

## Rules and Regulations

### Payment & Cancellation Policies

Payment is due within 30 days of the order date, except as noted below. Failure to pay within 30 days of the order date may result in cancellation of your order.

Cancellations must be directed in writing to Register@ConferenceSolutionsInc.com. Refunds vary on item ordered as well as date of cancellation.

**SPONSORS:** No sponsorship cancellations are permitted once ordered. Benefits will not be executed until full payment is received. If ordering a sponsorship after May 1, 2025, payment is due at time of registration.

**EXHIBITORS:** Exhibit refunds, less an administrative fee of \$300 per booth, will be made at the discretion of USAgging, but no refund will be given for a cancellation made within 60 days of installation. If ordering an exhibit after May 1, 2025, payment is due at time of registration.

**ADVERTISERS:** No advertising cancellations are permitted once ordered. If ordering an advertisement after May 1, 2025, payment is due at registration.

### Tradeshow Rules & Regulations

Any violation by the Exhibitor of the Tradeshow Rules and Regulations herein may, in USAgging's sole determination, constitute a breach of the Agreement resulting in termination and forfeiture of any monies paid on account. Upon due notice of such termination, USAgging shall have the right to take possession of the Exhibitor's space, remove all individuals and properties, and hold the Exhibitor accountable for all liability, expenses and damages arising from Exhibitor's breach/violation of Tradeshow Rules and Regulations.

**OFFICIAL GENERAL CONTRACTOR:** USAgging has appointed Conference Solutions as the official General Contractor for the USAgging 2025 Conference and Tradeshow. All references herein to USAgging shall mean USAgging and Conference Solutions.

**OUTSIDE ACTIVITIES:** The Exhibitor shall not foster or conduct outside activities which would take qualified attendees from official Conference and/or Tradeshow functions during scheduled hours. Use of meeting facilities or USAgging-contracted hotels by Exhibitors or companies or sales or business meetings during USAgging Conference and Tradeshow dates must be approved in advance by USAgging. Hospitality suites shall not be open during Tradeshow hours or daytime Conference hours.

**ASSIGNMENT OF SPACE:** The optimal exhibit booths are assigned to the major Sponsors of the USAging Conference. Assignment of other booth space will be on a first-paid, first-served basis. USAging reserves the right to make such changes to the floor plan of exhibit booths as may be deemed necessary.

Any consideration of special requests for placement near or away from another vendor must be made on the registration application. Requests submitted after registrations will not be accommodated.

**EXHIBIT FEES AND PAYMENT:** Agreements will NOT be processed nor space assigned without the required payments and signature. Payment is due within 30 days of the order date and no later than May 31, 2025. Checks should be made payable to USAging 2025, and mailed to:

USAging Conference 2025  
c/o Conference Solutions  
1300 SE Stark Street., Suite 307  
Portland, OR 97214

Receipt of payment does not obligate USAging to accept a contract as binding. USAging retains the option of returning funds. Payment by credit card may be possible, however, additional fees will be incurred to cover transaction costs.

**CANCELLATION:** Cancellations of exhibit booth space must be directed in writing to:

Register@ConferenceSolutionsInc.com. Refunds, less an administrative fee of \$300 per booth, will be made at the discretion of USAging, but no refund will be given for a cancellation made within 60 days of installation. In case of fire or any other causes beyond the control of USAging that prevent the show from taking place, this contract will not be binding.

**EXHIBITS:** The Tradeshow will be comprised of 8' x 10' and 8' x 5' exhibit booths. All Premium and Standard booths will include (1) skirted table, (2) side chairs and a one-line identification sign (44" x 7"). All mini-booths will include (1) small skirted table, (1) side chair and a one-line identification sign (44" x 7"). The Tradeshow Hall is carpeted.

**INSTALLATION AND DISMANTLING:**

Sheraton Grand Chicago Riverwalk

- Sunday, July 20: Exhibitor Install, 12:30 pm – 4:30 pm ET
- Monday, July 21: Exhibitor Dismantle, 3:15 pm – 5:00 pm ET

Exhibitors who are unable to check in by 4:00 pm on Sunday, July 20 are asked to give advance written notice to Show Management. If you expect delays to occur, contact us immediately or risk forfeiting their booth space to a space where their vacancy is less visible to USAging participants or reassigned to another exhibitor.

Dismantling of exhibit booths may not begin before the conclusion of the afternoon break on Monday and the area must be completely cleared by 5:00 pm that same day. Times are subject to change upon notification by USAging.

**SHIPPING:** Approximately 45 days prior to the show opening, the Decorator that USAging selects will provide to each Exhibitor an Exhibitor Kit with shipping instructions and forms for all services needed during the installation, show period, and removal of exhibit booths. Exhibitors needing information prior to receiving the official Exhibitor Kit should contact Conference Solutions directly at 503.244.4294 x1003.

**Please note:** Do not ship exhibits or exhibit materials directly to the hotel, as shipments may not be accepted.

Shipping instructions and drayage fees will be included in the Exhibitor Kit.

**EXHIBITOR REGISTRATION:** Participation in the Tradeshow for one organization representative is included with each exhibit booth (meals included). Exhibiting organizations may purchase additional exhibitor name badges (meals included) or full conference registration separately.

