



## Section 1: General Information

This Westgate Hospitality Suites Manual was created specifically for 2018 exhibitors in the Westgate hospitality suites. It includes information on vendor services and rules and regulations.

Questions on the logistics surrounding your exhibit space can be sent to [Alex Davis](#), Manager, CES Operations. Be sure to visit [CES.tech](#) for the latest show news and information.

On behalf of the entire CES staff, we look forward to seeing you in Las Vegas in January 9-12!

### Hospitality Suites

Exhibitors have the opportunity to contract for hospitality suites during CES at the Westgate. Westgate suites are to be used for meetings or as hospitality suites only. Absolutely no exhibits may be constructed or installed due to hotel staffing and freight accessibility restraints.

### CES Exhibit Hours\*

Tuesday, January 9, 2018	10 AM-6 PM
Wednesday, January 10, 2018	9 AM-6 PM
Thursday, January 11, 2018	9 AM-6 PM
Friday, January 12, 2018	9 AM-4 PM

*\*The C Space exhibits and conference sessions at ARIA within Tech South operate on a modified schedule from CES exhibit hours. [Learn more](#).*

### Hotel and Travel Accommodations

For information on hotel accommodations, on-site complimentary shuttle service, the Las Vegas Monorail and more, please visit our [hotel](#) and [transportation](#) pages.

### Registration Information

Be sure to [register](#) your suite personnel before traveling to CES to guarantee a smooth arrival process on-site. Once on-site, head to a [badge pickup location](#) to retrieve your CES 2017 badge.

## Section 2: Resources

### CES Show Office

The CES Show Office will be located in the Westgate Center Foyer.

### Services

The Westgate can provide the following services for your hospitality suite, by request:

- Audio Visual
- Internet
- Catering
- Cleaning



- Furniture

Please contact [Jerry Davidson](#) with the hotel to arrange for these services.

### Key CES Contacts

Alex Davis, Manager, CES Operations; 703-907-5243, [adavis@CTA.tech](mailto:adavis@CTA.tech)

Stacey Owens, Manager, CES Sales; 703-907-4319, [sowens@CTA.tech](mailto:sowens@CTA.tech)

## Section 3: Hospitality Suite Services

### Check-In/Check-Out

- Exhibitors may check into their Suites at 3 PM on Monday, January 8, 2018. As a CES hospitality suite exhibitor, you can check-in at the VIP Lounge located to the left of the front desk.
- Exhibitors must check out by 11 AM on Saturday, January 13 or Exhibitor will be charged for an additional day.
- If Exhibitor requires additional nights for the Suite (over and above the five (5) nights of January 8-12), the Exhibitor must contact Stacey Owens in the CES Sales department at [sowens@CTA.tech](mailto:sowens@CTA.tech) or 703-907-4319. **Do not** contact the Westgate directly to secure additional nights.
- All CES Suite reservations are contracted for five (5) nights. No rate reduction will be given by CES or the Westgate for stays that are less than five (5) nights
- The hotel must be informed of all guests who are allowed access to the Suites and be informed of any occupants who will be staying overnight in the Suite(s).
- Room and tax for your contracted suite will be billed to CES and will be paid directly to the Westgate by CES. Each exhibitor is responsible for all other charges including, but not limited to food and beverage, incidentals, gratuities, and show services (furniture rental, phone, Internet). All orders must be accompanied by a credit card.

### Cleaning

Complimentary vacuuming and fresh linens will be provided in all suites during official show days. You may choose to have this service performed either between 6:30-8 AM (January 10-12) or between 7-9 PM (January 8-11). Please contact [jerry\\_davidson@wgresorts.com](mailto:jerry_davidson@wgresorts.com) by December 1<sup>st</sup>. If you do not respond by this deadline, a suite cleaning time will be assigned for you. If you choose to decline cleaning service, you may indicate as such on the form.

### Freight/Deliveries

Freight and crates are not allowed, as Suites cannot be utilized for exhibiting equipment or products. The hotel does not have freight elevators accessible to Suites. Although there is a small business center onsite, it has limited staffing, storage and loading dock access. Items other than small boxes and packages should expect a lengthy delivery time frame (24-48 hours) as well as substantial material handling charges. Please do not ship anything directly to Freeman as they do not receive freight for Westgate Suites and it will be refused. All shipments must be sent directly to the Fed Ex at the Westgate and clearly marked as "2018 CES Westgate Hospitality Suite Exhibitor". All shipments are subject to material handling charges.



