



## General Information

SuperZoo 2020 • The National Show for Pet Retailers™  
September 1 – 3, 2020 • Mandalay Bay Convention Center

**PLEASE NOTE: FLOOR COVERING IS REQUIRED IN ALL BOOTHS AND MUST BE INSTALLED BY 4PM ON MONDAY, AUGUST 31. IF THIS DEADLINE IS NOT MET, SHOW MANAGEMENT WILL ORDER CARPET FOR ANY BOOTHS WITHOUT FLOOR COVERING FROM GES AND THE EXHIBITOR WILL BE CHARGED SHOW SITE CARPET RATES.**

**IF DISPLAYING A VEHICLE IN YOUR BOOTH, 2 MONTHS ADVANCE NOTICE MUST BE PROVIDED TO WPA IN ORDER TO OBTAIN A VEHICLE PERMIT FROM THE FIRE MARSHAL. WITHOUT PRIOR NOTICE, IT IS THE EXHIBITOR'S RESPONSIBILITY FOR OBTAINING HIS OR HER OWN VEHICLE PERMIT FROM THE FIRE MARSHAL AND PAYING THE REQUIRED FEES. VEHICLE PERMITS FROM THE FIRE MARSHAL ARE MANDATORY. ANY VEHICLE WITHOUT A PERMIT AND/OR HAVE NOT MET THE FIRE MARSHAL RULES AND REGULATIONS WILL NOT BE ALLOWED ON THE SHOW FLOOR.**

**AIR CONDITIONING** – There is no air conditioning in the exhibit hall on move in days because the freight doors will be open and the AC will not be effective. The hall could be warm so please plan accordingly.

**ANNOUNCEMENTS** – Announcements will only be made for emergencies and show management information.

**ATTENDEE** – Credentials are screened to the best of our ability regarding eligibility to attend the show.

**AUDIO** – If audio is used inside the exhibit booth, all speakers must face into the booth and not into the aisles or into neighboring booths. Any complaints regarding audio will be mentioned two times to the offending exhibitor and on the third complaint the audio may be pulled for the duration of the show.

**BADGES** – Exhibitors must register for staff badges online only at [www.superzoo.org](http://www.superzoo.org) and will receive a registration confirmation email with barcode.

**BALLOONS/STICKERS/POSTERS, ETC.** – The use of helium balloons smaller than 36 inches in diameter is not allowed. Smaller air-filled balloons may be used for decoration, as long as they are secured to the booth. Balloons are not to be handed out. Large helium-filled balloons, such as advertising balloons, may be used only if they are securely anchored to the exhibit. No helium balloons or blimps may be flown inside the building. Mylar balloons are not allowed anywhere on property. Helium gas cylinders for refilling must be secured in an upright position on safety stands with the regulators and gauges protected from damage. No overnight storage of helium or compressed air cylinders in the building is allowed. Balloons cannot be released out of doors due to airport flight patterns in the area. A cleaning fee will apply should the balloons be left on property after the event.

**BOOTHS** – Standard booth equipment (back and side-wall draping, identification sign and floor numbers) is provided by World Pet Association without added cost to the Exhibitor. No part of any booth shall project as to obstruct the view of adjacent booths. No booth, display or its contents may exceed height limitations as outlined in the Exhibitor Service Manual. Raw wood, cardboard, or similar material for wings to booths must be covered or painted if they are visible to adjacent booths. Packing, unpacking and assembly of exhibits shall be done only in designated areas and in conformity with directions of Show Management. All materials used in the construction of the booth and all decorative materials within exhibitor booths must be non-combustible or made flame retardant.

**BOOTH DRAPE/CARPET COLORS** – Aisle carpet will be safari. All back/side drape will be black. Neighborhood carpet colors will be as follows:

General Exhibitors – safari  
Rodeo Drive – cayenne

Critter Alley – forest  
Groomers Court – safari

Natures Pathway – bluejay  
New Exhibitors – pepper

**BOOTH CLEANING - *Exclusive Provider*** - There is no automatic booth cleaning; it is a service that must be ordered from the Mandalay Bay. Aisles will be cleaned nightly.



