Crohn's & Colitis Congress® Industry Supporter Policies

Both the in-person Exhibit Hall and the online directory are organized and managed by Crohn's & Colitis Congress® (Congress). By submitting an application, Industry Supporters agree to abide by all requirements of the policies and terms outlined herein. Together, the Industry Supporter application and Industry Supporter Policies form the agreement, which becomes binding and enforceable pursuant to its terms contained herein.

Each Industry Supporter, on behalf of itself its employees, consultants, and partners, agrees to abide by the Industry Supporter Policies as well as all facility regulations and guidelines. Industry Supporters must have one or more responsible individuals present in their booth at all times during move in, posted show hours, and move out who are knowledgeable about the policies and the rules of the facility to ensure compliance.

Any matters not covered in the policies are subject to the interpretation of **Congress Show Management*** (herein referred to as "Show Management"), and all supporters must abide by Show Management decisions. In addition to these policies, Industry Supporters are expected to abide by the rules and regulations of the facility, city, state, and federal government in which Congress is taking place. Industry Supporters are responsible for seeking clarification from Show Management regarding any policies or rules prior to arriving onsite, or as soon as possible upon arrival at Congress.

Show Management shall have full power to interpret, amend, and enforce these policies. **Policies are subject to change. Industry Supporters will be notified of any changes via the monthly newsletter.**

*Congress Show Management is defined as Congress Staff, Partner Staff, Facility Staff, Vendors, Event Security, Floor Manager and any other personnel assigned by or contracted on behalf of Show Management.

Congress 2027 Specific Policies

The following policies apply exclusively to Crohn's & Colitis Congress® 2027 and supersede any conflicting provisions contained elsewhere in the Industry Supporter Policies, Exhibitor Service Manual, or other event guidance. Compliance with these requirements is mandatory for all exhibitors and industry supporters participating in Congress 2027.

Hanging Signs Prohibited

Hanging signs are prohibited within the Exhibit Hall. This prohibition includes, but is not limited to, signage, graphics, or structures suspended from the ceiling, truss, or other rigging above an exhibit space. Rigging or hanging sign orders submitted to the General Service Contractor will not be processed.

Island Booth Height Restrictions

Island booth structures may not exceed 10 feet in height, measured from the show floor to the highest point of the exhibit. This height limit includes all graphics, header signage, decorative elements, and structural components.

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Eligibility and Assignment

Eligibility

Eligibility to exhibit at Congress is determined solely by Show Management and is restricted to companies directly related to the field of gastroenterology. Qualified companies must:

- Have GI-related products or services that are professional in nature.
- Agree to comply with the Congress policies, including those policies that govern the submission of the application, and all policies adopted by Congress hereafter.

Industry Supporters must ensure that all information provided in their application, company description, website, and supporting materials is accurate, complete, and not misleading. Products and services displayed, demonstrated, marketed, or discussed within the contracted booth space must match what was submitted and approved during the application process and must be relevant to the professional and educational purpose of the event. Show Management has the sole authority to determine whether an Industry Supporter—and any product, service, display, or promotional activity—is appropriate for the event.

If Show Management finds that an approved company misrepresented itself to gain approval to participate, Show Management reserves the right to cancel the contract at any time, including during the duration of the event. If Show Management cancels a misrepresented company's contract, the company is responsible for any fees due to Congress or its vendors at the time of cancellation. Rulings by Show Management in all instances are final.

Misrepresentation of Approved Products, Brands, and Services

Eligibility to exhibit is contingent on the products, services, brands, and promotional materials presented onsite within the booth matching what was approved during the application process. Any significant deviation between what was approved and what is displayed or promoted may result in loss of eligibility and participation in current and future Congresses.

Industry Supporters may not substitute unapproved products, brands, or affiliated companies without Show Management's prior written approval. Presenting unapproved offerings as belonging to a "division," affiliate, or secondary business line does not preserve eligibility if those offerings were not clearly disclosed and approved in advance.

Non-Profits

- The non-profit rate applies to organizations operating for a charitable, educational, or professional purpose rather than for private commercial gain. This includes but is not limited to medical and professional associations or societies; hospitals, health systems, and clinics; academic and educational institutions; and organizations promoting special interest or patient advocacy causes. All groups are required to provide documentation of non-profit status. Non-profit space may be limited due to facility space constraints. U.S. organizations must be designated by the IRS as having 501(c)3, 501(c)4, or 501(c)6 status.
- Organizations located outside the U.S. must have comparable designation and provide documentation.

Any organization that intends to recruit a physician for a hospital, clinic, or group practice at Congress is not eligible for the non-profit status and will need to reserve space at the full rate. Congress' sponsoring societies, Crohn's & Colitis Foundation and the American Gastroenterological Association (AGA), are exempt from this provision.

Assignment

Show Management assigns booth space based on the priority points system during an advance placement process. Applications received after the advance placement process will be reviewed on a first-come, first-served basis. A

completed application for booth space must be received, reviewed, and approved by Show Management verifying suitability of products or services to our attendee before any booth space is assigned.

Industry Supporters are strictly prohibited from subletting, assigning, or appointing their booth space, or any part of their booth space. Industry Supporters may not permit any other party to show products other than those manufactured or handled by the contracting company, nor permit the solicitation of business by others within their contracted booth space. No one other than the contracted company may solicit business from attendees within the company's contracted booth space.

All Industry Supporters must purchase booth space of sufficient size to accommodate their attendee volume to avoid congesting the aisles and disrupting neighboring booths. Attendee congestion in the aisles outside a booth is an indicator of the need for a larger booth, which may be required by Show Management for the Industry Supporter to participate in future Congresses. The aisles are considered public space and are not to be used to conduct business. Industry Supporters can only use their contracted booth space for any interactions with attendees during posted show hours. Attendees cannot enter the Exhibit Hall outside of the posted show hours, regardless of if they are being escorted by or meeting with an Industry Supporter, unless previously approved by Show Management.

Show Management retains the exclusive right to revise the floor plan and/or relocate any assigned Industry Supporters as necessary. The Industry Supporter will be notified of any booth relocation. While every effort will be made to ensure that Industry Supporters have the best booth space possible, Show Management does not guarantee that the Industry Supporter will not be placed next to a competitor.

Name Changes, Mergers, and Acquisitions

Industry Supporters undergoing a name change must inform Show Management in writing of the change and submit appropriate legal documentation. Examples of appropriate documentation include official press releases, business licenses, or other documentation deemed appropriate by Show Management.

Show Management must approve any name changes, mergers, and/or acquisitions. This approval process may result in the submission of a new application, new payment terms, relocation of booth space, and changes to online directory packages or eligibility to sponsor specific items.

Booth Types & What's Included

What's Included with Your Package

Booth space sizes are dependent on the package level secured by the Industry Supporter and may not be modified.

All package levels include unlimited complimentary Industry Supporter badges for booth personnel. These badges provide access to the exhibit hall only and do not provide access to scientific sessions.

The exhibit space, furnishings, and complimentary badges described in this section do not represent all benefits included with each package level. Please refer to the Congress Prospectus for a complete description of package benefits.

Inline Booths

Package Level	Booth Size	Furnishings Included
Leader	10' × 20'	None
Achiever	10' × 10'	None
Contributor	8' × 6'	One draped counter and two stools
Non-Profit Partner	8' × 6'	One draped counter and two stools

Island Booths

Package Level	Booth Size	Furnishings Included
Trailblazer	30' × 30'	None
Innovator	20' × 20'	None

What's Not Included

These services are not included with any package level, and can be ordered through official Congress vendors or exclusive Facility vendors/partners:

- Audio/Visual Equipment
- Carpeting/Flooring
- Catering
- Cleaning
- Electrical
- Freight/Material Handling
- Furniture of any kind
- Internet/WiFi
- Labor (Install/Dismantle)*
- Lead Retrieval
- Photography/Videography
- Plumbing

*Labor is controlled by local jurisdictions, and you may be required to hire contracted labor.

