

FREQUENTLY ASKED QUESTIONS

When is my Move In and Move Out block?

The move in and move out schedule can be found here: [Exhibitor Schedule](#)

Exhibitors are welcome to use the Broadmoor Parking facilities for the duration of the event. For more information, please visit the Broadmoor Website [here](#).

Can I carry my own items to my stand?

Exhibitors can only handle their own materials if they can be carried by one person. Exhibitors are NOT allowed to bring their own carts, pallet jacks or other material handling equipment. This will be strictly monitored onsite by Informa staff and the official show contractor, Freeman. If you are unsure about your item, use your material handling resource located in your Freeman portal or contact Freeman directly.

Can I use the loading dock to unload my handheld items?

The Broadmoor loading dock lot can be used during load in by Exhibitors. One person MUST always remain with the vehicle. Due to volume and time constraints, vehicles must be capable of being loaded/unloaded within fifteen minutes.

Can I change my Move In time block?

To request a change to your allocated time block for load in, contact the event organizer at ihha.wcrr.operations@informa.com with the reason you require a change.

What size is my stand?

Refer to your Stand Agreement (signed contract) for your stand dimensions, or check the details listed in your Welcome email from ihha.wcrr.operations@informa.com

How do I know if I have Floorspace Only or a Turnkey and what is included?

Refer to your Stand Agreement (signed contract), or check the details listed in your welcome email.

If you have booked a Turnkey, further details of your stand package inclusions can be found within the *Turnkey Slick* located in your [Freeman Portal](#).

If you have booked a Floorspace Only Stand, then only the raw space is included – you will need to arrange your own flooring, power, lighting, walling and furniture. Exhibitors cannot rely on their neighbour's stand, meaning that ALL Floor Space Only stands must provide their own walls if required. All Floorspace Only build plans must be sent to the organizer for approval – ihha.wcrr.operations@informa.com

How do I arrange additional lighting, or hire furniture for my stand?

If you wish to arrange additional items for your stand, visit your Freeman portal or contact Lauren from Freeman directly.

Lauren McKee

Email: lauren.mckee@freeman.com

Mob: +1 904 814 9694

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Who do I contact to hang a sign or lighting from the ceiling?

Contact the official audio-visual supplier – INSPIRE.

Roun Tamaki

T: +1 (510) 585-6100

E: roun.tamaki@inspiresolutions.com

Can I hang items on my Turnkey?

No, hanging items is not permitted. Turnkey stands do not include walls, as the back consists of a fabric panel, which is not designed to support any mounted materials.

Can I display a vehicle or machine on my stand?

Display vehicles, machinery, or other large/heavy equipment exceeding axel weight limit load of 22,000 lbs or maximum uniform floor loading of 500 lbs (per square foot) must be assessed and approved by the Organizer and Venue safety team prior to the item or equipment being positioned.

Send details to ihha.wcrr.operations@informa.com no less than fourteen (14) days prior to move in. Please provide the following information for each item:

- Dimensions (width, length, height etc)
- Weight (including weight bearing at contact points with the floor if possible)
- Provide a picture or diagram of the item
- Indicate on the floor plan where the item is to be located. The floor loading capacity is 350lbs within the halls.

Anything over 12ft in height please contact ihha.wcrr.operations@informa.com for an alternative access point.

Can I keep my Fabric used for my turnkey back wall?

Yes, you are permitted to retain the fabric used for your back wall. Please note, it is the exhibitor's responsibility to coordinate the collection of the fabric after the event.

Does my Turnkey have side walls?

No, turnkey stands do not include side walls. Please refer to this [document](#) showing how turnkey stands appear when positioned alongside other turnkey exhibitors. For exhibitors interested in adding side walls or draping, please contact Deborah from Freeman.

Deborah Steeno – Turnkey Packages ONLY

Telephone: +1 702 510 3212

Email: deborah.steen@freeman.com

When will I get my badges? Can I arrange additional badges?

All passes included in your contract should be submitted in your registration form by Friday, October 10 to the event organizer. This includes ALL staff who will be on site during the event.

Your event badge QR code will be sent to your email one day before the event. Please visit the registration desk from 1pm on Monday, November 17, to have your badge printed by presenting your QR code. If you are unable to access your QR code, please bring a valid form of identification. Badges must be worn at all times during show hours.

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If you are engaging ANY Suppliers/Contractors that require onsite access at any stage of the event they must provide an onsite staffing list to ihha.wcrr.operations@informa.com by Friday November 10. A spreadsheet for completion is available by emailing ihha.wcrr.operations@informa.com. If your supplier/contractor does not supply this list, they may not be allowed onsite.

Is there storage available onsite?

There is no storage available onsite. Each exhibitor is responsible for making their own arrangements for storage. Freeman offers a comprehensive service including collection from your stand, storage for the duration of the event and return to your stand for Move Out. If you require storage onsite, please book this via material handling resource found in your Freeman portal.

