

Astor Crowne Plaza French Quarter

New Orleans, LA

TRAVEL INDUSTRY EXCHANGE

September 18-20, 2019





Table of Contents

Contact Us	3
General Information	4
1. TABLE PACKAGE:	4
2. SET UP:	4
3. SHIPPING:.....	4
4. DISMANTLE:	5
5. ELECTRIC:.....	5
6. WiFi INTERNET:	5
7. BROCHURES:	5
8. SUPPLIER BADGES / DRESS CODE:.....	5
9. APPOINTMENT SETTING:.....	5
10. Appointment System Deadlines.....	6
11. HOTEL RESERVATIONS:	6
12. MOBILE APP:	6
Event Schedule.....	7
Top Tips for Suppliers Attending Travel Industry Exchange.....	8



Contact Us

To make sure your participation in Travel Industry Exchange goes smoothly, we have prepared this Supplier Services Manual with information and services available to ensure your success at the event.

Our goal is to provide excellent service. Please do not hesitate to contact any member of our team with questions regarding the event.

Will Birkett, *Event Relations Coordinator*

Email: wbirkett@questex.com

Phone: 617-219-8385

Keith Owen, *Group Operations Director*

Email: kowen@questex.com

Phone: 617-219-8367



General Information

1. TABLE PACKAGE:

Your table package includes (1) 6' draped table; your table will be **(6'x30") 6ft wide by 30" in depth**, 1-3 standard chair(s) (# based on delegate package), and a table sign with your company name and location. **Please note: Pop up displays or standing banners are prohibited. Taping, nailing and/or hanging any signs or banners on the walls is prohibited.**

2. SET UP:

Suppliers will have access to the Grand Ballroom to begin setup of your table on Wednesday, September 18th from 2:00pm to 6:00pm and Thursday, September 19th from 7:30am to 8:30am. All tables should be ready by 8:00am Thursday morning.

3. SHIPPING:

Please ship any materials to the following address. The following information **must** be included on all packages to ensure proper delivery.

Astor Crowne Plaza

Hold For: **Your Name**

Your Company Name/Travel Industry Exchange

Arrival Date

739 Canal Street

New Orleans, LA 70130

- Handling charges will be applied to all boxes received or shipped by the Receiving Department. Boxes are charged at \$8/box
- Fiber cases are charged at \$50
- Crates or pallets are charged at \$100
- Please do not send in boxes to arrive more than 3 days in advance of the Program (September 15th)



4. DISMANTLE:

Dismantle begins Friday, September 20th at 12:45pm. To expedite the process for outbound shipments, please bring pre-labeled and completed outbound shipping labels for each of your packages. Boxes, packing tape, and shipping supplies are available through the Business Center. Pick up of outbound packages by all non-standard couriers (other than FedEx or UPS) must be coordinated by the supplier and pick-up should be scheduled for Friday, September 20th between 1:00pm and 5:00pm.

Once you have labeled and taped your boxes, please leave the boxes on your table and the hotel will collect them.

5. ELECTRIC:

All suppliers are responsible for their own electrical, if needed. Please arrange your electrical order and payment directly with PSAV at the Crowne Plaza. Within this service manual you will find the Exhibit Order Form. Please submit the completed order form to Allan Richards - arichards@psav.com.

6. WiFi INTERNET:

Basic Wi-Fi connectivity is complimentary within the meeting rooms at the Astor Crowne Plaza. If you would like to purchase dedicated WiFi access or a hard line for your table please refer to the PSAV order form on page 12.

7. BROCHURES:

It is recommended that marketing collateral is limited to 100 pieces per table, maximum. Suppliers are encouraged to carry-in their materials on the day of the event. For those suppliers purchasing electricity, consider bringing a laptop to showcase company products/services during your one-to-one appointments.

8. SUPPLIER BADGES / DRESS CODE:

Please pick up your badges and welcome packet at the Travel Industry Exchange registration desk on Wednesday, September 18 from 1:00pm to 6:00pm. It is recommended that you dress in business casual attire for all events.

