



# Supplier Event Services Manual

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**April 7-10, 2024 | Caribe Royale Resort  
Orlando, Florida**

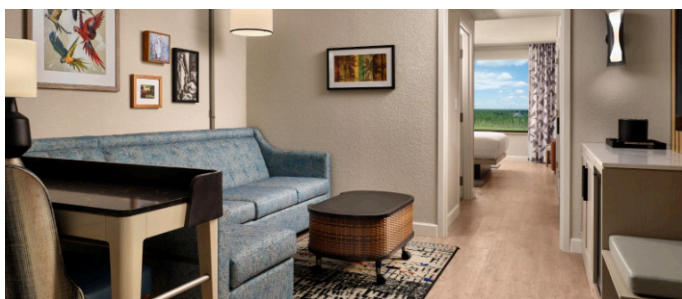
# General Information

To make sure your participation in GMITE goes smoothly, we have prepared this Event Services Manual with information and services available to ensure your success at the event.

## SUITE PACKAGE

Your suite package includes (1) suite. You will find below general rules and regulations for the meetings. You must adhere to the rules and regulations. If any damage is done to the rooms, charges will be billed directly to your credit card.

1. Furniture in the suites may not be removed and/or relocated.
2. Taping, nailing and/or hanging any signs or banners from the walls, decorations or furniture in the suites is strictly prohibited.
3. Signage is not allowed in the guestroom hallways or public foyers due to Fire Code.



## SET UP

Suppliers will have access to the suites to begin setup on Sunday, April 7th after hotel check in and again on the morning on Monday, April 8th. All tables should be ready by 9:00AM Monday morning.

## SHIPPING

Please ship any materials to the following address. The following information must be included on all packages to ensure proper delivery.

(Guest Name) (Guest Cell Number)  
c/o FedEx Office at at Caribe Royale Orlando Resort  
8101 World Center Dr.  
Orlando, FL 32821  
GMITE 2024 ; APRIL 7 - 10

**Please do not send in boxes more than 5 days in advance of the program.**  
Failure to do this may result in additional storage fees.  
**Additional Shipping information can be found on the FedEx Form found on page 7 & 8.**

## DISMANTLE

Dismantle begins Tuesday, April 9, after the last meeting at 2:15 PM. To expedite the process for outbound shipments, please bring pre-labeled and completed outbound shipping labels for each of your packages. Once you have labeled and taped your boxes, you can bring all your outbound shipments to the FedEx, located onsite, before your departure.

Pick-up of outbound packages by all non-standard couriers must be coordinated by the supplier and communication should be sent to FedEx Office indicating when those items will be picked up.

Outbound handling fees will be applied to all packages and freight, regardless of carrier, in addition to shipping/transportation fees.

## ELECTRIC AND AUDIO VISUAL

All suppliers are responsible for their own electrical and AV, if needed. Basic power outlets are available in the suite but if you need additional electricity, please arrange your order and payment directly with ENCORE AV. Please contact **Paola Herrera** at [paola.herrera@encoreglobal.com](mailto:paola.herrera@encoreglobal.com).

## HIGH SPEED INTERNET

In room standard service WiFi for up to 4 devices is included in the Caribe Royale Resort Fee. If you would like to purchase a hard line for your suite, please submit the **Exhibitor Internet Request Form** (Page 9) to [GetConnected@cariberoyale.com](mailto:GetConnected@cariberoyale.com) with *Internet Request – Name of Convention – Start Date – Name of Company* in the subject line.

## BROCHURES

It is recommended that marketing collateral is limited to (100-125) pieces per suite. Suppliers are encouraged to carry in their materials on the day of the event. For those suppliers purchasing electricity, consider bringing a laptop to showcase company products/services during your one-to-one appointments.

# General Information

## SUPPLIER BADGES

Please pick up your badge at the GMITE registration desk on Sunday, April 7th from 12:00 PM – 5:30 PM.

## GMITE PORTAL

The GMITE Portal is called the Hosted Buyer System (HBS). It will open for selections on **March 4th and close March 27th**. Both suppliers and buyers will be able to rank those who they are interested in meeting with. The system will auto-match appointments based on your rankings.

All finalized appointment schedules will be provided on **Monday, April 8** after breakfast. Each appointment will be 20 minutes in length followed by five minutes for the buyers to transition to their next appointment.