Financial Payment Policies

Payment Information

When submitting a payment, please reference your invoice number and include your company name with all payments. **If payment will be made by a parent company or an entity other than the company name on file with Congress, please notify Show Management in advance.**

Congress will accept the following payment types:

- **ACH**
  - *Congress' preferred form of payment for U.S.-based companies*
  - An electronic bank-to-bank payment made through the U.S. banking system. It transfers money directly from one U.S. bank account to another.
- **Wire Transfer**
  - *Congress' preferred form of payment for international companies*
  - An electronic payment sent directly from one bank to another. It is used for larger or international payments because it moves money securely between banks.
- **Check**
  - A paper payment document that tells your bank to pay a specific amount of money from your bank account to another person or organization. Must be in U.S. dollars drawn from a U.S. bank.
- **Money Order**
  - A prepaid paper payment, kind of like a check, but the money is paid upfront when the money order is purchased.
- **Credit Card**
  - Pay online using a credit card through the payment link on your invoice or in the Industry Supporter Resource Center. **A 3.5% convenience fee applies.**
  - Accepted cards: Visa, Mastercard, American Express, and Discover.
  - **Note: New companies are not eligible to pay by credit card.**

It is the Industry Supporter's responsibility to view the Industry Supporter Resource Center to access their invoice, make any necessary changes to their contact and company information, and order any sponsorships they want to secure. After Show Management assigns each Industry Supporter their space, each Industry Supporter will receive an email confirmation of the space assignment with their contract.

Booth Payment Schedule

All applications will be reviewed by Show Management. After an Industry Supporter's application is approved, the following applies:

Application Submitted	Payment Deadline
Prior to or on Oct. 2, 2026	Due Oct. 2, 2026
Oct. 3, 2026 of after	Within 30 business days of submission

Industry Supporters who fail to pay in full for all Congress-related activities will have their booth space, registrations, and sponsorships cancelled and will not be permitted to participate in Congress. Industry Supporters will still be responsible for any applicable cancellation fees.

If one of the companies involved in a merger or acquisition has an outstanding balance with Congress, the new company resulting from the merger, or the company that acquires the company with the outstanding balance, will be responsible for paying that balance before they are allowed to exhibit at Congress. If a cancellation occurs as a result of a merger or acquisition, the new company will be responsible for any outstanding cancellation fees.

Cancelling a Booth

To cancel a booth, Industry Supporters must submit a Booth Cancellation Form. Cancelling a booth will result in the automatic cancellation of all registrations, all secured sponsorships, and any hotel rooms booked. This applies to all cancellations, including those resulting from the purchase of a supporter company. If a cancellation occurs as a result of a merger or acquisition, the new company will also be responsible for any outstanding cancellation fees.

Booth cancellation penalty fees will be charged based on the following schedule:

Cancellation Date	Penalty Fee Due
Prior to or on Oct. 2, 2026	No penalty
Oct. 3, 2026 – Dec. 4, 2026	50% of total booth space fee *Regardless of if booth is resold*
Dec. 4, 2026 or after	100% of total booth space fee *Regardless of if booth is resold*

Modifying Booth Space

Industry Supporters must contact Show Management if they want to modify their booth space. If the change in booth space results in a smaller booth size than what was originally contracted, the Industry Supporter will be charged a reduction penalty. Reduction penalties are based on the total square footage initially secured—not the amount of square footage reduced—and will be in addition to your new fee.

Reduction penalties will be charged based on the following schedule:

Reduction Date	Penalty Fee Due
Prior to or on Oct. 2, 2026	No penalty
Oct. 3, 2026 – Dec. 4, 2026	50% of original booth fee + 100% of new booth fee
Dec. 4, 2026 or after	100% of original booth fee + 100% of new booth fee

Industry Supporters who change the size of their booth space are not guaranteed their originally assigned location.

Sponsorship Payments

All Congress Sponsorships will be billed at 100% upon selection and execution of the sponsorship contract. Payment is due no later than 30 days from the date of order. Failure to make full payment by this date will result in the item being placed back into inventory for another party to purchase, and Industry Supporters will incur cancellation fees for the sponsorships based on the cancellation terms below. Invoices and payment information can be found in the Industry Supporter Resource Center.

Cancelling a Sponsorship

To cancel a Sponsorship, Industry Supporters must submit a Sponsorship Cancellation Form. Sponsorship cancellation fees will be charged based on the following schedule:

Cancellation Date	Penalty Fee Due
On or before Dec. 4, 2026	50% of total sponsorship fee
Dec. 4, 2026 or after	100% of total sponsorship fee

Participation Termination and Financial Obligations

If an Industry Supporter is removed from the event due to a violation of the Industry Supporter Policies, all fees paid—including booth fees, sponsorship fees, registration fees, and any fees incurred for onsite services and logistics—are non-refundable. The Industry Supporter remains responsible for any outstanding balances owed to Show Management or its vendors, and any reasonable costs incurred in enforcing this Agreement.

Chargebacks and Disputed Payments

If an Industry Supporter disputes a charge or requests a chargeback after Show Management has held their booth space, granted event access, or allowed move-in, they are still responsible for all fees owed under this Agreement. Any amounts recovered through a chargeback must be paid back to Show Management, including any costs incurred in the process. Industry Supporters who file improper chargebacks or leave balances unresolved may not be permitted to participate in future events.

Booth Design Requirements

Every booth space should allow for the visibility of fellow supporters. To ensure that every Industry Supporter has reasonable sight lines to the aisle, the following policies for booth construction have been adopted. All booth backgrounds must conform to the standards set by the International Association of Exhibitions and Events.

Booth Drawings

Congress requires **all** booths regardless of size and type to submit drawings, plans, renderings, and/or pictures of their booth to Show Management via the designated form. If Show Management does not receive adequate booth drawings, Show Management will not be able to approve your booth. If booth drawings are not submitted by the deadline, Show Management has the right to modify or prohibit the construction of the booth. Any additional cost will be at the Industry Supporter's expense.

Inline Booths (Leader, Achiever, Contributor, and Non-Profit)

To be considered adequate, booth drawings for inline booths must include the following:

- Front or top orientation
    - This may be a picture of the booth
- Dimensions (i.e., height/width) for all items inside the booth
    - This must be in feet and/or inches
- An indication of whether the booth will be used for retail or resale purposes

Industry Supporters planning to conduct any in-booth activities must also comply with the specific requirements governing those activities. This may include, but is not limited to, food and beverage service, presentations, demonstrations, retail or resale sales, or other promotional activities. Specific information can be found in the In-Booth Activities Regulations section.

Island Booths (Trailblazer and Innovator)

To be considered adequate, booth drawings for island booths must include the following:

- Top, side, and front orientation
- Concept and construction renderings
- Dimensions (i.e., height/width) for all items inside the booth and any applicable setbacks
    - This must be in feet and/or inches
- Rigging plans for any hanging lighting, signage, etc.
    - Must include any supplemental lighting requests
- Designated areas within the booth
    - This must include any areas for presentations/theaters/hands-on demos, food and/or beverage distribution, retail/resale, and meeting rooms
- Indication of whether the booth will be used for retail or resale purposes

Industry Supporters with island booths may also need to submit adequate drawings, plans, or renderings of their booth to the fire marshal and the facility for approval if requested.

Island booths must keep all overhead elements, including, but not limited to, lighting, truss, and signage, within the contracted booth space and/or the airspace directly above it. Please refer to the Hanging Signs and Banners section for more information.

Industry Supporters planning to conduct any in-booth activities must also comply with the specific requirements governing those activities. This may include, but is not limited to, food and beverage service, presentations, demonstrations, retail or resale sales, or other promotional activities. Specific information can be found in the In-Booth Activities Regulations section.

Booth Carpeting/Flooring

Booth space does not include carpeting/flooring. Industry Supporters are required to have carpeting/flooring that covers the entire footprint of their contracted booth space. Carpet/flooring may be ordered through the official GSC using forms provided in the Service Manual.

All flooring must be the exact size of the Industry Supporter's full booth and be properly secured to prevent trip hazards. If carpeting doesn't cover the entire booth, is too large for the booth space, or a booth is not fully carpeted by noon on Thursday, Show Management will require the Industry Supporter to purchase carpeting from the General Service Contractor at the Industry Supporter's expense. If the Industry Supporter cannot be contacted, carpet will be placed on their behalf and the Industry Supporter will be responsible for any expense.