9. APPOINTMENT SETTING:

The appointment system will open for selections on Monday, August 19 and close Monday, September 9. Both suppliers and agents will be able to rank those who they are interested in meeting with. The system will auto-match appointments based on your rankings.



All finalized appointment schedules will be provided on Thursday, September 19 at breakfast. Each appointment will be ten minutes in length followed by three minutes for the buyers to transition to their next appointment.

10. Appointment System Deadlines **subject to change*

Profiles Open for Updates	Friday, July 12, 2019
Profiles Close for Updates	Friday, August 9, 2019
Open for Selections	Monday, August 19, 2019
Closed for Selections	Monday, September 9, 2019
Schedule available for preview	Wednesday, September 11, 2019

11. HOTEL RESERVATIONS:

Hotel reservations can be made at the link below or by calling 877-408-9661.

<https://book.passkey.com/e/49951870>

Block rates are secured for the nights of Tuesday, September 17th to Friday, September 20th.

Single and Double rated rooms are priced at \$132.00 per night plus applicable taxes. Reservations must be made by the cutoff date of **Tuesday, August 27th**.

The following services are included with your accommodations:

- Complimentary Wi-Fi
- Complimentary 24 hour fitness center
- Outdoor swimming pool
- 24 hour self-serve business center with boarding pass printing

12. MOBILE APP:

The Travel Industry Exchange Appointment system can also be accessed via our mobile app! You can update your profile & make your meeting selections on the go with our easy to use app! Download the app using the directions below. Update your profile and make meeting selections the same way you would online.

HOW DO I DOWNLOAD THE TRAVEL INDUSTRY EXCHANGE MOBILE APP?

- Open the App Store on your mobile device
- Search "QHBS Ranking" & Click Download
- Open the app and locate the Travel Industry Exchange 2019 Event
- Click on the event to log-in
- Please use the username and password provided to you within appointment system emails



Event Schedule **schedule is subject to change*

Wednesday, September 18, 2019

1:00 PM - 6:00 PM	Registration
2:00 PM – 6:00 PM	Supplier Table Set-Up
2:45 PM – 5:45 PM	Conference Sessions
6:30 PM – 7:30PM	Welcome Reception

Thursday, September 19, 2019

7:30 AM – 8:30 AM	Networking Breakfast
7:30 AM – 8:30 AM	Continued Supplier Table Set-Up
8:45 AM – 9:30 AM	Conference Breakout Sessions
9:45 AM – 12:30 PM	One-to-One Appointments
12:30 PM - 1:35 PM	Networking Lunch
1:45 PM – 4:45 PM	Appointments
6:30 PM – 8:30 PM	Evening Activities

Friday, September 20, 2019

7:45 AM – 8:30 AM	Networking Breakfast
8:40 AM – 10:25 AM	Conference Breakout Sessions
10:30 AM - 12:45 PM	One-to-One Appointments
12:50 PM - 1:50 PM	Networking Lunch & Education
2:00 PM	Departures



Top Tips for Suppliers Attending Travel Industry Exchange

The Travel Industry Exchange format is a simple and effective way to do business with a select group of top industry buyers. Some of you have attended Travel Industry Exchange in the past times and are familiar with the format but many are new to the concept. We hope you find these tips useful.

BEFORE THE EVENT-

1. Adhere to the Event Deadlines

This will ensure that you are well prepared for the event and that any special requirements you have are met. If you are unsure about anything, please ask us.

2. Maximize your Sales Opportunities

Be sure your profile within the appointment system is completed accurately. Your company profile will be read by agents when choosing their meetings and will also be printed in the directory which buyers use as a resource manual throughout the year.

3. Research the Agents

Get to know the agents attending Travel Industry Exchange by reading their profiles within the appointment system. In particular make sure they are interested in meeting suppliers from your category. Try to look up their websites to be as knowledgeable about the companies you will be meeting at Travel Industry Exchange as possible.

