EXHIBITOR GUIDE



Oregon Convention Center



E X H I B I T O R O P P O R T U N I T I E S







DEAR VALUED PARTNER,

We would like to invite you to be a part of the first-ever Western Orthodontic Conference (WOCON), a joint meeting of the Pacific Coast Society of Orthodontists (PCSO) and Rocky Mountain Society of Orthodontists (RMSO). Held at the Oregon Convention Center (OCC) in Portland, OR from October 21-24, 2021, this will be the meeting of the year for orthodontists and their teams.

This event presents a unique opportunity for exhibiting companies to promote themselves and showcase their offerings to a highly targeted audience. Combined, the PCSO and RMSO includes 4,000 members – doctors, residents, clinical staff, and office staff – representing the western half of the United States and Canada.

Please review the multiple exhibitor options available to you and let us know how we can make your experience a rewarding endeavor.

On behalf of the Continuing Education Committee for the PCSO and RMSO, we look forward to partnering with you in Portland.

Dr. Mary Cooke, Chair







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CONFERENCE OVERVIEW

WOCON is a four-day event – a forum for continuing education and collaboration designed to foster an open dialogue between the organization, its members, guest speakers, exhibitors, and sponsors. Attendees engage in a wide variety of topics by participating in various virtual and in-person sessions, pre-conference workshops, and social events. This year's theme is **BUILDING BRIDGES.**

ANNUAL CONFERENCE STATS

	2018	2019	2020 (virtual)
Doctors	336	463	1,732
Residents	not recorded	119	45
Office Staff	514	689	735

IMPORTANT DATES

AUGUST 27, 2021	 Certificate of Insurance Due Deadline to Submit Exhibit Application & Payment All 10-word Descriptions and Logos Due (to guarantee printing in final conference materials)
SEPTEMBER 17, 2021	Hotel Room Reservation Cut Off
SEPTEMBER 24, 2021	 Deadline for Exhibitor Badge Online Registration

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SHOW HOURS

FRIDAY, OCTOBER 22, 2021 SATURDAY, OCTOBER 23, 2021

9:30am – 3:00pm Daily

DEDICATED HOURS

FRIDAY, OCTOBER 22, 2021

Lunch	11:30am – 1:00pm
Afternoon Break	2:00pm – 3:00pm
Exhibit Hall Welcome Reception	4:00pm – 5:00pm

SATURDAY, OCTOBER 23, 2021

11:30am - 1:00pm Lunch 2:00pm - 3:00pm Afternoon Break

TWO-TIER PRICING

PREFERRED BOOTH **\$3,000** Marked as "P" on exhibit hall diagram

STANDARD BOOTH

\$2,750 Unmarked on exhibit hall diagram

EXHIBIT BOOTH ADD-ONS

REGISTRATION PACKET INSERTS

\$300 1,000 inserts must be received by PCSO by September 15, 2021

MAILING ADDRESS LIST

\$250

SPECIAL PRICING FOR ADDITIONAL REPS

\$300 Each booth receives the following number of complimentary representatives:

- 10x10 booth includes 2 reps
- 10x20 booth includes 4 reps
- Additional reps are welcome at \$300 per person



SPACE ELIGIBILITY & ASSIGNMENTS

SPACE ASSIGNMENT POLICY

Sponsors receive priority in space assignments. After sponsors have been assigned, assignment of space is determined by the following general criteria:

- Date of receipt of completed contract AND payment
- Booth numbers requested, and
- List of companies to be near or away from.

The configuration of the Exhibit Hall is another factor involved in the assignment of exhibit space. PCSO/RMSO will make every effort to accommodate requests; however there will be no guarantees on booth assignments.

RELOCATION OF EXHIBITS

The PCSO/RMSO may alter the location of any exhibit at any time, if in the best interest of the exhibition. The PCSO/RMSO also has the right to prohibit or remove any exhibit, or part of any exhibit, that violates policy, local ordinance, or is judged inappropriate by the PCSO/RMSO.

Exhibitors requesting additional available space on site will be allowed to move upon approval by PCSO/RMSO.

The PCSO/RMSO reserves the right to deny additional space requests should the request cause undue hardship to the exhibition.

ELIGIBILITY FOR EXHIBITING

The PCSO/RMSO considers all exhibit contracts based on the following criteria in the order they are listed.

