meeting. RAA will offer an announcement of all booth raffle winners at a designated time during exhibit hall hours. Please advise RAA's Exhibit Team if you wish to have your winner(s) announced. Note that RAA will only announce the winner of your raffle; it is the exhibiting company's responsibility to draw their own winners and arrange pick-up/delivery of the prize won.

## **H**

### **Hospitality Suites, Meeting Rooms, & Function Rooms**

Exhibiting companies wishing to obtain a meeting room, hospitality suite, or function room must submit their request in writing and may contact [exhibits@raa.org](mailto:exhibits@raa.org) to request the appropriate form. **Only requests for function rooms and suites that do not conflict with official RAA meetings or events will be considered.** Requests will be reviewed on a case-by-case basis and approved only if the RAA has space or can acquire space to accommodate these requests. Meeting rooms may be offered as a sponsor benefit or for a fee at the sole discretion of the RAA. Any costs expenses associated with these requests will be the sole responsibility of the exhibiting company reserving the space.

### **Hospitality Functions (vs. Outboarding)**

RAA invests heavily in order to bring so many attendees together in one place and offers reasonably priced exhibit space and a range of sponsorship opportunities so exhibitors and attendees can find value while supporting a healthy return on RAA's investment. **Hospitality Functions** (customer dinners or other events/activities, exhibits, demonstrations, or other events) taking place in proximity to the RAA show dates are reserved for exhibiting companies reaching a pre-determined RAA investment threshold and must be approved in writing by Show Management. In some cases, additional fees may apply.

**"Outboarding"** is defined as any exhibit, demonstration, hospitality or customer appreciation party, dinner, or other event that takes place in proximity to the RAA show dates but outside of contracted space with RAA and without explicit, written approval from RAA. Outboarding may include events at surrounding hotel suites, meeting rooms, ballrooms, restaurants, clubs, and other locations. Outboarders sometimes use the official event branding in conjunction with their private event, which confuses attendees, who think they are participating in and supporting the official event, when in fact, the competing event is diverting attention and return on investment from legitimate exhibitors and sponsors. Exhibiting companies are encouraged to protect their investment and report any outboarding to Show Management.

Any known events conducted at other public places in proximity to the RAA Convention by non-exhibiting companies or without appropriate approvals will be immediately investigated. Companies found to be engaging in outboarding will face enforcement and may be prohibited from participating at the Show as determined by Show Management. Registration badges will not be issued to any employee of a company prohibited from exhibiting due outboarding and no refunds will be issued for booth or registration forfeiture associated with violation of our terms.

Exhibitors and sponsors seeking approval for sanctioned hospitality events, customer dinners or other activities as described above, must request and secure written permission for these events before August 20, 2020. At no time will approval be given for any event conflicting or overlapping with official show hours or events. RAA has built open time into the schedule for the express purpose of accommodating specific, approved customer events.

### **Hotel Information**

RAA will contract with local hotel(s) to accommodate the convention participants. All participants at the convention including all exhibit personnel are required to use RAA's official hotels. Housing reservation information will be available at least 5 months prior to the convention.

**Please note: it is a violation of RAA policy to obtain a room outside of the RAA room block.** Exhibitors found to be in violation of our room block policy may face enforcement including revocation of their complimentary exhibit badges. (Exceptions will be made to exhibitors who live within 50 miles of the convention location.)

BUYER BEWARE...there are several housing agencies that promote themselves to exhibitors and attendees as an official contractor with RAA. They solicit companies for rooms that are outside of our official housing block. Companies have experienced major problems with these firms in the past regarding confirmation of rooms and deposits, so please note that any solicitation will come directly from an RAA.org email address. Please know that RAA Show Management does NOT provide your contact information to anyone other than our official show contractors. RAA is not responsible for any reservations made with any other firm.

I

### **Insurance**

Exhibitors wishing to insure their exhibit materials, goods and/or wares of exhibits against theft, damage by fire, accident or loss of any kind must do so at their own expense. Each exhibiting company is responsible for obtaining insurance (liability and fire/ theft) in such amounts as deemed appropriate to comply with its obligations hereunder and for its own protection.

L

### **Labor**

The general service contractor shall be the sole authority on all matters in the dock area. This shall include but not be confined to items such as assignment of dock space and loading or unloading of all materials and equipment in order to ensure a safe, smooth and efficient move-in and move-out of the convention. If your freight arrives at the loading area it MUST be handled by the general service contractor.

All local union regulations will be detailed in the Exhibitor Service Kit. Any questions can be answered by the general services contractor. Please note labor rates in Phoenix will vary from city to city. Please check labor rates in the exhibitor service kit.

