



Exhibitor FAQs

GENERAL

What are the dates of IACP 2024?

Program and Events:

October 19 – 22, 2024

Exhibits:

October 20 – 22,

Exhibit Hours:*

Sunday, October 20 10:00am – 5:00pm

Monday, October 21 10:00am – 5:00pm

Tuesday, October 22 10:00am – 2:00pm

**Schedule subject to change. Please refer to the IACP 2024 web site for the most up-to-date information.*

What is the venue?

Boston Convention & Exhibition Center
415 Summer Street
Boston, MA 02210

Note: This is for directional purposes only. Please do not ship material to the above address. Refer to the Freight Information section in the online Exhibitor Services Kit for detailed shipping instructions.

How can I reserve hotel accommodation?

onPeak is the official housing partner for IACP 2024. We've negotiated travel discounts and secured a limited number of reduced-rate hotel rooms to make your trip to Boston affordable. Through the travel experts at onPeak, rooms at the group rate are limited and available on a first come, first-served basis. [Click here](#) to book your hotel. Be sure to add your hotel rewards number when booking to receive points for your loyalty program.

Should you need to book ten (10) or more rooms, please contact Lena Timmons at timmons@theiacp.org.

Note that onPeak is the **only** official housing company associated with our event. While other hotel resellers may reach out with offers to provide conference lodging, they are not endorsed by or affiliated with the show. Please beware that entering into financial agreements with non-endorsed companies can have costly consequences.

Shuttle buses – The IACP will provide shuttle bus service daily starting at 1:00 p.m. Friday, October 18 through Tuesday, October 2. Shuttles run between select official conference hotels and the

Boston Convention & Exhibition Center. A detailed shuttle map will be available on the IACP 2024 website several months prior to the event.

Who can attend IACP 2024?

IACP 2024 is a professional law enforcement event, open to IACP members, qualified non-members and Exposition exhibitors. The show is not open to the public and, subsequently, all attendees must be registered.

What is Outboarding or Suitcasing? What do I do if I see it happen?

“Suitcasing” and “outboarding” are unethical, parasitic business practices, through which non-exhibitors and non-sponsors attempt to access conference attendees.

“Suitcasing” refers to those representing non-participating companies or persons who go to conferences as attendees but “work the aisles” and solicit business in the aisles or lobby area.

“Outboarding” refers to non-participating companies that set up meetings and demos at off-site locations—hotel hospitality suites or restaurants—and encourage show attendees to leave the conference and show floor and spend time with them.

Examples may include but are not limited to:

- A non-exhibitor sets up a hospitality suite off the show floor and invites attendees to leave the show floor and visit their suite.
- A non-exhibitor sends out alerts to potential customers that while they will not be participating this year, they will have personnel walking the show floor and will be offering demos or show specials.
- A non-exhibitor puts together a webpage with the conference logo and solicits meetings with attendees.
- A non-exhibitor piggybacks on the activities of a third party such as a vendor or partner who is exhibiting.

The IACP depends on its exhibitors and sponsors for successful events. As such, the organization is mandating increased measures to protect our exhibitors and sponsors from “suitcasing/outboarding” at our conferences and meetings.

Exhibitors are encouraged to report any violations to IACP Show Management.

What are the Consequences of Suitcasing or Outboarding?

To protect the investments of our exhibitors and sponsors, our rules strictly prohibit solicitation, “suitcasing,” and “outboarding” by attendees, who transact business at our conferences and meetings without exhibit booths or sponsor investment.

By suitcasing or outboarding the show, an attendee not only gains an unfair competitive advantage over exhibitors and sponsors that have invested money and other resources to participate in the events, but also deprives IACP of income we use to support our many programs and initiatives.

Please note that any attendee at an IACP conference or meeting, who is observed to be soliciting business in the aisles or other public spaces, or uninvited attendees in another company’s booth, will be asked to leave immediately and their conference credentials will be confiscated.

Similarly, known commercial activity conducted from hotel guest rooms, hospitality suites, restaurants, or any other public places in proximity to IACP’s conferences by non-participating companies, will be shut down, if utilizing properties with which IACP has an agreement. Those found

to be involved with “suitcasing” or “outboarding” will be denied registration to attend future IACP events.

Who do I contact with specific questions?

Booth Sales

IACP Exhibits / Email: ExhibitsEmail@theiacp.org

General Questions, Exhibitor Services

IACP Exhibits / Email: ExhibitsEmail@theiacp.org

Press/Media Relations

Sarah Guy / Tel: 1.800.THE IACP / Email: guy@theiacp.org

Housing Customer Service

onPeak / Tel: (866) 524-7456 / Email: iacphotels@onpeak.com

Exhibitor Registration Customer Service

IACP Exhibits / Email: ExhibitsEmail@theiacp.org

Sponsorships & Marketing Opportunities

Nicole Buraglio / Tel: 214-728-1851 / Email: sponsorship@theiacp.org

SALES

How do I reserve a booth?

