

General Information & FAQs

SCHEDULE & IMPORTANT DATES/TIMES

Move-In at the Gaylord National Resort & Convention Center:

Sunday February 23 1:00 p.m. – 5:00 p.m. (Targeted Move-in Only)*
 *By permission only – please contact SHAREShowMgmt@share.org if you require early move-in.

Monday February 24 7:00 a.m. – 4:00 p.m.*
 *All exhibits must be complete by 4:00 p.m. on Monday, February 24.

STE Show Hours:

Monday	February 24	5:00 p.m. – 7:00 p.m.	SHARE Technology Expo Hours
Tuesday	February 25	4:30 p.m. – 6:30 p.m.	SHARE Technology Expo Hours
Wednesday	February 26	11:00 a.m. – 1:00 p.m.	SHARE Technology Expo Hours

All exhibits must be open and staffed during show hours. Exhibitors will be required to exit the Exhibit Hall as soon as the show closes each day.

Move Out:

Wednesday February 26 1:00 p.m. – 6:00 p.m.

Exhibitors may not begin to pack equipment, supplies and literature until move-out on Wednesday at 1:00 p.m. All exhibits must be completely out of the hall on Wednesday by 6:00 p.m. unless arrangements have been made for pick-up with the Shepard Service Desk.

NOTE: Shepard Shipping Services will be available on Wednesday during move-out hours. Please reach out to SHAREShowMgmt@share.org if you require additional shipping methods.

[Click here](#) to view the full Schedule-at-a-Glance for SHARE Washington, D.C.

LOCATION

SHARE Washington, D.C. Exhibit Hall (STE), Educational/Technical Sessions, General Session/Keynote, and Registration will be held at the **Gaylord National Resort & Convention Center**. SHARE’s reserved room block will also be held at the Gaylord National Resort & Convention Center. All meeting space will be located on the **Ballroom Level**.

The SHARE Technology Expo (STE) will be held in **Prince George’s Exhibition Hall B** on the **Atrium Level**.

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BOOTH PACKAGE

Each 10'x10' booth will receive the below items provided in your booth, per exhibitor:

- 8' High Backwall Drapery with 3' High Sidewall Drapery
- 7" x 44" Cardstock Identification Sign
- 6' x 30" Skirted Table - Black
- 2 Side Chairs
- 1 Wastebasket
- (1) 500-watt Electrical Outlet

*IMPORTANT: Please note that your booth space at SHARE Washington, D.C. is NOT carpeted. Carpet must be purchased for your booth through Shepard, the official decorator. If carpet is not purchased by the opening of the hall on Monday, carpet will be added to your booth package and you will be invoiced post-event.

OFFICIAL SERVICE & MATERIAL HANDLING CONTRACTOR

As in years past, [Shepard](#) is the official decorator of this event. Other official show contractors are listed in the “**Exhibitor Services Directory**” section provided in the Service Manual.

Onsite, Shepard will maintain an Exhibitor Service Center located inside of the STE on-site in Washington, D.C.

All exhibitors using Exhibitor Appointed Contractors (EACs) are requested to copy and send all necessary forms from this service kit to their respective EACs and to Shepard.

EXHIBITOR SERVICES MANUAL – NEW!

We are thrilled to announce that Shepard is launching a new exhibitor portal, ExhibitorPro, in January 2025! This innovative platform will streamline exhibition logistics and make ordering for your booth easier than ever. To ensure a smooth transition, we will hold off on sending the full exhibitor manual until the portal is live.

If you'd like to place orders before January, you can do so by contacting us at SHAREShowMgmt@share.org or reaching out to Shepard directly at orders@shepardes.com. Once the portal launches, any pre-January orders will automatically be reflected in your ExhibitorPro account. Rest assured, if you wait to place orders until the new portal is launched in January 2025, you will not experience any delays and all booth deliverables will arrive in a timely manner.

