



ITINERARY – RV DISPLAYS

RV INFORMATION		
PRE-STAGING DATES	August 8, 2019	
NOTE: Credentials Required for all Pre-Staged vehicles		
RV STAGING DAY	Saturday, August 10, 2019	8:00 a.m. – 5:00 p.m.
SET-UP DAYS	Sunday, August 11, 2019	8:00 a.m. – 5:00 p.m.
	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.
SHOW HOURS	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.
	TEAR DOWN	Saturday, August 17, 2019
	Sunday, August 18, 2019	8:00 a.m. – 12:00 p.m. 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 (Mail) Friday, July 19, 2019 (Hold)
Certificate of Insurance	Immediately
Demonstrator RV Request (Limited)	Friday, July 12, 2019
Hale Expo Services (furniture, phones, shipping, carpet, etc.)	Wednesday, July 24, 2019
Electrical Requests-Hale Expo Services	Wednesday, July 24, 2019
Electric Exhibitor Live-In Area Request	Limited – First come, first served
Exhibitor Live-In Area Request	Limited – First come, first served
Family Live-In Area Request (Dry camping)	Limited – First come, first served
Hotel Reservations	Immediately
Dealer/Distributor Attendance Form**	Immediately
Pre-Staging Area Registration Form (Limited)	Friday, July 12, 2019
Service and Local Service Requests**	Immediately
Sponsorship	Immediately
Display Vehicle Request	Friday, July 19, 2019

**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 prior 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
rjones@fmca.com
thenry@fmca.com



AISLE INTEGRITY

If your display spans an aisle, you may carpet the aisle; however, the aisle must remain free of obstructions. This includes landscaping, tables, chairs, RVs, etc. Fire aisles must be maintained at all times. Please see the reverse side of your contract regarding restrictions, Section VII.

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 space must be secured to the floor in such a way that they do not present a trip hazard.

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 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 in the exhibit buildings, seminar rooms, activity areas, concession areas, or within the RV display area.

PRICING RESTRICTIONS

No exhibit vehicle may display prices of any kind that may be seen from the exterior of a display vehicle. Dealer identification signs and banners consisting of name, address, and phone number will be permitted in the 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

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, Director of Events, 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. **Minors (anyone under age 18) are not permitted in exhibit areas during set-up hours.** 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 SET-UP INFORMATION

EXHIBIT ARRIVAL DATE/MOVE-IN

Manufacturers and dealers may deliver display vehicles to a staging area at the convention site on Saturday, August 10, 2019, between 8:00 a.m. and 5:00 p.m.

All exhibitor display vehicle keys must be left in the possession of show management while vehicles are in the staging area during set-up days. An authorized exhibit representative may claim keys when display vehicles are to be placed on assigned exhibit spaces.

RV exhibitors may enter the display area for set-up of their exhibits at 8:00 a.m., on Sunday, August 11, 2019. Set-up days and hours are as follows:

SET UP DAY	SET UP TIME
Saturday, August 10, 2019 (Staging Only)	8:00 a.m. to 5:00 p.m.
Sunday, August 11, 2019	8:00 a.m. to 5:00 p.m.
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.

All RV displays must be in place by 10:00 a.m. on Wednesday, August 14, 2019, in preparation for the opening of the exhibits that takes place 1:00 p.m. through 5:00 p.m. Vehicles not on space by 10:00 a.m. will forfeit the first show day.

Late exhibitors will not be permitted to set up exhibits during show hours, 1:00 p.m. to 5:00 p.m. on Wednesday, August 14, 2019, or 9:00 a.m. to 5:00 p.m. on Thursday, Friday, and Saturday, August 15, 16, and 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 to set-up.

