

## Frequently Asked Questions

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**Q: Who do I contact about ordering materials for my booth (carpet, furnishings, electricity, etc.)?**

**A:** Order using the Exhibitor Service Manual (available January). For detailed questions, please contact the official general service contractor, [Freeman Exposition Services](#).

**Q: When is booth installation?**

**A:** Booth installation begins on Monday, 4/8 at 1:00 PM and must be completed by Wednesday, 4/10 at 5:00 PM. See the Exhibit Schedule in the Exhibitor Service Manual for exact hours. Exhibitors who are not installed by 5:00 PM on 4/10—and have not requested late set-up with ACP Management—will forfeit their booth.

**Q: Does my booth need to be carpeted?**

**A:** Yes. The official decorator will, at the exhibitor's expense, install carpet in any booth in which carpet or flooring installation has not begun by 4:00 PM on Wednesday, 4/10.

**Q: When can I begin to dismantle my booth?**

**A:** Booth dismantle begins when the Exhibit Hall closes on Saturday, 4/13 at 2:30 PM. Exhibitors are not permitted to break down early under any circumstances. Exhibitors who begin to pack or dismantle their booths before 2:30 PM will *incur a penalty of \$1,000, loss of priority points, and failure to exhibit at future meetings*.

**Q: Do I have to submit a Giveaway Request form even if my items are on the approved list?**

**A:** Yes. All giveaways must be submitted via the online [Booth Activity Request Form](#) and approved by ACP prior to Internal Medicine Meeting 2019. The same request form can also be used to get approval for booth activities and premium raffle giveaways. The form is due by February 15, 2019.

**Q: Can I get e-mail addresses and/or phone numbers of attendees?**

**A:** **Before the meeting**, registrant lists may be purchased to exhibitors that plan on mailing promotional materials. In order to protect the privacy of our attendees, only mailing addresses of those who opt-in to receive information can be provided. **During the meeting**, lead retrieval devices will provide both e-mail and mailing addresses. Phone numbers are not included in any list.

**Q: Where can I find the best hotel rates in Philadelphia?**

**A:** onPeak is the official ACP Hotel Vendor for Internal Medicine Meeting 2019. onPeak offers participants lower prices and bigger benefits than anybody else! For more information, [click here](#).

**Q: How many Exhibit Hall badges will I get? And are scientific sessions included?**

**A:** There is no limit to the number of Exhibit Hall badges requested per booth. Exhibit Hall badges do not allow access into scientific sessions.