

IHI Patient Safety Congress

Gaylord Palms Resort & Convention Center | Orlando, Florida, USA
May 14-16, 2024

Quick Reference Guide

Find all the information you need to plan for the show in this document, or navigate through by topic on the [Exhibitor Resources page](#). Use the [Exhibitor Checklist](#) to stay on track with all exhibit deadlines!

Exhibit Hall

- The exposition is located in Halls B-F
- View the [Floor Plan](#) to find your booth and see who is exhibiting.

Exhibitor Schedule

Exhibitor Move-in:	
Monday, May 13	2:00 p.m. – 5:00 p.m.
Tuesday, May 14	8:00 a.m. – 2:00 p.m.
Exposition Hours:	
Tuesday, May 14	3:30 p.m. – 5:15 p.m. Welcome Reception
Wednesday, May 15	12:15 p.m. – 2:00 p.m. Lunch
	3:45 p.m. – 5:30 p.m. Networking Reception
Thursday, May 16	11:15 a.m. – 12:45 p.m. Lunch
<i>Attendees and Exhibitors are welcome to arrange for individual meetings in the Congress Hall during opposed hours when the hall is closed for regularly scheduled activities.</i>	
Exhibitor Move-out:	
Thursday, May 16	12:45 p.m. – 3:00 p.m.

What's Included with Your Booth?

- An allotment of Exhibit Hall Only registrations based on your booth size
- Listing in the printed Conference Guide and Mobile App
- Access to Patient Safety Congress organization list (pre- and post-event)*

** Due to changing data share laws, the Institute for Healthcare Improvement complies with General Data Protection Regulation (GDPR) requirements, which went into effect in 2018. As part of our compliance, the attendee list is limited to title, organization, city, and state/country.*

Standard Booth Package includes:

- 8' High Backwall Drape Color: Black
- 3' High Sidewalls Drape Color: Black
- One (1) 6' x 30" Black Draped Table
- Two (2) Side Chairs
- One (1) Wastebasket
- One (1) 7" x 44" Identification Sign with Organization Name and Booth Number

What's NOT Included with Your Booth?

- Carpet or other floor covering (**Mandatory at IHI Patient Safety Congress**)
- Electrical, internet (the exhibit hall and event spaces will have complimentary Wi-Fi; for any mission-critical activities in your booth, you will need to order dedicated internet), phone, and other utilities
- Material handling and labor charges
- Audio/visual, lighting, floral, photography, and other services
- Lead retrieval services

Register for Your Exhibitor Badges

Each exhibiting company receives (2) complimentary Exhibit Hall Only badges per 10 x 10 square feet of space. Exhibit Hall Only registration provides access to the exhibit hall and all meals in the hall (two lunches and two receptions). It also provides access to all Congress keynotes and spotlight sessions.

Please refer to the exhibitor registration email that was sent to you from [Erin Harrison](#) for your allotments and your Discount Code. If you are also a sponsor, your registration benefits will be included with your exhibitor Discount Code(s). For each registrant, use their email address for their existing IHI.org profile or create a profile before [registering](#) for the IHI Patient Safety Congress.

If you wish to purchase additional Exhibit Hall passes, they are available for \$350 each. If you need assistance registering or need to make changes to existing registrations, please contact info@ihi.org or call +1 617-301-4800, Monday – Thursday, 10:00 am to 4:00 pm ET.

Rules, Regulations and Labor Jurisdictions

Be sure to review the [booth display guidelines](#), [Terms & Conditions](#) to ensure a smooth setup experience. Also review the [labor jurisdictions](#) so that you are aware of what your staff are permitted to set-up.

Shipping and Material Handling Information

[Booth materials](#) can be shipped in advance to the warehouse or direct to show site.

Shipment Type/Method	Date/Time Accepted
Booth Material Shipments to Advance Warehouse	April 15, 8:00 am – May 6, 3:30 pm
Booth Material Shipments Direct to Show	May 13, 2:00 pm – May 16, 12:45 pm

Material Handling or Drayage includes the unloading of your shipment, transporting the freight to your booth, storing and returning your empty crates/cartons and reloading your shipment at the close of the show. This is a separate fee so review all [rates and information in the exhibitor kit](#).

Connect with Attendees

Printed Conference Guide and Mobile App

The printed Conference Guide and Mobile App listing includes organization name and your booth number, and you may add a company description, organization contact email address, and website. You may add your logo for \$300. Contact your booth sales representative by **May 7**.

Login to the [Sponsor and Exhibitor Resource Portal](#) to update your information now! Login information was emailed to the primary booth contact.

Marketing Tool Kit

We have compiled a variety of tools and resources to help you realize your goals at the IHI Patient Safety Congress! Find event logos, personalized email signatures, social media templates, industry media contacts and more in the [Marketing Tool Kit](#).

Social Media

Follow us on social and don't forget to use [#IHICongress](#) when posting about the event!

Important Dates

Stay on track by reviewing the [Exhibitor Checklist](#) for a full list of deadlines.

Vendor Services Guide

Official IHI Patient Safety Congress vendors include:

General Service Contractor: Freeman

Labor, material handling, shipping, furniture, carpet and cleaning
April 15 - Advance Order Discount Deadline

Phone: (888) 508-5054 or (817) 210-4869

[Chat Online](#)

[Order Online](#)

Internet: Boomer

April 16 - Discount Deadline

Phone: (407) 586-2219

[Email](#)

[Order Online](#)

Technology/Audio-Visual Equipment: Audio Visual ONE (AV ONE)

Phone: (800) 922-2848

pgould@audiovisualone.com

[Order Form](#)

Electric, Compressed Air, Water: Boomer

April 16 - Discount Deadline

(407) 586-2219

[Email](#)

[Order Online](#)

[Order Form](#)

Rigging/Banner Hanging: Encore

April 16 - Discount Deadline

Phone: +1 (407) 586-2252

[Email](#)

[Order Form](#)

Lead Retrieval: Stova

Instructions to purchase were sent to the primary contact from "Lead Retrieval" noreply@leads.eventscloud.com.

Registration: IHI

Instructions with Discount Code were emailed from eharrison@ihi.org. Contact info@ihi.org for assistance registering or updating existing registrations.

Hotel Reservations:

IHI has a room block at the Gaylord Palms Resort.
\$229 USD plus tax per night
[Click Here to Book your room](#)

Discounted Hotel/Airport Shuttle Service
[Order Online](#)

Gaylord FedEx Business Center

Phone: (407) 586-9543

[Email](#)

[Shipping Information](#)

On-site**Networking**

Review the [full conference program](#) and take advantage of networking opportunities.

Parking

Gaylord Palms Resort & Convention Center

On-Site Parking: \$38 Daily

Valet: \$50 Daily

Electric Car Charging Station

- Parking fees do not include tax
- In/out privileges for overnight guests only
- Day guests per entry

Move-out

Be sure to review all Freeman [Move-out information](#).

Need help? Contact Erin Harrison at eharrison@ihi.org.