



## ITINERARY – SUPPLIER, COMPONENT, AND OUTDOOR SUPPLIER DEMO DISPLAYS

| INDOOR EXHIBITOR INFORMATION  |                            |   |
|---|----------------------------|---|
| <b>SET-UP DAYS</b>  | Monday, August 12, 2019    | 8:00 a.m. – 5:00 p.m.                                     |
|   | Tuesday, August 13, 2019   | 8:00 a.m. – 5:00 p.m.                                     |
|   | Wednesday, August 14, 2019 | 8:00 a.m. – 10:00 a.m.                                    |
| <b>SHOW HOURS FOR SUPPLIER/COMPONENT/OUTDOOR DEMO AREA EXHIBITORS</b> | Wednesday, August 14, 2019 | 1:00 p.m. – 5:00 p.m.                                     |
|   | Thursday, August 15, 2019  | 9:00 a.m. – 5:00 p.m.                                     |
|   | Friday, August 16, 2019    | 9:00 a.m. – 5:00 p.m.                                     |
|   | Saturday, August 17, 2019  | 9:00 a.m. – 5:00 p.m.                                     |
| <b>TEAR DOWN*</b>   | Saturday, August 17, 2019  | 5:00 p.m. – 9:00 p.m.                                     |
|   | Sunday, August 18, 2019    | 8:00 a.m. – 12:00 p.m.<br>Must be completed by 12:00 p.m. |

| IMPORTANT FORMS   | RESPOND BY DATES   |
|---|--|
| Program Advertising**   | Call for availability  |
| After Hours Emergency Information                                 | Friday, July 19, 2019  |
| Badge/Credential Request  | Friday, July 12, 2019 <b>(Mail)</b><br>Friday, July 19, 2019 <b>(Hold)</b> |
| Certificate of Insurance  | Immediately  |
| Hale Expo Services<br>(furniture, phones, shipping, carpet, etc.) | Wednesday, July 24, 2019   |
| <b>Electrical Requests – Hale Expo Services</b>                   | Wednesday, July 24, 2019   |
| Electric Exhibitor Live-In Area Request                           | Limited – First come, first served   |
| Exhibitor Live-In Area Request (Dry camping)                      | Limited – First come, first served   |
| Family Live-In Area Request                                       | Limited – First come, first served   |
| Hotel Reservations  | Immediately  |
| Dealer/Distributor Attendance Form**                              | Immediately  |
| Service and Local Service Requests**                              | Immediately  |
| Sponsorship   | Immediately  |

\***Early tear down will result in fines.** Please refer to back-side of exhibit space contract, Item XVI, section F.

\*\*Please return all forms prior to the published deadline dates. We appreciate your cooperation.



**SHOW PURPOSE AND ELIGIBILITY**

This show is for manufacturers and dealers of RVs, RV accessories, RV components, campgrounds, supplies, and those providing a service to the RV industry or RV owner. If there are any questions regarding the eligibility of your product, please contact FMCA. Outdoor display spaces are reserved solely for displaying RVs or displays inappropriate for indoors (subject to FMCA approval).

All vehicles on display must meet the criteria required for membership. Please note: Production-line tow trailers are not permitted in the RV display area. Tow trailers which are for sale and that have been custom built by an RV manufacturer specifically to accompany or to use with a specific unit, usually to be displayed with it, are permitted in the RV display area. The tow trailer must be displayed carrying the vehicle it is intended to tow.

No RV, bus conversion, or product may be displayed in the exhibit area unless it is the product of a commercial member of FMCA.

**SHOW HOURS**

The show days/hours during which the exhibits will be open to FMCA members and public attendees are as follows:

| SHOW DAY                   | SHOW HOURS*                              |
|----------------------------|--|
| Wednesday, August 14, 2019 | 1:00 p.m. to 5:00 p.m.                   |
| Thursday, August 15, 2019  | 9:00 a.m. to 5:00 p.m.                   |
| Friday, August 16, 2019    | 9:00 a.m. to 5:00 p.m.                   |
| Saturday, August 17, 2019  | 9:00 a.m. to 5:00 p.m.                   |
|                            | Teardown ends at 9:00 p.m. on August 17. |

\*Exhibits officially close to the public and registered members at designated show hours end time; however, anyone in the exhibit area may remain 30 minutes past the closing hour of the show. Show personnel must also leave the exhibit area no later than 30 minutes following the close of the show each day, unless arrangements have been made with the Director of Events.