4. Meetings Preparation

Prepare for each meeting with a list of questions you'd like to ask each buyer. The key is to establish where there is a connection between your destination and/ or services and the agent's needs. In this respect, be prepared to just focus. Don't spend time talking through activities that may be of no interest to the agent.



Use PowerPoint sparingly. Sometimes it is unavoidable, but remember most of the buyers will sit through a minimum of 20 meetings so it can become a little tiresome, particularly in the final sessions. Qualify what they are looking for and, if you have a PowerPoint, flip straight through to the salient points that can drive home your proposition.

5. What to Bring to Travel Industry Exchange

Bring or send enough materials for your meetings. A display book is better than a laptop as it does not need charging. However, if you have something that is very visual and involves movement that can only be demonstrated properly via video, then obviously a laptop is the best option. Make sure you bring an adequate supply of business cards (a common oversight!). If you wish to give the buyers samples, it is best if you send these to their offices after Travel Industry Exchange so they do not have excess baggage to take back with them.

AT TRAVEL INDUSTRY EXCHANGE -

7. One-to-one Meetings and Program Participation

Every part of the program has been designed to give you maximum networking opportunities. So please ensure that you are punctual at all times and participate in the full program. The one-to-one meetings will be managed by a timekeeper who will announce the beginning and end of each meeting so please listen for these announcements. We can also schedule additional meetings for you with buyers who have available appointments at an additional cost. To inquire come by the Hospitality Desk once you've received your finalized schedule.

8. Network with the Buyers

During the breakfasts, lunches, and receptions make sure that you sit next to different delegates. Target key people you want to meet, with whom you don't have one-to-one meetings. Buyer and supplier name badges are color-coded so that it is easy for you to tell who is an agent. Photos of all delegates are included in the directory so you can easily identify people at the event. We are also onsite at all times to assist with introductions as needed.

9. Networking with Your Peers

By networking with one another, suppliers get to share market knowledge, experiences, and contacts, thus forming key relationships which can prove very worthwhile in the future.



10. Have Fun

We are sure that you will make many new and long-lasting business relationships and friendships with many of the delegates at the event.

AFTER TRAVEL INDUSTRY EXCHANGE -

11. Follow Up

Previous suppliers, who had great success from Travel Industry Exchange, have indicated that the best way to follow up with the buyers is not to call or e-mail them immediately after the event, but to allow some time for them to catch up on their work. In addition, if the buyers do not respond right away, keep following up. We have specifically asked the buyers to be honest and tell you if they have interest or not. This way you can spend time serving those with the most interest in taking discussions further.

EXHIBITOR SHIPPING INSTRUCTIONS TO HOTEL

****The hotel does not accept any C O D deliveries****

SEND TO: Astor Crowne Plaza
Hold For: _____
Company Name: _____
Arrival Date: _____
 739 Canal Street
 New Orleans, LA 70130

Handling charges will be applied to all boxes received or shipped by the Receiving Department.

\$8.00 per box
\$50.00 Gray and Black or any colored cases
\$100.00 Pallets

The business center offers: Federal Express, Airborne, UPS and United Postal Services.

To verify boxes received or ask about charges, please contact Ms. Katrice Oreaboe in our Shipping and Receiving Department, via email at koreaboe@astorneworleans.com.

HOTEL GUEST FAX NUMBER: 504-962-0511
HOTEL TELEPHONE NUMBER: 504-962-0500

Due to our limited space and the number of boxes received at the hotel, we ask you not to ship your boxes to arrive no earlier than 2-3 days in advance of your arrival date.

Credit Card Authorization

Due to an increase in credit card fraud and for the protection of the cardholder, we must request that this form be completed in entirety, including attachment of all requested items. Failure to complete any of these will result in non-approval. Please be aware that completion of this form does not ensure approval of your request.

