

IHI Forum

World Center Marriott | Orlando, Florida, USA | December 8-11, 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!

Event Dates: December 8-11, 2024

Exposition Dates: December 9-11, 2024

Location: World Center Marriott, Orlando, FL

Exhibit Hall

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

Exhibitor Schedule

Exhibitor Move-in:	
Sunday, December 8	1:00 pm – 5:00 pm
Monday, December 9	8:00 am – 2:30 pm
<i>All booths must be set by 2:30 pm on December 9.</i>	
Exposition Hours:	
Monday, December 9	4:00 pm – 6:00 pm Welcome Reception
Tuesday, December 10	12:00 pm – 1:30 pm Lunch 4:30 pm – 6:30 pm Networking Reception
Wednesday, December 11	12:00 p.m. – 1:30 p.m. Lunch
<i>Attendees and Exhibitors are welcome to arrange for individual meetings in the Forum Hall during opposed hours when the hall is closed for regularly scheduled activities.</i>	
Exhibitor Move-out:	
Wednesday, December 11	1:30 pm – 4:30 pm

What's Included with Your Booth?

- An allotment of General Conference and Exhibit Hall Only registrations based on your booth size
- Listing in the printed Conference Guide and Mobile App
- Opportunity to include your logo in printed conference guide and mobile app (\$300; please contact your Exhibit & Sponsorship Sales team member for details. **Deadline: Friday, November 1** (conference guide, mobile app, and website) / **Monday, December 2** (mobile app and website only).
- Access to Forum organization list (pre- and post-event)*
 - Pre-event list is sent approximately 1 week prior to the event
 - Post-event list is sent approximately 1 week after the 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.*

Executive Partner 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 (for booths less than 300 sq ft; for booths larger than 300 sq ft, you may request an ID sign)
- Option to opt-in to Solutions Connection prize giveaway program - **Deadline: Friday, October 11**
- Option to opt-in to Exhibitor Spotlight Directory - **Deadline: Friday, November 22**

Premier Partner Booth Package Includes:

- 8' High Backwall Drape Color: Black
- 3' High Sidewalls Drape Color: Black
- One (1) 7" x 44" Identification Sign with Organization Name and Booth Number (for booths less than 300 sq ft; for booths larger than 300 sq ft, you may request an ID sign)

What's NOT Included with Your Booth?

- Furniture (Premier Partner Booth Package Only; the Executive Partner Booth Package includes the furniture outlined above)
- Carpet or other floor covering (exhibit hall has existing hotel carpet)
- 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 organization receives (1) complimentary General Conference badge and (3) 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 Forum keynotes.

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.

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 groups@ihi.org.

Rules, Regulations and Labor Jurisdictions

Be sure to review the [booth display guidelines](#) and [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
Shipments to Advance Warehouse	November 8 - December 2 8:00 am – 3:30 pm
Shipments Direct to Show	December 8-10

Material Handling or Drayage includes the unloading of your shipment, transporting it to your booth, storing and returning your empty crates/cartons and reloading your shipment at the close of the event. 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 an organization description, organization contact email address, and website. You may add your logo for \$300. Contact your booth sales representative by **Monday, December 2**. Please note the deadline to include your logo in the printed Conference Guide is **Friday, November 14**. Login to the [Sponsor and Exhibitor 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 Forum! Find event logos, personalized email signatures, social media templates, industry media contacts and more in the [Marketing Toolkit](#).

Social Media

Follow us on social and don't forget to use #IHIForum when posting about the event!

Track Leads

Purchase lead retrieval services through [Stova](#). Stova Lead Capture is an application that allows exhibitors to capture, qualify and fulfill leads using NFC. Users capture leads by touching the device to an attendee's NFC badge. All leads are uploaded to a secure cloud portal via Wi-Fi or cellular network.

November 8 – Early Discount Deadline

November 29 – Advanced Discount Deadline

Phone: (801) 676-7933

[Email](#)

[Pricing](#)

[Order Online](#) (Show Code: IHIF24)

Important Dates

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

Vendor Services Guide

Official IHI Forum 2024 vendors include:

General Service Contractor: Freeman (Exclusive)

Labor, material handling, shipping, furniture, carpet, and cleaning

November 11 - Advance Order Discount Deadline

Phone: (888) 508-5054 or 1 (817) 210-4869

[Chat Online](#)

[Order Online](#)

Internet: World Center Marriott (Exclusive)

November 28 – Deadline before surcharge

[Email](#)

[Pricing](#)

[Order Online](#)

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

Phone: (407) 859-8800

[Email](#)

[Order Form](#)

Electric: GES (Exclusive)

November 25 - Discount Deadline

Phone: (800) 803-2375 or (702) 515-5970

[Chat](#)

[Order Online](#)

Rigging/Banner Hanging: Encore (Exclusive)

November 17 – Deadline

Phone: (407) 491-9276

[Flyer](#)

[Online Rigging Request](#)

Lead Retrieval: Stova (Exclusive)

Instructions to purchase were sent to the primary contact from "Lead Retrieval" lr@stova.io.

November 8 – Early Discount Deadline

November 29 – Advanced Discount Deadline

Phone: (801) 676-7933

[Email](#)

[Pricing](#)

[Order Online](#) (Show Code: IHIF24)

Registration: IHI (Exclusive)

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

Hotel Reservations:

IHI has a room block at the World Center Marriott for \$269 a night, plus applicable taxes. The room block usually fills quickly, so early booking is encouraged. Deadline is November 6.

[Click Here to Book your room.](#)

Local Hotels outside of room block:

- [Courtyard Orlando Lake Buena Vista in the Marriott Village](#)
- [Springhill Suites Orlando Marriott](#)
- [Fairfield Inn & Suites Lake Buena Vista in the Marriott Village](#)
- [Gaylord Palms Resort and Convention Center](#)
- [Caribe Royale](#)
- [Buena Vista Suites](#)

World Center Marriott FedEx Office Business Center

Phone: (407) 239-6411

[Email](#)

[Shipping Information](#)

Exhibitor Warnings

Please be aware of solicitations from vendors not affiliated with the IHI Forum. If a company is not an official event vendor, IHI cannot guarantee the legitimacy of their claims. If you are solicited by any group other than the official vendors listed above, please contact eharrison@ihi.org.

On-site**Networking**

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

Parking

World Center Marriott

On-Site Parking: \$32 Daily

Valet: \$50 Daily

Electric Car Charging Station

- Parking fees do not include tax
- Garage clearance 7 ft. 4 in.

Move-out

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

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