### **Lead Retrieval**

In order to prevent use of RAA's lists by suitcasers and outboarders, we have established a formalized means of contacting other attendees. Should you wish to contact other attendees, you may follow two pathways. First, you may go through our mobile app and reach any attendee at our show. RAA encourages all attendees to use the app, which is free to download. Next, you may purchase a sponsorship package in which RAA will send a message on your behalf to a targeted list of attendees through a blast email. Participants achieving sponsorship bundles valued at \$15,000 and above will receive this benefit automatically. RAA will not otherwise share registration lists with contact information nor provide email addresses to exhibitors or attendees except through these established channels. Registration lists with names, titles, and companies will continue to be available 30 days prior to the show.

### **Limitations and Liability**

Exhibitors or their agents may not allow any articles to be brought into the exhibition or any act done on the premises which will invalidate the insurance or increase the premium on the policies held by the management of the convention center, the general service contractor and/or RAA or permit anything to be done by their employees through which act the premises, property or equipment of other exhibitors will be damaged.

No signs or articles can be affixed, nailed, or otherwise attached to walls, doors, etc., in such a manner as to deface or destroy them. Likewise, no attachments can be made to the floors by nails, screws, or any devices that would damage them. All space is leased subject to these restrictions. Violations of these rules



will annul the exhibitor's contract, and he or she will be held liable for any damage resulting from such violations.

The exhibitor shall be responsible for securing any and all necessary licenses or consents for a) any performances, displays, or other uses of copyrighted works or patented invention, and b) any use of any name, likeness, signature, voice or other impression and other intellectual property owned by any third party which is used, directly or indirectly by the exhibitor. The exhibitor agrees hereby to indemnify, defend and hold RAA harmless from and against any claim of liability and any incident or resulting loss, cost, or damage (including costs of lawsuit and attorney's fees) for failure to obtain these licenses or consents and/or for infringements or other violations of the property rights or the rights of privacy or publicity of any third party.

Exhibitor agrees to protect, save, and keep RAA, the occupied hotels, and the official general service contractor and the convention center forever harmless from any damage or charges imposed for violation of any law or ordinance by the exhibitor, his/her employees or agents as well as to strictly comply with the applicable terms and conditions contained in the agreement between RAA, the occupied hotels, the convention center, and the official general service contractor regarding the exhibition premises; and further, exhibitor shall at all times protect, indemnify, save and keep harmless RAA, the occupied hotels, the convention center and the official general service contractor against and from any and all loss, cost, damage, liability, or expense which arises out of, from or by reason of any act or omission of exhibitor, his/her employees or agents.

### **Literature Distribution**

All literature must be distributed within the booth space assigned. No materials may be placed on tables or chairs, attached to exhibit hall walls or ceilings, or left in public places or distributed in the aisles, lounge areas or other exhibitor's booths within the exhibit hall. No soliciting of registrants will be permitted in the aisles or in other exhibitor's booths. Items found in areas other than the exhibit booths will be removed and discarded.

Anyone found to be distributing unauthorized materials will have their badge confiscated and be escorted out of the building. You will be asked to pack and leave the exhibit show immediately. Should RAA extend courtesy badges for customers of exhibiting companies, and in cases where persons gaining access to the RAA show through these customer badges are found to be distributing unauthorized materials, both the person distributing unauthorized material and the company who issued the customer badge may face penalties.

**RAA does not allow the literature of any exhibitor or supporter to be distributed at any RAA official hotel.** This restriction applies to handing out literature or to dropping literature at individual guest rooms or in any public or private area of the hotels. This restriction also applies to any hospitality suites or function room events that may be taking place at any RAA official hotel or other public or private venue.

## **M**

### **Membership Requirement**

Please be sure that you have paid your 2020 Associate Member Dues. You must be an RAA Associate Member in good standing to exhibit or sponsor events during the RAA Convention. Exhibitors will be invoiced for membership dues separately from the exhibit booth invoice. *If you have not paid your dues by **September 23, 2020** you will not receive your freight delivery or be allowed to set up in the Exhibit Hall.*

*Note: If you are a first-time exhibitor your company may be eligible for a one-time promotional non-*

*member trial exhibit allowing you to exhibit at the RAA show without paying dues, please refer to the “Eligibility to Exhibit” Section for additional information pertaining to this one time promotion.*

Current RAA Members will be invoiced for Membership Dues in First Quarter 2020. Company representatives can log into the RAA Website and print off an invoice and pay by check or credit card. To check your company’s membership status or for more information, please contact [membership@raa.org](mailto:membership@raa.org)

## **P**

### **Payment**

RAA accepts payment in the form of checks written from US banks made payable to the “Regional Airline Association” or via ACH/Wire transfer. Credit cards are not accepted for booth payments except for deposits during the pre-sale period. Contact [susan@thelundiegroupp.com](mailto:susan@thelundiegroupp.com) for any specific questions about booth payment.

all payment on Exhibit Booths and Sponsorships are due within 30 days of invoicing except where deferred payment arrangements have been approved by show management. In all cases, all payments on Exhibit Booths and Sponsorships must be made before the show begins.

