

Event Manual

SuperReturn
US West

February 12 – 14, 2018

**Four Seasons Hotel
757 Market Street
San Francisco
CA 94103**

***PLEASE NOTE
IMPORTANT DEADLINES ENCLOSED***

CONTENTS

	Page
1. Event checklist	3
2. Passes for the conference	3
3. Payment	3
4. Delegate list	4
5. Exhibition package	4
6. Exhibition set up and breakdown	4
7. Exhibition floor plan	4
8. Internet connection	4
9. Shipping	5
10. Insurance	5
11. Hotel reservations	5
12. Programme	6
13. Peak networking times	6
14. Evening events	6

SuperReturn US West 2018 February 12-14 Four Seasons San Francisco

1. Your event checklist

Please have your contract to hand before reading the following checklist, as this will have details of the all the items included in your event package.

What	When	Item note for further details	Submitted to
Delegate passes registration	January 10, 2018	3	Shea Hochenberger
Payment	Refer to your contract – note this must be prior to the conference, no exceptions will be made	3	KNect365 accounts (refer to your invoice)
Attendee list	Refer to your contract	4	
Hotel reservation	When applicable	5	Four Seasons Hotel

2. Passes for the Conference

Exhibitors and sponsors are entitled to a certain number of passes per your agreement. Below you will find a registration link to add your attendees. Please register your complimentary passes by **January 10, 2018**. Please refer to your contract if you are unsure of how many you are entitled to. **Your passes cover the main conference days only unless specifically stated in your contract.**

If you register over your allotted number of passes, you will be billed for any additional passes. To double check your allotment please refer to your contract or contact shea.hochenberger@knect365.com

[REGISTER YOUR COMPLIMENTARY PASSES HERE](#)

As a partner, you are entitled to purchase additional passes at a group discount. To inquire about purchasing additional passes, please contact gf-registrations@knect365.com

[Passes should be received by January 10, 2018](#)

3. Payment

This must be received prior to the event as per your contract and we cannot release the attendee list until payment has been received. For payment details, please refer to your invoice. If you cannot locate your invoice, please email bookings@agra-net.com and it will be re-issued.

4. Attendee list (subject to contract)

Due to the nature of our booking patterns, (most conference registrations do not come in until a few weeks before the event) delegate lists are not usually issued earlier than two weeks prior to the conference. **NOTE we cannot release the delegate list until payment has been received, please refer to item 5.**

After the event, you will be sent a final copy of the delegate list showing who attended the conference.

5. Exhibition package (subject to contract)

Please refer to your contract if you are unsure whether your event package includes space for a stand. The exhibition package includes a 3m x 2m space, one table with a cloth, two chairs and one power cord, please ensure you bring the correct adaptors. **It is your responsibility to supply and erect your own stand.** You must ensure that your stand and all other materials are contained within the 3m x 2m space. The Organisers reserve the right to move any items outside the boundaries of your allotted space.

NOTE - POWER SUPPLY

Please ensure you have the relevant adaptors should you require them. While both KNect365 and the venue will endeavour to grant any last-minute requests please be advised that there is a very limited supply and it may not be possible to do so.

6. Exhibition set up and breakdown times

Please note that the exhibition runs from Monday-Wednesday this year.

Exhibition Build Up

From 5pm – 6pm Sunday, February 11th, 2018

Exhibition Break Down

From 3:30pm – 4:30pm on Wednesday, February 14th, 2018

Please note that these times may change – you will be informed closer to the event if this is the case

7. Exhibition floor plan

If you have space for a stand included in your package you will be sent the plan to select your position shortly. If you have any questions, please don't hesitate to contact me on either shea.hochenberger@knect365.com or +1 646-616-7601

8. Internet connection

Complimentary wireless internet will be provided for all exhibitors. If a wired connection is required, please contact shea.hochenberger@knect365.com

9. Shipping

NOTE: All boxes must be labelled as follows:

Client Name & Conference Services Manager (Marija Petkovic)
Company Name
C/O Four Seasons Hotel (Loading Dock)
757 Market Street
San Francisco, CA 94103

HOLD FOR ARRIVAL
(SuperReturn US West)
(Name of Contact to Receive Items)
(March 12-14)

Materials and exhibition stands can be sent to the hotel no earlier than **Friday, February 9th**.

Remember – it is your responsibility to arrange for items to be picked up at the end of the event. The hotel will collect all packages and ship them. Please have return labels on packages. **Items need to be collected by the end of Wednesday, February 14th.**

If you are shipping internationally, please ensure the collector brings collection instructions detailing the following:

Quantity & description of items being collected:

- Name of the Event
- Date of Collection
- Proof of Collection

10. Exhibit Space

SuperReturn will provide basic furniture (1 table and 2 chairs) as agreed in the package. Each exhibition site measures 3m by 2m (3m wide, 2m deep). If you require any additional equipment other than the basic tables and chairs, please see contact shea.hochenberger@knect365.com

11. Insurance

Please be advised that you are responsible for ensuring that any equipment or materials brought by yourselves are covered by your own insurance.

12. Hotel reservations

To arrange accommodation please go to the following web page:

<https://finance.knect365.com/superreturn-us-west/plan-your-visit>

Demand for rooms can be very high, so please book early to avoid disappointment. KNect365 takes no responsibility for hotel reservations.

13. Program

The program can be viewed [here](#).

Note – this is constantly updated so if you have a specific enquiry, please contact me shea.hochenberger@knect365.com

14. Peak networking times

The exhibition area will be busiest at the times when the delegates are not in the sessions. As much as possible we ensure that the exhibition area is used as the central meeting area for registration, tea/coffee and lunch breaks. Where possible, we will also try to hold champagne roundtables and social functions here as well, but this is not always possible for logistical reasons. Please bear in mind that while the conference is in session, there may not be many delegates in the area and we would therefore encourage you to maximise the opportunity of networking with attendees during these key times.

15. Evening events

Sponsors/Exhibitors are encouraged to attend evening functions at the conference. These complement the formal content of the day's program and provide a good opportunity to network with delegates in a more relaxed environment.