Please be aware that Congress does not carpet all the aisles. Only the main aisle and thoroughfares will be carpeted.

Hanging Signs and Banners

Hanging signs are prohibited within the Exhibit Hall for Congress 2027. This prohibition includes, but is not limited to, signage, graphics, or structures suspended from the ceiling, truss, or other rigging above an exhibit space. Rigging or hanging sign orders submitted to the General Service Contractor will not be processed.

Line-of-Sight Requirements

Inline Booths (Leader, Achiever, Contributor, and Non-Profit)

For inline booths, supporters must comply with the following policies:

- All displays and counters in the front half of the booth may only go up to 4’ in height.
- All displays in the back half of the booth may only go up to 8’ in height.

Show Management reserves the right to require Industry Supporters to move or adjust any booth element based on an onsite review to ensure compliance with these line-of-sight requirements, at the Industry Supporter's expense.

Island Booths (Trailblazer and Innovator)

Backgrounds, displays, towers, and structures may not exceed 10' in height. This limit applies to all components and properties of the booth, including fixtures and overhead- or ground-supported signs.

Show Management reserves the right to require Industry Supporters to move or adjust any booth element based on an onsite review to ensure compliance with these line-of-sight requirements, at the Industry Supporter's expense.

Clear See-Through Requirement

All island booths must maintain at least 25% clear see-through, floor to ceiling, on each of the four sides. This means an attendee standing outside any one side—front, back, or either side—must be able to see clearly through at least 25% of any side to the opposite side of the booth.

This 25% does not need to be continuous. For example, a 20' x 20' booth needs 5' of clear see-through per side, which can be made up of several sections (e.g., 1' + 1' + 3' = 5').

Items shorter than 4' tall and hanging signs do not count as obstructions to this requirement.

Setback Requirements

Items exceeding 8' in height must maintain a minimum setback of 1’ from any booth side that’s 20' or 30' in length. Setback requirements are calculated separately for each booth space side based on the length of that side.

Multi-level Displays

Congress does not allow multi-level displays.

Structural Integrity

All booths should be designed and erected to withstand normal contact or vibration caused by neighboring supporters, hall laborers, or installation/dismantling equipment, such as forklifts. Booths should be able to withstand moderate wind effects that may occur in the Exhibit Hall when freight doors are open. Refer to local building codes that regulate temporary structures.

Industry Supporters should ensure that any components such as tables, racks, or shelves are designed and installed properly to support the product or marketing materials. For booths visible from other levels or overhead, Industry Supporters must ensure the booth presents a finished look from above, with enclosed cables, raw wood, and unpainted surfaces concealed.

Vehicles on the Show Floor

Any Industry Supporter that wants to bring a vehicle into the Exhibit Hall must obtain approval from Show Management. Please defer to the facility's rules regarding safety procedures and load-in/load-out procedures. Contact your Show Management if you are considering bringing a vehicle into the Exhibit Hall.

In-Booth Activities Regulations

Audio-Visual Equipment

Setback Requirements

Monitors for videos, presentations, or any other visual system may be used, provided they follow all applicable setback requirements. Industry Supporters must include audio-visual plans with their booth drawings and must clearly show how all setback requirements are being met. Screens or displays larger than 17 inches (measured diagonally) must meet the following setback requirements:

- **Inline Booths (Leader, Achiever, Contributor, and Non-Profit)**
  - Screens/displays must be placed at least three feet (3') from *the front edge* of the booth.
- **Island booths (Trailblazer and Innovator)**
  - Screens/displays must be placed at least three feet (3') from *any edge* of the booth.

Screens 17 inches (measured diagonally) or smaller do not have to follow these setback rules.

Preventing Aisle Congestion

If a digital display is interactive, attendees must be able to fully stand within an Industry Supporter's booth space when interacting with the screen. Industry Supporters should also account for any lines that may form while attendees are waiting to use interactive displays and ensure those lines remain within the boundaries of their booth space. Compliance with this requirement is subject to onsite review and Show Management may require modifications at the Industry Supporter's expense.

Sound Limits

Audio output from AV equipment, monitors, speakers, and other sound systems must not exceed 80 decibels or the facility's limit, whichever is lower, when measured from the aisle immediately in front of the booth. Where feasible, speakers must be positioned to direct sound into the booth rather than toward the aisle or neighboring booths.

No copyrighted music may be used with any AV equipment or presentation unless the Industry Supporter has obtained written permission from the copyright owner for such use (see Music Licensing).

Violations

At Show Management's discretion, companies found in violation of the audio-visual policy will be asked to lower the sound level and/or keep attendees within their contracted booth space. If the sound level remains unchanged or aisle congestion continues after the first warning, Show Management may require the presentation or display to be shut off. If the activity fails to cease, the Industry Supporter may be removed from the event. Removed Industry Supporters will not be refunded for any related costs and will be responsible for any fees associated with the shutdown and/or removal. Participation in future Congresses will be at Show Management's discretion.

Booth Entertainment and Attractions

The use of celebrities who are not routinely employed as spokespersons for the Industry Supporter is *strongly* discouraged by Show Management.

The use of mascots, robots, magicians, fortune-tellers, dancers, mimes, puppet shows or other entertainment of this nature is prohibited unless an Industry Supporter has written permission from Show Management. Show Management reserves the right to restrict activities that it deems inappropriate or unprofessional.

Preventing Aisle Congestion

Approved entertainment and attractions must remain within the Industry Supporter's contracted booth space at all times. If an Industry Supporter wants these attractions to engage with attendees, the engagement must take place entirely within the boundaries of the Industry Supporter's contracted booth space. Industry Supporters should also account for any lines that may form while attendees are waiting to interact with the entertainment/attraction and ensure those lines remain within the boundaries of their contracted booth space. Compliance with this requirement is subject to onsite review and Show Management may require modifications at the Industry Supporter's expense.

Violations

At Show Management's discretion, companies found in violation of the entertainment and attractions policy will be asked to contain all interactions to fully within their contracted booth space and/or ensure attendees are not forming lines in the aisles. If aisle congestion continues after the first warning, Show Management may require the booth entertainment/attraction to cease. If the activity fails to cease, the Industry Supporter may be removed from the event. Removed Industry Supporters will not be refunded for any related costs and will be responsible for any fees associated with the shutdown and/or removal. Participation in future Congresses will be at Show Management's discretion.

Biological Waste Disposal

The use of biological tissue, organs, or body parts must be pre-approved in writing by Show Management prior to the show. Biological waste brought into the facility is the ultimate responsibility of the Industry Supporter. The Industry Supporter must adhere to all local, state, and federal laws and regulations governing the transportation, storage, and disposal of their biological waste including, but not limited to, those enforced by the Occupational Safety and Health Administration (OSHA), the Environmental Protection Agency (EPA), and the U.S. Department of Transportation (DOT). All medical and biological waste must be disposed of in accordance with the guidelines of the city in which Congress is taking place and must be handled by a licensed medical waste transporter. The Industry Supporter is responsible for all disposal costs. Please reach out to Show Management if you need pre-approval for the use of biological tissue, organs, or body parts.

Distribution of Pharmaceutical Products

All sales, dispensing, and/or delivery of pharmaceutical products of any kind are strictly prohibited. Violation of this policy will result in the immediate removal from the event, termination of the contract and closing of the offending booth. The Industry Supporter will also forfeit all money paid to Congress and all accrued priority points. Congress is not responsible for any additional expenses the Industry Supporter may incur. It is at the sole discretion of Show Management or their assigned representatives to prohibit participation in future Congresses by offending Industry Supporters.

Drones

Congress strictly prohibits the operation or use of drones and other unmanned aerial vehicles (UAVs) anywhere within the facility.

