

@Chartwell's

# EMACS

The Customer Experience Conference

## EXHIBITOR OPPORTUNITIES



**OCTOBER 8-11, 2024**

GRAND HYATT SAN ANTONIO RIVER WALK • SAN ANTONIO, TX

The EMACS Conference is pleased to invite you to Exhibit at the EMACS Conference to be held October 8-11, 2024 in San Antonio, TX. It is our goal to make your exhibit experience both beneficial and enjoyable.

<b>FEE</b>	<input type="checkbox"/> \$6,295 with <b>2</b> Conference passes <i>OR</i> <input type="checkbox"/> \$5,495 with <b>1</b> Conference pass <i>(Best choice of preferred booth location if paid by December 30, 2023)</i>
<b>INCLUDED</b>	<ul style="list-style-type: none"> <li>• Two complimentary registrations to attend the full Conference</li> <li>• Logo and 50 word description on the conference website and mobile app with link to your website</li> <li>• Pre-Conference attendee list two weeks prior to Conference without emails</li> <li>• Opportunity to purchase one additional Conference pass for a discounted price of \$1,795 (Limit of one additional pass per company)</li> </ul>
<b>ADDITIONAL FEES</b>	Shipping fees and any additional on-site needs listed below.
<b>BOOTH SIZE</b>	10' D x 10' W x 8' H.
<b>SETUP</b>	12 PM Tuesday.
<b>EXHIBIT TIME</b>	Tuesday evening - Thursday afternoon.
<b>TEAR-DOWN</b>	Exhibitors may not tear down until 4 PM Thursday afternoon.

To Exhibit at the EMACS Conference please complete the form below and email to [jchalk@chartwellinc.com](mailto:jchalk@chartwellinc.com)

**Once this form has been completed, returned to the Conference office, and payment received, we will contact you with registration and shipping instructions.**

**EXHIBITING COMPANY:** \_\_\_\_\_  
 (Please list exactly as the name should appear in all listings of Exhibitors)

**EXHIBITOR CONTACT PERSON** for correspondence, shipping instructions, etc.  Please check if this person is attending.

Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

CC Email: \_\_\_\_\_

Top three companies you prefer not to be near (if left blank we reserve the right to place you near any company):

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

**EXHIBIT SPACE REQUIREMENTS:**  
**Exhibit space is 10' D x 10' W x 8' H. Your booth must be contained within this space.**

**For planning purposes, please check all that apply:**

- We will bring a table-top exhibit
- We will bring a stand-alone exhibit structure

Please complete this form and return to Chartwell via email to [jchalk@chartwellinc.com](mailto:jchalk@chartwellinc.com).

Registration for up to 2 attendees is included in your Exhibitor benefits depending upon package selected. This includes attendance to all the conference events.

For additional registrations, please contact Jennifer Chalk for more information at [jchalk@chartwellinc.com](mailto:jchalk@chartwellinc.com).

**PAYMENT INFORMATION:**

A 50% non-refundable deposit is due at time of application for both exhibitors and sponsors. We accept the following credit cards: MasterCard, American Express, and VISA. If paying by credit card, a payment link will be provided with your invoice.

If paying by other means please contact Jennifer Chalk: [jchalk@chartwellinc.com](mailto:jchalk@chartwellinc.com).

Cancellation Policy: 50% non-refundable deposit. Full forfeiture after August 9, 2024.

**SIGNATURE:**

The exhibitor commits to exhibiting at the EMACS Conference and agrees to abide by all terms, conditions, and regulations as set forth in the attached Terms and Conditions.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

The following information, terms and conditions are meant to make your exhibiting experience as smooth and beneficial to you as possible. Should you have any questions regarding the following, please contact Jennifer Chalk at 404-237-9009.