- Manufacturers, suppliers and distributors of orthodontic/dental products and services.
- Manufacturers, suppliers and distributors of products and services that benefit orthodontics.
- Manufacturers, suppliers and distributors of products and services that are considered by the PCSO/RMSO to be of general interest to conference attendees.
- Providers of professional, financial, consulting and miscellaneous services that are considered by the PCSO/RMSO to be of general interest to conference attendees.
- Existing PCSO/RMSO policies and procedures.

SPACE RENTAL FEES

Each 10' x 10' booth includes pipe, drape, two exhibithall-only booth representative badges, and a oneline identification sign. All other materials, including internet, electricity, booth furnishings, carpet, and freight handling, must be addressed through Freeman, the official service contractor for the Western Orthodontic Conference (WOCON).

*Please Note: If you plan to purchase two 10' x 10' booths to create a 10' x 20' booth, you cannot create an end cap booth at the end of the aisles. Multiple booth purchases must be made within the same row and should start with the same number (100, 200, etc). If you have any questions regarding this policy, please contact Abby Freeman at **afreeman@pcsortho.org**

PREFERRED

Preferred booth space is indicated with the symbol **P** on the Exhibit Hall Map (see page 13). This symbol indicates booth space that is preferable because of its location. These locations are expected to have high visibility due to the placement of the hall entrance and refreshments.

STANDARD

Standard booths are all booths <u>not marked</u> with the P symbol.

BASE RENTAL FEE

STANDARD - \$2,750 \$3,250 if received after July 30, 2021) **PREFERRED - \$3,000** \$3,500 if received after July 30, 2021)

PAYMENT

Payment in full must be received in the PCSO/RMSO Office with the completed application form. Applications WILL NOT be accepted or processed and booths will not be assigned without full payment.

REJECTED APPLICATIONS

In the event an exhibit application is not accepted by the PCSO/RMSO, the payment for the exhibit space will be refunded to the applicant.

CANCELLATIONS

No refunds will be made for cancellations received after September 10, 2021.

All cancellations will be assessed a minimum processing fee of \$350.

ON-SITE INFO

EXHIBITOR STAFFING

It is the policy of the PCSO/RMSO that all exhibits be staffed throughout the official open hours of the Exhibit Hall. Exhibitors are required to open and close their exhibits according to the official exhibit hours. Each exhibiting company may register two (2) representatives per booth. Additional badges may be purchased at \$300 each.

BOOTH REPRESENTATIVES

Exhibiting companies will be sent a confirmation with a link to register booth representatives online for name badges through the PCSO/RMSO registration site. Confirmations will only be sent to fully paid exhibit booths.

ADMISSION OF GUESTS

Admission of exhibitor guests is strictly prohibited. Badges will not be issued to representatives of non-exhibiting companies. Exhibitors may not register orthodontists, dentists or other individuals as exhibitors unless they are employed by or officially represent the company and will staff the exhibit.

SOLICITATIONS BY NON-EXHIBITORS

Only registered PCSO/RMSO exhibitors are allowed in the Exhibit Hall. Violators of this policy will be promptly dismissed from the conference and will not be eligible to participate in future PCSO/RMSO trade shows.

EXHIBIT HALL ADMISSION

Exhibitors are allowed to enter the Exhibit Hall one hour before the opening and are allowed to stay one hour after the closing of the Exhibit Hall.

NAME BADGE STICKERS

Stickers, ribbons, and/or emblems designed for the purpose of being affixed to the official conference identification badge are strictly prohibited



EXHIBIT SPECIFICATIONS

AISLE SPACE/FLOOR PLAN

Aisles have been predetermined in the floor plan included in this guide on page 13. The PCSO/RMSO will submit the final re-configured floor plan to the Portland, OR Fire Marshal for approval. The PCSO/RMSO reserves the right to re-configure the floor plan as necessary according to final space assignment, facility restrictions and fire codes.

ARRANGEMENT OF EXHIBITS

Exhibitors must arrange their displays so as not to obstruct the general view of other exhibits. All displays or solid construction in excess of 36" high must be a minimum of 3' behind the front line of the exhibit.

BONDING

The PCSO/RMSO reserves the right to require exhibiting companies be bonded through an approved bonding company, in an amount determined by the PCSO/RMSO to be satisfactory, in its sole discretion.

CARE OF BUILDING

Any damage to the building by the exhibitor or the exhibitor's agent will be charged to the exhibitor. Walls, woodwork, and flooring must not be defaced or altered in any manner whatsoever. Tacking, taping, or nailing of signs, banners, etc., to any permanent wall, post, woodwork, or floor is prohibited. No nails may be attached in any way to the building.

