SOLICITATIONS/ UNAUTHORIZED SERVICES

From time to time, exhibiting suppliers may be approached by various companies offering "better deals" or "significant discounts" on items and services for HDAW, such as, but not limited to audio visual, attendee lists, exhibit design/installation, freight shipping, directory listing guides, housing, etc. Many are aggressive and push for you to place orders and provide payment upfront with them immediately, claiming such discounts and rates are only good for a limited time, or if you order with them at that time.

HDAW only endorses the Official Service Contractors that are listed on the Online Exhibiting Supplier Guide on the HDAW website. These contractors are held accountable to provide the best possible customer service and ensure consistent and negotiated rates to all HDAW exhibiting suppliers. While not tolerated or endorsed, HDAW recognizes that exhibiting suppliers will be solicited for such services by non-Official Service Contractors.

Please be assured that all exhibiting supplier lists/contact information are never sold to anyone. Companies often use public information available on the internet to acquire exhibiting suppliers' contact information. In addition, HDAW only provides exhibiting supplier lists to the Official Service Contractors for purposes of informing your company about services provided at HDAW.

Please be vigilant if you are contacted by any company other than the HDAW Official Service Contractors who imply or claim to be an official service contractor for HDAW, as many of these are scams. HDAW strongly encourages that you disregard/ignore any solicitations requiring you to provide payment upfront or complete any long-term agreement. Please read all documents carefully before signing on the dotted line and/or providing payment.

If you have been approached by any company claiming to be an official HDAW Service Contractor, and they are not listed on the HDAW website, please contact HDAW Conference Management immediately.

Orders and/or services placed with non-Official Service Contractors will be at your own risk. HDAW cannot endorse the services of or vouch for the legitimacy of any company that is not an official service contractor. Should you decide to use a non-official HDAW contractor, it is strongly recommended you do the following:

- Compare prices between contractors.
- Verify what is included in the cost. Some companies fail to mention additional expenses that can be incurred when providing a quote, such as drayage, labor, and/or shipping.
- Confirm any stated representations regarding official contractors are correct by contacting the official contractor. Many statements made by these solicitors are misleading and false.
- Require that the contractor provide you a 24-hour contact person. There are companies who do not even come onsite to assist with set-up/tear down. Non-official contractors are not allowed in the Product Expo before or after Conference hours without written permission from HDAW Conference Management.
- Provide HDAW Conference Management with an Exhibitor-Appointed Contractor (EAC) Application found on the Online Exhibitor Guide on the HDAW website prior to the Conference. All EAC's are required to provide HDAW Conference Management with proof of insurance and conform to all Conference rules and regulations or their personnel will not be allowed in the Product Expo.

Housing:
The Gaylord Texan Resort & Convention Center is the only official housing contractor for HDAW and will never solicit HDAW exhibiting suppliers, either by phone or e-mail. HDAW strongly discourages booking hotel rooms with any other company other than the Gaylord Texan. Many housing providers do not include booking, resort, and/or service fees in their quote. Others will cancel reservations once credit card information has been obtained. To guarantee your hotel reservation(s), please make sure to reserve your rooms through the official housing link found on the HDAW web site, or by contacting the Gaylord Texan direct. Reservations made outside of the Gaylord Texan will be at your own risk.

Please be aware of the following companies that have been contacting HDAW exhibiting suppliers as they are not affiliated or endorsed by HDAW:

- Convention Housing Services
- Corporate Booking Services
- Elite Expo
- Executive Booking Services (EBS)
- Global Expo Travel
- Global Housing Service Corp.
- National Travel Associates
- T.P.I Travel Partner International
- Travel Era
- Wholesale Room Rates (Hotels)

Registration/Attendee Lists:
Event Citadel is the only official registration/lead retrieval contractor for HDAW. They are the only company who has access to and the right to rent HDAW attendee list information. Various solicitations have been sent to HDAW exhibiting suppliers claiming attendee lists can be obtained through them at a cost. Many of these solicitations do not contain a company name or a phone number for further contact. Some even have grammar and/or spelling errors. Any other company claiming to have access to an HDAW attendee list/database should be considered fraudulent.

If you have any questions regarding this information, please contact HDAW Conference Management at 708-226-1300 or email info@hdaw.org.