- 1) Exhibitor understands and agrees that the exhibit space will be assigned by the Conference staff about 2 months prior to the Conference. We make every effort to place exhibitors so that like-kind exhibitors are not next to each other and booth preferences are considered, but cannot guarantee preferred placement. Placement is made on a first come first served basis when both application and payment are made with preference given to Sponsors.
- 2) Exhibit space is 10' D x 10' W x 8' H.
- 3) Exhibitor's entire booth must stay contained within assigned exhibit space. No banners taller than 8' will be allowed to be displayed and no elements that exceed the 8' depth will be allowed.
- 4) All exhibitors (including local exhibitors) must use the Official Exhibit Service Provider for shipping needs. Please contact Jennifer Chalk if special shipping arrangements are needed.
- 5) Exhibitor will be solely responsible for arranging necessary services with the Official Exhibit Service Provider. Exhibitor is responsible for the payment of any fees due for services.
- 6) The exhibit fee for each booth space is \$6,295 with 2 Conference passes, or \$5,495 with 1 Conference pass. Payment terms: Due to space limitations a 50% non-refundable deposit is due at time of application. The remaining balance is due no later than August 1, 2024. After this date, show management has the authority to release for resale all booths and sponsorships for which full payment has not been received. Commitment after August 1: Non-refundable payment is due in full upon receipt of the invoice. We understand that the pre- and post-conference list is restricted for one pre-conference and one post-conference mailing. No installation will be permitted unless payment in full has been received. Cancellation Policy: 50% non-refundable deposit. Full forfeiture after August 9, 2024.
- 7) Exhibitors acknowledge that any private function held by the sponsor at EMACS will be the sole responsibility of the sponsor and may not compete with any EMACS events including but not limited to: Receptions, The Main Event, and other food functions.
- 8) Arrival and set-up: The exhibitors may begin set up between Noon - 4pm on Tuesday, October 8. Dismantling the booth must not happen before 4:00 pm on Thursday, October 10. Exhibitors will be required to remain with their booth until the Official Exhibit Service Provider has picked up returning freight. Neither the Conference nor the Official Exhibit Service Provider will be responsible for materials left unattended. If exhibitor is unable to set-up at designated time, the exhibitor is responsible for any additional storage and handling fees.
- 9) All commercial exhibit activity must be confined to the prescribed exhibit booth. Collateral materials, brochures, etc. cannot be placed on any tables outside of the exhibit booth including but not limited to the conference registration desk.
- 10) Exhibitor acknowledges the receipt of the attendee list (2) weeks prior to the event **with no email addresses**.
- 11) Exhibitor assumes all responsibility and hereby agrees to protect, indemnify and defend, and hold harmless The EMACS Conference or The Grand Hyatt San Antonio River Walk in San Antonio, TX or their respective employees and hold harmless the employees and agents against all claims, losses, damages to persons or property, governmental charges or fines and attorney's fees arising out of, or caused by the Exhibitor's installation, removal, maintenance, occupancy, or use of the exhibit area or a part thereof.
- 12) Exhibitors are required to maintain sufficient liability insurance that covers all potential problems during the exhibit. In addition, exhibitor acknowledges that the EMACS Conference and The Grand Hyatt San Antonio River Walk in San Antonio, TX do not maintain insurance covering exhibitor's property and that it is the sole responsibility of the exhibitor to obtain insurance covering such losses.
- 13) Should Chartwell move EMACS 2024 to a virtual event due to circumstances beyond the control of Chartwell such as acts of God, war, acts of terrorism, government regulations, disaster, civil disorder, curtailment of transportation facilities, or medical epidemic, to the extent that such circumstances makes it illegal, impossible, or commercially impracticable to provide or use of headquarters or hotel facilities, exhibitor hereby acknowledges that they will be able to re-allocate funds to another Chartwell event: PowerUp 2025, EMACS 2025, or an Innovation Series Webinar in 2025, or continue to participate in the virtual event, Chartwell will not process refunds for exhibitor fees. Exhibitor acknowledges that should EMACS move to a virtual environment Chartwell will communicate this to the exhibitor prior to public announcement and will provide an addendum to this contract.

By executing this document, you are acknowledging that you have read and agree to all exhibitor terms and conditions:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_