



GLOBAL ANNUAL MEETING
BOSTON, MA | JUNE 25-29

DIA Exhibitor FAQ's

Where is the show located?

Boston Convention and Exhibition Center
415 Summer Street
Boston, MA 02210

What are the Move in, Show Dates, and Move-Out Schedule?

<i>Exhibit Schedule</i>	<i>Date</i>	<i>Time</i>
Move In:	Saturday, June 24th	8:00am - 5:00pm
Move In:	Sunday, June 25th	8:00am - 5:00pm
Show Opens:	Monday, June 26th	11:30am - 6:15pm
Show Dates:	Tuesday, June 27th	9:30am - 5:00pm
Show Close:	Wednesday, June 28th	9:30am - 4:00pm
Move Out:	Wednesday, June 28th	4:00pm - 10:00pm
Move Out:	Thursday, June 29th	8:00am - 11:00am

GENERAL INFORMATION

What are the COVID-19 guidelines for DIA 2023?

DIA strongly encourages all participants to be fully vaccinated and complete a self-screening within 72-hours of arriving at the conference. Masks are encouraged but not required. DIA will follow Boston Convention & Exhibition Center and local health department guidelines. Please [click here](#) for more information regarding our Health and Safety Protocols.

Can you confirm if DIA sends a Pre-Show attendees list to exhibitors?

The attendee list will be sent to the Primary Contacts of Exhibiting Companies who have paid in full the week of May 29.

Information to be shared in the list will be: First Name, Last Name, Title, Company Name, and Country. The list will be updated on a weekly basis leading up to DIA 2023.

Where can I find the DIA 2023 Logo to use on Social Media?

We will launch the Exhibitor Marketing Kit that includes approved graphics our exhibitors can use on Social Media in March.

CANCELLATION POLICY

Looking to Cancel Booth Space and or Advertising/Sponsorship?

For cancellations of space received between the initial space selection and January 27, 2023, Exhibitor is responsible for, and DIA retains, 50 percent (50%) of the total space rental charge as a cancellation fee. Should an Exhibitor cancel a

portion of their space between their initial space selection and January 27, 2023, Exhibitor remains responsible for, and DIA will retain, the 50 percent deposit on the cancelled partial space as a cancellation fee. Full payment is required, and no refunds whatsoever will be made on cancellations or reductions of space after January 27, 2023.

Should an Exhibitor cancel their space, or even partial space, after January 27, 2023, the Exhibitor is responsible for the full space rental charge for the originally contracted space regardless of payment status. For cancellations of advertising/sponsorship received between the initial contract submission and January 27, 2023, Exhibitor is responsible for, and DIA retains, 50 percent (50%) of the total fee as a cancellation fee.

Full payment is required, and no refunds whatsoever will be made on cancellations of advertising/sponsorship after January 27, 2023. Any cancellation notice must be made in writing to Smithbucklin using the address listed in Section 1. Cancellations sent by postal service or carrier must be received by Smithbucklin by the January 27, 2023, deadline date. Alternatively, cancellations may be directed via email to DIA@smithbucklin.com, provided that the cancelling Exhibitor obtains confirmation of receipt of email from Smithbucklin on or before the cancellation deadline date, January 27, 2023.

HOUSING FOR EXHIBITORS

What hotels are participating in DIA 2023?

[View](#) the DIA Housing, which includes a complete list of DIA hotels, distance to the convention center, room rate, shuttle status, and exclusive value adds for DIA participants. A [map](#) of DIA hotels is also available.

How do we reserve our block of rooms?

Go to the [DIA Housing](#) and click on “Exhibitors Book Here”

Click on your preferred hotel and enter the check-in and check-out date for your block and enter the number of rooms needed. If you have any hotel related questions, please contact onPeak at diaannual@onpeak.com or to speak to one of our reservation specialists at (855) 202-7244 or +1-312-527-7300 between 8:00 AM and 4:30 PM Eastern, Monday - Friday. If you have an existing reservation, please have your onPeak Attendance/Group ID number handy.

Is there a cutoff date for making hotel reservations?

Hotel reservations must be made by June 9, 2023.