**World Pet Association, Inc.**

Producers of SuperZoo, Atlanta Pet Fair & Conference, and America's Family Pet Expo  
135 W Lemon Avenue • Monrovia, California 9106

Phone: (626) 447-2222 • Fax: (626) 447-8350 • E-Mail: [info@SuperZoo.org](mailto:info@SuperZoo.org) • [www.SuperZoo.org](http://www.SuperZoo.org)

**BUSINESS SERVICE CENTER** – Mandalay Bay features a full service FedEx Office Business Center located on Level 1 of the South Convention Center, as well as at The Delano front desk and Mandalay Bay front desk. All locations are open from 7:00 am – 6:00 pm daily. All packages/boxes shipped to the hotel will be received at the FedEx Office Business Center.

All packages should be addressed as follows:

Mandalay Bay Resort & Casino (Event Name) (Arrival Date)  
Hold for Guest (Guest Name) (Guest Cell Number)  
(Guest Company Name)  
3950 Las Vegas Boulevard South Las Vegas, NV 89119

**CAMERA** – Photography is allowed in all areas at SuperZoo. A picture of your product can allow a buyer to contact you after the show if they hadn't had a chance to ask questions or place an order with you while at the show.

**CANOPIES/AWNINGS** - will only be allowed with show management pre-approval. If you feel you need a canopy in order to display your product you must submit a Booth Design Plan to obtain this approval. Without prior approval your canopy or awning may not be allowed on show site.

**CARPET** – Aisle carpet is provided. Booth floor covering is required in ALL booths! If you haven't previously ordered carpet from GES and don't supply your own, Show Management will order carpet from GES and you will be charged at show site rates.

**CARPENTERS** – GES Convention Services is designated as the official show contractor. If you need any special exhibit or display constructed, repaired and/or renovated, please contact them for services.

**CARTLOAD SERVICE:** Cartload Service can be ordered at the GES Service Center. Once ordered, an exhibitor will be required to check in at the GES shack. WPA will pay for the first 300 pounds of material handling OR up to two cartloads maximum on the in and two cartloads maximum on the out for each Exhibitor. This credit will apply to all exhibitors, regardless of booth size. The savings will be reflected as a credit on your final GES bill which will be delivered to your booth during the show.

**CHILDREN – SHOW DAYS:** Must be badged and if under 16 must be with their parents at all times. Children under sixteen are NOT permitted to walk the aisles without adult supervision. Lost children announcements will not be made.

**CHILDREN – MOVE IN/OUT:** Mandalay Bay states "Absolutely no children under 18 are allowed on the exhibit floors or docks during load in and load out." If you would like information about childcare while in Las Vegas, please call our office at (800) 999-7295.

**CONTRACT** – Each exhibitor is responsible for understanding and abiding by the terms and conditions on your Application & Contract for Exhibit Space. This application properly executed by Applicant (Exhibitor) shall upon written acceptance by SuperZoo and World Pet Association (WPA) acting as show management constitutes a valid and binding contract. Show Management reserves the right to render all interpretations and to establish further regulations as may be deemed necessary for the general success of the exhibition. It is further agreed that the conditions, rules and regulations as herein stated and as outlined in the Exhibitor Service Manual are made a part hereof as though fully incorporated herein, and that the said exhibitor agrees to be bound by each and every one thereof. Show Management reserves the right to manipulate the floor plan and to move exhibitors (with prior notice) to enhance and benefit the overall exhibition. Should you have any questions, please call our office at (800) 999-7295.

**CONTRACTORS (OFFICIAL CONTRACTORS)** – Please note that cleaning, internet/phone, fresh water, food service and electrical are exclusive services of Mandalay Bay's Official Contractors and must be ordered through the appropriate forms from the service kits located in the SuperZoo website [www.SuperZoo.org](http://www.SuperZoo.org).

**DECORATIONS** – May NOT be affixed to the ceiling, painted surfaces, columns, fabric and decorative walls. All materials must be flameproof. Decorations must be confined to your exhibit booth only and not extend into the aisles, including signs and easels. If you have a corner booth, you may not affix signs to your corner pole.