Flashing Lights and Other Prohibited Items

The use of flashing lights, megaphones, loudspeakers or other noisy or undignified displays (i.e., excessive noise, heat, light, or pollution emanating from booths) is prohibited. Helium balloons, sand, glitter, confetti, popcorn, nuts in shells, fried foods (cooked in booth), live animals (except pre-approved booths and service animals for individuals with disabilities), or any other items that are prohibited at the facility, are not allowed. Show Management reserves the right to add other prohibited items at any time and to make the final decision.

Food and Beverage

All food and beverage must be served within the limits of the contracted booth space, and must be ordered through, and approved for distribution by the official catering vendor, including alcohol. To maintain a clean and accessible exhibit hall, the following requirements apply:

- Prior approval for alcoholic beverages is required by Show Management.
- No popcorn machines, fried foods (cooked in booth), or nuts with shells may be served from any booth.
- Adequate trash receptacles and porter/cleaning personnel must be provided by Industry Supporters. If Show Management deems that more porter/cleaning services are needed due to food and beverage in your specific booth all fees will be charged back to Industry Supporter.
- Hospitality may not interfere with the access to neighboring booths.

Setback Requirements

Industry Supporters must include food and beverage plans with their booth drawings and must clearly show how all setback requirements are being met.

Food and beverage displays, tables, or service areas must maintain the following setback:

- **Inline Booths (Leader, Achiever, Contributor, and Non-Profit)**
  - Displays, tables, or services areas must be placed at least three feet (3’) from *the front edge* of the booth.
- **Island booths (Trailblazer and Innovator)**
  - Displays, tables, or services areas must be placed at least three feet (3’) from *any edge* of the booth.

Preventing Aisle Congestion

When securing food and beverage, Industry Supporters must include plans to prevent attendees visiting their booth from congesting the aisles and disrupting neighboring booths. Congestion in the aisle is a safety hazard and is monitored by the facility and local fire marshal. Attendee congestion in the aisles outside a booth is an indicator of the need for a larger booth, which may be required by Show Management for the Industry Supporter to participate in future Congresses. Show Management may require the Industry Supporter to hire security or add a stanchion to control any lines in the aisles at the Industry Supporter’s expense.

Product Sampling

Industry Supporters who wish to distribute samples of their own food or beverage products are exempt from ordering those samples through the official catering vendor. However, all other requirements in this section still apply, including approvals, sanitation, staffing, waste management, and any operational procedures. Industry Supporters are responsible for contacting the official catering vendor to check whether a corkage fee applies.

Violations

At Show Management's discretion, companies found in violation of the food and beverage policy will be asked to contain attendees within their contracted booth space, manage lines, and/or handle any trash/litter resulting from the food or beverage being distributed. If the Industry Supporter remains in noncompliance after the first warning, Show

Management may require the food and beverage activity to cease. If the activity fails to cease, the Industry Supporter may be removed from the event. Removed Industry Supporters will not be refunded for any related costs and will be responsible for any fees associated with the shutdown and/or removal. Participation in future Congresses will be at Show Management's discretion.

Lasers, X-Rays, Liquid Nitrogen, and Ultrasound

The use of lasers, compressed inert gases, and compressed liquids is subject to review and approval by Show Management and the facility. All requests must be submitted in writing to Show Management and must include the nature of the process or equipment to be demonstrated, the quantity of equipment, proof of insurance, and an explanation of how the demonstration will avoid hazards to people or nearby objects.

Use of liquid nitrogen is permitted only with prior written approval and must comply with the facility's safety requirements for handling and securing cryogenic materials.

Ultrasound scanning demonstrations on human models are permitted, provided the models are not harmed by single or repeated applications and there is no danger to booth personnel, surrounding booths, or attendees.

The operation of X-ray and radiographic equipment is prohibited.

Laser companies may not operate carbon dioxide, argon, helium-neon, or other lasers in a therapeutic or treatment mode unless they provide a suitable, enclosed demonstration space and eye protection for viewers and operators. Large, prominent warning signs must be displayed to advise viewers of laser use, and the Industry Supporter must provide sufficient personnel to ensure the safety and control of viewers and operators. Sound from laser operation must not exceed 80 decibels, or the facility's limit if lower, when measured from the aisle immediately in front of the booth.

Music Licensing

Show Management does not obtain any music license authorizing the performance of live or recorded music on the show's premises. Industry Supporters hereby warrants and represents that no copyrighted music will be performed, whether live or recorded, in any location, including the show floor, conference rooms, or business/hospitality suites, during the show dates, unless the Industry Supporter has obtained written permission from the copyright owner for such use. To obtain music licenses, please visit ASCAP or BMI.

Should an Industry Supporter violate this policy, Industry Supporter agrees to indemnify, save, hold harmless, defend, and bear all expenses incurred by Show Management, the American Gastroenterological Association (AGA), and the Crohn's & Colitis Foundation (the Foundation), and their respective directors, officers, agents, employees, and each of them, from and against any and all claims, costs and expenses (including legal fees and expenses), demands, actions, and liabilities of every kind and character whatsoever with respect to the unauthorized use of copyrighted music.

Presentations, Demonstrations, and Interactive Activities

In-booth presentations, demonstrations, and interactive activities, including live interviews, games, and hands-on product demonstrations, are permitted only with Show Management's prior approval. Such activities must remain entirely within the contracted booth space, and Industry Supporters are responsible for ensuring that attendees viewing or participating in the activity do so from within the booth space at all times, without queuing, gathering, or otherwise occupying aisles or neighboring booth spaces. Requests for approval must be submitted to Show Management through the designated form.

Supporters planning a live booth presentation or activity must adhere to the following guidelines:

- Presentations and activities must take place during posted show hours only.

- A proposal, including times and length of presentations and the proposed speakers and topics, must be submitted to Show Management for approval.
- Non-profit organizations are not eligible for live booth productions regardless of booth size.
- Show Management reserves the right to discontinue and/or suspend any booth activity, demonstration, or presentation at any time at its sole discretion.
- Industry Supporters shall be responsible for the safety of all individuals participating in and/or viewing these activities.

Setback Requirements

The presentation, demonstration, or activity must take place entirely within the confines of the contracted booth space, and must follow the booth requirements below:

- **Inline Booths (Leader, Achiever, Contributor, and Non-Profit)**
  - All displays, tables, showcases, signs, and/or booth materials must be placed at least five feet (5') from *the front edge* of the booth.
  - Presentations/demonstrations are prohibited within a 6'×8' booth unless the Industry Supporter receives prior written approval from Show Management.
- **Island Booths (Trailblazer and Innovator)**
  - All displays, tables, showcases, signs, and/or booth materials must be placed at least five feet (5') from *any edge* of the booth.

These setback requirements are the minimum distance required for submitted designs to ensure that all attendees viewing or participating in the presentation, demonstration, or activity are within the contracted booth space.

Sound Limits

The use of sound equipment in booths is permitted if the noise level does not disrupt the activities of neighboring Industry Supporters. Speakers and other sound devices must be positioned to direct sound inward (to be contained within the booth) rather than outward (toward aisles and other booths). Sound volume must not exceed 80 decibels or the facility's limit, whichever is lower, when measured from the aisle immediately in front of the booth. If an Industry Supporter or an attendee is standing within ten feet of an Industry Supporter's booth and cannot carry on a normal voice-level conversation, the noise source is too loud.

At the discretion of Show Management, those companies determined to be in violation of sound restrictions will be asked to reduce the sound level and/or to direct attendees within the parameters of the booth. After the first warning, if the sound level remains unchanged and/or aisle congestion persists, Show Management may require the presentation or activity to be terminated. Industry Supporters will not be refunded for any related costs and will be responsible for any fees associated with the shutdown. No copyrighted music may be used unless the Industry Supporter has obtained written permission from the copyright owner for such use (see Music Licensing).

Preventing Aisle Congestion

Industry Supporters must purchase booth space of sufficient size to accommodate attendance at demonstrations, presentations, and interactive activities. Attendees may not stand or form lines in the aisles, and all activity participants must be accommodated within the boundaries of the booth. Show Management reserves the right to require an Industry Supporter to maintain a minimum booth size, or to increase its booth size, so that all activities can be conducted without disrupting neighboring booths or causing aisle traffic.