HBS Deadlines subject to change.

Profiles Open for Updates	<b>February 12, 2024</b>
Profiles Close for Updates	<b>February 23, 2024</b>
Open for Selections	<b>March 4, 2024</b>
Closed for Selections	<b>March 27, 2024</b>
Schedule available for preview	<b>April 4, 2024</b>

## HOTEL RESERVATIONS

Included in your package are 3 nights' hotel accommodation (4/7 - 4/9) for the Main Suite holder. Should you wish to arrive prior to the event or stay additional nights after the event, **you must contact GMITE Reservations at [GMITE@ConnectionsHousing.com](mailto:GMITE@ConnectionsHousing.com), 310-590-4701.**

A group rate may be made available for pre (3 days) or post (3 days) event stay options **based upon the hotel's availability**. If there is availability, we will require a credit card number to hold the reservation.

For other colleague's and additional company representatives, please contact **GMITE Reservations at [GMITE@ConnectionsHousing.com](mailto:GMITE@ConnectionsHousing.com), 310-590-4701.**

# Top Tips for Suppliers Attending GMITE

The GMITE format is a simple and effective way to do business with a select group of top industry buyers. Some of you have attended GMITE several times and are familiar with the format but many are new to the concept. We hope you find these tips useful.

## BEFORE GMITE

### ADHERE TO THE EVENT DEADLINES

This will ensure that you are well prepared for the event and that any special requirements you have are met. If you are unsure about anything, please ask us.

### MAXIMIZE YOUR SALES OPPORTUNITIES

Be sure your profile within HBS is completed accurately. Your company profile will be read by buyers when choosing their meetings and will also be in the onsite app directory which buyers use as a resource throughout the year.

### RESEARCH THE BUYERS

Get to know the buyers attending GMITE by reading their profiles within HBS. In particular, make sure they are interested in meeting suppliers from your category. Try to look up their websites to be as knowledgeable about the companies you will be meeting at GMITE as possible. Buyers tell us that it really impresses them when a supplier has done their homework and done their research prior to the meetings.

### MEETINGS PREPARATION

Prepare for each meeting with a list of questions you'd like to ask each buyer. The key is to establish where there is a connection between your products and/or services and the buyer's needs. In this respect, be prepared to just focus. Don't spend time talking through activities that may be of no interest to the buyer. Be a good questioner and listener rather than a pure salesperson. The discussion may range from broad strategic to detailed, so be prepared to talk strategically about the development of your company and future activities.

Use PowerPoint sparingly. Sometimes it is unavoidable but remember most of the buyers will sit through a minimum of 20 meetings, so it can become a little tiresome, particularly in the final sessions. Qualify what they are looking for and, if you have a PowerPoint, flip straight through to the salient points that can drive home your proposition.

### WHAT TO BRING TO GMITE

Bring or send enough materials for your meetings. A display book is better than a laptop as it does not need charging. However, if you have something that is very visual and involves movement that can only be demonstrated properly via video, then obviously a laptop is the best option. Make sure you bring an adequate supply of business cards (a common oversight!). If you wish to give the buyers samples, it is best if you send these to their offices after GMITE, so they do not have excess baggage to take back with them.

# Top Tips for Suppliers Attending GMITE

## AT GMITE

### ONE-TO-ONE MEETINGS AND PROGRAM PARTICIPATION

Every part of the program has been designed to give you maximum networking opportunities. So please ensure that you are punctual at all times and participate in the full program. The one-to-one meetings will be managed by a timekeeper who will announce the beginning and end of each meeting by the ringing of chimes in the hall outside your suite, so be sure to listen for those chimes. We can also schedule additional meetings for you with buyers who have available appointments at an additional cost. To inquire come by the GMITE Hospitality Desk once you've received your finalized schedule.

### NETWORK WITH THE BUYERS

During the breakfasts, lunches, and receptions make sure that you sit next to different delegates. Target key people you want to meet, with whom you don't have one-to-one meetings. Buyer and supplier name badges are color-coded so that it is easy for you to tell who a buyer is. Photos of all delegates are included in the event mobile app as is your onsite staff, so you can easily identify people at the event. We are always onsite to assist with introductions as needed.