**INTERNATIONAL CONVENTION & RV EXPO INFORMATION**

Should you have questions regarding any of the information contained in this manual, please write or call McKensi Madden (ext. #274), Ranita Jones (ext. #214), or Tina Henry (ext. #254):

**FMCA**

8291 Clough Pike  
Cincinnati, OH 45244  
800-543-3622  
513-474-3622  
513-474-2332 Fax

Email:

[mmadden@fmca.com](mailto:mmadden@fmca.com)  
[rjones@fmca.com](mailto:rjones@fmca.com)  
[thenry@fmca.com](mailto:thenry@fmca.com)



## **RULES, REGULATIONS, AND RESTRICTIONS**

### **AISLE INTEGRITY REGULATIONS**

If your display spans an aisle, you may carpet the aisle; however, the aisle must remain free of obstructions. Please see the reverse side of your exhibit space contract regarding restrictions.

Per Section VII, paragraph B of the Exhibit Space Contract: Additional show rules in exhibitor confirmation materials will also apply. Supplier/Component exhibitors should read the enclosed "Guidelines for Display Rules and Regulations" that have been adapted for FMCA International Conventions & RV Expos.

### **DISPLAY LOCATION RESTRICTIONS**

**No products may be displayed in the parking lots.** Vehicles left overnight must be registered at the exhibitor office and bear proper credentials. **Unregistered vehicles will be towed at owner's expense.** No dealer signs, addresses, or advertising messages are permissible in parking lots.

### **EXHIBIT SPACE RESTRICTIONS**

The Director of Events reserves the right to restrict exhibits which, because of noise or for any reason, become objectionable, and also to prohibit or evict any exhibit, which, in his or her judgment, may detract from the general character of the show. In the event of such restrictions or evictions, Show Management shall not be liable for refunds of any kind. The Director of Events or Show Decorator may request changes in the method of display if found objectionable to an adjoining exhibitor or Show Management.

### **EXTENSION CORD REGULATIONS**

All extension cords must be a minimum 12-gauge wire, 3-prong cord and must be UL approved. **Electrical cords in walkways within your booth must be secured to the floor in such a way that they do not present a trip hazard.**

### **ELECTRICAL WARNING**

The 500-watt electrical outlet provided within your booth space is rated for a maximum of 5 amps or 500 watts. You are responsible for the knowledge of the amperage being used in your space. Any additional power requirements above what is provided will be the financial responsibility and liability of the Exhibitor.

### **FIRE EXTINGUISHER REGULATIONS**

Please be advised that all RVs are required to have a fire extinguisher on board. This includes all display units, exhibitor live-in units, and all RVs being used as demo units.

### **GIVEAWAY RESTRICTIONS**

Exhibitors who wish to distribute non-food giveaway items bearing their advertising message may do so from their display space only. All food and beverage items must be arranged through the approved catering list.

### **HEIGHT RESTRICTIONS**

A height restriction for all indoor displays will be in force. Booths will have a draped eight-foot-high back partition and three-foot-high side partition. Height of rear booth partition must not exceed eight feet, three inches in height. Side partition on booth may be eight feet three inches high half the depth of the booth from the back of booth, but remainder of the partition must be no higher than four feet. No partition across the front of the booth may be higher than four feet. All surfaces exposed to an aisle or other booths must be of a finished nature, either by draping or decorative panel.

Please refer to the "Guidelines for Display Rules and Regulations" within this section for full details. This information has been reprinted by permission of the International Association of Exhibitions and Events.

Company names, logos, and insignias may not appear higher than eight feet three inches from the floor whether attached to the booth backdrop or displayed on booth decorations. A fine equal to one-half the cost of the display space rented, up to a maximum fine of \$500 will be issued to companies not adhering to the enclosed guidelines.



A height restriction for all Outdoor Supplier Demo Displays and RV displays will be in force. No decorations or flags in excess of **20 feet from the ground** will be permitted without prior permission of FMCA. This includes helium balloons.

### **PET RESTRICTIONS**

NO pets will be allowed within the exhibit buildings, seminar rooms, activity areas, concession areas, or within the RV display area.

### **RULES AND REGULATIONS COMMITTEE**

The backside of the exhibit space contract contains the rules and regulations relative to FMCA International Conventions & RV Expos. These rules have been developed under the guidance of the FMCA Show Committee and the FMCA Commercial Council. The Council is comprised of commercial members elected by the commercial membership at large. These rules are meant to provide an attractive and successful show while ensuring fairness to all exhibitors. No exceptions to these rules will be considered without the written consent of the Director of Events. Council members' names and addresses are located in the event program and members will have white ribbons attached to their name badges.