Are trolleys available onsite?

Exhibitors are not allowed to bring their own carts/trolleys, nor will they be available for rent onsite. Materials may be hand-carried, or Freeman labor can handle the movement of these materials at an additional cost.

Are forklifts available onsite?

Yes, forklifts are available through the official show contractor, Freeman, who will handle all material transportation to your stand. This service is provided at an additional cost. For rates and further details, visit your Freeman portal.

Will my stand have 24-hour power?

Yes.

Where do I send deliveries for my stand?

You can ship your freight to the Freeman Warehouse (recommended) or The Broadmoor directly using the FedEx information sheet found in your online manual.

Freeman will accept crated, boxed or skidded material beginning October 17, 2025. Please note that the Freeman Warehouse does not accept uncrated freight (loose, pad-wrapped material and/or unskidded machinery), COD shipments, hazardous materials, freight requiring refrigerated or frozen storage, a single piece of freight weighing more than 5,000 pounds or a single piece of freight beyond the dimensions of 108"H x 93"W. Warehouse materials are accepted at the warehouse Monday through Friday between the hours of 8:00 AM - 3:30 PM. Certified weight tickets must accompany all shipments. For additional information visit your Freeman portal.

How do I track leads during the event?

All sponsor/ exhibitor representatives at the event will be able to scan QR codes on attendee name badges via the 'ConnectMe Event App' once downloaded to their smart phone. The attendee's contact details will populate into a 'Leads List', which can be viewed by the person who scanned the badge, as well as the primary logistics contact for your organization.

The primary contact from each organization will receive a unique link to access the 'Visit portal' where they can set up Lead Retrieval.

Instructions

1. Click on your unique link; an access code will be sent to your email address. Only the primary contact will be given access.
2. Click IHHA&WCRR under the Events area.

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3. As primary contact, you can login to the dashboard and see the options "TEAM", "QUESTIONS" and "LEADS" on the left-hand side:

TEAM – will show the colleagues attending the show/ using your organization's passes. These members will be provided with Lead Retrieval onsite via the ConnectMe App to allow scanning of QR codes from attendee badges to create your leads.

QUESTIONS - add some qualifying questions that team members will see onsite to ask their lead once they scan their badge

LEADS - this will show a comprehensive, real-time list of leads from your entire team onsite

4. These can be downloaded post-event as a .csv spreadsheet. You will receive an email in the lead-up to the show on how your team can access lead retrieval through their personal devices via the ConnectMe app.

Can I have samples of Food and Beverages on my stand?

Yes, however all food and beverage will need to go through The Broadmoor. Exhibitors cannot ship in their own items. If you are interested in having food and beverages at your stand, contact the venue (Abby) directly so they can get more detail and connect you with chefs/beverage managers to get products arranged. The venue can source items from overseas.

Abby Blair

Email: abblair@broadmoor.com

Phone: (719) 577-5817

Is there free WiFi?

The Broadmoor venue WiFi offers limited timed access, enabling visitors to check emails or undertake light web browsing. It is a limited service and should only be used for mobile devices.

If you have unlimited data on your mobile phone you may consider using it as a WiFi hot spot.

If you wish to purchase fast speed internet please visit the Broadmoor partner services [The Broadmoor Exhibitor Services for Conferences](#).

How do I organise stand cleaning?

All stands will be vacuumed thoroughly the night before the show opens only. If you would like your rubbish bin emptied, place it in the aisle before leaving each night. If you require more thorough cleaning throughout the event (besides vacuuming/mopping) you can order this through our show contractor Freeman.

Do I need to complete a Venue Induction?

No.

Where is the Coat Room located?

Complimentary coat racks will be located near the Information / Registration Desk at the entry to Bartolin Hall (exhibition area), as well as entry foyers for where conference sessions will be held. Please note that these facilities are not staffed/ ticketed, and items are left at the owner's discretion.

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Are there any private meeting rooms available on the site for Exhibitors?

Should you wish to book a private meeting room during the event, please email Francesca Dalan:

support.au@informa.com

Meeting Room Options/ Prices:

Full Day (8.00am – 5.00pm) = USD850

Half Day Morning (8.00am – 12noon) = USD500

Half Day Afternoon (1.00pm – 5.00pm) = USD500

Meeting Room Inclusions:

- **Full day only** - Logo/ branding on digital signage at entrance (dimensions: 1080 x 1920 pixels – sponsor to supply artwork).
- 1 x built-in projector screen (all AV costs are at the sponsor's expense)
- Room set for 20 x people (Banquet style - round tables and chairs – option to request alternative layout, eg Boardroom)
- All catering is at the sponsor's expense, to be arranged through The Broadmoor

All Meeting rooms can be accessed from the main entrance to Bartolin Hall on ground level (doorway next to Elevators). Sponsors are responsible for any additional costs associated with the use of the meeting room, including (but not limited to) catering, additional furniture and AV, resetting the room, cleaning required between meetings etc.