To view the floor plan and apply for exhibit space, visit the [Prospective Exhibitors](#) page of the IACP 2024 web site. For direct support, contact Vincent Quaglia at Quaglia@theIACP.org or 703-647-7264.

Are there special areas or segments?

No, the exhibit hall is not segmented by product category. Exhibitors may select any available booth in the hall based on their preference.

Are turnkey packages available?

From raw space to complete turnkey exhibit solutions, there is an IACP exhibit option for every need and every budget. Information on packages and rental booth options can be found in the online Exhibitor Kit, which will be made available in June 2024.

Will there be on-site space selection for IACP 2025?

Advance booth sales for IACP 2025 will open in September 2024 for active exhibitors with current Priority Points. Exhibitors will have a designated appointment time based on their total Priority Points. The appointment schedule with date and time will be sent a few weeks prior to booth sales opening. Exhibitors who do not reserve booth space during their designated appointment time may reserve space onsite at the Exhibit Sales Office.

PAYMENT/INVOICE/CANCELLATION

Did you receive my payment?

Exhibitors may check the status of outstanding balances and/or submit payment for their booth through the [Exhibitor Dashboard](#).

Whom do I contact with an invoice question or concern?

Please contact IACP Exhibits at exhibitsemail@theiacp.org.

When is the refund deadline if I need to cancel my booth?

Cancellation of exhibit space is required in writing and the following cancellation fees apply.

- Written cancellation received by January 19, 2024; 25% of the total booth cost is retained by IACP.
- Written cancellation received after January 19, 2024; 50% of the total booth cost is retained by IACP.
- **NO REFUNDS will be made for any cancellations after March 19, 2024.**

How do I cancel, expand, or reduce my booth space?

Cancellations and booth change requests must be made in writing to IACP. Notify IACP Exhibits at exhibitsemail@theiacp.org.

OPERATIONS/EXPOSITION HALL

When are the move-in / move-out dates and times?

Move-in/Set-up Hours:

Wednesday, October 16	1:00 p.m.-5:00 p.m. (Vehicles with exterior dimensions larger than 7.5'W x 18' L ONLY)
Thursday October 17	8:00 a.m.-5:00 p.m.
Friday, October 18	8:00 a.m.-5:00 p.m.
Saturday, October 19	8:00 a.m.-2:00 p.m.*

*All exhibits must be assembled and display-ready by 2:00 p.m. on Saturday, October 19.

Move-out/Dismantle Hours:

Tuesday, October 22	4:00pm-9:00pm
Wednesday, October 23	8:00am-12:00pm

All exhibitor materials must be removed from the exhibit facility by Wednesday, October 23, at 12:00 p.m.. To ensure all exhibitor materials are removed from the exhibit facility by the Exhibitor Move-Out deadline, all carriers must check-in by 10:00 a.m. on Wednesday, October 23, 2024.

When will the online Exhibitor Kit be available?

The online Exhibitor Kit will be available by early June 2024 and Exhibitors will be notified when the Kit site is live. Exhibitors will be able to access the online Kit from their [Exhibitor Dashboard](#) and on the [Exhibitor Resources](#) page of the IACP 2024 website.

How do I order electrical for my booth?

All electrical services must be ordered through and completed by MCCA personnel. Ordering details will be included in the online Exhibitor Kit. Any unauthorized use of power will be billed at the standard rate. Check equipment for the amps/watts needed. For inline booths, power is run or

dropped along the backwall or drape line of the booth. Electrical layouts are required whenever an outlet is needed in any other location within the booth except for the back wall. Electrical layouts are required for all island booths and must include the following information: main drop, location and load of all outlets, and booth orientation.

Who are the main contractors? What do they provide?

Freeman is the official General Service Contractor providing most of the services exhibitors require. This includes material handling, furniture rental, custom booth rental, labor, carpet, cleaning, and audio-visual. MCCA is the exclusive provider of electrical, rigging, plumbing, telecommunications, and internet services. Levy Restaurants is the exclusive catering provider for the Convention Center. A complete list of official IACP 2024 vendor contractors is available on the [Exhibitor Resources](#) page of the conference website.

How do I ship my materials to IACP 2024?

More information on shipping, including label templates, will be available with the release of the Exhibitor Kit in June 2024.

What is a Target Move-In?

This is the date established for the arrival of exhibitor freight at the Freeman Marshaling Yard from its common carrier. This is necessary to accommodate the large volume of freight being unloaded. Target dates are based on booth size and location in the hall. If an exhibitor misses its target date, it may be required to pay a surcharge on material handling. If freight is shipped in advance to the Freeman warehouse, it will be at the exhibit space on the designated target date.