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**DECORATOR/OFFICIAL SERVICE CONTRACTOR** - Once you are at the show, the GES Service center is onsite to place any last minute orders. GES Exposition Services Phone: 1-800-475-2098 | Fax: 1-866-329-1437 | [www.ges.com](http://www.ges.com)

**DECORATOR/CONTRACTOR SERVICE DESK** – The decorator’s service desk, staffed by GES Convention Services personnel, will be located on the show floor. They will handle your orders and inquiries concerning rental furniture, sign requests, freight shipments, labor and other information. You will also be assigned to a GES Service Executive who will assist you with GES needs. Once on-site, they will provide you with a business card with their phone numbers. Utilizing their service may save you trips to the GES service desk. Order forms for any of the above services are available online in the SuperZoo website under the GES portion of the Service Kit. It is very important that you place your order for these services in advance to receive discounted rates. All advance orders will be placed in the exhibitor’s booth prior to exhibitor’s move-in.

**DEMONSTRATIONS** – Must be confined within the boundaries of your booth and may not extend into the aisles. Attendees must not block the aisles. Sound levels, grooming demonstrations, glaring lights or other distracting exhibitor’s activities are subject to adjacent exhibitor and Show Management approval.

**DISTRIBUTION OF PROMOTIONAL ITEMS** – Must be within the confines of your booth, not in the aisles. This includes anything being distributed by costumed characters.

**DRAPES** – Your booth consists of 8’ high back drape and 3’ high side drapes. If you have a corner booth and would like the side drape added, you may request this, free of charge, at the GES Service Desk, or through your GES Executive.

**DRONES** – Exhibitors are not permitted to fly drones in the exhibit halls or pre-function areas

**EARLY MOVE OUT**- Closing down an exhibitor booth prior to show closing will result in a \$1,000.00 fine that will be due and payable prior to inclusion in any other WPA event.

**ELECTRICAL AND PLUMBING SERVICES – Exclusive Provider** – 3970 Las Vegas Boulevard South, Las Vegas, NV 89119 Phone: (702) 322-5707 | Fax: (702) 318-8220. All electrical/plumbing work must be performed by Edlen, the in-house contractor, which has jurisdiction over the installation, in accordance to their present union affiliations, operation, maintenance and repair of all portable electrical wiring and electrical equipment at tradeshow, conventions and events. See Mandalay Bay Convention Center portion of this kit.

**EMERGENCY/EVACUATION PROCEDURE** - Mandalay Bay Resort is equipped with sophisticated electronic fire detection and alarm systems which are designed to notify our Fire Command Center the location of any incident that triggers a detector or activates the sprinkler system. Once an alarm has been initiated, members of Mandalay Bay’s trained Security & Engineering staff immediately respond to the location of the alarm, determine the source, assess the situation and report back to the Fire Command Center with their evaluation. Evacuation is not automatic and is only ordered when warranted. In the unlikely event of fire, Mandalay Bay is equipped with state-of-the-art fire suppression systems to control and extinguish fires of major consequence. In addition, portable fire extinguishers have been strategically placed throughout the property to allow for extinguishing fires in their incipient stage, before they endanger our patrons and employees.

**EMERGENCY EQUIPMENT** - Mandalay Bay Resort is equipped with alarm and sprinkler systems. Fire extinguishers and other emergency equipment are strategically located in all areas of the building. The Mandalay Bay Convention Center Security Office monitors all building emergency systems throughout the facility. It is imperative that all fire hose cabinets, strobes, and fire extinguishers be kept clear, accessible, and free of obstructions at all times. The fire hose cabinets, strobes, and fire extinguishers are permanent fixtures of the facility and cannot be moved.

**EMERGENCY STAFF** - Mandalay Bay Security Dispatch is operational 24 hours a day and becomes the communications center and command post in the event of an emergency. The 24-hour security hotline number from any in-house telephone is 77911. If calling from an outside line the emergency number is (702) 632-7911. Please call only this number during an emergency and our staff will alert the necessary emergency personnel.

**EXHIBITOR APPOINTED CONTRACTORS** – Should you choose to use a non-official contractor, you must provide appropriate insurance information to GES and fill out and submit the EAC forms located in the GES section of this kit. All contractors needing access to the exhibit floor must be badged during move in, show hours and move out. Wrist bands will be issued at the EAC desk in registration and given only if the EAC form and insurance forms comply and have been provided to GES in



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advance. For the protection of all concerned, **there will be no admittance to the exhibit hall without the required insurance forms.**

**EXHIBITOR REGISTRATION** – Every person who will be working in the exhibit booths during show hours will need an identification badge, which will admit them to the show during its entire course, including the installation and dismantling periods. During move-in at the Mandalay Bay Convention Center, booth personnel will be able to pick up badges starting at noon on Sunday, August 30<sup>th</sup>. Exhibitors needing access before that time will check in with security at the entrance to the hall for a wristband. Please be advised that the Mandalay Bay will enforce their policy that states “Absolutely no children under 18 are allowed on the exhibit floors or docks during move in and move out.”