What is DIA’s hotel cancellation policy for exhibitors?

Reservations can be modified or cancelled without penalty up to April 28, 2023. Starting April 29, 2023, and up to 72 hours prior to arrival, onPeak will charge a non-refundable cancellation fee of one-night’s room rate plus tax to the credit card on file. If a reservation is cancelled within 72 hours of arrival, the hotel will charge your credit card for one night's room rate plus tax.

REGISTRATION

Can you let me know how many passes we receive for our booth?

Per each 100 square feet of booth space:

- One (1) complimentary full conference registration that includes access to all scientific sessions
- Three (3) complimentary exhibit booth personnel registrations that includes refreshments and lunch Monday through Wednesday. *Access to scientific sessions is allowed if space permits.*

Booth Personnel badges and Exhibitor Full Meeting badges allow access to the Exhibit Hall during move-in, Show Hours and move-out times.

Per Booth Space		
Exhibit Booth Size	Exhibit Booth Personnel Badges	Exhibitor Full Meeting Badges
100 sq. ft.	(3) complimentary badges	(1) complimentary badge
200 sq. ft.	(6) complimentary badges	(2) complimentary badges
300 sq. ft.	(9) complimentary badges	(3) complimentary badges
400 sq. ft.	(12) complimentary badges	(4) complimentary badges
600 sq. ft.	(18) complimentary badges	(6) complimentary badges

How many badges do we receive for having a sponsorship?

Any sponsorship opportunity that is \$10K or greater includes 2 additional booth personnel passes.

When does exhibitor registration open?

Exhibitor booth personnel registration opens the week of March 6. The [Online Registration System](#) will let you know exactly how many full-meeting and booth personnel badges your company receives – and allows you to go in and make replacements and other changes. Only those listed as a Primary or Secondary contact will be able to use their user ID and password to access the online system. Please contact [Megan](#) with any issues or questions.

The deadline to appear in the Advance Registration Attendee List is June 1, 2023.

Are you able to confirm how much and where additional Booth Personnel and Full Conference Badges can be purchased?

Once an exhibiting company uses their allotment of badges, additional staff would need to register as attendees for the meeting at the appropriate [registration rate](#). DIA does not sell additional booth personnel badges.

EXHIBITING AT DIA

When will the exhibitor services manual be available?

The Exhibitor Services Manual will be distributed to all exhibitors the week March 6.

What are the Move-In/Out dates and Show times?

Move-in begins Saturday, June 24, 2023, at 8:00 AM. Exhibits must be set-up by 5:00 PM on Sunday, June 25, 2023.

Show Hours:

Monday, June 26, 2023 11:30 AM – 6:15 PM

Tuesday, June 27, 2023 9:30 AM – 5:00 PM

Wednesday, June 28, 2023 9:30 AM – 4:00 PM

Move-Out: Exhibits must remain intact until the closing of the Exhibit Hall at 4:00 PM on Wednesday, June 28, 2023. All freight must be removed from Facility by 11:00 AM on Thursday, June 29, 2023.

Overtime rates will apply Monday-Friday 4:30 PM - 8:00 AM and all-day Saturday. Double Time rates will apply all-day on Sunday.

Do we need to order flooring our exhibit space?

The exhibit area is NOT carpeted. The aisles are carpeted in midnight blue. All booth floors must be finished. Exposed concrete is not acceptable. Booth carpet order forms are included in the exhibitor services manual. Unless prior notification has been received by DIA, SmithBucklin and/or Freeman that the exhibitor intends to provide their own flooring, Freeman, at the direction of DIA, will lay carpet in any booth that has an unfinished floor at 12:00 PM on Sunday, June 25, 2023, and invoice for the carpeting will be issued to the exhibitor.

What is included in my booth space?

Each 10' x 10' Booth will include 8' high blue drape, 36" blue side rail drape and ID sign only. If your booth requires tables, chairs, carpet or other furnishings they may be ordered through the exhibitor service manual.

What are the booths structure guidelines?

Please be sure to review the [Rules and Regulations](#) Section 21, Use of Space to ensure that the booth structure is following the guidelines provide to exhibit on the show floor. Additionally review the Appendix, pages 8-10 for Important Booth Construction Display.