Thank you for your patience as we introduce this exciting new tool! If you have any questions regarding this process, do not hesitate to reach out to us and we will be happy to assist you.

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SHIPPING

Refer to the section marked "Shipping" for shipping instructions and rates within the Shepard Service Manual. We also encourage exhibitors to purchase insurance coverage for their booth, in the event your display is damaged or lost in transit. Please note that the instructions for shipping in advance differ from those for shipping to show site.

The Advanced Warehouse will be open from January 24 – February 17 for deliveries without a surcharge. The Advanced Warehouse address is:

Exhibiting Co. Name & Booth Number

SHARE

c/o Shepard Exposition Services

7079 Oakland Mills Rd

Columbia, MD 21046

Direct to show site (Gaylord National Resort & Convention Center) shipments will be able to be received beginning on Monday, February 24. The address for direct shipments is:

c/o Shepard Exposition Services

Exhibiting Co. Name & Booth Number

SHARE

Gaylord National Resort & Convention Center

701 Waterfront Street

National Harbor, MD 20745

EXHIBITOR LIST & FLOOR PLAN

[Click here](#) to access the most up to date floor plan and exhibitor list.

EXHIBITOR REGULATIONS

Please refer to the 2019 IAEE Rules and Regulations for additional information about your booth space. For applicable booth spaces, the allowable height is a maximum of 10 ft, including signage.

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HOTEL RESERVATIONS

[Click here](#) for more information about booking your hotel reservation at the Gaylord National Resort & Convention Center at the discounted rate. SHARE has secured a greatly discounted room rate for SHARE Washington, D.C. attendees of \$279 + tax per night. *The hotel cut-off date for reservations is Friday, January 24, 2025, or whenever rooms sell out (whichever occurs first).* After this date, the negotiated room rate may no longer be available, and rates may reflect the then prevailing rates.

- ***IMPORTANT:*** Please be aware of companies that call and email to assist with hotel reservations. They are claiming they can get better rates, that rooms are limited, or are using other sales pitch methods. **They are NOT affiliated with SHARE in any way nor are they a partner with SHARE.** If you receive a call or email from a company trying to make your hotel reservation, please be aware that this is not sanctioned and DO NOT MAKE THE RESERVATION. Contact SHARE Headquarters at SHAREShowMgmt@share.org with any questions or concerns.

ONLINE EXHIBITOR REGISTRATION

[Click here](#) to register for SHARE Washington, D.C.! As a reminder, please see below for allotment details:

Exhibit Booth Staff Only: As a partner, companies receive (3) complimentary partner badges per 10'x10' booth space. *Attendees with Exhibit Booth Staff Only badges will not be able to attend Technical Sessions.* This registration type is only applicable to registered partners.

Additional Booth Staff Passes: Additional booth staff only passes can be purchased for \$549 each. *Attendees with Exhibit Booth Staff Only badges will not be able to attend Technical Sessions.* This registration type is only applicable to registered partners.

Partner – Full Conference Upgrade: As a partner, companies receive (1) upgrade to a full a conference badge at a discounted rate of \$2,045 per 10' x 10' booth space. This registration type is only applicable to registered partners. Additional Full Conference passes can be purchased at the standard attendee rate. To upgrade to a full conference pass, please reach out to registration@share.org

HOSTED PARTNER EVENT FORM

The Partner Hosted Event form will be included in the Exhibitor Services Manual. This form must be submitted to [SHARE Show Management](#) if you plan on having any off-site or on-site after-hours events in relation to SHARE Washington, D.C., hosting any SHARE attendees. Events **may NOT** conflict with SHARE related and/or hosted events. Available non-conflicting dates and times for Partner hosted events will be included on the form. No events may take place without prior written approval by SHARE.

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ONLINE LEAD RETRIEVAL FORM

Would you like to obtain attendee's contact information after the event? Consider purchasing a lead retrieval device to capture leads while onsite at the conference and receive their phone number and email address after the show (dependent upon individual attendee granting permission).