### **Photography**

RAA requests that no photography – professional, amateur or otherwise – be done in the Exhibit Hall, unless it is done by the official RAA photographer.

### **Purchasing Forum**

The RAA Associate Member Council offers this exclusive forum for convention exhibitors with RAA associate membership, to promote their products and services in a personalized format to airline purchasing representatives. Exhibitors will have an opportunity to request up to six, 10-minute meetings. Don’t miss out on this opportunity to sit down and connect with decision makers from top regional airlines and select manufacturers will also be available for you to request an appointment. Purchasing Forum forms will be emailed to all exhibitors on a rolling basis through 2020.

*Note: First-time exhibitors participating in the one-time promotional non-member trial exhibit will not be allowed to participate in the Purchasing Forum.*

## **R**

### **Recording in Exhibit Hall**

Exhibit booths may not be photographed, or video recorded without prior consent of both the RAA and the owner of the exhibit.

### **Release**

On behalf of Exhibitor and its heirs, successors in interest, and assigns Exhibitor does hereby release RAA and its officers, directors, employees, and affiliates from all liability, and shall indemnify, defend and hold them harmless from any and all claims, losses, costs, known or unknown hazards, expense and liability of every kind or nature whatsoever, including attorney’s fees, arising out of, or in any way connected with any claim which may be made against any or all of them arising as a direct or indirect result of, or in any connected to exhibitor’s use of the premises, except for those arising from the negligent, reckless or intentional acts of RAA and its employees, officers and directors.

## S

### **Sale of Goods in Exhibit Booths**

Exhibitors who wish to sell products or services during Exhibit Hall hours must submit in writing a request to [exhibits@raa.org](mailto:exhibits@raa.org), 60 days prior for review and approval. However, order taking is permitted. Furthermore, the exhibitor agrees not to conduct or permit the receipt of legal tender or anything of value for machinery, equipment, goods and/or services.

### **Security**

RAA will hire a security guard service from the beginning of exhibitor move-in until the end of exhibitor move-out on a 24-hour basis and will exercise reasonable care to prevent unauthorized people from entering the exhibit hall. The furnishing of such a service is in no way to be understood or interpreted by exhibitors as a guarantee to them against loss or theft of any kind. RAA or any officer, their agents, staff members, the convention center or the general service contractor will not be liable for the safety of the exhibitor's person (including agents, employees or other persons) or property from theft, damage by fire, accident or any other causes. Small or easily portable articles of value should be properly secured and removed after the closing hours of the exhibit hall and placed in safekeeping. All claims for such loss, damage or injury is hereby expressly waived by the exhibitor.

### **Shipping**

DO NOT SHIP DIRECTLY TO THE CONVENTION CENTER. To ensure proper handling and receiving, shipments should not be addressed to the Convention Center. The Convention Center has no provision to accept shipments at any time. All shipments must be received and processed by the general service contractor. All costs involved in transferring the exhibit materials from the Convention Center to the general service contractor will be the responsibility of the exhibiting company. Information on shipping methods and rates will be included in your Exhibitor Service Kit. Shipments are to be prepaid and consigned to the address that will be provided in your Exhibitor Service Kit.

### **Show Hours**

Official show hours will be published on the RAA website, [www.raa.org](http://www.raa.org) and are subject to change. A notice will be sent to all exhibitors if the times of the exhibit hall are adjusted.

### **Subletting of Exhibit Space**

Exhibitors are prohibited from assigning or subletting a booth or any part of the space allotted to them and shall not exhibit or permit to be exhibited in their space any merchandise or advertising materials which are not part of their own regular product line.

### **Suitcasing**

Suitcasing occurs when a company or individual registers as an attendee instead of an exhibitor and distributes flyers, printed material, or otherwise uses show access credentials to solicit business in the aisles or other public spaces of the RAA convention. This practice is not limited to soliciting the airline attendees of an event. As you know, some of your biggest customers may be other exhibiting companies. When a sales professional shows up in your booth to solicit your business, they are suit- casing. **RAA rules and regulations restrict distributing brochures or materials (beyond business cards) except in one's booth space or as otherwise approved by RAA.** Individuals found suitcasing may be asked to leave

the show floor and surrender their badge and may be banned from future attendance. Individuals who provide courtesy customer badges to individuals who are later found suitcasing may lose their eligibility to participate in any courtesy badge programs extended in future conventions. Exhibitors may report observed violations to the exhibit manager or other RAA staff, who will investigate these complaints.

## **U**

### **Use of RAA Name**

Participation by an exhibitor in the RAA 2020 Annual Convention does not entitle the Exhibitor to use the name RAA or Regional Airline Association other than reference to the Exhibitor's participation as an exhibitor at the event. Participation at the RAA conference does not imply endorsement or approval by RAA of any product, service or participant and none shall be claimed by a participant.

***Terms and Conditions are subject to change without notice.***