### NETWORKING WITH YOUR PEERS

By networking with one another, suppliers get to share market knowledge, experiences, and contacts, thus forming key relationships which can prove very worthwhile in the future. Also, be sure to connect within the event mobile app throughout the event by clicking on a buyer's profile and clicking "Show Interest."

### HAVE FUN

We are sure that you will make many new and long-lasting business relationships and friendships with many of the delegates at the event.

## EVENT MOBILE APP

Be sure to download the GMITE app and use it as your event directory. In the app you will find buyer profiles, access to the full event agenda, networking information, and resorts details.

You will receive and email a few days before the event with download instructions or visit the GMITE website.

## AFTER GMITE

### FOLLOW UP

Previous suppliers, who had great success from GMITE, have indicated that the best way to follow up with the buyers is not to call or e-mail them immediately after the event, but to allow some time for them to catch up on their work. In addition, if the buyers do not respond right away, keep following up. We have specifically asked the buyers to be honest and tell you if they have an interest or not. This way you can spend time serving those with the most interest in taking discussions further.

# Contact Us

Our goal is to provide excellent service. Please do not hesitate to contact any member of our team with questions regarding the event.

## **KIM CARNERO**

Event Operations Manager

**E:** [kcarnero@questex.com](mailto:kcarnero@questex.com)

**P:** 212-895-8478

## **ALEX LOMBARDO**

Event Operations Coordinator

**E:** [alombardo@questex.com](mailto:alombardo@questex.com)

**P:** 516-376-3430



# Caribe Royale Orlando Resort Shipping Instructions

## Preparing Your Shipment

FedEx Office is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the property must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive four days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s). Please do not address shipments using property employee names unless the items are specifically for their use (e.g., hotel specifications, rooming lists or signed documents); this includes arranging for deliveries to all areas on the property.

If a package has not been picked up by the recipient and no contact information is provided, the package will be returned to the sender, who will be responsible for all additional shipping fees. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact the FedEx Office business center at **407.238.8436**. Package deliveries should only be scheduled after the recipient has completed the check-in process.

## Package Labeling Standards and FedEx Office Contact

(Guest Name) (Guest Cell Number)  
c/o FedEx Office at **the hotel location**  
(Hotel Address)  
(City, State, Zip Code)  
(Convention / Conference / Group / Event Name)

Box \_\_\_\_ of \_\_\_\_

### FedEx Office Business Center

Caribe Royale  
8101 World Center Dr  
Orlando, FL 32821

Phone: 407.238.8436

Fax:

Email: [usa2959@fedex.com](mailto:usa2959@fedex.com)

### Operating Hours

Mon.–Fri.: 7:00am - 6:00pm

Saturday: 8:00am - 2:00pm

Sunday: 8:00am - 2:00pm

## Shipments With Special Requirements

Meeting and event planners, exhibitors and attendees are encouraged to contact FedEx Office with any specific questions in advance of shipping their items. If you have any special needs (e.g., refrigeration requirements, after-hours delivery requests or changes to your meeting dates or rooms), please work directly with your Event Manager, who will communicate these needs to FedEx Office in advance of your event.

## On-Site Package Delivery

In most cases, FedEx Office will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites, but please consult with a FedEx Office team member for specific delivery limitations that may exist. In cases where a drayage company or a meeting decorator is used, FedEx Office team members will work closely with those vendors for proper package routing and release items directly to those vendors if they are on the property when the shipments arrive. Any decorator or drayage packages requiring overnight storage by FedEx Office will be assessed a handling fee. If your meeting/event is being handled by a drayage company or decorator, please ensure your shipments are being sent directly to the drayage company's or decorator's specified address. Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting or disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies and flatbed carts.

## Package Delivery to Guest Suites/Meeting Rooms

In most cases, FedEx Office will complete delivery or pickup of packages to guest suites, but please consult with a FedEx Office team member for any specific delivery limitations that may exist. FedEx Office is not authorized to leave packages unattended in guest suites and/or meeting rooms. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in guest rooms and/or meeting rooms.





# Caribe Royale Orlando Resort Shipping Instructions

## Upon Your Arrival

Packages will be available for pickup at the FedEx Office business center; a handling fee will apply. Packages, pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at **407.238.8436**; a delivery fee will apply. Package deliveries should only be scheduled after the recipient has completed the check-in process. In order to maintain the proper chain of custody, FedEx Office requires the package recipient's signature before a package can be released from FedEx Office. Release signatures are captured at the time of package pickup or package delivery to the recipient.