## **INSURANCE, LIMITATIONS, AND LIABILITY**

### **INSURANCE**

Each exhibiting company, including all dealers and distributors, must carry its own all-risk insurance on its property and must be covered by a comprehensive general liability insurance policy providing limits of at least \$1,000,000 combined bodily injury and property damage per each occurrence. It is mandatory that each exhibiting company, including all dealers and distributors participating within a manufacturer's display, provide a valid certificate of insurance.

Exhibitors must carry their own insurance through their own sources and at their own expense and must show proof thereof. This certificate must be sent to FMCA immediately. Failure by FMCA to request or review insurance certificates showing proof thereof shall not be deemed to constitute a waiver of FMCA's rights or exhibitor's obligations hereunder.

Neither the exhibit facility, nor FMCA, nor any of its service contractors or its Show Decorator will be responsible for loss or damage to any Exhibitor property while in transit to or from the building or while in the building. Please refer to the Certificate of Insurance form found in the *Dated Materials* section of this manual. You will not be permitted to set up your display unless a valid certificate of insurance is on file.

### **LIMITATION AND LIABILITY**

The Exhibitor covenants to indemnify and to save harmless FMCA, the Show sponsors, its Event Manager, Show Decorator, and service contractors from and against any and all claims, demands, causes of action, suits, or judgment (including reasonable attorney fees, costs, and expenses incurred in connection therewith) for death or injuries to persons or loss of or damage to property arising out of, or in connection with, the use and occupancy of the exposition area or the demised exhibit and display space or spaces by the Exhibitor, his agents, servants, employees, contractors, licensees or invitees and not caused by the negligence of its officers, agents, employees and servants. In the event of any claims made or suits filed, FMCA shall give Exhibitor prompt written notice, by certified mail, to the address stated on the contract, of such claim or suit, and the Exhibitor shall have the right to defend or settle the same to the extent of his interest hereunder.

FMCA shall not be responsible for any failure to perform any of its obligations hereunder in the event the premises in which the Show is to be held becomes, in the sole judgment of FMCA, unfit for occupancy as the result of strikes, lock-outs, acts of God, inability to obtain labor or materials, government action or whatever nature, war, civil disturbance, fire, unavoidable casualty or other causes, whether similar or dissimilar, beyond the control of FMCA and which cannot be overcome by due diligence. In the event of termination by FMCA as a result of the aforesaid causes, the Exhibitor expressly waives such liabilities and releases FMCA of and from all claims for damages and agrees FMCA shall have no obligation to exhibitor except to refund to Exhibitor the fee paid for space less a proportionate share of all expenses incurred by FMCA for the Show.



It is further expressly agreed and understood that the Show, its sponsors, its Manager, its staff, and Show Decorator, shall not be held responsible for any loss of, or damage or injury to, property belonging to the Exhibitors, his agents, contractors and employees while the said property is in the exposition area, or at any other time and place.

The owners of the property on which the Show is held will not be responsible for injury, loss or damage that may occur to the Exhibitors or to the Exhibitors' employees or property from any cause whatsoever, prior to, during, or subsequent to the period covered by the Show.

#### **MINORS IN THE DISPLAY AREA DURING SET-UP/TEAR DOWN**

Minors (anyone under age 18) are expressly prohibited in exhibit areas during set-up or tear-down hours. Your cooperation is greatly appreciated.

### **EXHIBIT SPACE INFORMATION**

#### **EXHIBIT ARRIVAL DATE/MOVE-IN**

Supplier and component exhibitors may set up their exhibits as follows:

| <b>Set Up Date</b>         | <b>Set Up Time</b>      |
|----------------------------|-------------------------|
| Monday, August 12, 2019    | 8:00 a.m. to 5:00 p.m.  |
| Tuesday, August 13, 2019   | 8:00 a.m. to 5:00 p.m.  |
| Wednesday, August 14, 2019 | 8:00 a.m. to 10:00 a.m. |

Please do not arrive prior to this time for set up of your display or move-in of exhibitor live in areas. Your cooperation is appreciated.

All indoor exhibits must be in place no later than 10:00 a.m. on Wednesday, August 14, 2019. Late exhibitors will not be permitted to set up exhibits during show hours, 1:00 p.m. to 5:00 p.m., Wednesday, August 14, and 9:00 a.m. to 5:00 p.m., Thursday, Friday, and Saturday, August 15, 16, & 17, 2019. Move-in of late exhibits is at the total discretion of show management. There is no guarantee that exhibitors arriving late will be permitted set-up.

During exhibit set-up and tear-down, please be aware that there is a 15-minute time limit for loading and unloading near the exhibit buildings. Your cooperation is greatly appreciated.