### **Suite Numbers**

The hotel has blocked specific Suite numbers for CES' occupancy, but cannot guarantee a specific Suite due to unforeseen circumstances, which may occur prior to an exhibitor's check-in. CES will make its best effort to assign Exhibitor a Suite of comparable type and size.

### **Furniture Removal or Additions**

The hotel cannot guarantee the removal of furniture from Suites, but may at their discretion perform this service for an additional fee. Exhibitors may not ship or bring outside furniture. There is very limited space to add furniture, however requests for additional tables, chairs and easels may be ordered. Please reach out to [jerry\\_davidson@wgresorts.com](mailto:jerry_davidson@wgresorts.com) by December 16 for these services.

### **Signage**

Due to local fire codes, easels and signage are not permitted in the casino, hotel lobby or suite/guest room hallways. Signage found in these restricted areas will be removed immediately by hotel security. Unless otherwise requested, CES will be promoting your Suite with signage at guest room elevator banks. All requests for signage, advertising and distributions on hotel property must be submitted in advance to the Westgate for approval. Unauthorized signage, advertising and distributions will be promptly removed and discarded.

### **Electrical**

Electrical usage over and above the standard guest room outlets is not available. Each Suite has two (2) standard 110-volt 20-amp outlets.

### **Audio Visual**

The exclusive in-house Audio Visual Department can provide a variety of equipment. Contact a representative at 702-732-5644 for all your audiovisual needs and price list. Outside audiovisual companies are strictly prohibited.

### **Internet**

The In-Suite Wi-Fi rate is \$15.95 per day. Suite exhibitors also have the option of ordering high speed Internet service, which can service multiple users. Please contact [jerry\\_davidson@wgresorts.com](mailto:jerry_davidson@wgresorts.com) by December 1, 2016. There is also an existing phone and in each suite. Prevailing local and long distance Hotel rates will apply.

### **Room Drops & Deliveries**

Prior written approval from CES Operations is required for all room drops and giveaways. Contact Dan Hakata at 702-732-5075 or [dan\\_hakata@wgresorts.com](mailto:dan_hakata@wgresorts.com) to provide additional information.

### **Food and Beverage**

Outside food and beverage is not permitted. All food and beverage must be ordered through Westgate Room Service. Contact a representative at 702-732-5246 to make your arrangements.



### Section 4: Show Rules and Regulations

#### Age Restriction

No one under the age of 18 is permitted in the exhibit hall at any time. Contact [CES Customer Service](#) at 866-233-7968 or +1-703-907-7605 (outside the U.S.) with any questions.

#### Americans with Disabilities Act

Exhibitors acknowledge their responsibility under the Americans with Disabilities Act (ADA) to make their booth accessible to handicapped persons. Exhibitors shall indemnify and hold harmless CTA, CES and the show locations against cost, expense, liability or damage which may be incident to, arise out of or be caused by Exhibitor's failure to have their booth comply with requirements under the ADA.

ADA accessible buses are available during scheduled shuttle hours. Please request service at least 20 minutes in advance of desired pick up time. To arrange for your transportation, please contact [Kevin Berube](#) at 877-899-0986/401-294-0040 preshow or 702-943-3531 on-site.

#### Badge Policy

Exhibitor will receive five (5) complimentary exhibitor badges per 100 square feet of exhibit space with a minimum of ten (10) badges. Suite exhibitors will receive ten (10) complimentary exhibitor badges. Exhibitor may purchase up to 50% more exhibitor badges over this base allotment at \$50 per exhibitor badge.

#### Balloons

Balloons, including Mylar and helium balloons, are not permitted in any exhibit booth or the lobby areas.

#### Booth Activity/Crowd Control

Booth activity of any kind must be confined within the exhibitors contracted space so as not to interfere with traffic flow in the aisles or encroach into neighboring exhibits. Refer to the Product Demonstrations section below for more information. Exhibitors must contract sufficient space in order to comply with these rules.

If you are planning any type of booth activity where a large crowd occurs, you are required to assign booth personnel and/or hire security guards to manage crowd control and keep the aisles and neighboring exhibits clear. CES Operations reserves the right to determine whether excessive crowds are in violation of this rule, and if so, will hire security to manage crowd control at the exhibitor's expense.