THANK YOU FOR YOUR COOPERATION.

You are requesting the Astor Crowne Plaza Hotel to bill charges to your credit card for the individuals and functions listed below. Please be certain that all signature requests are legible. Illegible information will result in non-approval of this request. Once completed, please forward to appropriate department.

NAME (S) OF INDIVIDUALS/FUNCTIONS YOU ARE AUTHORIZING US TO BILL TO YOUR CREDIT CARD AND ARRIVAL/DEPARTURE DATES FOR EACH.

Function/Group/Individual Name: _____ Arrival/Departure of Function Dates: _____

CHARGES YOU ARE AUTHORIZING: SHIPPING AND RECEIVING CHARGES:

YOUR INFORMATION AS IT APPEARS ON YOUR ACCOUNT:

Last Name: _____ First: _____ Middle: _____

Address: _____

Home Phone: _____ Business Phone: _____

Card Number: _____ Card Type: _____ Exp.Date: _____

THIS AREA TO BE FILLED OUT BY THE ASTOR CROWNE PLAZA HOTEL

Approval Code: _____ Amount Approved Not To Exceed: \$ _____

Address Verified: _____ Date of Arrival Approved: _____

Phone Verified: _____ Financial Institution Verified: _____

2019 EXHIBITOR ORDER FORM



Advanced Rate Ends 10 days prior to delivery date



CROWNE PLAZA
NEW ORLEANS FRENCH QUARTER

Video Equipment	DAILY RATE			
	Qty	Advanced*	Standard**	Days Total
DVD / Blu-Ray Player		\$176	\$229	
24" Flat Panel Video & Computer Monitor on Table stand		\$319	\$415	
32" Flat Panel Video & Computer Monitor on Table stand		\$351	\$457	
46" Flat Panel Video & Computer Monitor on Floor Stand		\$859	\$1,117	
55" Flat Panel Video & Computer Monitor on Floor Stand		\$1,132	\$1,472	
70" Flat Panel Video & Computer Monitor on Floor Stand		\$1,594	\$2,073	

Customer Information

Delivery Date: (MM/DD/YY) _____
 Pickup Date: (MM/DD/YY) _____
 Show/Convention Name: _____
 Booth/Company Name: _____
 Billing Company (if different from above): _____

Please let us know if you will need sound for your monitor as some monitors do not have speakers
 *** PSAV does not standardly supply wall mounts or labor for mounting monitors to your hard sets***

Billing Address: _____
 City/State/Zip: _____
 Ordered By: _____
 Phone: _____
 Fax: _____
 Email: _____

Computers and Accessories	DAILY RATE			
	Qty	Advanced*	Standard**	Days Total
Laptop Computer		\$325	\$400	

Please Note Specific Software/Hardware Needs:

Delivery Information

Booth #: _____
 On-Site Contact: _____
 Special Instructions: _____

Internet	DAILY RATE			
	Qty	Advanced*	Standard**	Days Total
Basic Wireless Internet per Device		\$170	\$270	
Basic Wired Internet per Device		\$910	\$915	
Dedicated Bandwidth/Custom Networking		CALL	CALL	CALL

Basic connections are 500Kbps and may be shared. For special HSIA / Bandwidth needs, please call for availability and pricing.

Electrical Equipment	SHOW RATE			
	Qty	Advanced*	Standard**	Total
10 Amp Single Phase Power		\$185	\$260	
20 Amp Single Phase Power		\$240	\$345	
Power Strip		\$32	\$43	
25' extension cord		\$32	\$43	

Please call at least 10 days prior to show if larger power is needed.

Additional labor may apply to under carpet or complex booth sets.

Ordering Instructions

→ This form serves as your quote. Orders are not confirmed unless a confirmation order number is received (via email or fax).

→ To guarantee availability, orders should be faxed or emailed no less than 10 days prior to show start date.