[Click here](#) to access to order lead retrieval services. For inquiries, please call 312-321-6812 or email itevents@smithbucklin.com.

The Early Bird Deadline to order Lead Retrieval is Monday, February 10.

ELECTRICAL SERVICES ORDER FORM

[Click here](#) to access the Encore Electrical Services online ordering form. For inquiries, please call 800-966-4498 or email shay.persad@encoreglobal.com.

Note: Encore is also another decorator/contractor company that is used for events. They are the required electrical provider for the Gaylord National Resort & Convention Center; however, all other decorator services will be provided by SHARE's decorator – Shepard.

RIGGING SERVICES ORDER FORM

[Click here](#) to access the Encore Rigging Services online ordering form. For inquiries, please call 800-966-4498 or email shay.persad@encoreglobal.com.

Note: Encore is also another decorator/contractor company that is used for events. They are the required rigging provider for the Gaylord National Resort & Convention Center; however, all other decorator services will be provided by SHARE's decorator – Shepard.

MOBILE APP

SHARE Washington, D.C. will be using a mobile app in lieu of a printed program guide. Reviewing the mobile app will help you identify the key topics that will be addressed at the event, as well as other ancillary events that take place during the week. More information regarding the mobile app will be forthcoming prior to the event.

SECURITY & WELLBEING

Realizing the value and importance of your equipment and exhibit material, security guards will be located in the hall during high-traffic times of move-in and move-out. The hall doors will also be securely locked each night after the event closes and security regularly roams the property. It should be made clear, however, that although Show Management is providing these services, Show Management is not responsible for any loss or damage of material.

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RAFFLES ON-SITE

Additionally, please note that the SHARE Rules and Regulations stipulate that “raffles and drawings may be conducted within the confines of the exhibitor’s own booth, SHARE exhibit management will **not** be responsible for any promotion of such raffles and drawings and winners will not be announced.” Please make sure that the proper steps are taken to distribute your prizes on-site to the winners. SHARE will NOT accept your prizes at the close of the show and be responsible for distributing them to the winners.

Contact SHARE Sales Manager, [Kevin McDonnell](#), for more information about participating in SHARE’s Passport to Prizes raffle game on-site! This interactive game will help drive traffic to your booth during STE hours.

The Passport to Prizes Raffle Drawing will take place on Wednesday afternoon, February 26 at 12:45 p.m.

INVOICE & PAYMENT

An invoice was sent from SHARE Payments Coordinator, **Yesy Garcia**. Please pay close attention to remittance instructions and respond directly to Yesy (YGarcia@share.org) if you have any questions or concerns about your invoice or payment.

Please ensure to submit payment as soon as possible.

EXHIBITOR MARKETING KIT

More information about pre-event marketing can be found on the SHARE Exhibitor Portal website. This information will be available later in December 2025.

AMERICANS WITH DISABILITIES ACT CONFORMANCE

Each exhibitor shall be responsible for compliance with all applicable provisions of the Americans with Disabilities Act within its booth and assigned exhibit space, including, but not limited to, wheelchair access provisions. For more information on the Americans with Disabilities Act and how to make your exhibit accessible to persons with disabilities, please contact ADA, Civil Rights Division, Department of Justice: <http://www.justice.gov/crt/about/drs/>.

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IMPORTANT DEADLINE DATES

Order Form	Deadline Date
Last day to place Rigging Orders	January 31
Exhibitor Appointed Contractor (EAC) notification to Shepard	January 24
Discount price deadline for Custom Shepard orders	January 24
Discount price deadline for Standard Shepard orders	February 3
Lead Retrieval discounted rate	February 10
Shepard Shipping Deadlines	
First day for Advance Warehouse deliveries (without a surcharge)	January 24
Last day for Advance Warehouse deliveries (without surcharge)	February 17
Last day for Advance Warehouse deliveries	February 21
Direct to Show Site Shipping – First Day	February 24

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