#### **FIRE MARSHAL REQUIREMENTS**

- Designated “No Freight” aisles are required. These aisles must be kept clear at all times during the move in and move out of trade shows. Please pay attention to the marked “No Freight” aisle markings in the show floor.
- All fire exits and the illuminated exit sign above each must be clearly visible. Exit doors, exit signs, fire alarm, fire hose cabinets and fire extinguisher locations cannot be concealed or obstructed.
- Open flame devices of any kind are prohibited in all assembly areas, unless pre-approved by the Clark County Fire Department; they must meet requirements of the Uniform Fire Code and permit requirements of the Clark County Fire Department.
- Storage of any kind behind back drapes, display walls or inside the display areas is not allowed. All cartons, crates, containers, packing materials etc., necessary for repackaging, must be marked with an "Empty" sticker. GES will remove the "empties" from the show floor.
- All exhibit booths with solid covers and that exceed 1,000 square feet in area are required to contain internal automatic fire sprinklers.
- Fire sprinkler systems must be installed by a Nevada state licensed fire sprinkler contractor.
- When a multi-level enclosed exhibit is used in a show, a self-contained automatic fire extinguishing system may be required upon review by the CCFD.
- All multi-level booths must have 2 remote means of egress if the upper level is greater than 300 sq ft.
- All fully enclosed booths with enclosed rooms must have at least two (2) exits leading directly to the aisle. These booths must possess a smoke detector and fire extinguisher for each enclosed area. The CCFD may require additional equipment.
- If any exhibiting booths have multiple levels or room(s) with enclosures, visible notification must appear on the stairway(s) or outside the room. This notice must state the maximum occupancy permissible or total weight load allowable on the second story at one time. If the second story occupancy level allows more than ten (10) people at one time, a second stairway must be present.
- All materials used in the construction of the booth and all decorative materials (drapery, table coverings, banners, foam board, signs, set pieces, etc.) within exhibitor booths and those used for special events must be non-combustible or made flame retardant. Certificates of flame retardant treatment must be submitted to the CCFD along with samples of said materials prior to construction of booth. You must maintain copies of flame certificates on premises as the CCFD can require verification at any time. Utilizing cardboard boxes as parts of exhibits or displays is not permissible.
- Booth construction shall be substantial and fixed in position in a specified area for the duration of the show.
- Literature on display shall be limited to reasonable quantities. Reserved supplies shall be kept in closed containers and stored in a neat and compact manner.
- Compressed gas cylinders are prohibited unless prior approval is obtained from the Fire Marshal. Approved cylinders must be stored in an upright position. Helium canisters are permitted, but only in a secured, upright position. Helium canisters must be removed during non-show hours.

**FIRST AID** - Will be available during move-in, show days & move-out. The First Aid room is located on Level 1 of the South Convention Center, close to the Business Center. If you need an EMT to come to you, please let a security guard or WPA staff member know, they will be called to attend to you on the show floor.

**FLOOR MANAGERS:** Will be on the show floor from move in through move out to answer your questions regarding move in/out procedures, your freight, booth regulations, etc.



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**FOOD SAMPLING** - Private shows (not open to the public) are not obligated to obtain permits, but must still comply with applicable Southern Nevada Health District regulations, which include, but are not limited to:

- Hand washing must be available with 110 degree water.
- Exhibitors handling food must wash their hands for 20 seconds upon entering their work station.
- Sanitizer must be provided at each booth; the exhibitor should know what sanitizer they are using. The suggested sanitizer is Quat (150-400ppm) or Chlorine (50- 100ppm); test strips should be available to check the levels of the sanitizer.
- All foods must be maintained at proper temperatures: 41 degrees F. or colder or 135 degrees F. or hotter. Stem thermometers must be available to monitor food temperature.
- Suitable utensils or individual portions must be provided.
- Single-service gloves or suitable utensils must be provided for handling of all ready to eat food.
- No smoking or eating is permitted in any booth preparing or serving food. All beverages must have a lid.
- A fire extinguisher must be provided in any area using Canned Heat, gas or fire.
- Adequate extension cords must be available and stored to prevent electrical shock or a tripping hazard.