## Upon Your Departure

FedEx Office offers pack and ship services and packaging supplies, such as boxes, tape, etc., which are also available for purchase at the FedEx Office business center. All outbound packages must have a completed carrier airbill affixed to each package. FedEx Express® shipping boxes and airbill forms are available and are complimentary. Outbound packages and freight to be picked up by a third-party courier should be coordinated directly with those vendors, and communication should be sent to FedEx Office indicating when those items will be picked up. FedEx Office will not make arrangements for freight or third-party courier transportation and/or pickup. Outbound handling fees will be applied to all packages and freight, regardless of carrier, in addition to shipping/transportation fees.

## Package Handling And Storage Fees

Package weight	Package pickup or dropoff by guest	Package pickup or delivery by FedEx Office
Envelopes up to 1.0 lb.	\$2.00	\$5.00
0.0–1.0 lb.	\$2.00	\$5.00
1.1–10.0 lbs.	\$10.00	\$15.00
10.1–20.0 lbs.	\$15.00	\$20.00
20.1–30.0 lbs.	\$20.00	\$30.00
30.1–40.0 lbs.	\$25.00	\$40.00
40.1–50.0 lbs.	\$25.00	\$50.00
50.1–60.0 lbs.	\$35.00	\$50.00
60.1–150.0 lbs.	\$35.00	\$70.00
Pallets & crates*	–	\$150.00 or \$0.75/lb. > 200 lbs.

Package weights will be rounded up to the nearest pound.

\*For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$150.00 or \$0.75/lb. > 200 lbs., which is applied to each pallet/crate handled.

Package weight	Storage fee after 5 days
Envelopes up to 1.0 lb.	No charge
0.0–10.0 lbs.	\$5.00
10.1–30.0 lbs.	\$10.00
30.1–60.0 lbs.	\$15.00
60.1–150.0 lbs.	\$25.00
Pallets & crates	\$50.00
Over 6.5' in size	\$25.00

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar days.

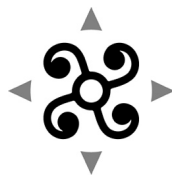
## Additional Services

Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting and disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts.

## Terms and Conditions

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. Shipper must comply with all applicable local, state and federal laws, including those governing packing, marking, labeling and shipping. OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING. Neither the Property nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Property nor FedEx Office and Print Services, Inc. nor the employees, agents or contractors of either firm will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt on the Property, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Property, you agree to be bound by any additional terms and conditions that the Property or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.





# CARIBE ROYALE O R L A N D O

8101 World Center Drive, Orlando FL 32821  
Phone (407) 238-8084

## EXHIBITOR INTERNET REQUEST FORM

<b>CONVENTION NAME:</b>		<b>SHOW DATES:</b>	
<b>COMPANY NAME:</b> <b>COORDINATOR:</b> <b>PHONE:</b> <b>EMAIL:</b> <b>ON-SITE CONTACT:</b>			
<b>INSTALLATION DATE:</b> <b>TIME IN:</b> <b>LOCATION/BOOTH #:</b>		<b>REMOVAL DATE:</b> <b>TIME OUT:</b>	
			<b>QUANTITY</b>
<b><u>Wired</u> High Speed Internet Access:</b> First connection/IP address: \$550, \$50 for each additional IP. <i>(Please note: Day of show pop-up requests will be handled on a case-by-case basis and may not be installed if equipment and labor is not available.)</i>			
<b><u>Wireless</u> High Speed Internet Access:</b> \$100 + tax per connection when ordered at least three business days prior to event date.  \$150 + tax per connection when ordered within three business days of event or on site.			
<b>COMMENTS:</b>			

### PAYMENT ARRANGEMENTS MUST BE MADE IN ADVANCE AND CAN BE MADE BY:

1. Please email the request form to [GetConnected@cariberoyale.com](mailto:GetConnected@cariberoyale.com) with **Internet Request – Name of Convention – Start Date – Name of Company** in the subject.
2. An email from Sertifi will be sent to you with a customized log in. Log in using the unique Sertifi link to make a credit card payment.
3. If you have any questions, please call the IT department at: 407-238-8066