

Exhibit/Support/Sponsorship Rules and Regulations

1. **ACCEPTABILITY OF EXHIBITS:** All exhibits shall serve the interests of the members of IOA and shall be operated in a way that will not detract from other exhibits or from the Exhibition. Exhibit Management determines the acceptability of persons, things, conduct, and/or printed matter and reserves the right to require the immediate withdrawal of any exhibit, which is believed to be injurious to the purpose of the Association. In the event of such restriction or eviction, IOA is not liable for any refund of exhibit fees, or any other exhibit-related expense.

2. **APPLICATION FOR SPACE:** Application for space shall be made in writing on the official application form.

3. **ASSIGNMENT OF SPACE:** Exhibit space, sponsorships, and support packages are assigned on a first-come, first-served basis. IOA will attempt to honor all requests for exhibit space/sponsorships/support packages. Notwithstanding the above, IOA reserves the right to change location assignments at any time, as it may in its sole discrimination deem necessary.

4. **PAYMENT:** Full payment for exhibit, sponsorship, and support packages is required with the completed contract.

5. **CANCELLATION:** IOA must be notified in writing in the event of tabletop and/or support cancellation or space reduction. If cancellation of exhibit tabletop occurs prior to 1 February 2019, the exhibitor/supporter/sponsor will be refunded 50% of the payment received. After 1 February 2019, no refunds will be made.

6. **FAILURE TO OCCUPY SPACE:** The exhibitor will forfeit space not occupied by the close of the exhibit installation period and this space may be resold, reassigned, or used by Exhibit Management. Exhibit Management reserves the right to assign labor to set up any display that is not in the process of being erected by the given deadline. The exhibitor will be billed for all charges incurred.

7. **EXHIBIT FEE INCLUDES:**

- One 6' draped table and one chair
- One complimentary conference registration
- One-time use of attendee list

8. **CANCELLATION OF MEETING AND EXHIBITION:** If IOA should be prevented from holding the Exhibition by reason of any cause beyond its control (such as, but not limited to, damage to buildings, riots, labor disputes, acts of government, or acts of God) or if it cannot permit the exhibitor to occupy the space due to causes beyond its control, then IOA has the right to cancel the Exhibition with no further liability to the exhibitor other than a refund of space rental less a proportionate share of Exhibition expenses.

9. **RESTRICTIONS ON USE OF SPACE:** No exhibitor shall sublet, assign, or share any part of the space allocated without the written consent of IOA. Solicitations or demonstrations by exhibitors must be confined within the bounds of their assigned space. Aisle space shall not be used for exhibit purposes, display signs, solicitation, or distribution of promotional material. Exhibits, signs, and displays are also prohibited in any of the public areas or elsewhere on the premises of the meeting facilities or in the guest rooms or hallways of the hotel. Operation of sound devices is allowed if the exhibitor complies with Exhibit Management's discretion on volume. Any firm or organization not assigned exhibit space will be prohibited from soliciting business at the Exhibition.

10. **CONSTRUCTION OF EXHIBITS:** Exhibits shall be constructed and arranged so that they do not obstruct the general view of any other exhibit.

11. **CARE OF EXHIBITS:** Nothing shall be posted on, nailed, screwed, or otherwise attached to columns, walls, floors, or other parts of the building or furniture. Distribution of promotional gummed stickers or labels is strictly prohibited. Any property destroyed or damaged by an exhibitor must be replaced or restored to its original condition by the exhibitor or at the exhibitor's expense.

12. **CONFLICTING EVENTS:** The exhibitors attending the IOA Annual Conference will be required, as a condition of their participation, not to sponsor conflicting events. Conflicting events are educational or social events that are scheduled during the same time frame encompassed by the IOA Annual Conference.

13. **FIRE REGULATIONS:** All fabrics and other materials used for decorative purposes must be flameproof. Each exhibitor must have a certificate showing that display material has been treated by a fireproofing compound approved by the appropriate city agency. All packing and decorating material must not be packed in paper, straw, or excelsior. Any merchandise packed in flammable material cannot be brought into the show. All electrical equipment must be U.L. approved and must be wired in accordance with the rules of the local Board of Fire Underwriters. All empty cartons and/or crates must be removed from the exhibit area. Local fire department regulations relating to exhibits and supplied to each exhibitor will be strictly enforced and are part of the exhibit contract.

14. **SECURITY:** Peripheral security guard service is provided by Exhibit Management. However, it is the responsibility of each exhibitor to protect display material from loss or damage. Please be certain that all small display and personal items are secure before leaving the display, even temporarily.

15. **UNIONS AND CONTRACTORS:** Exhibitors agree to abide by the Rules and Regulations concerning local unions having agreements with the Exposition facility or with authorized service contractors employed by Exhibit Management. Only the official contractors designated by Exhibit Management will be permitted in exhibit areas unless authorized by Exhibit Managers.

16. **COMPLIANCE:** The exhibitor agrees to abide by and comply with the Rules and Regulations including any amendments that Exhibit Management may make from time to time. Exhibitor further assumes all responsibility for compliance with all pertinent laws, ordinances, regulations, and codes of duty authorized by local, state, and federal governing bodies concerning fire, safety, and health as well as the rules and regulations of the operators of and/or owners of the property where the Exhibition is held.

17. **INSURANCE:** The exhibitor assumes all responsibility for any and all loss, theft, or damage to exhibitor's displays, equipment and other property while on the Sheraton Hotel New Orleans premises, and hereby waives any claim or demand it may have against the International Ombudsman Association (IOA), the Kellen Company and the Sheraton Hotel New Orleans or its affiliates arising from such loss, theft or damage. In addition, the exhibitor agrees to defend (if requested), indemnify and hold harmless the International Ombudsman Association, Kellen Company and the Sheraton Hotel New Orleans and their respective parent(s), subsidiary(ies), employee(s) and other related or affiliated companies from and against any liabilities, obligations, claims, damages, suits, costs, and expenses, including, without limitation, attorney's fees and costs, arising from or in connection with the exhibitor's occupancy and use of the exhibition premises or any part thereof or any negligent act, error or omission of the exhibitor or its employees, subcontractors, or agents.

Copy and Contract Regulations

- The advertiser agrees to indemnify the publisher against any and all claims or suits arising out of the publication of this advertising.
- All copy is the responsibility of the advertiser.
- Advertising placement is subject to the editor's discretion.
- Ads are non-commissionable to agencies and payment is the ultimate responsibility of the advertiser.
- IOA assumes no liability, including but not limited to, indirect, special, or consequential damages, or for any errors or omissions in connection with any ad. IOA reserves the right to reject any ad.
- Push notification message content subject to editor's approval.