Indoor exhibit areas will be closed to exhibitors at 5:00 p.m. during set-up days and at 5:00 p.m. during show days. Exhibitors who need to replenish booth supplies may do so between the hours of 8:00 a.m. and 9:00 a.m., August 15, 16, & 17, at specified entrances. An exhibitor vehicle, which is defined as any vehicle that is considered to be street legal, will not be permitted to park near the exhibit buildings.

Exhibitor vehicles left within the exhibit area will be towed at exhibitor's expense. Any wheeled vehicle found to be parked contrary to posted notices is subject to enforcement measures that may be taken to ensure compliance, including but not limited to towing of the vehicle at the owner's expense and/or eviction from the event. Exhibitor vehicle parking is available in lots west, north, and southwest of NDSF Center. Exhibitor credentials are required.

#### **EXHIBIT CANCELLATIONS, WITHDRAWALS AND REDUCTIONS**

Any exhibitor that cancels, withdraws from the show, or reduces the size of its space for any reason forfeits any money paid as liquidated damages, and exhibitor agrees to be legally obligated to remit any unpaid balance for such assigned space. FMCA reserves the right to rent to another exhibitor or to eliminate or to maintain vacant the cancelled space without obligation to the exhibitor. FMCA reserves the right to sell space to another exhibitor if space is left empty or is not used in the manner originally intended by FMCA. No space may be used solely for storage purposes.

#### **EXHIBIT INSTALLATION & TEAR DOWN**



Nothing shall be attached to any of the pillars, walls or tent walls, doors, floor or fixtures, and parking lots except by permission of the Director of Events or Show Decorator. If the premises are defaced or damaged by any act of negligence by any Exhibitor, its agents, or guests, the Exhibitor will apply to FMCA such a sum as shall be deemed necessary for complete restoration to previous condition.

All necessary electrical, gas, steam, tents, water, or drainage outlets and services required by the Exhibitor shall be installed only by personnel hired or approved by the Show Decorator and at the Exhibitor's expense.

**By signing the exhibit space contract, each exhibitor has agreed that their display(s) will remain intact in their assigned space(s) until 5:00 p.m., Saturday, August 17, 2019.** Those who choose to attend the event on August 17 have the right to see the show fully set. Exhibits shall not be removed before completion of show except by permission of the Director of Events who will notify FMCA security.

**NOTE: Exhibitors tearing down early will be fined a fee of \$300 per booth display and may lose the right to participate in the space drawing/space assignment procedures for the next event, or forfeiture of future exhibit rights. This rule will be strictly enforced. Please don't discount the value of your display and of the other exhibitors.**

**Exhibitors will not be permitted to park at the loading dock until the close of the show at 5:00 p.m., Saturday, August 17, 2019.**

Exhibitors must dismantle and remove their exhibits no later than 12:00 p.m. on Sunday, August 18, 2019. Your cooperation is appreciated.

In order to avoid a "clean-up" charge, exhibitors must remove all debris and decorations from their display area prior to vacating the event. Exhibitors that wish clean-up assistance must apply through FMCA's show decorator, Hale Expo Services. Removal of items or clean-up of display equipment, boxes, crates, carpet, or debris will be billed to exhibitors.

#### **EXHIBIT SPACE GUARD SERVICE**

Roving guard service is provided during set-up and dismantling of exhibits and during the hours when exhibits are closed. Every reasonable precaution is taken to protect property; however, it is the responsibility of each exhibitor to protect their property from loss and theft. FMCA, the exhibit facility, or service contractors hired by FMCA, do not accept any liability for loss or theft. At the close of the show, it is the exhibitor's responsibility to make sure that its RVs or equipment from the display areas are turned over to the proper person or persons authorized by the exhibitor to remove same from the exhibit facility. FMCA, the exhibit facility and service contractors assume no responsibility for ensuring equipment leaves the premises with the person or persons authorized to remove same.

Exhibitors that need continuous security at their displays, either during or after show hours, are advised to furnish their own security guard that may, by pre-approval of FMCA, remain at an exhibit space when exhibits are closed for the day. Pre-approved security guards must also register at the FMCA exhibitor registration office.

#### **EXHIBITOR VEHICLE PARKING**

Please be advised that exhibitor vehicle parking is available in lots west, north, and southwest of NDSF Center. All vehicles must have proper credentials; a vehicle is defined as one that is considered to be street legal (refer to the badge request form in the *Dated Materials* section of this manual for daily vehicle passes). **Exhibitor vehicles will not be permitted in the display area after set-up days.** Any wheeled vehicle found to be parked contrary to posted notices is subject to enforcement measures that may be taken to ensure compliance, including but not limited to towing of the vehicle at the owner's expense and/or eviction from the event.