CONDUCT

Exhibitors and their agents are expected to act at all times in a professional manner. Any disruptions or unacceptable conduct may result in ejection from the Exhibit Hall with no refund of space rental fees.

ENCLOSED/COVERED EXHIBIT BOOTHS

The National Fire Protection Association has revised guidelines for the display of covered exhibit space. Exhibits that are covered must meet the following minimum life safety requirements.

- Enclosed or covered areas must be protected by an audible smoke detector. This includes storage closets built into the exhibit.
- Each enclosed or covered area must display a charged fire extinguisher with a minimum rating of 2A, 20BC.
- There should be no less than two exits from each occupied area of a covered area.
- A fire prevention attendant shall be provided by the exhibitor and will be on duty at all times the exhibit is unoccupied.

FOOD AND BEVERAGE SAMPLES

Distribution of food or beverage samples may be permitted in the Exhibit Hall with advance written approval by the PCSO/RMSO meetings department. Please submit written requests prior to September 24, 2021.

HELIUM BALLOONS

Distribution of food or beverage samples may be permitted in the Exhibit Hall.

NON-FLAMMABLE MATERIAL

All materials used in the exhibit must be nonflammable in conformance with Portland, OR fire codes. No combustible decorations such as crepe paper, tissue paper, cardboard, or corrugated paper can be used at any time. All packing containers, excelsior, and wrapping paper are to be removed from the floor and cannot be stored in the exhibit area. All cloth decorations must withstand a flame proof test as prescribed by the Portland, OR Fire Department. Material not conforming to fire codes will be removed at the exhibitor's expense.



EXHIBIT SPECIFICATIONS CONTINUED...





The PCSO/RMSO reserves the right to prohibit the use of the PCSO/RMSO logo and the WOCON logo in any advertising, promotional piece, and incentive items. Requests for use of the WOCON logo must be reviewed and approved in advance by the PCSO/RMSO Central Office no later than September 24, 2021.

PHOTOGRAPHY AND VIDEOTAPING

Videotaping is strictly prohibited.

PASSPORT GAME PARTICIPATION

There will be a prize drawing for attendees on Saturday, October 23. Attendees will be required to visit all booths on the Passport Cards in order to be eligible for a prize. The cost to be included on the Passport Card is \$150 and a prize donated by your company. Ideal prizes can be gift cards, wireless accessories, or anything easily packed in carry-on luggage. Sign up for the passport is below.

PRODUCT DISTRIBUTION

The following guidelines should be used in taking orders and distributing products:

- Order taking may occur any time the Exhibit Hall is officially open.
- Attendees may take delivery of their order in the Exhibit Hall at any time the Exhibit Hall is open.

PROJECTED IMAGES AND LIGHTING

Projected images and lighting must be contained within the exhibitor's contracted space.

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SECURITY SERVICE

The PCSO/RMSO will furnish general security for the Exhibit Hall when the hall is closed. The PCSO/RMSO, Decorating Company, and the Oregon Convention Center (OCC) will not be responsible for any theft or damage to persons or property related to the exhibitors, and do not guarantee the safety of any exhibitor or its products. The exhibitor is urged to take maximum precautions in securing their own exhibit area prior, during, and after the show.

SEMINARS

Seminars and demonstrations held by any company must be configured within the contracted exhibit space and cannot overflow into the public aisles. Monitors or demonstrations of any kind must not be placed on the perimeter of the exhibit space encouraging congestion in the aisles or exhibitors will be asked to re-configure their exhibit.

SIGNS

No signs or banners may be placed outside of the Exhibit Hall or outside of the assigned exhibit space except as previously authorized by the PCSO/RMSO. No interference with other exhibitors will be allowed. Illuminated signs must be contained in and be a part of the total display. No signs are to be hung from the ceiling or ceiling girders. All signs must be self-supporting in the booth area and are to be professional in appearance. Strobe or flashing signs are not permitted.

SMOKING POLICY

The PCSO/RMSO has a no smoking policy for all events.



EXHIBIT SPECIFICATIONS CONTINUED...

SOUND RESTRICTIONS

Sound amplification must be kept at a level that does not disturb other exhibiting companies or attendees. Audiovisual is permitted provided that screens and monitors are placed as to not cause congestion in the aisles and the sound is not excessive.

The PCSO/RMSO reserves the right to determine at what point the sound level constitutes interference with others.