Are there any accommodation deals?

Exhibitors are to arrange their own accommodation and travel. [Book accommodation here](#)

Further venue and location information can be [found here](#).

Where can I park at the Venue?

For information on Car Parking options and rates click here: [The Broadmoor | Getting Here](#)

Can I see a list of delegates attending the event?

You will be able to view the full attendee list (speakers, delegates and sponsor/ exhibitor representatives), including full name, job title, organization name via the Connect Me Event App. Logins for the event app will be sent to all confirmed attendees approximately 4 weeks prior to the event.

How do I request a Visa Invitation Letter?

Exhibitors who require a visa letter must complete the IHHA & WCRR [visa form](#). Upon submission, a visa letter will be issued from ihha.wcrr.operations@informa.com to the designated recipient. Please ensure that all the information provided is accurate to facilitate the timely distribution of the required travel documentation.

Can I organize a competition or trade promotion?

Yes, you can organize a competition or trade promotion in Colorado Springs; however, you must comply with both state and local regulations. Colorado state law prohibits deceptive trade practices and enforces strict guidelines around advertising, fair competition, and consumer protection. Recent changes also impact non-compete agreements and promotional practices. Locally, the City of Colorado Springs has specific ordinances governing signage and advertising, including restrictions on promotional signage and billboards. It's advisable to consult legal

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counsel or local authorities to ensure your promotion meets all legal requirements. If you do organize a competition or trade promotion attendees need to enter without payment.

ELECTRICAL COMPLIANCE

No power will be supplied to your stand onsite if you do not meet the following conditions:

- All power cords used on your stand **MUST be plated or stamped prior to installation or use onsite**. This is a strict requirement and spot checks will be carried out during Move In and Show days.
- All power requirements **MUST** be ordered through INSPIRE the sole power provider.
- All electrical equipment and wiring **MUST** comply with the Stand Build and Electrical Guidelines located in your manual. No hard wires or electrical boxes are permitted on stands.
- All loose cables & cords must be secured to avoid tripping hazards.
- The venue will carry out regular checks during the Move In and any stand identified as non-compliant must take corrective action or be locked out of the show.

GAS, LPG AND FLAMMABLE LIQUIDS

If you will be displaying any product that requires any form of gas 'LPG' or flammable liquid you **MUST** notify ihha.wcrr.operations@informa.com immediately as permission needs to be sought from The Broadmoor.

DISPOSAL OF UNWANTED PACKAGING / FREIGHT MATERIALS

Any crates, pallets, wooden or metal materials used to transport your goods to the show must be stored or removed by the exhibitor at their own cost. If you will not be using these items again for post-show transport, you must arrange removal with Freeman. Items abandoned on site will be billed back to the exhibitor.

Reasonable volumes of unwanted cardboard boxes, soft plastics, small amounts of general waste or paper packaging will be disposed of and recycled where possible. Please keep these items clean and separate and the cleaners will remove them.

REMOVAL OF PRODUCTS POST-SHOW

- Exhibitors are responsible for packing and removing their goods following the closure of the show on Thursday November 20.
- All products/items must be collected Thursday. They must be packaged, clearly labelled (stand number, address & mobile telephone number of recipient) and placed in the middle of your stand.
- All exhibitor materials need to be removed by 5:00pm Thursday November 20. All carriers need to check-in by November 20, 2025 - 4:00 PM. In the event your selected carrier fails to show on final move-out day, Freeman reserves the right to re-route your freight onto another carrier at exhibitor's expense.
- ONLY Exhibitor Appointed Contractors (EAC's) will have access to the show floor on Friday November 21.
- If you plan to leave product, building materials or large volumes of packaging materials behind, you are responsible to arrange the removal of these items. Please contact Freeman directly to arrange a quote for removal and disposal. Cardboard boxes, small volumes of general waste and paper packaging will be disposed of by the show cleaners. The removal of items not pre-arranged will be billed back to the stand holder.
- It is YOUR responsibility to organise your product removal or disposal. Any items dumped on site will attract a trash removal fee.

DISMANTLE OF CUSTOM STANDS POST-SHOW

- Floor Space Only Exhibitors must organise the complete dismantle and removal of their custom stand from The Broadmoor premises before 2.00pm on Friday November 21.



THE BROADMOOR, COLORADO SPRINGS, CO, USA
NOVEMBER 17-21, 2025

Event Hosted by:



Event Organiser:



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- ONLY EAC's will be allowed onsite on Friday November 21.
- If any stand materials are left at The Broadmoor a removal fee, plus additional skip bin and labour charges will apply.
- It is YOUR responsibility to organise your stand dismantle and removal.