#### **FAILURE TO OCCUPY EXHIBIT SPACE**

Any supplier/component or Outdoor Supplier Demo space not occupied by 10:00 a.m., Wednesday, August 14, 2019, will be considered cancelled and forfeited by the exhibitor and subject to the provisions of





Paragraph XIV on the back of the exhibit space contract. Use of space, as storage does not constitute "occupation."

### **SUPPLIER DEMONSTRATOR AREA EXPLANATION**

If you are a supplier/component exhibitor who is experiencing difficulty demonstrating your product due to safety concerns regarding movement of the product, noise, height, product type, or size restrictions set forth in the show rules (see back of contract, Section VII, for size restrictions), you may request space in the "Supplier Demonstrator Area," which will be located as close as possible to the supplier/component exhibit areas. Exhibitors are not required to purchase booth space in order to obtain space in the Supplier Demonstrator Area. **RVs are permitted in this area, but are not allowed to be used as a live-in unit.**

Products appropriate for this area include generators, display trailers with several components (the trailer being too large for a supplier booth), production-line tow trailers that exceed size limitations for a supplier booth as outlined in the exhibit contract, etc. Products that do not qualify for this area are accessory display trailers or other exhibits containing products that are small enough for a supplier booth display and that will not create a noise or movement problem inside the exhibit area.

Individual spaces in the demonstrator area will be assigned following the drawing for exhibit space. A plot plan must be submitted designating the size of the space requested with the area required by the product drawn to scale within the requested space. Photos are requested and will facilitate the approval process for this area. Space will be available for purchase at \$5.00 per square foot. Minimum and maximum size requirements will prevail in the supplier demonstrator area (10' minimum width, 10' minimum depth; 20' maximum depth). You will be notified if your product "does not qualify" for this area.

Electricity is available in this area at an additional charge. Please call Hale Expo Services, 800-333-4253 to request this service. Hale Expo Services rates will apply.

### **USE OF EXHIBIT SPACE**

Exhibit space is to be used solely for display of product, service, or merchandise. No display vehicle may be used for living quarters. No exhibitor, other firm, corporation, or individual shall advertise or distribute literature concerning the product of any other firm, corporation, or individual except as specified in its contract for space. No exhibitor shall assign, sublet, or apportion the whole or any part of the space allotted herein without the written consent of the Director of Events.

## **SHOW DECORATOR AND FREIGHT INFORMATION**

### **DELIVERIES**

If you are shipping materials to the event, please be advised that shipping information is found within the Hale Expo Services exhibitor manual. All freight shipped to the addresses listed in the Hale Expo Services manual will be signed for, picked up, and delivered to your display by Hale Expo Services. There will be a charge for this service and service should be requested in advance through Hale Expo Services.

If you wish to avoid shipping and drayage charges, you may ship your supplies to a company representative staying in a hotel; ship to the local post office in the area; or ship to a local UPS office in the area. **All deliveries to the grounds, including trucking companies, UPS, Fed-X, YRC, DHL, etc., are immediately sent to Hale Expo Services who will sign for all freight.** If exhibitors wish to avoid charges, arrangements should be made with the delivering carrier to meet them off-site in order to avoid shipping/drayage charges.

**United States Postal Service**  
117 5<sup>th</sup> Avenue SW  
Minot, ND 58701-9998  
(phone) 800-275-8777  
(fax) 605-357-4906

**The UPS Store**  
1940 S. Broadway  
Minot, ND 58701  
(phone) 701-838-7870  
(fax) 701-838-8560



Exhibitors using any of the above services should call ahead and make arrangements for inbound freight, hours of operation, and directions. Fees may apply.

### **SHOW DECORATOR INFORMATION/SERVICES**

Enclosed within this information is a section marked *Hale Expo Services*, FMCA's official show decorator. Hale Expo Services will provide forms for furniture rental, electrical service, labor, shipping information, cleaning services, telephone service, special sign orders, and other related services. You may want to visit their website at [www.haleexpo.com](http://www.haleexpo.com) for further information. If you have any questions or special requirements, please contact:

Hale Expo Services  
Jim Rosenberg or Katie Quinlivan  
828 East Ferry Street  
Buffalo, NY 14211

You may also reach Hale Expo Services at (716) 896-6170; (800) 333-4253; (716) 896-8908 Fax, or by e-mail at [jrosenberg@haleexpo.com](mailto:jrosenberg@haleexpo.com) or [kquinlivan@haleexpo.com](mailto:kquinlivan@haleexpo.com). Hale Expo Services will have a show office located on the grounds. Inquire at the exhibitor registration office for the exact location.