**Please note:** Mini-booths are limited to one booth attendant. No additional booth attendants can be registered for mini-booths.

**USE OF SPACE:** Exhibitors shall not assign, share or sublet any space without written consent of USAging. All Exhibitors must remain within the confines of their own exhibit space. Care must be taken that no display extends more than 8' above the floor, obstructs the view or disadvantageously affects the display of other Exhibitors. Noticeable noise produced from operation of any equipment or apparatus is not permitted. Display vehicles must adhere to all municipal and state laws, rules and regulations. Consult Conference Solutions to be connected with the decorator and venue for details.

**FOOD & BEVERAGE POLICY:** No food or beverage may be brought from an outside source. If you wish to serve food or beverages from your booth, please contact the USAging Conference Planner to discuss what arrangements, if any, can be made through the Sheraton Grand Chicago Riverwalk.

**LIABILITY:** USAging and the Sheraton Grand Chicago Riverwalk will not be held responsible for the safety of Exhibitor's property from theft, fire, damages,

accident or other causes. Exhibitor agrees to protect, save and hold USAging and the Sheraton Grand Chicago Riverwalk and all agents and employees thereof (hereafter collectively called "indemnities") forever harmless for any damages or charges imposed for violations of any law or ordinance, whether occasioned by the negligence of the Exhibitor or those operating under the Exhibitor. Further, Exhibitor shall at all times protect, indemnify, save and hold harmless the indemnities against and from any and all losses, costs (including attorney's fees), damages, liability or expense arising from or out of or by reason of any accident of bodily injury or other occurrence to any person or persons, including the Exhibitor, its agents, employees and business invitee which arises from or out of or by reason of said Exhibitor's occupancy and use of the Tradeshow premises or a part thereof.

**SAFETY REGULATIONS:** Exhibitors must adhere to all municipal and state laws, rules and regulations. No combustible decorations may be used at any time. All drapes, table coverings and other materials must comply with fire department regulations.

**SECURITY:** The Tradeshow is being held in the Sheraton Grand Chicago Riverwalk and security will be provided when the Tradeshow closes in the evenings. However, neither USAging nor the Sheraton Grand Chicago Riverwalk can be held responsible for any lost, damaged or stolen exhibit materials. Please take the necessary precautions each day for safeguarding your exhibit materials. USAging recommends removing valuable materials when not at your booth.

**FAILURE TO OCCUPY SPACE:** Space not occupied by the close of the exhibit installation period as specified in these rules and regulations will be forfeited by the Exhibitor. This space may be resold, reassigned or used by USAging. No refunds will be given.

**SHOW CANCELLATION:** If the Conference or Tradeshow is cancelled due to circumstances beyond the control of USAging, USAging will not be held liable for any expenses incurred by the Exhibitor beyond the booth registration fee.

**SELECTION OF EXHIBITORS:** Only firms and companies whose services and products are appropriately related to the purpose of USAging shall be permitted to exhibit. USAging reserves the right to decline or prohibit any exhibit which in its sole judgement is inappropriate, this reservation being all inclusive as to person, things, printed matter, products and conduct.

## Exhibitor Add-ons

**INCENTIVE TRAFFIC DRIVER GAME:** The interactive “Make a Deal” Tradeshow Incentive Game is a cost-effective way to get extra recognition and drive members to your booth. Booths that sponsor a game prize will have a prize icon on their booth listing (if all submission details and deadlines are met). Sign-up to be a game prize sponsor when you register for your booth.

**Mobile App QR Code:** New This Year! Make the most of the Conference mobile app using LeadCapture. The LeadCapture app can be used to scan attendees’ QR codes, track, see analytics and more. More information will become available upon confirmation of exhibitor registration.

**High-Engagement Driver: Welcome Reception Drink Ticket Packages:** Exhibitors choose from two available drink packages that allow you to treat attendees to special beverages during the Tradeshow Welcome Reception. These exhibitors will be identified in the Tradeshow with a special icon visible on their booths, so that attendees will be aware they can receive a complimentary drink ticket when they visit. Two packages are available to choose from, noted on the Exhibit Opportunities webpage.

**OPTIONAL DOORPRIZE GIVAWAY:** If you’re planning to do a giveaway for attendees on your own through business card collection or another means, please use the tent card included in the exhibitor packet to share the name of the winner on your exhibit booth table during the last networking break on Monday. Attendees will walk around the hall to see if they were a winner! No announcements will be permitted.

### **Caregiver Community Expo & Technology Lab** (hosted in tandem, on Tuesday, July 22, from 1:00 PM–5:00 PM ET)

The Caregiver Community Expo, a new addition to the USAgging Annual Conference and Tradeshow, is specifically tailored to connect companies that offer cutting-edge solutions and support for caregivers. This Expo is in addition to our Tradeshow where your company will have the chance to showcase your caregiving-related products and services in a dedicated, intimate setting. Attendees will be able to engage in meaningful discussions about these offerings in a focused environment.

The Technology Lab is a special opportunity only for innovative technology companies registered as sponsors or exhibitors at the 2025 Conference. This lab is in addition to our Tradeshow and is an opportunity to demonstrate your product or service up-close with our members. This will be similar to a show and tell where you can demo your technology solutions and innovations and show how it supports Area Agencies on Aging or enhances care for older adults and people with disabilities.