What is Material Handling?

Material Handling is the service to move and store freight from the docks to exhibition booths. This service includes off-loading from the delivery truck, delivery to each booth, shipping supply removal and storage, and final delivery of the crates and boxes to freight carriers. All steps of this process are initiated by Freeman. It is a one-time charge for incoming and outgoing materials. Please see the Material Handling Order Form for rates.

Can I bring my booth materials using my personal vehicle?

Yes, delivery by privately-owned vehicles (POVs) is permitted. We characterize a POV, or a privately-owned vehicle, as any vehicle that is primarily designed to transport passengers only, not cargo or freight. Rental trucks or trailers are not permitted in the POV area and will be directed to the dock area to be unloaded by Freeman with material handling charges applied. The use or rental of dollies, flat trucks, and other mechanical equipment is not permitted in the POV area. To maintain a safe and orderly moving process, Freeman will control access to the POV area and associated loading docks. Only full-time employees of the exhibiting company will be allowed to hand-carry items from a POV. Freeman will manage the unloading and reloading process for all contracted carriers. For a fee, cartload service will be available for POVs.

What is the maximum booth height?

IACP 2024 follows the display guidelines of the International Association of Expositions and Events (IAEE). If there is a discrepancy between IAEE and IACP guidelines, the IACP guidelines will be used.

- Inline/Linear Booths: Maximum height of 8' is allowed only in the rear half of the booth space with a 4' height restriction imposed on all materials in the remaining space forward to the aisle.
- Island Booths: Height maximum is 25' inclusive for booth structure and hanging signs.

- Perimeter Maximum height of 15' is allowed only in the rear half of the booth space with a 4' height restriction imposed on all materials in the remaining space forward to the aisle.

What are the regulations for hanging signs?

Hanging signs are permitted within island booths ONLY. The maximum height at which signs may be hung is 25' (measurement is from the floor to the top of the sign).

What is an Exhibitor Appointed Contractor (EAC)?

An EAC (Exhibitor Appointed Contractor) is any company other than one of the official designated contractors that an exhibitor utilizes for booth set-up or other show services. EAC forms are due by September 12, 2024.

What if I need to ship firearms?

Companies exhibiting firearms of any kind are required to register the manufacturer, model, serial number, and type of each weapon displayed at IACP 2024. This also includes pellet guns and replicas. NOTE: Failure to register weapons by the deadline could result in their prohibition from the show floor. Weapons Registration details will be available on the [Exhibitor Resources](#) page of the IACP 2024 website and in the IACP Show Management section of the online Exhibitor Kit.

Shipments containing weapons should be scheduled for delivery starting Friday, October 18, 2024. Upon delivery, weapons must be checked in at the IACP Armory, Booth 2389. **Do not combine booth components in the same shipping crates as weapons.** Please ensure that weapons are secured in a locking case or box, marked with the name of the exhibiting company upon check-in and check-out with the Armory. Loose weapons will not be accepted.

How do I secure my firearms overnight at the Show?

If you have firearms in your booth, you must secure them overnight in the IACP Armory, Booth 2389. Exhibitors will retrieve firearms daily from the Armory to be placed on display before show hours and will check their products in with the Armory at the end of each show day for overnight security. The show floor will be monitored for compliance throughout the show. NOTE: Priority check-out & check-in will be granted during show dates to companies whose weapons have been processed through inspection and registration over those who are registering.

Can I have a vehicle in my booth? When can I bring in my vehicle or mobile unit?

Yes, exhibitors can display vehicles or mobile units. **Note: The minimum booth size to display vehicles is a 20' x 20' island.** Exhibitors must register all vehicles planned for display by September 6, 2024, and adhere to the following guidelines:

- No more than one-eighth tank of gas or (3) three gallons, whichever is less
- A locking gas cap or tape over the gas cap
- A drip pan under the vehicle's drive train (motor to differential)
- Vehicles shall not be moved during show hours
- Refueling is prohibited in the facility, on the docks and outside premises
- Floor plans must indicate where vehicles are to be located
- Have at least one (1) battery cable used to start the engine, disconnected and the end of the disconnected battery cable, taped. It is preferred that the positive or "hot" cable be disconnected.
- Electric vehicles must have their battery disconnected once placed in position. If unable to disconnect the battery due to battery location, then the ignition fuse must be removed. Electric vehicles are at no time allowed to be turned on during event hours.

The link for Vehicle Registration and details will be available on the [Exhibitor Resources](#) page of the IACP 2024 website and in the IACP Show Management section of the online Exhibitor Kit. Forms must be completed by September 1, 2024.

