



## 2025 ONS Annual Congress – Exhibitor FAQ

### When and where is ONS Congress taking place?

2025 ONS Annual Congress is taking place on April 9-13, 2025, at the Colorado Convention Center in Denver, Colorado.

### Where is the Learning Hall located within the Convention Center?

The Learning Hall will be located on the upper level of the Convention Center in Halls D-F.

### Who else will be exhibiting?

You can view our online floor plan and full exhibitor listing [HERE](#).

### What are the move-in and move-out times?

#### **MOVE-IN:**

Monday, April 7, 2025	2:00 pm – 5:00pm ( <i>Targeted move-in only – please contact <a href="mailto:onsponsorships@smithbucklin.com">onsponsorships@smithbucklin.com</a> to request access</i> )
Tuesday, April 8, 2025	8:00 am – 5:00 pm
Wednesday, April 9, 2025	8:00 am – 5:00 pm

*ALL EXHIBITS MUST BE COMPLETE BY Wednesday at 5:00 pm.*

#### **SHOW HOURS:**

Thursday, April 10, 2025	11:00 am – 3:00 pm
Friday, April 11, 2025	11:00 am – 3:00 pm
Saturday, April 12, 2025	11:00 am – 3:00 pm

*All exhibits must be open and staffed during show hours. Exhibitors will have access to the exhibit hall at 8:00 am and will be required to exit the exhibit hall as soon as the show closes each day.*

#### **MOVE-OUT:**

Saturday, April 12, 2025	3:00 pm – 10:00 pm
Sunday, April 13, 2025	8:00 am – 12:00 pm

*Exhibitors may begin to pack equipment, supplies and literature when the show closes on Saturday, and must be completely out of the halls by 12:00 pm Sunday.*

**Can we move in or move out early?**

We will have targeted move-in only on Monday from 2:00pm-5:00pm – you must receive approval from [ONS Show Management](#). Exhibitors cannot begin to dismantle prior to the close of the show at 3:00pm on Saturday. Penalties may apply.

**Where can I register my booth staff?**

Confirmed exhibitors are able to register for badges and reserve hotel rooms [HERE](#); however, only the booth's primary contact will have access to the portal. If you need to change the primary contact, please email [onssponsorships@smithbucklin.com](mailto:onssponsorships@smithbucklin.com).

**How many badges are included with my booth?**

Three exhibit hall only badges are included with each 10'x10 booth and additional passes can be purchased for \$50. If you have any questions regarding registration, please email Maritz at [ONSOCexh@maritz.com](mailto:ONSOCexh@maritz.com).

**Do my exhibit hall only badges give me access to sessions?**

No, anyone attending sessions must have a full conference pass.

**Do workers need badges for booth set-up and tear down?**

No – If you hired an Exhibitor Appointed Contractor (EAC), they can fill out the EAC Form and will receive a wristband onsite.

**Who is the General Services Contractor?**

Shepard is the official General Services Contractor. Their service desk will be located in the back of the exhibit hall, along with other conference vendors such as lead retrieval, electrical, and more.

**Where can I find the Exhibitor Services Kit?**

The Exhibitor Services Kit can be found [HERE](#). If you have any questions about the kit, please reach out to Shepard Customer Service at [orders@shepardes.com](mailto:orders@shepardes.com).

**What are the shipping information and deadlines? Do I have to ship my materials, or can I bring them myself?**

We highly recommend shipping your materials to the Advance Warehouse at this address:

ONS Congress  
Shepard Exposition c/o Saia LTL Freight  
9860 Emporia St,  
Henderson, CO 80640

Please note your shipment can only arrive from March 11-31. You may use Shipping Labels found [HERE](#).

If you want to bring your items, everything must be hand carried, and you cannot use any carts. Please view the Colorado Labor Rules & Regulations [HERE](#).

**What are the rules & regulations regarding booth setup? Do I need to submit a booth rendering for approval?**

ONS does not require approval for booth renderings; however, we ask that you follow all [IAEE regulations](#).

**Are there any sightline restrictions?**

For 10'x10', 10'x20' and 10'x30' booths: the back wall must not exceed 10', the back 5' of your side walls must not exceed 8', and the front 5' of your sidewalls must be under 4'.

**Are there any height restrictions for hanging signs?**

For booths 20'x20' and larger, the top of your hanging sign must not exceed 20'.

**What is included with my 10'x10' booth?**

- 10' x 10' uncarpeted space
- 8' high backwall drape
- 3' high sidewall drape
- 7" x 44" cardstock identification sign
- 3 complimentary expo hall only registrations for exhibit personnel

If you want to purchase specialty furniture, audio visual, electrical, carpet, etc., you will need to do so through the [Exhibitor Services Kit](#).

**Do you have any sponsorship opportunities available?**

Please view our [Sponsorship](#) and [Presentation](#) opportunities online and email our Sales Team at [ons@smithbucklin.com](mailto:ons@smithbucklin.com) if you are interested or have any questions.

**Can I purchase Lead Retrieval?**

Yes, the order form to order Lead Retrieval can be found [HERE](#). The lead retrieval app will require cellular service/wi-fi to download and activate the app. Once downloaded and activated, cellular service/wi-fi are not needed, but will need it again to sync your leads.

**Is there parking available at the Convention Center?**

You can find information on parking on their website [HERE](#).

**Is there a mobile app?**

Yes – our mobile app provider is Confex. Instructions to update your information will be emailed directly to the primary contact for your company.

**Will there be complimentary Wi-Fi in the Exhibit Hall?**

No, if you need Wi-Fi for your booth, you would need to order it [HERE](#).

**Can I order food and beverage for my booth?**

Yes, but you will need to work directly with the caterer on options. Please see the Catering Menu [HERE](#) and reach out to Katelyn at [Katelyn.Schultz@Sodexo.com](mailto:Katelyn.Schultz@Sodexo.com).

**Will there be security onsite?**

ONS will provide security for the show; however, security of your product is your responsibility. If you have proprietary information or small, valuable equipment, and plan to leave the Learning Hall, please remember to take these items with you when you leave. Please do not leave items of value in your booth overnight and during the installation and dismantling of the show. Please use the main doors and do not prop open the fire exit doors. See ONS Show Management if you have any questions.

**Where can I find ONS Show Management onsite?**

The ONS Show Management Sales Office will be located at the back of the hall.

**How many people are expected to attend?**

We are expecting around 4,000 attendees.

**Can I purchase the attendee list?**

No, ONS does not sell the attendee list. If you want to contact attendees, you can purchase a Dedicated Email or Direct Mailer through our [Advertising Opportunities](#). If you want to collect attendee's contact information, we recommend renting a [lead retrieval device](#).

**Where can I find the schedule of events?**

You can find the schedule of events on our website [HERE](#).

**Is there a FedEx in the Convention Center?**

No, but there are a couple located nearby. Please see the list [HERE](#).

**Do exhibitors need insurance for ONS?**

Yes, you do. Please see the insurance clause (9.1) in the [Terms & Conditions](#).

**Can I sell at my booth?**

You shall not conduct sales in your booth or the Learning Hall without ONS's prior written approval. Please see clause (5.17) Sales in the [Terms & Conditions](#).

**Can I do giveaways at my booth?**

Giveaways require prior written approval from ONS. Please see clause (5.20) Handouts/Giveaways in the [Terms & Conditions](#).

**When and where is ONS Congress 2026 taking place?**

The 2026 ONS 51<sup>st</sup> Annual Congress will take place May 13-17, 2026, in San Antonio, TX. Onsite space selection will be held in Denver. Your company will receive additional information about one month out from the 2025 event.