Please address further questions to:

SOUTHERN NEVADA HEALTH DISTRICT Environmental Health Division  
625 Shadow Lane Las  
Vegas, NV 89127 (702) 759-0588  
Website: <http://www.southernnevadahealthdistrict.org/index.html>  
Email: [environmentalhealth@snhdmail.org](mailto:environmentalhealth@snhdmail.org)

Mandalay Bay Convention Center guidelines for the service of prepared food are as follows:

- Samples are limited to manufactured, processed or distributed products only.
- Food samples are limited to one (1) ounce.
- Beverage samples are limited to two (2) ounces.
- Items used as traffic promoters must be purchased through Mandalay Bay.
- Exhibitor Services department must approve all samples.
- Each exhibitor intending to serve samples must advise Exhibitor Services for approval and instructions.
- Corkage and service charge fees may apply.

**FOOD SERVICE – Exclusive Provider** - Catering needs are handled by the Exhibitor Services department for the trade show floor. Food and beverage orders may be placed online at [www.mandalaybayexhibitorservices.com](http://www.mandalaybayexhibitorservices.com). For questions regarding food and beverage, please call toll free 855-408-1349 or email [services@mandalaybayexhibitorservices.com](mailto:services@mandalaybayexhibitorservices.com).

**HALOGEN LIGHTING** – This policy covers restrictions on stem mounted halogen lighting provided by display contractors and exhibitors for the temporary lighting of exhibit booths. The use of any stem mounted halogen or other fixtures employing a non-shielded halogen bulb is not allowed. In addition, conventional track lighting systems that use any of the approved types of halogen bulbs and that are securely mounted to stable exhibit structures will continue to be allowed.

Approved Halogen Bulbs	Disapproved Halogen Bulbs
MR 11/16 Covered-low voltage	MR 11/16 Uncovered
MR 16 Covered-line voltage	Line Voltage Uncovered
PAR 14,16,20,30 and 48	Low Voltage-Bi-Pin Uncovered

**HAZARDOUS MATERIALS** - Exhibitors are prohibited from possessing, storing, or bringing onto the property materials that constitute hazardous materials as defined by federal, state and local law.

**HAND CARRY:** To Hand Carry product/displays an exhibitor may park in the Hand Carry lot, directly across from the Hall E entrance to SuperZoo. Please refer to map. Exhibitors may enter into Hall E. Dollies and carts are NOT allowed.

**HEALTH AND SAFETY PROTOCOLS** - We will continue to deliver further COVID-19 details and information as soon as it is provided from facility, Nevada and CDC. For more info visit webpage <https://www.superzoo.org/news-and-updates/>



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**HOUSING INFORMATION** – Please contact Connections Housing, our official travel provider, at (702) 476-6976 or [superzoohousing@connectionshousing.com](mailto:superzoohousing@connectionshousing.com) if you have any questions on housing. To make reservations, please see hotel and travel information provided on the website [www.superzoo.org](http://www.superzoo.org).

**INFORMATION** – Please find our Information Counter in the pre-function areas, prior to entering the show floor.

**INSURANCE** – Exhibitors must carry worker’s compensation, commercial general liability including products and completed operations independent contractors, personal injury and blanket contractual liability insurance which will pertain to independent contractors at limits of at least \$1 MILLION per occurrence, \$2 MILLION in the aggregate and \$100,000 fire legal liability/damage to rented premises concerning general liability insurance. Also required is auto liability (for an exhibitor’s owned car, rented car, or borrowed car) of \$1 MILLION each occurrence and statutory workers’ compensation along with employer’s liability limits of \$1,000,000. These coverage’s must be evidenced by a certificate of insurance with a 30-DAY notice of cancellation provision to the holder naming World Pet Association, Inc., Mandalay Bay Corp., and Global Experience Specialists (GES) as additional insured except on the worker’s compensation and employer’s liability policy. Neither WPA nor Event Management assumes any responsibility whatsoever for Exhibitor’s goods, products or fixtures before, during or after the Event.