Is my booth allowed to have a Hanging Sign?

Hanging signs are permitted in all peninsulas, modified peninsulas, split islands and island booths to a maximum height of (20') (6.10m) to the top of the sign. Hanging signs are NOT permitted in inline or perimeter booths.

Will Exhibitor Appointed Contractors require a pass to enter the exhibit hall?

We will be providing wristbands to EACs or staff who oversee booth installation at the exhibit hall entrance on Saturday, 6/24 and Sunday, 6/25 for setup and on Wednesday, 6/28 for dismantle. Preregistration is not required.

If Exhibitors intend to use an Exhibitor Appointed Contractor (EAC) to install and/or dismantle their booth and/or photographer/videographer, the Exhibitor must register their EAC no later than Friday, May 26, 2023

How do we go about obtaining permits for sound & alcohol for the event?

Please be sure to review the [Rules and Regulations](#) Section 21, Use of Space for additional guidelines.

21 o. Exhibitors are permitted to provide alcoholic beverages in their booth. Alcoholic beverages served in booths may only be purchased and served by licensed bartenders from the Facility's Food and Beverage Department and must be ordered through the Facility's caterer.

21 p. **Levy Restaurants, the official in-house caterer** and at the Facility is the exclusive provider of food and/or beverage items at the Facility. All food (including prepackaged food) and beverage items must be ordered through Levy Restaurants. However, if an Exhibitor is the manufacturer of a food/beverage product, the Exhibitor may distribute such food and/ or beverage product if the Exhibitor obtains approval by the Facility's caterer. Contact DIA Show Management via email at DIA@smithbucklin.com for additional instructions on the approval process.

21 d. Any special promotions, music or stunts planned by Exhibitors at any time during the Event must be approved by DIA. Details should be submitted to Show Management via email to DIA@smithbucklin.com by Friday, May 26, 2023. DIA reserves the right to designate specific days and hours during which special promotions and stunts may be conducted if they are permitted at all.

22 f. Loudspeakers or operation of equipment which is of excessive sound volume to be annoying to neighboring Exhibitors or guests is not permitted based on the 80/80 Rule: Any sound that consistently exceeds 80 decibels measured at the edge of an Exhibitor's booth or is clearly identifiable more than 80 feet from that booth is considered objectionable

22 g. Music in the booth or at any of Exhibitor's function held in conjunction with the Event is subject to applicable copyright and licensing fees. It is the sole responsibility of the Exhibitor to pay applicable fees.

Do I need to provide COI for an exhibiting booth?

ALL Exhibitors are required to maintain and to provide a certificate of insurance to Show Management on or before evidencing the following: a. General liability with limits not less than \$1,000,000 per occurrence, \$2,000,000 in the aggregate b. Owned (if applicable), hired and no owned auto liability with limits not less than \$1,000,000 per occurrence c. Workers' compensation with state statutory limits d. Employer's liability with limits not less than \$500,000 e. Commercial umbrella liability with limits not less than \$2,000,000 f. Personal property and equipment on a special form replacement cost basis DIA, Smithbucklin Corporation, Freeman, and the Boston Convention and Exhibition Center are to be listed as additional insureds on a primary and non-contributory basis with respect to general/auto/umbrella liability. A waiver of subrogation must apply to all policies. All carriers are to maintain an A.M. Best rating of not less than A- VII. Exhibitors will not be permitted to set up their booth without submitting the proper certificates. Certificates should be sent to: Smithbucklin ATTN: DIA Show Management 330 N. Wabash Ave. Ste. 2000 Chicago, IL 60611 USA Email: DIA@smithbucklin.com

In the event, Exhibitors from outside the US and Canada are unable to produce an acceptable Certificate of Insurance from this insurance provider(s), Exhibitor may provide a written statement of their insurance coverage from their insurance broker. Companies that are self-insured or government agencies may provide a written statement of their self-insured status.

Do we need approval to host a surrounding event (breakfast or reception after show hours)?

Yes, here is the [link](#) to the Event and Meeting Space Application, once completed the application can be sent to Americas.Exhibits@diaglobal.org