If crowds or lines extend into the aisles, Show Management may require the Industry Supporter to modify or cease the activity, or hire security to manage traffic at the Industry Supporter's expense. Show Management also reserves the right, at its sole discretion, to discontinue an activity or close a booth if surrounding booths are disrupted by the activity.

Violations

At Show Management's discretion, companies found in violation of the presentations and demonstrations policy will be asked to lower the sound level and/or keep attendees within their contracted booth space. If the sound level remains unchanged and/or aisle congestion continues after the first warning, Show Management may require the presentation or display to be shut off. If the activity fails to cease, the Industry Supporter may be removed from the event. Removed Industry Supporters will not be refunded for any related costs and will be responsible for any fees associated with the shutdown and/or removal. Participation in future Congresses will be at Show Management's discretion.

Promotional Products, Contests, and/or Lotteries

Promotional products, contests, and lotteries are permitted with Show Management's prior approval, provided the activity is consistent with the character of the meeting, gastroenterology, and its related fields. Requests for approval must be submitted to Show Management via the designated form.

Distributing badge lanyards is strictly prohibited.

For contests and lotteries, Industry Supporters are solely responsible for notifying winners and alcohol may not be offered as a prize. Industry Supporters are also responsible for any applicable permits, occupational licenses, and city/state sales taxes.

Show Management reserves the right to restrict activities that it deems inappropriate or unprofessional.

Right to Inspect

Show Management reserves the right to inspect any booth, display, materials, samples, demonstrations, and promotional activity at any time before or during the event. If Show Management determines that an Industry Supporter has misrepresented its business, is displaying unapproved or prohibited products or services, or is otherwise violating event policies, Show Management may take any of the following actions: restrict the display, require immediate corrections, remove prohibited materials, suspend booth operations, or require the Industry Supporter to pack up and leave the event immediately and surrender all show badges. Show Management is not responsible for any costs or losses an Industry Supporter may incur as a result of these actions, and no refund will be issued.

Retail/Resale Booths

Approval

Retail sales of goods by Industry Supporters must be approved by Show Management. Any Industry Supporter who has not gained approval to conduct retail sales at Congress may have their booth closed by Show Management at any time. Requests for approval must be submitted to Show Management via the designated form.

If Show Management determines that a booth requires additional space due to the volume of products or materials on display, the Industry Supporter may be required to increase their booth size or, if unable or unwilling to do so, may have their contract terminated.

All inventory within the contracted booth space must be kept in an orderly fashion. Industry Supporters may be required to store product/materials out of sight if Show Management determines it is not being maintained in an orderly fashion.

Setback Requirements

All retail/resale booths must follow the requirements below:

- **Inline Booths (Leader, Achiever, Contributor, and Non-Profit)**
    - All displays, tables, showcases, signs, and/or booth materials must be placed at least five feet (5') from *the front edge* of the booth.
    - Retail/resale is prohibited within a 6'×8' booth unless the Industry Supporter receives prior written approval from Show Management.

- **Island Booths (Trailblazer and Innovator)**
    - All displays, tables, showcases, signs, and/or booth materials must be placed at least five feet (5’) from *any edge* of the booth.

These setback requirements are the minimum distance required for submitted designs to ensure that all business is conducted within the booth space. When submitting their booth for approval, Industry Supporters must clearly designate the area in their booth which will be used for retail.

Preventing Aisle Congestion

Retail/resale Industry Supporters must purchase booth space of sufficient size to accommodate their inventory, anticipated customer volume, and ensure attendees do not stand or form lines in the aisles. If Show Management determines onsite that a booth's volume of products or materials exceeds the booth's contracted footprint, the Industry Supporter must immediately reduce the products or materials on display to bring the booth into compliance. If attendee interactions are causing congestion in the aisles, the Industry Supporter must take immediate corrective action to confine all engagement within the booth space.

Show Management also reserves the right, at its sole discretion, to close a retail/resale booth if surrounding booths and/or aisles are disrupted by its sales activity.

Cash Sales and Sales Tax

Industry Supporters must follow all facility guidelines regarding cash and cash sales. If additional security is required by the facility for cash sales, the Industry Supporter is responsible for obtaining the necessary security, as well as any associated fees.

Additionally, Industry Supporters engaging in retail/resale activity are responsible for all pertinent business licenses, certificates, sales permits, and taxes required by the city and state in which Congress is taking place.

Violations

At Show Management's discretion, companies found in violation of the retail/resale policy will be asked to reduce the volume of products or materials in their booth, ensure that customers are not forming lines in the aisles, and/or contain all transactions fully within their contracted booth space. If products exceed the booth's contracted space or aisle congestion continues after the first warning, Show Management may require the retail or resale activity to cease. If the activity fails to cease, the Industry Supporter may be removed from the event. Removed Industry Supporters will not be refunded for any related costs and will be responsible for any fees associated with the shutdown and/or removal. Participation in future Congresses will be at Show Management’s discretion.

Badges & Booth Personnel

Badge Types and Access

Industry Supporters are able to register for two types of badges:

- **Industry Supporter (EX)**
    - Provides access to the Exhibit Hall during posted move-in, move-out, and official show hours
    - Access is limited to the Exhibit Hall only (does not include scientific sessions)
    - Complimentary; included as part of your exhibit space contract
- **Industry Supporter Attendee (EA)**
    - Includes the same Exhibit Hall access as the Industry Supporter (EX) badge
    - Also grants admission to non-ticketed scientific sessions
    - Not complimentary; an additional charge applies per badge

Industry Supporters must wear their official Congress badge at all times while in the facility.

Badge Alterations and Reproductions

Badges may not be altered in any way, including attaching a business card or other item to them. Anyone found wearing an unofficial badge, another person's badge, a badge with an item attached, or a badge that has been defaced will be escorted from the facility and required to surrender the badge. Show Management will put a hold on the badge to prevent it from being reprinted. If asked to surrender a badge, the Industry Supporter will no longer have access to the Exhibit Hall and/or Congress sessions. Congress will not issue a refund in this circumstance and is not responsible for any travel, transportation, or other related expenses.

Reproducing or duplicating official badges is strictly prohibited. Any individual or company found in possession of a fake badge will be asked to leave the event, and doing so may jeopardize that individual's or company's ability to participate in future Congresses.

Booth Permissions

Industry Supporters may not enter another Industry Supporter's booth without permission. Each Industry Supporter has the right to require attendees, press, other Industry Supporters, or any other persons to leave their booth at any time. This restriction does not apply to Show Management, which retains the right to enter any booth at any time.

Booth Staffing Requirement

Booths must always be staffed during posted show hours. Companies that do not keep their booths staffed and operating during posted hours may receive a violation.

Booth Staff Conduct

All Industry Supporter are expected to conduct themselves professionally at all times while in the facility. This includes treating attendees, fellow Industry Supporters, and Show Management with courtesy and respect.

Profanity, offensive language, and inappropriate behavior of any kind will not be tolerated. Industry Supporters should conduct themselves in a manner that reflects positively on their company and the event as a whole.

Show Management reserves the right to take corrective action against any individual or company whose conduct violates this policy, up to and including removal from the event and restriction from future participation. In this circumstance, Congress is not responsible for any travel, transportation, or other related expenses.

Booth Staff Dress Code

Industry Supporters and vendors/staff contracted by Industry Supporters must adhere to Congress' business casual dress code for the duration of the event. Show Management shall be the sole arbiter of this policy and of any disagreements. The Industry Supporter shall abide by any decision relating to suitable attire made by Show Management.

General Policies

Children in the Exhibit Hall

Children aged six months to 12 years old are not permitted in the Exhibit Hall. Infants under the age of six months are permitted in the hall if they are in a front/back child carrier. Strollers are not permitted in the Exhibit Hall. No one under the age of 18 is permitted to be in the Exhibit Hall during move-in and move-out.

DDW Name and Logo Usage

The Congress logo **may not** be used in any promotions, advertisements, meeting materials or correspondence.

Use of the Crohn's & Colitis Congress® (or Congress) name requires Show Management's approval, which may be granted or denied at DDW's discretion if Show Management deems the use inappropriate.

