

# SUPPLIER SERVICE MANUAL



JW Marriott Turnberry Resort & Spa in Miami, FL

## SPATEC SPRING

May 19-22, 2019



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## Contact Us

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

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



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## General Information

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### 1. TABLE PACKAGE:

Your table package includes (1) 6' draped table; your table will be **(6'x30") 6ft wide by 30" in depth**, 1-3 standard chair(s) (# based on delegate package), and a table sign with your company name and location. **Please note: Pop up displays are prohibited. Taping, nailing and/or hanging any signs or banners on the walls is prohibited.**

### 2. SET UP:

Suppliers will have access to the ballroom to begin setup of your table on Sunday, May 19th from 3:00pm to 7:00pm and Monday, May 20<sup>th</sup> from 6:30am to 8:00am. All tables should be ready by 8:00am Monday morning.

### 3. SHIPPING:

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

#### SPATEC Spring

JW Marriott Turnberry Resort & Spa

ATTN: **Your Company Name/ Guest Name/Roxana Marmanillo**

19999 W Country Club Drive

Aventura, FL 33180

Phone: 305-932-6200

**Please do not send in boxes more than 5 days in advance of the Program**

### 4. DISMANTLE:

Dismantle begins Tuesday, May 21<sup>st</sup> at 3:15pm. To expedite the process for outbound shipments, please bring pre-labeled and completed outbound shipping labels for each of your packages. Boxes, packing tape, and shipping supplies are available through the Business Center. Pick up of outbound packages by all non-standard couriers (other than FedEx or UPS) must be coordinated by the supplier and pick-up should be scheduled for Wednesday, May 22<sup>nd</sup> between 9am and 5pm.

Once you have labeled and taped your boxes, please leave the boxes on your table and the hotel will collect them.

**5. ELECTRIC:**

All suppliers are responsible for their own electrical, if needed. Please arrange your electrical order and payment directly with the JW Marriott Turnberry Resort & Spa. Within this service manual you will find the Exhibit Order Form. Please submit the completed order form to Brian Justin- [bjustin@PSAV.COM](mailto:bjustin@PSAV.COM).

**6. HIGH SPEED INTERNET:**

Wi-Fi is complimentary within the meeting space at JW Marriott Turnberry Resort & Spa. If you would like to purchase a hard line for your table please complete the Exhibit Order Form included in this manual.

**7. BROCHURES:**

It is recommended that marketing collateral is limited to (100-125) pieces per table. 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.

**8. SUPPLIER BADGES:**

Please pick up your badges and welcome packet at the SPATEC registration desk on Sunday, May 19th from 11:00am to 5:00pm.

**9. APPOINTMENT SETTING:**

The appointment system will open for selections on Monday, April 22<sup>nd</sup> and close Friday, May 10th. 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, May 20<sup>th</sup> after the keynote. Each appointment will be twenty minutes in length followed by five minutes for the buyers to transition to their next appointment.

**Appointment System Deadlines** *\*subject to change*

Profiles Open for Updates	Monday, March 11, 2019
Profiles Close for Updates	Friday, April 19, 2019
Open for Selections	Monday, April 15, 2019
Closed for Selections	Friday, May 10, 2019
Schedule available for preview	Wednesday, May 15, 2019

#### 10. HOTEL RESERVATIONS:

Included in your package are 3 nights' hotel accommodations (May 19<sup>th</sup>, 20<sup>th</sup> & 21<sup>st</sup>). **Should you wish to arrive prior to the event or stay additional nights after the event, you must contact Brianna McDonald at [bmcdonald@questex.com](mailto:bmcdonald@questex.com).** A group rate will 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.**

*The following services are included with your accommodations:*

- Complimentary Wi-Fi
- Complimentary exercise classes
- Complimentary use of fitness center
- Complimentary use of the driving range
- 10% off spa & golf services
- Day Pass to the Spa & Wellness Circuit including access to the Aromatherapy/Chroma-therapy Steam Room, Himalayan Salt Therapy Suite and Swiss Shower
- Access to Cascata Pool, Laguna Pool, Waterpark complex & Bikes
- Round-trip shuttle service to Aventura Mall and beach access. Beach access including beach chair, umbrella and towel service

#### 11. TRANSPORTATION:

Included in your package is transportation to and from Miami International Airport (MIA) or Fort Lauderdale Hollywood International Airport (FLL). Transportation will be provided for arrivals from (MIA or FLL) on **Sunday, May 19<sup>th</sup>** and departures out of (MIA or FLL) on **Wednesday, May 22<sup>nd</sup>**. **Please be sure to update your appointment system profile with your accurate flight details.** **IMPORTANT: Those arriving or departing outside of the above listed dates or to/from an alternate airport will be responsible for their own transportation.**

#### 12. SUPPLIER SHOWCASE:

The Supplier Showcase will take place Tuesday, May 21<sup>st</sup> from 10:00am to 11:00am. This is an opportunity to showcase your products to buyers who you do not have a scheduled appointment with. It is not expected or necessary, however, some suppliers do bring give-away bags for select buyers that they meet with during the showcase session.