#### Candles

No open flames or candles are permitted in CES venues.

#### Cash & Carry Policy

CES policy strictly prohibits over-the-counter sales (i.e.: cash, check, or credit card). Only bona fide business orders for future billing, payment and delivery are permitted. This will be strictly enforced.



CES Show Management and representatives from the Clark County Business License office walk the show floor on show days looking for exhibitors violating this policy. If you are found in violation of this policy, CES Show Management will take steps to shut down your exhibit immediately.

### **Combustible Materials**

All decorations, drapes, hangings, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth, curtains, Christmas trees and similar decorative materials shall be flame retardant to the satisfaction of the Fire Department and State Fire Marshal. Canvas, cloth, cardboard, leaves, or similar combustible materials shall be completely flame retardant. Oilcloth, tarpaper, sisal paper, nylon, orlon and certain other plastic materials cannot be made flame retardant and their use is prohibited. An official fire resistance certificate must accompany all signage and/or materials.

Flammable or combustible liquids are prohibited inside of buildings except as approved by the office of fire protection and safety. Flammable thinners, solvents and paints, including aerosol cans are strictly prohibited within the building.

Compressed gas cylinders, including lpg, are prohibited unless approved by office of fire protection and safety. Flammable gases, i.e.: butane, propane, natural gas, et al; are subject to prior approval. Non-flammable compressed gas cylinders must be secured in an upright position with gauges and regulator protected against physical damage.

Hanging items from or off of any of the sprinklers within the suites is strictly prohibited. Additionally, decorations are not allowed to block or otherwise interfere with the fire sprinklers. Due to regulations either implemented by your exhibit location venue or as a result of local, county, state, or federal requirements, exhibitors agree to abide by any additional policies regarding exhibits or meeting space as they may be in effect at the time of CES.

### **Exhibit Attire**

CES Show Management reserves the right to make the determinations on appropriate exhibitor/presenter attire. If for any reason an exhibit and/or its contents are deemed objectionable by Show Management, the exhibitor may be asked to alter the attire of its employees, exhibit staff and/or models. If necessary, the exhibitor may be asked to remove the individual(s) in question at the exhibitor's sole expense. Exhibitors with questions about compliance with these guidelines should consult with Show Management in advance of the show.

### **Exhibit Space Contract**

CES exhibitors must abide by the rules set forth in the [CES Exhibit Space Contract](#).

### **FCC Requirements**

Most electronic equipment that uses radio frequency energy must meet Federal Communications Commission (FCC) regulations limiting such emissions and must receive a grant of the appropriate equipment authorization from the FCC prior to being manufactured, imported or marketed. Equipment



requiring such an authorization, which is displayed at CES, must either have already received the necessary FCC authorization or must be accompanied by the following notice conspicuously displayed:

*"This device has not been authorized as required by the rules of the Federal Communications Commission. This device is not, and may not be, offered for sale or lease, or sold or leased, until authorization is obtained."*

Radio frequency devices that could not be granted an equipment authorization or operated legally, may not be advertised, displayed or sold. Failure to follow these guidelines, as well as other appropriate FCC rules, is a violation of federal law (47 U.S.C. Section 302(b)). It is anticipated that FCC investigators will attend CES looking for such violations. For further information regarding the types of equipment that require FCC authorization, see the FCC Rules at 47CFR Section 2.803, or contact the FCC Laboratory headquarters at 301-362-3000 or visit them [online](#).

### **Firearms/Weapons**

Firearms, ammunition or weapons of any kind, including replica, toy or simulated items, are strictly prohibited on the exhibit floor and show premises. Items that CES Show Management deems in violation of this rule must be removed immediately at the exhibitor's sole expense. Exhibitors with questions about compliance with this policy should contact [CES Operations](#) in advance of the show. Exhibitors intending to showcase or demonstrate such items that are gaming/AR/VR-related must contact CES Operations in advance for approval.

### **Good Neighbor Policy**

CES has a Good Neighbor Policy in regards to booth demonstrations. All audio and video should be appropriate for a general audience. In the event of a complaint from any person on an exhibit's content, CES Operations will investigate and determine if the content is offensive or inappropriate. If content is determined to be offensive, the exhibitor must cease use of such content. If the exhibitor refuses, or if another complaint is filed, CES reserves the right to shut off power to the exhibit until the exhibitor ceases use of the content. Repeated violations of this policy can result in expulsion from CES.