### **LIVE-IN PARKING INFORMATION**

#### **EXHIBITOR LIVE-IN PARKING AREA**

Each exhibitor is entitled to one (1) free dry camping live-in space per each exhibit space purchased, *if requested in advance*. Additional dry camping live-in spaces are \$215.00 per unit. Electricity is available for your RV for an additional fee. Please refer to the Exhibitor Live-In Form found in the *Dated Materials* section of this manual. Exhibitors who stay in the exhibitor live-in parking area or in the family parking area may not use their parking space or live-in vehicle as a sales location. Exhibitor units or other vehicles in the exhibitor live-in area are strictly forbidden from carrying any dealer or location identification, for-sale signs, product identification, or prices in their windows. Any exhibitor violating these rules will be asked to leave the event immediately, and may lose their right to display at the next event.

The use of generators is limited to 6:00 a.m. through 11:00 p.m. daily. Use at any other time is not permitted. Both a full generator and a non-generator parking area are available; however, these areas are not located in the exhibitor live-in area. They will be located as far as possible away from other family or exhibitor units and will not necessarily be near the exhibit area.

### **SALES TAX INFORMATION**

#### **SALES TAX FORMS**

Sales tax in Minot, North Dakota, and Ward County is 5.5%. All exhibitors selling a tangible product during the event will be required to submit a completed Sales and Use Tax form. Please visit: [www.nd.gov/tax/tap](http://www.nd.gov/tax/tap) where you will be asked to choose one of two options. Choose the Electronic option on the left-hand side of the webpage as shown below:

#### **Electronic Application**

##### **Search for a Saved Application**

If you have previously saved a Sales & Use and Withholding application use this button to edit and complete the application.

##### **Apply for a Sales and Use permit or Income Tax Withholding account**

This option allows you to submit an application for Sales & Use or Withholding.

You may either file electronically or print the application. Questions regarding Sales Tax in North Dakota and in Ward County, should be directed to:





Alicia Doll, Registration Supervisor  
North Dakota Office of State Tax Commissioner  
600 E. Boulevard Avenue, Dept. 124  
Bismarck, ND 58505  
701-328-3476  
[adoll@nd.gov](mailto:adoll@nd.gov)

Please retain copies of your applications for your files.

## GOLF CAR (CART) INFORMATION

### **\*\*IMPORTANT\*\***

#### **GOLF CAR (CART) INFORMATION**

Persons must be at least 18 years of age in order to operate a golf cart, motorbike, moped, three-wheeler, etc. Please observe all parking signs and speed limits. The speed limit at FMCA events is 5 miles per hour. Golf carts must have lights when used in the dark. Golf cart flags cannot exceed 2 ft. x 3 ft. in size and must be mounted to the golf cart in an upright/vertical position.

**Individuals are responsible for their own negligence and/or action in their operation of these wheeled vehicles.**

**Any operator of a wheeled vehicle found to be operating in an unsafe or reckless manner will be subject to enforcement of FMCA's safe operating rules. Enforcement authority will be given to a uniformed security guard, FMCA Volunteer security, or a law enforcement officer with jurisdiction. Second warnings may result in loss of golf cart privileges or loss of right to participate at an FMCA event for one year.**

Golf cart order forms are found within the *Dated Materials* section of this manual. The same rules apply to exhibitors using their own carts.

#### **GOLF CARS (CARTS) RENTAL INFORMATION**

There are a limited number of golf carts available for rent in Minot. Rental golf carts will be available through GTI Golf Cars. Refer to the rental information form located in the *Dated Materials* section of this manual.

## PRE-SOLD INSTALLATIONS & SERVICE AREA INFORMATION

### **PRE-SOLD INSTALLS**

If you are an exhibitor participating at a chapter/manufacturer pre-rally and find that you do not have enough time to complete your pre-sold installs, or if you have been contacted by a member that has an immediate service need, please be advised that FMCA has established procedures where you may perform pre-sold installation.

Exhibitors must have the appropriate exhibitor and/or service credentials in order to perform any pre-sold installations and emergency service. Please refer to the Pre-Sold Installation form found in the *Dated Materials* section of this manual. **You must also provide FMCA with an emergency phone number where you and/or your service personnel may be reached by the members of FMCA.** This phone number will be published in the program under the service area information found in the Grounds Services section. Members have been told that emergency service vehicles will be dispatched to their RV. Should members inquire at the Information Center, emergency personnel will be called to perform emergency service.

**EMERGENCY SERVICE DEFINITION:** Emergency service is a situation where health and safety issues are a concern. An example would be a generator that is not functioning that would impact a health issue. A generator that needs service in the way of an oil change or filter change is not considered emergency service, but would be considered a general service inquiry.