**LABOR** - Exhibitors are required to comply with the union labor rules and regulations during set-up, show days and tear down of the show. Please refer to the GES Service Kit for specifics on union regulations.

**LEAD RETRIEVAL** – This is an invaluable follow-up sales tool for the leads generated at the show. This equipment records, prints and stores your leads with the swipe of a badge. The form located in the service kit [www.superzoo.org](http://www.superzoo.org). Lead Retrieval will be located by Hall E registration at show site.

**LICENSES & PERMITS** – The exhibitor shall procure at its own cost and expense, any necessary licenses and official permits necessary for the purpose of displaying and exhibiting merchandise at the Mandalay Bay Convention Center. All local laws, rules and regulations must be adhered to.

**LOADING AREA & POV’S** – All vehicles requiring use of the loading docks and/or forklifts must report to the marshaling yard (Please check the GES Service Kit for directions). Trucks will be marshaled to the facility loading dock, in turn and as space is available. GES will let you know when it is your turn to move your vehicle onto the dock. Hand carried items must be brought in through the indicated Hand Carry Doors. Exhibitors will unload/load their materials under the direction of GES, Inc. personnel. It is mandatory that all vehicles be moved out of the loading dock area as soon as they are unloaded so other vehicles may enter the loading dock. Exhibitors driving personal vehicles will be directed to the POV unloading area. Once exhibit materials are unloaded your vehicle should be re-parked in the East Parking lot before you continue working on your display.

**LOADING DOCK** – During move-in and move-out, a twenty-four (24) foot wide lane must remain unobstructed for emergency vehicle access at all times. All fire exits leading from the building and compactor areas must also remain clear and unobstructed. Only trucks which are loading or unloading will be permitted in the area. Prohibited areas are marked in red or yellow. Privately owned vehicles (POVs) are not permitted in the dock areas.

**LOST & FOUND** – Lost & found will be located at the SuperZoo Information Counter in Hall E registration area.

**MANDALAY BAY SERVICES** – The Mandalay Bay will have a service desk on the show floor. They will handle your orders and inquiries concerning electricity, internet, phone, water fill/drain, food service and rigging.

**MARSHALLING** – The Marshaling Yard is an offsite location where trucks are checked in and held until dock space for unloading becomes available onsite. All delivery carriers must check into the marshaling yard prior to show site deliveries. The marshaling yard will be open Saturday August 29<sup>th</sup> through Monday August 31<sup>st</sup> and on Thursday, September 3<sup>rd</sup>. See “Schedule at a Glance” for times. There is no truck staging or truck marshaling on the streets surrounding the Mandalay Bay Convention Center.

**MATERIAL HANDLING – Exclusive Provider** – Freight rates and order forms for services are available in the GES portion of the Service kit. If you wish to send materials in advance you may send them to GES. See the Exhibitor Material Handling form in the GES Service Kit.



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**MATERIAL HANDLING, FREE 300 pounds** – SuperZoo management has contracted with GES to provide the first 300 pounds of material handling per exhibitor. See GES portion of this Service Kit for material handling information.

**MOVE-IN** – is Saturday, August 29<sup>th</sup> (booths 400 sq ft and larger only), Sunday, August 30<sup>th</sup> and Monday, August 31<sup>st</sup>, for all exhibitors, regardless of booth size. All exhibits must be completed before you leave the show floor on Monday, August 31<sup>st</sup>. Check the Rules & Regulations regarding booth decorations and obstructions. Exhibitors needing a forklift for moving material into the hall must arrive before 4:00pm on Monday, August 31<sup>st</sup>. See the Exhibitor Material Handling form in the GES Service Kit for further information.

**MOVE OUT** – Dismantling begins at 3:01pm Thursday, September 3<sup>rd</sup>. Early dismantling (including packing-up of any part of your exhibit) violates Show Rules and more importantly, detracts from the professional appearance of SuperZoo. Please note that early dismantling will not be tolerated. Remember, closing down your exhibitor booth prior to show closing will result in a \$1,000.00 fine that will be due and payable prior to inclusion in any other WPA event.

The aisle carpet must be removed before exhibitors may start moving out. Exhibitors are asked for their cooperation in not placing any booth materials on the aisle carpet so that carpet removal can be expedited.

You may hand carry items out of the hall at 3:01pm.