Vehicles with exterior dimensions measuring larger than 7.5'W x 18' L are scheduled for move-in on Wednesday, October 16, between 1:00 p.m.-5:00 p.m. All other vehicles should be moved in accordance with your Target Time. At the appropriate time, exhibitors may proceed directly to your registered freight door, where Freeman will escort the vehicle to its booth. See the Freeman Mobile Unit and Vehicle Spotting Form in the Exhibitor Service Kit for further information.

How do I capture sale leads at IACP 2024?

Exhibitors may rent a Lead Retrieval Scanner from Maritz, the official registration vendor, to scan attendee badges. Lead retrieval readers can be picked up on-site at the Maritz counter at the Service Desk. Do not forget to order electrical service for the reader (portable battery-operated readers are available). An order form, including details on scanner options, pricing, and ordering deadlines, will be included with the online Exhibitor Kit.

What if a non-official contractor contacts me? Can I use them?

Exhibitors may use their preferred vendors for shipping, installation, dismantling, and other services. A list of IACP 2024 Official Contractors is available on the [Exhibitor Resources](#) page. Please keep in mind, though, many companies may contact you with offers to assist with housing needs, carpet options, or numerous other services relating to your IACP 2024 participation. Unfortunately, with the internet, unscrupulous companies have a way of gathering anyone's e-mail address and phone number.

Is there parking available at the Boston Convention & Exposition Center?

Parking is available in the South Lot of the Convention Center for a daily fee. Overnight parking is prohibited. The address for the Center is: 415 Summer Street Boston, MA 02210

Parking rates vary based on entry time. Parking spaces are available on a first-come, first-served basis. For specific costs and directions, please refer to the [BCEC](#) website.

EXHIBITOR BADGE REGISTRATION

When will exhibitor registration be available?

Badge registration for exhibitors is slated to open April 2024.

How do I register my booth personnel?

From your [Exhibitor Dashboard](#), click on the Exhibitor Registration tile. This links exhibitors directly to their company record on the registration site.

- Verify the Primary Contact information [Note: This information is for internal use only and does not register the Primary Contact for the conference.]
- Add your registrations.

If you need your password, send an email to Show Management at exhibitsemail@theiacp.org and your exhibitor password will be sent to the company primary contact. All booth personnel, who are representatives of the Exhibiting company, must register as an "Exhibitor."

How many Exhibitor badges do I get with my booth?

Exhibitors receive two (2) Full Conference and two (2) Expo Hall Only badge registrations with every 100 square feet purchased. All Exhibitor badge types provide access to the exhibit hall from move-in through show days and move-out.

Full Conference badges also include access to conference programming, including General Assemblies and workshops, plus Chiefs Night.

When will I get my badge?

All badges will be available for pick-up on site at IACP 2024 Registration. We encourage exhibitors to register staff in advance to avoid lines at Registration. You will also save time onsite by bringing your registration confirmation email to any E-Badge station. Simply scan the barcode on the email and print your badge. E-Badge Registration stations open on Thursday, October 17, at 8:00 a.m. Name changes may be done at Exhibitor Registration which opens Thursday, October 17, at 1:00 p.m. Both E-Badge and Exhibitor Registration counters will remain open throughout the conference.

MOBILE APP / EVENT GUIDE

How do I update my IACP 2024 Online Directory Listing?

Exhibitors are encouraged to review and update their company listings as soon as possible. Prospective and registered attendees may search the IACP 2024 Exhibitor Directory from now through the conference. Exhibitors may update their directory listing by logging into their [Exhibitor Dashboard](#). This is your access to the following: update your public directory listing, view booth information, update account information, make booth payments and access online leads and statistics. If you have any questions or need assistance regarding your company's Directory Listing, contact IACP Exhibits at exhibitsemail@theiacp.org

How do I enhance my online listing?

All exhibitors receive a basic listing that includes company name, a brief description, and up to two product categories. Exhibitors may increase their online presence by upgrading through the [Exhibitor Dashboard](#) from the basic listing and add (depending on which package is selected) their company logo, press releases, product photos, and videos. For more information, contact Alex Dennis at 513-527-8853 or email adennis@mapyourshow.com.

When will I be able to enter my information for the Mobile App?

The IACP 2024 Mobile App will pull your company listing from Exhibitor Directory-provided information. The mobile app will be available for download mid-August 2024.

What is my password or where is my company's listing?

If you are having trouble accessing your company record from the Exhibitor Dashboard, please contact IACP Exhibits at exhibitsemail@theiacp.org.

CONFERENCE PROGRAM

Is there a Call for Papers?

The Call for Presentations for the annual conference typically opens in early January, with a deadline in mid- to late-February. Here is more information regarding [Call For Papers](#). All completed submissions are peer-reviewed and the IACP 2024 educational program will be announced early Summer 2024.