## SERVICE AREA

Service is considered very important to attendees. All RV manufacturers and component suppliers who exhibit are invited to provide service for their products and to provide the necessary trained personnel to perform the work. FMCA members have been informed of the companies that are offering service. These companies are listed in the program in the Grounds Services section.

Per the recommendation of the FMCA Commercial Council, the Service Center procedures for FMCA's International Conventions & RV Expos allow family attendees to make service appointments **in advance**.

This will enable you, as a valued FMCA exhibitor, to pre-schedule service appointments and to bring the appropriate parts and service personnel to Minot.

**A limited Service Center will be available on Wednesday, August 14, 2019, from 8:00 a.m. through 1:00 p.m. for registered exhibiting companies that would like to take additional service orders prior to the opening of the show.** Each company will receive one table and one chair for taking service orders. Please make sure that you have your service table staffed on the day that the Service Center is open.

FMCA will provide servicing companies with service location forms. These forms will contain a map of the grounds so that members may indicate to service personnel the location of their RV. You may obtain these forms at the exhibitor registration office when you check in for your credentials.

Service firms offering service may charge for non-warranty work, do work free, recommend a local dealer or service center, or handle questions and problems from their displays -- whichever method suits their company policy.

If you are interested in providing service for attendees, please fill in the Service Request Form found in the *Dated Materials* section of this manual, and return it to FMCA immediately.

Many attendees needing service will begin entering the grounds several days prior to show days. It is highly recommended that those exhibitors planning to provide service during the event provide FMCA with the names of recommended service facilities in the local area that will be able to service RV components prior to show days. A list of these service facilities will be publicized so that attendees may obtain off-grounds "emergency" service prior to the show.

All companies offering service **must be exhibitors at the event and must be commercial members of FMCA** to be included in the program as a "servicing" company. Please call FMCA headquarters if you have questions.

FMCA has an "Emergency RV Service" policy regarding servicing of family member RVs prior to the opening of the service area. For your information, a copy of this draft follows this page of the manual.



| OPERATION PROCEDURE  |                       |
|----------------------|-----------------------|
| <b>SUBJECT</b>       | <b>INDEX NO.</b>      |
| Emergency RV Service | A307                  |
| <b>DEPARTMENT</b>    | <b>EFFECTIVE</b>      |
| Convention           | 3/00                  |
|                      | <b>SUPERSEDES</b>     |
|                      |                       |
|                      | <b>APPROVAL LEVEL</b> |
|                      | EB                    |

1. Commercial members and/or local repair shops may perform emergency health and safety service prior to the start of FMCA international conventions on RVs in attendance.
2. The emergency service must be to repair equipment that has malfunctioned, which if not repaired, could cause a health or safety emergency for the occupants of the RV. Examples are refrigerator, generator, furnace, air conditioner, electrical, fuel leak, etc.
3. The service vehicles will be allowed on the grounds at 8:00 a.m. on the day that volunteer parking commences.
4. The member requiring service should let the parking crew member know what the emergency is. The crew member will notify the crew chief at the location, what requires repair, the RV information, and the parking location. The crew chief will inform a coordinator by radio of this information. The coordinator, who will have been designated by the chief of parking, will then notify the service vehicle.
5. All service must be performed at the member's RV site.

**NOTE:** A number of members working the 100<sup>th</sup> International Convention & RV Expo (member staff, parking crew, officers) may request service prior to Wednesday, August 14, 2019, due to their hectic schedules during the event. If you are willing to provide such service, please contact Tina Henry or Ranita Jones at FMCA at 800-543-3622. A list of approved service providers will be forwarded to these groups.



**FAMILY MOTOR COACH ASSOCIATION**

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**PRE-CONVENTION SERVICE  
ON-SITE AT INTERNATIONAL CONVENTIONS**

Commercial members of FMCA strive to provide 100% satisfaction for products offered to family members attending FMCA international conventions. In an effort to achieve this goal, the following proposal was adopted by the Commercial Council at the regularly scheduled meeting of FMCA Commercial Council on Wednesday, November 28, 2001. These procedures became effective beginning with the March 2002 convention in Perry, Georgia.

