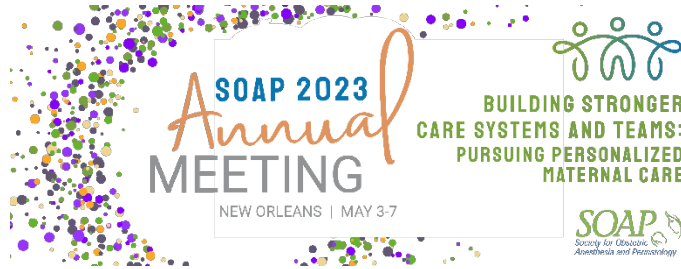


# Exhibitor FAQ



Welcome! Thank you for your partnership with SOAP. We want to make sure that you maximize your sponsor benefits and are aware of all relevant activities while on site. If you have any questions while you are here, please contact Christina Tenorio 859.514.9174.

## Expo Hall Hours

**Move-in:** Wednesday, May 3, 2023 | 2:00pm – 5:30pm

**Move-out:** Saturday, May 6, 2023 | 3:45pm – 6:00pm

## Daily

7:00am-3:30pm Thursday, Friday, Saturday

Thursday, May 4	Friday, May 6	Saturday, May 6
7:00am-9:00am Breakfast with the Exhibitors	7:00am-9:00am Breakfast with the Exhibitors	7:00am-9:00am Breakfast with the Exhibitors
10:00am-10:30am Break with the Exhibitors	10:00am-10:25am Break with the Exhibitors	10:00am-10:15am Break with the Exhibitors
2:15pm-2:45pm Break with the Exhibitors	3:00pm-3:30pm Break with the Exhibitors	3:00pm-3:30pm Break with the Exhibitors

## I Brought My Own Booth/Boxes – Where Should I Put My Crates?

The Expo Hall has a boneyard space to store your crate/cases. You can store your empty crate/cases there. Please note, the boneyard does not have security.

## Do I Have to Tip the Bellman?

It is standard practice to tip the bellman if they help you move your item(s).

## I Ordered Electric for My Booth – It's Not Here

Inform SOAP staff. They will assist with locating the hotel electrical contact if there is an issue.

## I Shipped My Booth/Boxes to the Sheraton New Orleans – Where are They?

Please check the [FedEx office](#) open daily 8:00am-5:00pm. If you need to print an item or ship an item back to the office, please contact the FedEx Office. Phone: 504-522-9378 Email: [usa5671@fedex.com](mailto:usa5671@fedex.com)

## I Need Tape/Scissors

The FedEx office will have packaging supplies as needed.

## Welcome Reception

Please join us on Wednesday, May 3, at 6pm in the Lagniappe/Roux Bistro (2<sup>nd</sup> floor). Make sure to bring your badge.

## Sessions

You are welcome to attend any of the scheduled sessions. Please note, however, that due to CME guidelines, you must remain in the back of the room and cannot ask questions or sell your product/service while in a session.

## What about Meals?

Breakfast is available in the Expo Hall. Lunch and dinner are on your own. The Sheraton New Orleans Hotel has [two options](#): Roux Bistro (Cajun and Creole cuisine) and Pelican Bar (light bites). There is also a Starbucks. There are several options near the Sheraton New Orleans Hotel.

## Mobile App

Download the SOAP Annual Meeting app to access program details.

iOS



Android



## Evaluation

We value your feedback, please take a few minutes to fill out the sponsor evaluation.



## I Have a Complaint/Question – Who Do I See?

You can let the SOAP staff know about your complaints. We will do everything in our power, and in compliance with regulations, to remedy your complaint.

## No Suitcasing Allowed

NO SUITCASING will be allowed at the SOAP Annual Meeting. Please note that while all meeting attendees are invited to the Expo Hall, any attendee who is observed to be soliciting business in the aisles or other public spaces, in another company's booth, will be asked to leave immediately.

Show Management recognizes that suitcasing may also take the form of commercial activity conducted from a hotel guest room or hospitality suite; a restaurant, club, or any other public place of assembly. For the purposes of this policy, suitcasing may occur at venues other than the ExpoHall and at other events. Show Management must be informed of any hospitality suites, and expressed consent must be received prior to the event.

### **When Can My Carrier Arrive on May 6th?**

Please have your carrier checked in no later than 4:00PM on May 6th you carrier needs to know which booth number and exhibiting company name he is picking up for to insure a smooth move out process. Please arrange for your carrier to pick up your outbound freight directly from the facility at the address below.

SOAP ANNUAL MEETING 2023  
Sheraton Hotel  
500 Canal St.  
New Orleans, LA 70130

View the [SOAP SHOW "Quick Facts"](#), which outlines important show specific information dates and times. If you haven't submitted your outbound paperwork you can do by using the link that is on pg. 2 under "SHOWSITE PAPERWORK AND LABELS" and click outbound shipping.