### **13. SPA & GOLF DISCOUNT:**

JW Marriott Turnberry Resort & Spa will offer a 10% spa & golf discount (excluding retail) for all event attendees. Please contact the resort directly to make your appointments. We ask that you do not schedule your spa or golf activities during event hours.

### **14. MOBILE APP:**

The SPATEC Spring Appointment system can also be accessed via our mobile app! You can update your profile & make your meeting selections on the go with our easy to use app! Download the app using the directions below. Update your profile and make meeting selections the same way you would online.

#### **HOW DO I DOWNLOAD THE SPATEC SPRING MOBILE APP?**

- Open the App Store on your mobile device
- Search "QHBS Ranking" & Click Download
- Open the app and locate the SPATEC Spring 2019 Event
- Click on the "key icon" to log-in
- Please use the username and password provided to you within appointment system emails

## Event Schedule *\*schedule is subject to change*

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### **SUNDAY, MAY 19, 2019**

11:00 AM - 5:00 PM	Registration
3:00 PM – 7:00 PM	Supplier Table Set-Up
11:00 AM – 6:00 PM	CND Manicures & Arrival Treatments
7:00 PM - 9:00 PM	Welcome Reception

### **MONDAY, MAY 20, 2019**

6:30 AM – 7:15 AM	Gentle Sunrise Yoga
6:30 AM - 8:00 AM	Continued Supplier Table Set-Up
8:00 AM – 9:00 AM	Networking Breakfast
9:00 AM - 10:00 AM	SPATEC Educational Panel
10:15 AM - 11:25 AM	Appointments
11:30 AM - 11:50 AM	Morning Break
11:55 AM – 12:40 PM	Appointments
12:45 PM - 1:45 PM	Networking Lunch
1:50 PM – 3:00 PM	Appointments
3:05 PM- 3:25 PM	Afternoon Break
3:20 PM – 4:40 PM	Appointments
4:40 PM -6:00 PM	Free Time to Enjoy the Resort
6:00 PM - 9:00 PM	Networking Activity & Dinner

### **TUESDAY, MAY 21, 2019**

6:30 AM – 7:15 AM	Gentle Sunrise Yoga
7:30 AM - 8:30 AM	Networking Breakfast
8:45 AM - 9:55 AM	Appointments
10:00 AM - 11:00 AM	Supplier Showcase
11:05 AM - 12:40 PM	Appointments
12:45 PM - 1:45 PM	Networking Lunch
2:00 PM - 3:35 PM	Appointments
3:40 PM - 7:00 PM	Free Time/ Afternoon Treatments
7:00 PM - 9:00 PM	Closing Reception & Dinner

### **WEDNESDAY, MAY 22, 2019**

5:00 AM - 12:00 PM	Departures
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## Top Tips for Suppliers Attending SPATEC

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

### **BEFORE SPATEC -**

#### **1. 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.

#### **2. Maximize your Sales Opportunities**

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

#### **3. Research the Buyers**

Get to know the buyers attending SPATEC by reading their profiles within the appointment system. 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 SPATEC 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.

#### **4. 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 specific 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.

#### **5. What to Bring to SPATEC**

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 SPATEC so they do not have excess baggage to take back with them.

#### **6. Find a SPATEC Buddy**

If this is your first time to SPATEC and you are unsure about how to get the most out of the event, please let us know and we can introduce you to someone who has been to the event before and can help you along the way. On the other hand, if you have attended previously perhaps you might volunteer to be a SPATEC buddy for a new attendee.

#### **AT SPATEC -**

#### **7. 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 so please listen for these announcements. We can also schedule additional meetings for you with buyers who have available appointments at an additional cost. To inquire come by the SPATEC Hospitality Desk once you've received your finalized schedule.

#### **8. 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 is a buyer. Photos of all delegates are included in the directory so you can easily identify people at the event. We are also onsite at all times to assist with introductions as needed.



### **9. 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.

### **10. 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.

## **AFTER SPATEC -**

### **11. Follow Up**

Previous suppliers, who had great success from SPATEC, 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 interest or not. This way you can spend time serving those with the most interest in taking discussions further.