Live performance of music by an exhibitor is not permitted in the Exhibit Hall. Exhibitors must obtain their own licensing agreements with the American Society of Composers, Authors and Publishers (ASCAP), and Broadcast Music, Inc. (BMI) should the exhibitor choose to play music licensed by those two organizations.

SUBLETTING/SHARING SPACE

No exhibitor can sublet, assign, or share any portion of the assigned exhibit space to any other person or company. No exhibitor can display any product or service in the assigned exhibit space other than the product or service normally distributed in the regular course of business. Violations can result in immediate closure and removal of the exhibit from the Exhibit Hall without refund of space rental fees.

UNANTICIPATED MATTERS

If any action or event occurs in relation to any exhibitor, either before, during, or after the conference, that is not set forth by this Exhibitor Guide or related materials, and which jeopardizes or otherwise interferes with the conference, as determined by the PCSO/RMSO in its discretion, the PCSO/RMSO may address such action or event and the exhibitors involved in the manner deemed appropriate by the PCSO/RMSO.

VIOLATIONS

Action may be taken by the PCSO/RMSO against exhibitors who violate any of the rules or policies of the Exhibitor Guide. The action taken will be determined based on the PCSO/RMSO's policies and procedures and the particular circumstance of the violation. The action may, in the PCSO/RMSO's sole discretion, entail immediate closure and removal of the exhibitor from the Exhibit Hall without refund of space rental fees or penalty to the PCSO/RMSO. The exhibitor may also be prohibited from participating in future PCSO/RMSO exhibits.

CERTIFICATE OF INSURANCE

All exhibitors must provide proof of insurance to be allowed in the Exhibit Hall no later than August 27, 2021. Should a Certificate of Insurance not be received by August 27, 2021 the exhibit space may be canceled without refund of monies. The PCSO/RMSO requires the following coverage, with respect to insurance:

- Comprehensive General Liability insurance, including contractual liability with limits of at least \$1,000,000 per occurrence and \$2,000,000 aggregate.
- Workman's Compensation to full compliance of federal and state laws covering all of the exhibitor's employees for any work done on the exhibitor's behalf.

Certificates of Insurance are to name the PCSO/RMSO as additional insured and are to include the following:

Pacific Coast Society of Orthodontists Rocky Mountain Society of Orthodontists Oregon Convention Center

Each party involved in the conference is responsible for any claims arising out of its own negligence and intentional acts, and those of its employees or agents. Each party agrees to be responsible for its own property through insurance.

It is understood that the PCSO/RMSO, the Decorating Company, the OCC and their agents will have no liability of any kind for injury to any person or for any loss or damage to property of exhibitors prior, during, or after the conference.

The PCSO/RMSO will not be liable for damages caused by failure to provide, or delays in providing, exhibit areas due to natural disasters, strikes, riots, or any other circumstance beyond the control of the PCSO/RMSO, or for any negligent or intentional acts of any exhibitor or any third party.

By signing the exhibit contract, you agree to indemnify, save, defend, and hold the PCSO/RMSO harmless from any and all damages, liabilities, actions, and demands, including reasonable attorney's fees arising out of, or related to, your negligent and/or intentional actions in exhibiting at this conference, and any breach of these rules and policies.

EXHIBIT SERVICES

EXHIBITOR SERVICE KIT

PCSO/RMSO will have an official contractor to handle all exhibiting needs. These contractors act on their own behalf and are not agents, employees, or representatives of the PCSO/RMSO. All contractors will bill the exhibitor directly for their services. The PCSO/RMSO does not assume any liability or responsibility for any act performed or omitted by the official contractors. The official contractor will send the Exhibitor Service Kit (ESK) in July to all exhibiting companies. The ESK will contain information and order forms for the following services.

CLEANING SERVICES

The OCC will vacuum the Exhibit Hall aisles once each evening during the closed hours. This service does not include any portion of the exhibits. Exhibitors are responsible for the cleanliness of their own exhibit area. Cleaning information will be included in the ESK.

DELIVERY OF FREIGHT AND DISPLAY MATERIALS

Information will be available in the ESK.

ELECTRICAL REQUIREMENTS

Electrical wiring and equipment installation must comply with applicable ordinances. All electrical requirements must be ordered through the OCC with contact information provided in the ESK.