Remember to remove valuable items from your booth on the first load. Do not leave briefcases, computers, printers, telephones, or product in an unattended booth. If you need to leave your booth any time before you have packed up your booth for shipment, please consider hiring a Security Guard (form included in this Exhibitor Service Kit) to safeguard your property. Show management cannot assume responsibility for the loss or damage. If you are leaving materials in your booth overnight, please use a security cage to store costly or smaller items or hire a Security Guard. SuperZoo management does not guarantee the safety of items left overnight. While we do provide over all security for the hall, the responsibility is the exhibitors to safeguard exhibit materials.

**MUSIC** – Please be advised that if any copyrighted music is to be played in your booth, you must obtain all the necessary licenses from the copyright owner or licensing agency representing the copyright owner. Licensing jurisdictions include the playing of live, as well as recorded music (record, tape, compact disc, internet, etc.) whether or not, it is the essence of the presentation, or is only used as background on a videotape or other form of presentation. Documentation showing proper licensing must be posted within your booth and be made available for inspection at the request of authorized agents of ASCAP and/or BMI. Please contact the agencies listed below to obtain the required proper license(s).

ASCAP  
Licensing Department  
1 Lincoln Plaza, New York, NY 10023  
800 755-1010

BMI (Broadcast Music, Inc.)  
Licensing Department  
10 Music Square East, Nashville, TN 37203-4399  
800-326-4264

**PARKING** – The Mandalay Bay self-parking structure is located on the west side of the building and can be accessed via Hacienda or Frank Sinatra Way. Convention Center parking garage is located on the south end of the building and can be accessed via Las Vegas Blvd or Russell Rd.

Parking policies are as follows:

- The self parking on the Mandalay Bay Property is currently complimentary
- Any vehicle parking in a red zone or in any zone labeled “No Parking” will be towed at the owner's expense without notice.
- Privately owned vehicles (POV) will be allowed limited time to load and unload in designated POV areas only as long as there is someone with the vehicle at all times.
- Handicap parking spaces are available on site at the Mandalay Bay Convention Center within close proximity to the facility.
- Currently Valet Parking is closed due to COVID19. The Mandalay Bay is continually evaluating business needs with the health and safety considerations as they look to bring this offering back for guests.



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**RIGGING - Exclusive Provider** – GES Convention Services is designated as the official rigger of all signage INSIDE the convention center hall. The sign must be 200 lbs. or less with no electrical outlets. For signs over 200 lbs or that require electricity, please use the Mandalay Bay Hanging Sign order form.

**SECURITY** – Will be provided by WPA from move in through move out. However, neither WPA nor the Mandalay Bay Convention Center is liable for any loss or damage of materials. Please consider ordering booth security during the show and during Move Out if you plan on leaving your booth between the close of the show Thursday, September 3 at 3:01pm and when you have your booth packed up and ready for shipping. See form/information in the Exhibitor Service Kit/ [www.superzoo.org](http://www.superzoo.org).

Do not leave expensive or personal valuables unattended in your booth or in the seat of a car or truck. Remember the exhibitor has ultimate and sole responsibility of protecting his own materials.

**SELLING YOUR BOOTH/PRODUCT AT THE CLOSE OF SHOW:** You are responsible for making sure your buyer is able to move their purchase off the show floor. Please ask your floor manager or GES Executive on-site for information.

**SHIPPING AND HANDLING** – All packages/boxes shipped to the hotel will be received at the FedEx Office Business Center.

All packages should be addressed as follows:

- Mandalay Bay Resort & Casino
- (Event Name) (Arrival Date)
- Hold for Guest
- (Guest Name) (Guest Cell Number)
- (Guest Company Name)
- 3970 Las Vegas Boulevard South
- Las Vegas, NV 89119
- (Meeting Room)

**SHIPMENTS OVER 150LBS:** Shipments that are over 150 lbs must be shipped to the General Service Contractor handling freight for the show. If trade show shipments over 150 lbs are shipped to the hotel, FedEx cannot deliver them to the show floor. Therefore, the exhibitor will be charged handling fees from FedEx and delivery fees from the General Service Contractor.

Mandalay Bay reserves the right to refuse to accept any package in its commercially reasonable discretion. In addition, we are not responsible for packages that are lost, stolen, damaged, or not delivered on time once they have been given to the designated carrier.