If approved, the registered trademark (®) must be present in superscript after the name on its first use within the document. It does not need to be repeated after that, unless the name appears in a headline or caption.

The use of CCC or CCC® is strictly prohibited. The shorthand name for Crohn's & Colitis Congress® is just "Congress".

Event Disruption

Industry Supporters may not disrupt the Event, whether in person or through any online media or platform connected to the Event. Prohibited conduct includes sustained or repeated interruption of sessions or presentations, harassment or threats directed at speakers, attendees, or staff, and/or sexualized language or imagery. Show Management reserves the right, at its sole discretion, to remove any Industry Supporter whose conduct disrupts the orderly operation of the Event.

Food and Drug Administration (FDA) Regulations

It is the responsibility of each Industry Supporter to comply with FDA regulations. Please contact the Regulatory Affairs Department with any questions on Food and Drug Administration guidelines.

Office of Prescription Drug Promotion (OPDP)
Food and Drug Administration
Center for Drug Evaluation and Research
Email: CDER-OPDP-RPM@fda.hhs.gov
Phone: 301-796-1200
Office: 10903 New Hampshire Avenue, Silver Spring, MD 20993-0002
Mailing address for regulatory submissions: 5901-B Ammendale Road, Beltsville, MD 20705-1266
Website: https://www.fda.gov/about-fda/cder-offices-and-divisions/office-prescription-drug-promotion-opdp

Congress is not responsible for monitoring or approving Industry Supporter product displays and advertising as it relates to FDA compliance. Congress will follow FDA instructions from official personnel at the meeting relating to correcting any violation of FDA policy by an Industry Supporter, including closing and removal of a booth from the Show.

Health and Safety

Congress will follow local health and safety requirements in effect at the time of the meeting. Health and safety protocols are subject to change.

Image and Likeness Rights

By registering, attending, and/or participating in the Event, Industry Supporters consent to and grant to Congress, the unrestricted, perpetual, worldwide, royalty-free, and transferable right and license to use and to distribute (both now and in the future) their image and/or voice in photographs, videos, electronic reproductions, and audio recordings (both live and on demand) of the Event.

Photography and Recording Restrictions

Industry Supporters shall not photograph, record audio, or video any portions of the Event without the prior written consent of Show Management. Industry Supporters may request permission in writing from Show Management to

photograph their own booth for internal marketing purposes only. Industry Supporters are strictly prohibited from photographing other Industry Supporters' booths.

Press and Media

The Congress logo may not be used in any promotions, advertisements, meeting materials, or correspondence.

Use of the Crohn's & Colitis Congress® (or Congress) name is permitted only with Show Management's approval, which may be granted or denied if Show Management deems the use inappropriate. If approved, Industry Supporters may make verbal or written reference to their participation in the Event in their marketing materials. The registered trademark symbol (®) must appear in superscript after the name on its first use within the document; it does not need to be repeated after that, unless the name appears again in a headline or caption. The use of CCC or CCC® is strictly prohibited. The shorthand name for Crohn's & Colitis Congress® is just "Congress".

Congress may include Industry Supporters' names and logos in its own marketing and advertising materials for the Event.

Sponsorships

Sponsorship Artwork and Production

All sponsorship artwork must be approved by Show Management. Production information for all sponsorships can be found on the Congress Envision Site, and final artwork upload instructions will be provided during the artwork approval process.

Artwork submitted after the published deadline may be subject to late/rush fees or may not be fulfilled. If a late submission can still be fulfilled, the associated fees will be billed after the show concludes. Show Management can provide fee estimates upon request but is not liable if the actual late/rush fee exceeds the estimate provided. If a sponsorship cannot be fulfilled due to late artwork, the partner/agency remains responsible for paying 100% of the sponsorship fee.

Out-of-Home, Hotel, and City-wide Advertising

Show Management has established an advertising policy which applies to any property outside the facility, which all Industry Supporters must follow. This policy applies to, but is not limited to, airports, hotels (including hotel room drops), transit, billboards, taxi/van wraps, and pedicabs.

Congress has established a two-mile radius off-site marketing policy around the facility. This policy protects Congress' brand and show integrity and protects paid Industry Supporters from non-exhibiting companies encroaching on Congress events, scientific sessions, and other activities taking place during the meeting.

Industry Supporters interested in advertising outside of the facility or within the host city are required to work with the official Congress vendor. Congress will work directly with the supporter and a third-party vendor on a collaborative solution that adheres to Congress' off-site advertising policy and meets the goal of the supporter's marketing plan.

Industry Supporters who do not abide by this policy will be subject to action outlined in the Congress Policies, under Violations.

Industry Supported Programming (ISP)

Product Theaters

Product Theaters are turnkey, 30-minute marketing presentations about a supporter's products or services. These sessions do not offer CME credits; rather, they provide an opportunity for supporters to create a presentation centered on their products or services.

Only Industry Supporters who have secured exhibit space are eligible to apply for a Product Theater slot, subject to availability and adherence to all published guidelines. In the event a company reserves an exhibit space but cancels prior to Congress or is a no-show on the exhibit floor, permission to hold the Product Theater will be revoked. This policy will be strictly enforced, no refunds will be given, and any violation will result in the loss of priority points earned for the supporting company.

Satellite Symposia

Satellite Symposia are independent educational events held during the Crohn's & Colitis Congress® (Congress) and are intended to complement the official scientific program. They offer a unique opportunity to present content before or after Congress sessions and may provide CME/CE credit. The Satellite Symposia or any portion of the event, including registration, food and beverage, and question-and-answer sessions, may only be held before 7:30 a.m. or after 6 p.m. during a designated timeslo**t.**

ISP Artwork Disclaimer Requirements

If a sponsorship or promotional marketing piece is promoting either a Product Theater or Satellite Symposium, it must include the following:

- Industry sponsors/supporters must be listed on all web and printed materials.
- Web and printed materials must bear the following information: Sponsored by…, Supported by…, or coordinated by…
- Advertisements, promotions, or invitations for **Satellite Symposia** must bear the following statement: "The Satellite Symposia content and views expressed therein are those of the sponsor and not of Crohn's & Colitis Congress®."
    - This statement must appear on the cover/front page of any copy using at least a 10 pt font size.
- Advertisements, promotions, or invitations for **Product Theaters** must bear the following statement: "The Product Theater content and views expressed therein are those of the sponsor and not of Crohn's & Colitis Congress®."
    - This statement must appear on the cover/front page of any copy using at least a 10 pt font size.

Priority Points

Purpose of Priority Points

Priority points serve as the basis for scheduling the assignment and selection of booth space. Industry Supporters who have accumulated the highest number of priority points are given first access to the available space.

Earning Priority Points

Your company will earn points by:

- **Continuous Supporter**: Three (3) points for exhibiting at Congress each year.
- **Total Spend**: One (1) point for every $1,000 spent on booth packages and sponsorships.

Tiebreaker

In the event of a tie, priority is given to the Industry Supporter with the longest history of consecutive, year-after-year show participation.

Point Deductions for Violations

Priority points may be subtracted from Industry Supporters for violations of the Congress policies. All decisions about the removal of points are at the sole discretion of Show Management and will be explained in writing to the Industry Supporter.

Points After Mergers and Acquisitions

Existing Industry Supporters that merge with another company, or are acquired by another company, will maintain the highest number of priority points between the two companies as their new Priority Point total.

Violations

Policy Enforcement Penalties

Violation of any of these Policies by an Industry Supporter, its employees or agents shall, at Show Management's sole discretion, result in forfeiture of the Industry Supporter’s right to participate in the Event, and the Industry Supporter shall forfeit all monies paid or due. Upon such violation, Show Management may take possession of the space occupied by the Industry Supporter, collect all Industry Supporter badges, and remove all persons and goods at the Industry Supporter’s risk. The Industry Supporter shall pay for all expenses and damages that Congress may incur as well as any vendor fees associated.

Congress employs various partners/vendors to assist with the operations and production of this event. Any request from Congress vendors to include the general service contractor, facility staff, fire marshal, law enforcement, floor managers, security representatives or any other official show vendor must be followed. Any questions should be presented to Show Management in the Industry Supporter Headquarters. Show Management representatives are always onsite and available to answer questions or to resolve issues.