→ All orders must include payment information to be processed. Credit card payment is preferred method. If paying by check, please make payable to PSAV and submit no less than 14 days prior to setup.

→ Please confirm order total with PSAV representative prior to submitting a check.

→ Please fill in all blue areas plus the item(s) you are requesting!

→ **TAX EXEMPT STATUS** - If you are exempt from payment of sales tax, please submit exemption certificate for corporate PSAV approval.

→ Labor fee is 25% of the order with an \$85 minimum

→ **OPERATOR LABOR** - If requested, operator labor is subject to the prevailing hourly rate and a 5-hour minimum

→ Call if you do not receive an email confirmation from PSAV!

→ **CANCELLATIONS** - Cancellation of equipment ordered must be received at least 48 hours prior to delivery date to avoid charges.

Rental Totals		PAYMENT IS DUE WHEN ORDER IS PLACED
SUBTOTAL		
LABOR FEE (\$85 minimum or 25% of total, whichever is higher)		
SUBTOTAL		
SALES TAX ON LABOR AND EQUIPMENT (11.45% of E45 AND E47)		
TOTAL DUE		

*Advanced pricing if received by PSAV 10 days or more prior to installation.

**Standard pricing if received by PSAV less than 10 days prior to installation.

Method of Payment

Name on Card: _____

Type of Card: Visa MasterCard AMEX Discover

*Card Number: _____ A PSAV representative will call for this number.

Expiration Date: _____ / _____

Cardholder Signature: _____

Return for Processing

PSAV Astor Crowne Plaza New Orleans
 739 Canal Street at Bourbon Street
 New Orleans, LA 70130
 Office Phone: 504-962-0549 Fax: 877-537-0057
 arichards@PSAV.COM

AUDIOVISUAL SERVICES

At PSAV®, we blend creativity and innovative technology for an inspiring experience. Our highly trained professionals are passionate about delivering exceptional experiences to help you tell your story. With a focus on every aspect of your event, from planning to execution, we'll bring your vision to life.



ASTOR CROWNE PLAZA®
NEW ORLEANS • FRENCH QUARTER

POPULAR PACKAGES

Meeting Room Projector Package - \$650

- AV cable lot
- LCD projector
- Projection stand
- Tripod screen

Podium Microphone Package - \$280

- Podium microphone
- Meeting room house sound
- 4-channel mixer

House sound not available in all meeting rooms

Projector Support Package - \$195

- AV cable lot
- Projection stand
- Tripod screen

Post-it® Flip Chart Package - \$91

- Flip chart easel
- Post-it flip chart pad
- Markers

Flip Chart Package - \$71

- Flip chart easel
- Flip chart pad
- Markers

STANDARD LABOR RATES*

- Setup/Strike \$90/hr
- Event Operation \$105/hr

*Ask your representative for full details regarding labor rates, which can vary based on complexity and time of operation. All PSAV solutions may be subject to our property's administrative fee. Above prices do not reflect labor charges, which may apply. All rates are subject to applicable sales tax.

To learn about our creative and production services, please contact your PSAV representative.

Allan Richards
Director, Event Technology - PSAV®

■ office: 504.265-9666

venuepartners.psav.com/astorcrownplazaneworleans

SMALL MEETING

- Conference speaker phone \$180
- Laptop computer \$235

AUDIO

- Powered speaker \$120
- Catchbox throwable microphone \$385
- Presidential microphone \$90
- Wired microphone \$70
- Wireless microphone \$210
- 4-channel mixer \$75
- 12-channel mixer \$150

LIGHTING

- LED wash light \$85
- 6 up-lights \$835
- 10 up-lights \$1,175

SCENIC

- 10' Décor drapery \$150
- 20 Scenic Panels (sTILer) \$660

VIDEO

- 32" LCD monitor \$250
- 46" LCD monitor \$495
- 8' tripod screen \$95
- Fast-Fold® screens
 - 6' x 10'5" \$380
 - 7'6" x 13'4" \$420