RV exhibitors who wish to replenish supplies at their displays during show days may do so by *golf cart only* between the hours of 8:00 a.m. and 9:00 a.m. on August 15, 16, and 17, and must have credentials. Exhibitor vehicles, which are defined as any vehicle that is considered to be street legal, will not be permitted in the RV display area after set-up days. **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. **No vehicles will be permitted in the RV display area beginning at 10:00 a.m., Wednesday, August 14, 2019.**

EXHIBIT CANCELLATIONS, WITHDRAWALS AND REDUCTIONS

Any RV 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 & COACH REMOVAL

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 all RVs will remain intact in their assigned space(s) until 5:00 p.m. on show days. 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. In the event that an RV must be moved due to a hazardous condition, security will authorize the release of such unit. Please contact the show office so that they may contact security personnel. If an RV is removed from the display, it may not be replaced with another unit without the permission of FMCA.

NOTE: Exhibitors tearing down early will be fined a fee of \$1,000 per RV 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 must dismantle and remove their exhibits no later than 12:00 p.m. on Sunday, August 18, 2019. Your cooperation is greatly 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.

Please be advised that there will be no fencing of the RV display area.

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 credentials; a vehicle is defined as any vehicle 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 licensed 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 outdoor RV exhibit 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 display space as storage does not constitute "occupation."

GENERATOR USE RESTRICTIONS IN DISPLAY AREA

The use of generators in the display area is strictly forbidden except in the case of an emergency where there has been a power failure or for a momentary customer requested demonstration. Electrical power must be requested in advance from the show decorator, Hale Expo Services. In the event of unusual circumstances,



the FMCA Commercial Council Show Committee will be consulted to determine if generator use will be permitted.

RV DEMONSTRATOR INFORMATION

FMCA has provided a *limited* number of parking spaces for exhibiting RV dealers and manufacturers for parking of demonstrator units. Each demonstrator RV parking space will be \$100.00 per unit. This area must be requested in advance in order to have a demo unit placed in this parking area. Space will be assigned on a first-come basis and may be allocated depending on space and number of requests. No dealer/manufacture signs or for-sale signs will be permitted on any of the demo units. RVs may not be displayed in this area. Any exhibitor violating these rules will be asked to leave the event and may lose their right to display at the next event. If you would like RV demonstrator space, please refer to the RV Demonstrator Request form located in the *Dated Materials* section of this manual.

USE OF EXHIBIT SPACE

Exhibit space is to be used solely for display of product, service, or logo 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 5th 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

Within this manual 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 for further information. If you have any questions or special requirements, please contact:

Jim Rosenberg or Katie Quinlivan
Hale Expo Services
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 rosenberg@haleexpo.com or kquinlivan@haleexpo.com. Hale Expo Services will have a show office 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 coach 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.

ATTENTION: IN-STATE AND OUT-OF-STATE DEALERS AND MANUFACTURERS

If you sell motorized equipment and you are an out-of-state dealer or manufacturer, you are required to apply for a 7-day permit in order to sell within the State of North Dakota. This permit must be purchased **45 days in advance of show dates**. The application form and instructions will be included in the exhibitor confirmation manual and will be emailed to you after show space has been assigned. The application filing fee is \$100.00. If you have any questions, please contact:

Curt Malafa, Transportation Management Officer
North Dakota Motor Vehicle Division
608 E. Boulevard Avenue
Bismarck, ND 58505-0780
Office: 701-328-4866
Fax: 701-328-0314
Website: <https://dot.nd.gov>

If you are an RV manufacturer, it would be appreciated if you would submit your participating dealers to FMCA by May 1, 2019, as they will also be required to be registered with the North Dakota Motor Vehicle Division (see Dated Materials section) Dealer/Distributor Attendance Form.

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 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

Please retain copies of your applications for your files.

GOLF CAR (CART) INFORMATION

****IMPORTANT****

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. Refer to the safety regulations form located in the *Dated Materials* section of this exhibitor manual.

Golf cart order forms are found within the *Dated Materials* section of this exhibitor 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. 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	
SUBJECT	INDEX NO.
Emergency RV Service	A307
DEPARTMENT	EFFECTIVE
Convention	3/00
	SUPERSEDES
	APPROVAL LEVEL
	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.

PLEASE NOTE: A number of members working the 100th 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

**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*



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

Please be advised that 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 rules and regulations. 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 building, hall, or other indoor 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.