Local labor laws apply and must be followed at all times.

All exhibiting companies, their third-party partners, and booth personnel are expected to comply with all policies set forth by Show Management.

Late Move-In and No-Shows

Any booth not occupied by 12 p.m. Thursday without Show Management’s pre-approval for late set-up is deemed a no-show and canceled. Congress may use the vacant space as it sees fit, with no refund owed, and will remove and store any exhibit materials left in the booth or on the loading dock at the Industry Supporter's expense. The space may be reassigned or resold at Show Management's discretion.

The Industry Supporter still owes 100% of the contracted booth space fee as liquidated damages and forfeits all priority points for the Show. Unpaid cancellation fees make the Industry Supporter ineligible for future Congresses until the balance is paid. The Industry Supporter remains responsible for any outstanding balances owed to any official Congress vendors.

Early Move-Out

Dismantling may not begin before 10:30 a.m. Saturday; doing so forfeits any priority points earned. Supporters must be fully packed, file shipping paperwork at the On-Site Service Desk, and call carriers by the time set in the Service Manual.

Undocumented freight left after the last move-out day will be shipped via the General Service Contractor at the Supporter's expense.

Cancellations and Defaults

Any cancellation or default, including a no-show, revokes all badges, hotel rooms, and related activities (ancillary events, Product Theaters, Satellite Symposia, etc.), with cancellation fees applying. Supporters who fail to occupy and furnish their space will also be charged for Congress' cost to convert their booth space into a lounge.

Outboarding and Suitcasing

To protect its Industry Supporters, Congress strictly prohibits outboarding and suitcasing, defined as follows:

- **Suitcasing:** Soliciting or conducting business by any individual, attendee, or company that has not purchased a booth within the exhibit facility, an official Congress hotel room, hospitality suite, restaurant, club, or any other public place of assembly.
- **Outboarding:** Scheduling or hosting an event, by any individual, attendee, or company, that competes with an event officially sanctioned by Congress.

These activities undermine the success of Congress by drawing attendees away from official events. Suitcasing and outboarding create an unfair advantage over participating exhibitors while reducing revenue that supports Congress programs and keeps attendee education costs low.

Violations will result in the following penalties, communicated in writing:

1. **First Offense:** A hold is put on the individual's registration file, and a written notice is sent to the individual and their company.
2. **Second Offense:** A written letter of reprimand is sent to the individual and their company, and the individual is barred from attending Congress.
3. **Third Offense:** All representatives of the company are barred from attending Congress for 24 months, unless Show Management determines that extenuating circumstances warrant an exception.

Show Management will notify each violating party in writing of the infraction and penalty and will maintain records of all marked registration files. Suspected violations may be reported through Congress' online reporting form, and Show Management will investigate and respond to all submissions.

Contractors, Facilities, and Labor

Service Manual

The Service Manual will be available online in January. Once it is available, Industry Supporters will be able to access the Service Manual through the Industry Supporter Portal. The Service Manual includes order forms for material handling, furnishings, carpet, additional drape, floral, audio/visual, catering, utilities, and lead retrieval.

Booth and Sponsorship Labor

Industry Supporters shall utilize proper authorized labor for the installation, dismantling, and operation of all exhibits and sponsorships in accordance with the official policies of Show Management, the official General Service Contractor (GSC), the facility, and all applicable state and local laws. When required by local union agreements binding Congress, the GSC, or the facility, Industry Supporters shall only employ union labor (made available through the applicable official contractor) for the installation, dismantling, and operation of all exhibits and sponsorships. Such requirements, if applicable, will be stated in the Service Manual.

All personnel from the GSC, Exhibitor Appointed Contractors (EACs), and the labor they hire must adhere to the security guidelines set by Show Management and the facility. This may include, but is not limited to, wearing an appropriate show badge or wrist band, possessing company or union photo identification, or obtaining an ID badge or wrist band from the facility.

Exhibitor Appointed Contractors (EACs)

Use of EACs

Industry Supporters who use any company or contractor to provide services on the show floor, other than the General Service Contractor or a vendor whose order form is in the Service Manual, are considered by Show Management to be using an Exhibitor Appointed Contractor (EAC). This may include, but is not limited to, exhibit installation and dismantling, audio-visual, supervisors, technicians, catering companies, photographers/videographers, florists, furniture and flooring providers, and temporary personnel.

Industry Supporters who plan to use an EAC must notify Show Management via the designated form, and the Industry Supporter is responsible for ensuring that Show Management is provided with a valid Certificate of Insurance (COI).

Insurance Requirements

If an Industry Supporter is using an EAC other than the General Service Contractor, the Industry Supporter must submit a valid Certificate of Insurance (COI) via the designate form for each EAC they will be using. Please refer to the form for specific insurance requirements.

Access Requirements

EACs will only have access to the floor during move-in/out, not during the show. Only those EACs that have been identified by an Industry Supporter and provided a valid insurance certificate will be allowed access to the show floor for move-in/out. All others will be denied.

Industry Supporters are responsible for their EACs, including providing them with any necessary information pertaining to the Exhibit Hall (e.g., utilities, order forms, dates, hours, and shipping information). EACs will be responsible for adhering to any facility and/or city regulations, in addition to the Congress Policies.

Official show badges must be obtained and worn for any EAC or their staff to be on the show floor during posted show hours.

Cleaning Services

Congress will provide cleaning service for all aisles. Cleaning service for individual booths should be ordered through the exclusive service provider for all vacuuming and porter services. Booths must be kept clean during Exhibit Hall hours. Debris must not collect on the floor or display area. Industry Supporters serving food and/or beverages must have adequate trash receptacles and porter/cleaning personnel to keep their activity from interfering with neighboring booths or impacting the aisles. Show Management reserves the right to order cleaning services at the Industry Supporter's expense for a booth if deemed necessary. Additional information can be found in the Service Manual.

Electricity and Plumbing

Information on Electricity and Plumbing will be supplied in the Service Manual.

Exhibit Rigging and Hanging Signs

Only the General Service Contractor (GSC), the facility, or the facility designated vendor are authorized to provide rigging services. Rigging of exhibit components, trusses, lighting, and hanging signs is only allowed above island booths, when the facility permits. No hanging or rigging components can exceed the outer boundaries of the booth's perimeter; however, variances may be given based on each facility's overhead rigging points. Booth rigging components, including

truss, motors, lighting of any kind, and signs must also conform to the rules, regulations, and limitations of the facility, Show Management, and the GSC. Components may not extend into the aisles or into a neighbor's booth or airspace above. Booth rigging designs must be submitted to Show Management as part of the booth drawings.

Electrical service for hanging sign motors is not included with the rigging costs and must be ordered separately. Additional information can be found in the Service Manual.

Be sure to include overhead service needs when placing your electrical order.

Freight/Material Handling

Access to the loading docks will be controlled by the General Service Contractor (GSC), the facility, and onsite security to provide and maintain a safe and efficient move-in and move-out schedule. The GSC will provide and operate all material handling equipment, with appropriate labor, to move freight between trucks and booths. All unloading, reloading, and handling of empty containers will be performed by GSC labor. Additional freight information can be found in the Service Manual.

For smaller booths, some facilities offer a personal operating vehicle (POV) program, allowing Industry Supporters to hand carry specific items into the exhibit hall, or an ASUV program (limited to McCormick Place only). Please review the Service Manual for details.

Lead Retrieval

It is the sole responsibility of the Industry Supporter to purchase or secure lead retrieval through our approved registration vendor. Industry Supporters may conduct market research, promotional outreach, and business communication with the leads that are captured. Additional information can be found in the Service Manual.

On-Site Service Desk

The On-Site Service Desk will be open during Exhibit Hall set-up, show dates, and move-out. Supporters may verify and adjust their requirements for installation, furniture, audio/visual and other auxiliary services at the On-Site Service Desk.

