



FREQUENTLY ASKED QUESTIONS (FAQs)

Where is SATELLITE taking place?

SATELLITE is taking place at the Walter E. Washington Convention Center in downtown DC. The exhibit hall will be in Halls B & C this year with the Conference Sessions taking place on the 100 level.

What are the dates of the Conference?

The Conference is May 6 - 9 and the Exhibit Hall is open May 6 - 8.

What are the move-in hours?

Friday, May 3: 8 a.m. – 1 p.m. (600 sq. ft. +) / 1 p.m. – 5 p.m. (All)

Saturday, May 4: 8 a.m. – 5 p.m.

Sunday, May 5: 8 a.m. – 5 p.m.

Are we able to move-in earlier than Friday, May 3?

If you will need additional move-in time please contact Jessica Davis at jcdavis@accessintel.com. All requests will be sent to Freeman for final approval and will be handled on a case by case basis.

What are the Exhibit Hall hours?

Monday, May 6: 11 a.m. – 5:30 p.m.

Tuesday, May 7: 10 a.m. – 6 p.m.

Wednesday, May 8: 9 a.m. – 3 p.m.

How do I make hotel reservations at the Gaylord Palms?

SATELLITE has worked directly with MCI/Wyndham Jade to offer a variety of hotel options for our attendees and exhibitors at SATELLITE. Reservations should be made directly with them [online](#) or by calling Wyndham Jade at (866) 268-0195 or (972) 349-5433. Please be vigilant if approached by any company that implies or claims to be an official housing provider of SATELLITE. We have been made aware of housing companies or travel agencies that may be aggressively pursuing you, or your company, to book your guest rooms through their company at supposedly significant discounts.

Who is the General Services Contractor (Decorator) for the show?

Freeman is the General Services Contractor and they can be reached at (301) 918-7975 or by e-mail at FreemanWashingtonES@freemanco.com

What is the Freeman Advance Order Deadline?

The deadline to take advantage of the discounted pricing is Friday, April 12.

How do I update my company listing online?

Your company listing can be updated in the [Exhibitor Resource Center](#). The deadline for the onsite program guide is Friday, April 5.

Is union labor required for installation/dismantle of the exhibit booths?

The installation and dismantling of prefabricated displays comes under the jurisdiction of the carpenters' union. However, two (2) full-time exhibiting company employees may work without Carpenter Labor for one (1) hour on the installation (move-in) and one (1) hour on the dismantle (move-out) without union labor on booths that are larger than 10' x 10'. Exhibitors may work in booths 10' x 10' or smaller without the use of union labor.

Exhibitors are not permitted to use POWER TOOLS (electric drills, power saws, etc.) on booths of any size. Manual tools such as hammers, screwdrivers, ratchets, pry bars, etc. are allowable for exhibitor use within size and time limitations. Exhibitors may not borrow tools, ladders or other equipment from the exhibit facility and/or Freeman.

Are we allowed to carry items into the exhibit hall ourselves?

Exhibitors may hand carry their own materials in the exhibit hall. The use of dollies, flat trucks or other mechanical equipment is not permitted. Bellman from the Marquis will not be allowed to drop materials to the booths and will be turned away by security.

The center has a hand carry entrance available at the southwest corner of 9th and Mt Vernon St.

What are the maximum height limits?

Inline Booths: 8'

Perimeter Booths: 12'

Island Booths: 25'

Is carpet or floor covering required in my booth?

Yes, all booths must provide floor covering that covers the entire booth space. Any booths not carpeted by 5 p.m. on Sunday, May 5 will be carpeted by Show Management at the exhibitor's expense.

What is the Advance Warehouse address?

Exhibiting Company Name / Booth #

SATELLITE 2019

c/o FREEMAN

9900 Business Parkway

Lanham, MD 20706

Accepting shipments beginning on Wednesday, April 3 through Friday, April 26. Shipments will be accepted after the 26th for an additional surcharge.

What is the Show Site Address?

Exhibiting Company Name / Booth #

SATELLITE 2019

c/o FREEMAN

Walter E. Washington Convention Center

801 Mt. Vernon Place

Washington, DC 20001

Accepting shipments beginning on Friday, May 3. Anything sent earlier will be REFUSED by the venue.

How do I store my empty containers during the show?

Empty stickers are available at the service desk (make sure you double-check if they have them colored coded by section of the floor). Once your container is ready to be removed, place the sticker on it and Freeman will pick it up. At the close of the show, Freeman will begin returning the containers which may take several hours.

How many badges come with the booth?

Every 100 sq. ft. of space receives four (4) booth personnel passes and one (1) conference pass. Additional booth passes can be purchased for \$25 and discounted exhibitor rates are available on conference passes.

How do I register my booth staff?

You can register them online in the [Exhibitor Resource Center](#).

Are booth personnel able to attend the Conference sessions?

No, booth personnel passes don't include access to the conference sessions, however, discounted pricing is available if you would like to upgrade. The available packages and pricing can be found in the [Exhibitor Resource Center](#).

What other marketing opportunities are included with our exhibit booth?

In the [Exhibitor Resource Center](#) you will be able to:

- Create a customized HTML e-mail to send to your clients and prospects
- Build your own personalized banner ad to promote your presence at the event
- Create a customized coupon pass to send to your clients and prospects offering them complimentary access to the exhibit hall.

Is the attendee list available to exhibitors?

No, we do not make the attendee list available due to privacy concerns with our attendees. We do offer the option to do a pre or post-show e-mail blast for a fee and will be sent out by the show. Please contact Michael Cassinelli at mcassinelli@accessintel.com for more information.

I just received an e-mail offering to sell me the attendee list? Is this a legitimate offer?

No, we've heard of companies reaching out to our exhibitors offering to sell them the attendee list. Please know that they are not affiliated with SATELLITE and therefore do not have access to the attendee list.

I'm interested in becoming a sponsor, who should I talk to about available options?

You can reach out to Michael Cassinelli at mcassinelli@accessintel.com to customize a sponsorship that will give you maximum exposure pre-show, onsite and post-show.