FMCA will permit service vehicles on-site during the first official day of family parking at the international convention provided the following criteria are met:

1. Service during the family parking days will be limited to emergency service and free or warranty service. Emergency service will include generators, refrigeration, air-conditioning, heat and invertors. Free and warranty service is limited to service being completed on existing equipment on an RV.
2. No new installations are permitted on RVs parked on-site in the family parking areas during the parking days prior to the start of the convention.
3. Each service vehicle offering emergency service must be pre-registered with the FMCA national office in accordance with procedures published in the exhibitor manual. Special "Emergency Service" credentials will be mailed to the person completing the registration forms which must be prominently displayed on the vehicle. No Emergency credential will be issued on-site.
4. There is to be no selling of any product or service in the family parking areas. All sales transactions must be limited to assigned exhibit areas.
5. Notices will be included in all family confirmation packets explaining the Emergency Service procedures and informing them of the credentials that must be displayed, as well as the restrictions on the sale of products. Members will be instructed to notify FMCA security or the FMCA office immediately if vendors without proper credentials approach them regarding service in the family area.
6. Any FMCA Commercial Member violating this procedure will be assessed a fine equal to ½ the cost of the booth space rented, up to a maximum fine of \$500. Second violation will be exclusion of participating in an FMCA convention for one calendar year.
7. Any non-FMCA related vendor not registered and attempting to provide this service will be considered trespassing and will be removed from the convention site by local law enforcement officials.
8. Any fine assessed to FMCA commercial exhibitors must be paid within 48-hours of written notification to the exhibitor. Failure to pay this fine within the timeframe established may result in immediate removal from the convention and expulsion from FMCA international conventions for one calendar year.

Respectfully Submitted:

FMCA Commercial Council  
Service Sub-committee

Mike Thelander, Carl Verrips, Tom Neumann, Art Wyatt, Jeff Jefcoat, *ex officio*, Bob Lee, *ex officio*, Jerry Yeatts, *ex officio*

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## GENERAL EVENT INFORMATION

### BADGES/VEHICLE CREDENTIALS

Please inform your employees, including delivery, tear down, pre-approved security guards, and set-up crew, that all personnel and vehicles must have credentials in order to enter the facility. Personnel will be issued badges, and all display units, exhibitor cars, live-in vehicles, and delivery vehicles will be required to have a vehicle pass. Credentials may be obtained at the exhibitor registration office.

As an exhibitor, your name badge is your identification and admission to the exhibit areas, all seminars, and entertainment functions. Your name badge should be worn at all times. Please refer to the Badge Forms located in the *Dated Materials* section of this manual.

Name badges requested on site will be \$5.00 per badge, and a business card with the exhibiting company's name and the name of the person requesting the badge must be presented. All other persons making badge requests must be accompanied by an exhibiting company representative and will be charged \$5.00 for a badge on site.

### CATERERS

Please contact the following caterer for your catering needs.

NDSF Catering & Concessions

Jeff Senger - Phone: (701) 721-3738

### EXHIBITOR LOUNGE

An exhibitor lounge will be located in the Heritage Hall Conference Room and Assembly Room, NDSF Center.

### SHOW COMMITTEE

The FMCA Commercial Council has appointed a show committee that will assist FMCA in the exhibitor area. This special committee will have responsibility for enforcing exhibitor rules and regulations and will be consulted if there are necessary additions or deletions of exhibit space after the drawing for exhibit space has been conducted. In the event of unforeseen circumstances regarding policy in the commercial area, this committee will be consulted and will make recommendations on behalf of the commercial membership.

**If you have suggestions regarding commercial matters or recommendations, please inform your Commercial Council representatives prior to 5:00 p.m. on Thursday, August 15. The Council will meet on Friday, August 16, 2019. Your elected Commercial Council members are listed in the program along with their company names. Council members will also have white ribbons attached to their exhibitor badges and may be contacted at their displays.**

### USE OF STREET LEGAL VEHICLES IN DISPLAY AREAS

With the exception of vehicles authorized by FMCA, Street Legal Vehicles (including, but not limited to cars, motorcycles, trucks, and any other motorized vehicle that could be licensed for use on the public roads) may not be operated in exhibit areas or other outdoor areas, which are not specifically designated for public or private parking, where FMCA members or their guests may congregate while attending an activity held outdoors. This policy shall not prohibit the operation of Street Legal Vehicles on any public road or for the limited purpose of setting up or making deliveries to exhibit areas, provided that, such set-up or deliveries be made prior to the beginning of or after the actual conclusion of the official show hours.

### USE OF AUTOMATIC BALANCING WHEELED CONVEYANCES IN INDOOR DISPLAY AREAS, SEMINAR ROOMS, AND PUBLIC ASSEMBLY LOCATIONS

Automatic Balancing Wheeled Conveyances (including but not limited to devices marketed under the brand name Segway, scooters, and similar motorized personal transportation devices that are not stabilized by three or more wheels) may not be used inside any convention hall, building, or other indoor display area.

### UTILITY TRAILER STORAGE



There is available space in the fenced-in area north of the drag strip. Inquire at the exhibitor registration office regarding the location of this area.