Security

Security guards will be stationed in the Exhibit Hall to provide general security for the overall exhibit area. Industry Supporters are responsible for safeguarding their material and equipment against theft. Congress, the General Service Contractor, and the facility are not responsible for any loss, theft, or damage to Industry Supporter property. Show Management strongly recommends that any Industry Supporter planning to display high-value or proprietary items in their booth arrange for security services to monitor their booth for the full duration of the event. If you have high-value or proprietary items in your booth, Show Management highly recommends locking or securing these items out of sight or hiring overnight security for your booth.

During move-in/out, if an Industry Supporter or their Exhibitor Appointed Contractor (EAC) needs to work late or overnight, the Industry Supporter is responsible for ordering additional security, as well as any associated fees. More information on purchasing additional security can be found in the Service Manual.

Show Management recommends scheduling all meetings within the published show times only. Anyone without an official Industry Supporter badge cannot enter the Exhibit Hall until 7:00 am. Additional security, check-in desk, wristband, or other arrangements may be required.

Legal Terms

Americans with Disabilities Act

In compliance with the Americans with Disabilities Act, Congress will make all reasonable efforts to accommodate persons with disabilities. Please contact Show Management to make your arrangements. Industry Supporters shall be responsible for compliance within their assigned space and ensuring access to their booth.

Cancellation of Exposition

It is mutually agreed that in the event of cancellation of Congress due to fire, strikes, governmental regulations, or other causes that would prevent its scheduled opening or continuance of this Agreement shall be terminated. Congress shall determine an equitable basis for the refund of such portion of the exhibit and sponsorship fees as is possible after due consideration of expenditures and commitments already made.

Client Disputes

Show Management will not attempt to settle disputes between Industry Supporters over issues such as trademark violations, sign copy and copyright violation claims. Disputes should be handled through proper legal channels, according to the participating company's policies, and Show Management should be notified immediately.

While Congress reserves the right to order objectionable presentations discontinued unless and until a mutually agreeable presentation may be developed. The Industry Supporter waives any rights or claims of damages arising out of enforcement of this rule. Disputes should be handled through proper legal channels, according to the participating company's policies, and Show Management should be notified immediately.

Data Use

Industry Supporters shall be responsible for compliance with applicable data protection laws protecting the personal data of Event attendees.

Force Majeure

Neither party shall be held responsible for delays or non-performance caused by activities or factors beyond its reasonable control, including, without limitation, war, weather, strikes, lockouts, fires, acts of God, terrorism, cancellation of the Event, or any other activities or factors beyond its control, whether similar or dissimilar to any of the foregoing. If the Event is cancelled pursuant to this provision, refunds will be handled in accordance with the Cancellation of Exposition policy above. Industry Supporters shall not be entitled to reimbursement for out-of-pocket expenses incurred in connection with the Event.

GDPR/Privacy Policy

To the extent that Congress is subject to the requirements of the European General Data Protection Regulation ("GDPR"), Industry Supporters acknowledge that Congress is a data controller (as defined in the GDPR). To the extent that Industry Supporters process personal data in a business context, they are also data controllers and acknowledge their duties under applicable data protection legislation. Industry Supporters understand that Congress has a legitimate interest in contacting Industry Supporters, and in using, publishing, and otherwise processing Industry Supporters' data. Information about how Congress processes personal data can be found here.

Governing Law

This Agreement shall be governed by the laws of Maryland without regard to its conflict of laws principles. The parties hereby agree that any action arising out of this Agreement will be brought solely in any court located in Maryland. Both parties hereby submit to the exclusive jurisdiction and venue of any such court.

Indemnification

Industry Supporter agrees to indemnify, defend, and hold harmless Congress, its affiliates, officers, directors, employees, subsidiaries, parent, agents, and permitted assigns, and each of them, from and against any and all claims, losses, liabilities, damages, expenses, and costs, including attorneys' fees and court costs, arising directly or indirectly out of: (i) Industry Supporter's negligence, gross negligence, or willful misconduct; or (ii) material breach of any of the terms of this Agreement by Industry Supporter, its employees, agents, or contractors. The terms of this provision shall survive the termination or expiration of this Agreement.

Insurance

Industry Supporter shall maintain, at its own cost and expense, insurance coverage sufficient to cover its obligations and indemnifications hereunder.

Limitation of Liability

IN NO EVENT SHALL CONGRESS, ITS OFFICERS OR DIRECTORS, AGENTS, EMPLOYEES, INDEPENDENT CONTRACTORS, SUBSIDIARIES AND AFFILIATES (COLLECTIVELY "CONGRESS PARTIES") BE LIABLE TO ANY INDUSTRY SUPPORTER OR ANY THIRD PARTY HIRED BY OR OTHERWISE ENGAGED BY THE INDUSTRY SUPPORTER FOR ANY LOST PROFITS OR ANY OTHER INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING ATTORNEY'S FEES AND COSTS, ARISING OUT OF THIS AGREEMENT OR CONNECTED IN ANY WAY WITH USE OF OR INABILITY TO USE THE SERVICES OUTLINED IN THIS AGREEMENT OR FOR ANY CLAIM BY INDUSTRY SUPPORTER, EVEN IF ANY OF THE CONGRESS PARTIES HAVE BEEN ADVISED, ARE ON NOTICE, AND/OR SHOULD HAVE BEEN AWARE OF THE POSSIBILITY OF SUCH DAMAGES. INDUSTRY SUPPORTER AGREES THAT CONGRESS PARTIES' SOLE AND MAXIMUM LIABILITY TO INDUSTRY SUPPORTER, REGARDLESS OF THE CIRCUMSTANCES, SHALL BE THE REFUND OF THE EXHIBIT BOOTH FEE. INDUSTRY SUPPORTER AGREES TO INDEMNIFY AND DEFEND THE CONGRESS PARTIES FROM ANY CLAIMS BROUGHT BY A THIRD PARTY HIRED BY OR ENGAGED BY THE INDUSTRY SUPPORTER FOR ANY AMOUNT BEYOND THE TOTAL CHARGES. FURTHER, INDUSTRY SUPPORTER AGREES TO PAY ALL ATTORNEY'S FEES AND COSTS INCURRED BY CONGRESS PARTIES ARISING OUT OF, OR IN ANY WAY RELATED TO, THIS AGREEMENT. INDUSTRY SUPPORTER SHALL BE SOLELY RESPONSIBLE FOR ITS ATTORNEY'S FEES AND COSTS.

Liability

The Industry Supporter agrees to indemnify, defend, and hold harmless Congress, the American Gastroenterological Association (AGA), and the Crohn's & Colitis Foundation (the Foundation), the Facility, and the general contractor from and against any and all demands, claims and damages to persons or property, any charges imposed for violation of any law or ordinance, arising out of any act or omission of Industry Supporter, its employees, or agents. Industry Supporter further agrees to strictly comply with the applicable terms and conditions of this agreement between Congress, AGA, and the Foundation.

Protection of Property

Congress is not responsible or liable for any damage to or loss of any of an Industry Supporter's property other than to the extent caused directly by Congress' gross negligence or willful misconduct.

Representations and Warranties

Industry Supporter represents and warrants that it is duly organized, validly existing, and in good standing in its state/country/province of organization and has the full power and authority to enter into this Agreement and fulfill its obligations hereunder. Industry Supporter further represents and warrants that it will comply with all applicable statutes, ordinances, regulations, and laws applicable to its rights, actions, and obligations hereunder, including without limitation an obligation not to violate any: (i) intellectual property or other personal right of any individual or entity; (ii) applicable advertising or marketing law; or (iii) rules provided by Congress to Industry Supporter in connection with the Event. If Industry Supporter sells its product online during the Event, it represents and warrants that it will comply with all state and local sales permit and tax requirements.

Technology Use

Industry Supporters acknowledge that their use of technology during the Event is not guaranteed by Congress. Congress and its vendors will use their best efforts to communicate with Industry Supporters regarding devices, including cameras, computers, mobile app capabilities in iOS and Android, audio settings and headset use, and stylus use on the online directory platform. In no event shall Congress be held liable for interruptions to internet access, power access, video camera access, or audio capabilities, nor for any similar interruptions to the Event platform for as long as it remains available online following the Event.

Contact Us

Sales Inquires

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Operations and Logistics

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