**SIGNAGE** – Hanging banners or signs higher than what is allowable (24') for regular In-line Booths are reserved for island booths that are 400 sq ft and larger. Signage for any In-Line, End-cap or Peninsula Booths may not exceed 8' in the back half of the booth and 4' in the front half of the booth. Hanging banners for any non-island booths are not allowed.

**SIGNS, BOOTH** – Each linear booth will receive a floor number and a company identification sign with the company name and booth number. They are included as part of your exhibit fee. Any errors should be reported to GES on site and they will correct them for you. Any exhibitor requiring additional signs, including hanging signs should place an order with GES.

**SMOKING POLICY** – According to the Nevada Clean Indoor Act, smoking is not permitted in the meeting and convention spaces. Smoking is also not permitted in restaurants, lounges where food is served, hotel lobbies, elevators, guestroom hallways, theaters, arenas, arcades, retail stores and other indoor public spaces.

**SOLICITATION POLICY** – Solicitation by non-exhibiting companies is strictly against our rules and will not be tolerated. We ask that if you are bothered by a solicitor, or see someone else being bothered by a solicitor, please let Show Management or floor manager know immediately so that we can take care of this situation for you.

**STORAGE** – Empty boxes and crates is available by using the Empty stickers you may pick up at the GES Service Desk. There is no charge for this service. Crates and boxes will be returned to your booth as quickly as possible at the closing of the show. Empty boxes, cartons or crates may not be stored in your booth area due to Fire Marshall Regulations.

**USE OF SPACE** – Exhibit Management reserves the right to decline, prohibit or expel an exhibit which, in its judgment, is out of keeping with the character of the exhibition; this contract being all inclusive as to persons, things, printed matter, product,



**World Pet Association, Inc.**

Producers of SuperZoo, Atlanta Pet Fair & Conference, and America's Family Pet Expo  
135 W Lemon Avenue • Monrovia, California 9106  
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conduct, sound level, etc. Distribution of advertising material and exhibitor solicitation of any sort shall be restricted to the Exhibitor's booth. No part of an Exhibitor's exhibit, or their product, may extend beyond the limits of the Exhibitor's booth or into any aisle. No Exhibitor shall so arrange his/her exhibit so as to obscure or prejudice adjacent Exhibitors in the opinion of Exhibition Management. No Exhibitors shall assign or sublet any part of his assigned space without the consent of Show Management in writing. Any space not occupied by the time set for completion of installation of displays will be reassigned at the discretion of Show Management. Deposits will be forfeited unless management has approved special arrangements. Exhibitor will keep their exhibit open and staffed at all times during the show days and hours.

Failure to comply with the rules and regulations of this Contract and as stated in the Exhibitor Service Kit will result in the alteration or removal of the booth at the Exhibitor's expense. Rental fees for services and exhibit space are non-refundable. Exhibitor shall be bound by all pertinent laws, codes and regulations of municipal or other authorities, having jurisdiction over the exhibit facility or the conducting of said exhibit, together with the rules and regulations of the owners and/or operators of the facility in which the exhibition is held.

**VEHICLES ON EXHIBIT FLOOR** – If you will have a vehicle in your booth, you must return the Vehicle Placement Order form in the GES portion of the Exhibitor Service Kit. Booth displays or product may not be brought into the show hall inside your vehicle. If your vehicle does arrive with your booth or product inside, it will be unloaded and charged as material handling. If you do not return the Vehicle Placement Order form by the deadline date of June 26, you will be responsible for obtaining the permit from the Clark County Fire Department and paying the required fees.

The Clark County Fire Department states that the below procedures must be followed:

- Batteries shall be disconnected in an approved manner.
- Vehicles shall not be fueled or refueled within the building. Fuel in the tank shall not exceed ¼ of the tank capacity or 5 gallons, whichever is less.
- Fuel tank openings shall be locked and sealed to prevent escape of vapors
- No leaks underneath vehicles.
- At least 36" clear access or aisles must be maintained around the vehicle.
- Vehicles must be a minimum of 20 feet from exit of door or exit pathway.

**WHEELCHAIR RENTAL** – To reserve ahead of time, call ScooterBug at 702 736-4399 or 702 334-0813. This will make certain one is available upon arrival. Wheelchairs and scooters should be picked up at the Bell desk at the Mandalay Bay, across from registration.



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