Island booth exhibitors are asked to avoid adding any unnecessary walls or drapes that may contribute to obstructed views of exhibitors that surround your booth. Feedback from show attendees indicates that this causes substantial frustration in their ability to navigate the show floor.

When planning booth events and demonstrations you are required to ensure traffic flow can continue on all sides of your booth at all times. Please take your exhibiting neighbors into consideration when positioning hanging signs and exhibit structures that could impede or obstruct lines of sight to them.

### **Hoverboards**

Wheeled transport devices (with or without motors) are not permitted at any CES venue. This includes Segways, hoverboards, skateboards, uniwheels, scooters and all similar products. Exhibitors are permitted to demo such products within the confines of their exhibit space.





### **Intellectual Property**

Exhibitor warrants that it owns the rights to or is licensed for all intellectual property (patent, copyright, trademark, etc.) to be used by exhibitor for promotion or exhibition at CES, and agrees to defend, at exhibitor's expense, and to indemnify CTA and/or CES for any action brought against CTA and/or CES and any cost incurred by CTA and/or CES, including court costs and reasonable attorney's fees, arising from or related to any dispute concerning exhibitor's intellectual property rights.

### **Literature Distribution, Giveaways, Surveys**

Literature, samples and giveaways must be distributed from within your booth or contracted area. Surveys may not be conducted outside of your booth. Corporate greeter sponsorships are available. Contact [Liz Tardif](#) at 703-907-7681 with CES Promotional Opportunities for more information.

### **Live Animals**

Live animals are strictly prohibited at CES with the exception of guide dogs and other service animals.

### **Performance of Music or Motion Picture**

If you plan to play copyrighted music or video in your booth, meeting room or suite, you may need to obtain a license from the copyright owner or licensing agency representing the copyright owner. Music or video being played for the sole purpose of demonstrating a product (speakers, headphones, TVs, monitors, other devices, etc.) is permissible without a license.

Licensing is required when music or video is being played for non-dramatic entertainment purposes (live or recordings such as CDs, DVDs and BluRay device). The proper license must be posted in your booth and available for inspection at the request of properly authorized agents of the [American Society of Composers, Authors and Publishers \(ASCAP\)](#), [Broadcast Music Inc. \(BMI\)](#), or [SESAC](#). We strongly advise you to contact one of these agencies to acquire proper licensing.

CES has a license with ASCAP which permits the performance of music from the [ASCAP repertory](#) at your booth. The license does not permit the broadcast, telecast or transmission of music under any circumstances; nor does it authorize dramatic performances. CES does not have similar licenses with BMI or SESAC; therefore, exhibitors wishing to play music from the BMI or SESAC repertory for entertainment purposes are solely responsible for obtaining their own licensing.

Adherence to these federally mandated copyright licensing laws is of critical importance. Please take a few minutes to ensure a hassle-free event by acquiring the proper licenses. If you encounter any difficulty with either BMI or SESAC in your attempt to obtain a license, please [contact CES](#) immediately.

### **Photography/Video Regulations**

Cameras and video equipment are allowed on the show floor. Exhibitors and attendees may take pictures/video within the show for purposes of company media pieces, marketing materials, etc. Under no circumstances will anyone be permitted to take pictures/video of an exhibitor's product without permission of the exhibitor. Exhibitors have the right to report to security any instance of inappropriate photographing of company products or displays.



### **Product Demonstrations**

Product demonstrations are permitted. You are responsible for supervising the actions of all visitors and employees operating display equipment in their area. Refer to the Booth Activity section above for more information.

CES has instituted a No Tolerance policy. Demonstrations found to be objectionable due to noise level or vibration level (dB or SPL) or blocking traffic flow may be closed down at the discretion of CES Operations. See Sound Restrictions below.

### **Product/Equipment Removal Pass**

Only CES exhibitors are permitted to remove equipment/product from the show floor during move-in, show days and move-out. Exhibitors wishing to remove equipment or product must present their exhibitor badge and both a photo ID (driver's license or passport) and business card to the security guard upon exiting the show floor. Attendees are prohibited from carrying product off the show floor at any time.

### **Raffles/Games of Chance**

Raffles are allowed within your booth; however, Nevada state law prohibits them if money is involved. Exhibitors considering a raffle, game of chance or slot machines in their booth should contact the Nevada Gaming Control Board at 702-486-2000.