# Exhibit Order Form

SPATEC Spring Conference  
05.19.19 - 05.22.19



Questions? Call 954.802.5405 or email: [bjustin@psav.com](mailto:bjustin@psav.com) Submit your order via email: [bjustin@psav.com](mailto:bjustin@psav.com)

**CUSTOMER INFORMATION**

Room Name: _____	Booth Number: _____
Company: _____	Onsite Contact: _____
Address: _____	Onsite Cell: _____
City: _____ State & Zip: _____	<b>Delivery / Setup:</b>
Ordered By: _____ Fax: _____	Delivery Time & Date: _____
Phone: _____ Email: _____	Pick-Up Time & Date: _____

**ALL PRICING IS PER DAY** Please call for items not listed on form.

Presentation Monitors	Please Select One	Qty	Standard Rate	Number of Days	Total
24" Video/Data Monitor with table stand/cabling (16:9)	<input type="checkbox"/> HDMI <input type="checkbox"/> VGA		\$ 360.00	X	
55" Video/Data Monitor with stand/cabling (16:9)	<input type="checkbox"/> HDMI <input type="checkbox"/> VGA		\$ 1,020.00	X	
70" Video/Data Monitor with stand/cabling (16:9)	<input type="checkbox"/> HDMI <input type="checkbox"/> VGA		\$ 1,435.00	X	
80" Video/Data Monitor with stand/cabling (16:9)	<input type="checkbox"/> HDMI <input type="checkbox"/> VGA		\$ 1,665.00	X	

HDMI or VGA cable will be provided with the above monitors. If you need another connection please let us know.  
If multiple monitors, are they all connected to the same source?  Yes  No

Computers	Qty	Standard Rate	Number of Days	Total
Laptop - (Windows)		\$ 260.00	x	

Audio	Qty	Standard Rate	Number of Days	Total
Computer Audio (Requires Sound System or House Patch)		\$ 80.00	X	
Shure Wireless Microphone (Requires Sound System or House Patch) <input type="checkbox"/> Handheld <input type="checkbox"/> Lav		\$ 255.00	X	
Small Sound System For Booth (Includes 1-12" Speaker, 4ch Mixer and Cabling)		\$ 355.00	X	
House Sound Patch (Includes Room Sound System, 4ch Mixer & Cabling)		\$ 360.00	X	

Power	Qty	Standard Rate	Number of Days	Total
Booth Power (120V Single Phase -Dedicated 5 AMPs)		\$ 185.00	x	
Extension Cord		\$ 21.00	x	
Power Strip		\$ 21.00	x	
Table Top Power Center( USB & Edison Outlets )		\$ 45.00		

Internet	Qty	Standard Rate	Number of Days	Total
Wireless Internet Connection		\$ 18.00	x	
Wired Internet Connection ( Quote available after discussion of IT requirements )		*	x	

Miscellaneous	Qty	Standard Rate	Number of Days	Total
Conference Phone		\$ 220.00	X	
Direct TV Cable Box (Must be ordered 7 days in advance)		\$ 500.00	X	

**Functional and Decorative Lighting Options Available - Please consult with your PSAV Representative**

**Additional Equipment - Please call PSAV at 305.536.5296 for specialty equipment and services not listed.**

**Terms & Conditions**

<input checked="" type="checkbox"/> Please allow 72 hours to confirm your order. If you do not receive a confirmation from PSAV, your order has not been received.		<b>Required Set/Strike Technician</b>	\$110
<input checked="" type="checkbox"/> Credit card is the accepted form of payment and all card information will be captured upon approval of your order.			
<input checked="" type="checkbox"/> <b>Products and services will not be provided without client approval and over-the-phone credit card authorization .</b>		<b>4% LDW</b>	
<input checked="" type="checkbox"/> Sales taxes are estimated and are subject to charges on all equipment and labor where applicable.		<b>24% Service Charge</b>	
<input checked="" type="checkbox"/> The prevailing sales tax rate will be applied at the time the customer's credit card is charged.		<b>7% Sales Tax</b>	
<b>IMPORTANT: PSAV Cancellation Policy - All cancellations must be submitted in writing.</b> 7-day notice required to avoid a charge of 50% of the order total. Cancellations received less than 72 hours prior to the day of scheduled delivery (including no shows) are subject to the full amount of the order.			
<b>Loss Damage Waiver (LDW)</b>	Is a product offering that protects customers from the cost of replacing equipment in the event that it's lost, damaged or stolen while in their possession.		
<b>Service Charge</b>	Covers all of the support elements needed for your event, beyond equipment and dedicated labor, which are billed for separately. This includes an onsite event technology team that works seamlessly with the hotel to make your event a success. It also provides you with daily gear preparation, equipment testing, and technology consultation - before, during and after your event.		
<b>Tax Exempt Status</b>	If you are exempt from payment of sales tax, we require an exemption certificate for the state of Florida.		
<b>Labor Rates</b>	Upon completion and submission of your equipment requests, labor will be billed at \$110/hour based on items ordered.		
<b>Confirmation of Order</b>	Final costs will be emailed to you. Once approved, over-the-phone credit card information will be collected.		
		<b>Estimated Total</b>	<b>\$</b>