### **Service of Legal Documents**

Any exhibitor that plans to serve legal documents at CES must contact [CES Show Management](#) for the full policy and to coordinate service or delivery. Service or delivery of legal documents that is not coordinated with Show Management is prohibited on the CES exhibit floor, areas in proximity to the show floor and on the show venue premises and grounds.

### **Smoking**

In accordance with the Nevada Clean Indoor Air Act, smoking or vaping (e-cigarettes) is prohibited in exhibit areas.

### **Sound Restrictions**

A maximum noise level of 85 dB will be maintained on the exhibit floor, in meeting rooms and suites, a standard endorsed by the International Association of Expositions and Events (IAEE).

The CES noise abatement policy is as follows:

- All booth elements must remain within the officially contracted booth space. This includes all audio equipment, speakers, etc.
- Exhibitors demonstrating audio equipment in an open display should use a sound chamber or acoustically contained area to keep the sound level from intruding on any adjacent exhibits. Speakers of any kind must be directed toward the interior of the demonstrator's booth space. Speakers may not face aisles or neighboring exhibits.
- When demonstrating audio equipment within an enclosed demonstration room, subwoofers must be positioned away from walls that are adjacent to neighboring exhibits.





- Sonic vibration and sound complaints will be immediately addressed by CES Operations. If a vibration or sound complaint is not resolved by the offending party, CES Operations reserves the right to shut down power immediately until the issue is resolved.
- Exhibitors are responsible for supervising the actions of employees, visitors or spectators testing display equipment located in their exhibit area.

CES Operations will intervene if necessary, and reserves the right to shut down exhibits deemed objectionable. Floor managers will rove through the exhibit areas monitoring the decibel level during show hours. Measurements will be taken at a distance no greater than 10' from the offending display. After measuring a continuous decibel level of greater than 85 dB, following a complaint being registered by a spectator, a neighboring exhibitor or personal observation by a roving designate, the following procedures will be strictly enforced as follows:

### **First Warning:**

- Violating exhibitor will be given a written notification of the warning
- Booth power may be turned off for one hour

### **Second Warning:**

- Violating exhibitor will be given a written notification of the 2<sup>nd</sup> warning
- Booth power may be turned off for one day

### **Third Warning (Final):**

- Violating exhibitor will be given a written notification of the 3<sup>rd</sup> warning
- Up to five (5) priority points will be deducted from the exhibitor

## **Section 5: Liability and Insurance**

According to the [CES Exhibit Space Contract](#), Exhibitors at the Westgate Resort and Casino, regardless of their specific exhibit location, must have a commercial general liability policy of no less than \$2 Million naming the Consumer Technology Association and the Westgate Resort and Casino as additional insured. A certificate of insurance must be made available upon request.

Exhibitors seeking to install their own booth/display must comply with all state and federal laws and/or regulations and must comply with any/all laws, rules, or regulations related to booth installation and dismantling. Westgate exhibitors and their authorized EAC agree to carry adequate personal and property damage liability and workers' compensation insurance and to indemnify and hold harmless the Consumer Technology Association and the Westgate Resort and Casino and their contractors, officers, agents and employees against all claims, losses, suits, damages, judgments, expenses, costs and charges of every kind, including attorneys' fees, resulting from, or related to its occupancy of the exhibit space contracted for, including without limitation by reason of personal injuries, death or property damages sustained by any person. Certificates of insurance must be furnished by exhibitor if requested by CTA and must be available on-site at CES. Failure by CTA to request proof of insurance shall not relieve Exhibitor from carrying proper coverage.

Exhibitor understands that CTA and the Westgate Resort and Casino do not maintain insurance

covering Exhibitor's property. It is the sole responsibility of Exhibitor to obtain such insurance.

CTA and all organizations and individuals employed by or associated with CES will not be responsible for injury or damage that may occur to an exhibitor, his/her employees or agents, nor to the safety of any exhibit or other property due to theft, fire, accidents, or any other destructive causes.

CTA is not responsible for loss, damage or theft of exhibitor property. Please review the section of your exhibit space contract entitled Responsibility for Property. CTA and its employees or contractors assume no liability for loss or injury due to theft, fire, accident, or any other destructive causes. We strongly suggest that you obtain a rider to your existing insurance policy to protect your booth/product from the time it leaves your warehouse to the time it returns.