EQUIPMENT AND FURNISHINGS

Exhibit furnishings for 10' x 10' booths will consist of:

- A background drape, 8'0" high back drape and 3'0" high side drape
- 7" x 44" identification sign with the exhibiting company name. The decorating company will be responsible for providing all additional equipment, furnishings, and labor required by the exhibitor at a cost to the exhibitor.
- Internet, electric, and carpet are <u>NOT</u> included in the booth fee.

INDEPENDENT CONTRACTORS

The PCSO/RMSO prohibits the use of independent contractors. However, the PCSO/RMSO will allow an exhibitor the opportunity to hire an individual to supervise the set up and tear down of the exhibitor's display. The individual's name must be submitted in writing to the PCSO/RMSO for approval prior to September 24, 2021 and such supervisor shall have agreed to abide by all of these rules.

LABOR

All labor must be obtained from the official decorator at the prevailing rates. Straight time will be charged between the hours of 8:00am and 4:30pm Monday through Friday, except for holidays, when applicable rates will be assessed. Overtime will be charged at all other times.

No alcoholic beverages may be consumed in the Exhibit Hall during set up or tear down. Violators will be ejected immediately from the Exhibit Hall.

SHIPPING/DRAYAGE

Complete shipping and drayage instructions for exhibitors will be included in the ESK.

TEMPORARY SELLER'S PERMIT/TAX FORMS

Companies selling products and services at the conference are required to apply for a temporary seller's permit. The necessary forms will be included in the ESK.

HOTEL INFORMATION



HYATT REGENCY PORTLAND AT THE OREGON CONVENTION CENTER

Stay steps from the bustling Oregon Convention Center with a room at this Gold LEED certified hotel centrally located in the Lloyd District. Walk to high-end eateries and breweries nearby, or head across the river to see local landmarks like the International Rose Test Garden.

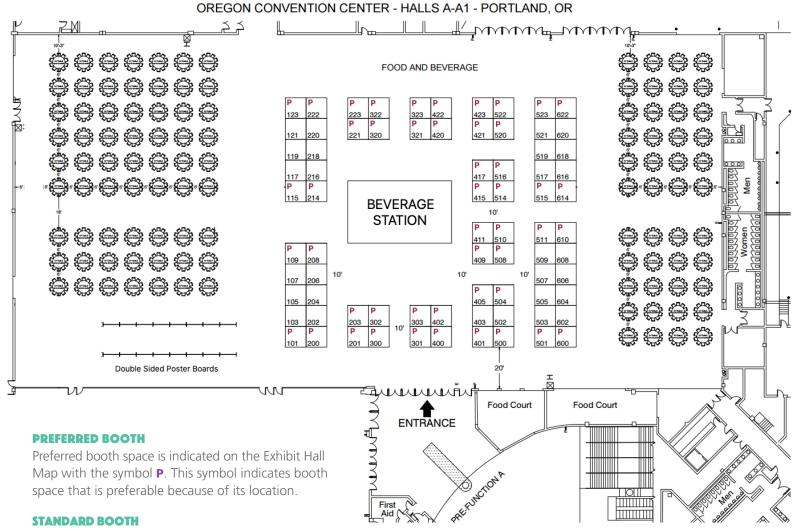
The special PCSO/RMSO conference rate starts at plus tax for single or double occupancy room.

THE RESERVATION DEADLINE IS FRIDAY, SEPTEMBER 24, 2021

To reserve at the conference rate. Please note we may sell out prior to the deadline. So, don't delay!



EXHIBIT HALL MAP



STANDARD BOOTH

Standard booths are all other booths not marked with the P symbol.

See page 6 for Space Rental Fees information.

Please proceed to the following pages to complete the



EXHIBITOR CONTRACT

STEP 1: CONTACT INFORMATION

This is a fillable form. Please type and complete all information.

Information for Internal Use Only:			
Primary Contact			
Primary Contact Phone:	Primary Contact Email:	:	
Information for Publication Use:			
Company Name:			
Address:			
City, State/Province, Zip, Country:			
Company Phone:	Company Email:		
Company Website:			
I have read and agree to the Policies and Procedure	es		
Authorized Signature:		Date:	

Exhibit Staff Registration:

You will receive a link to register your exhibit booth representatives by July 31. All names are due by Sept. 17, 2021

STEP 2: EXHIBIT SPACE SELECTION

PCSO/RMSO will make its best effort to accommodate your request. Booths will be assigned as received with full payment.

1st Choice	2nd Choice	3rd Choice
Standard Booth Placemen	t \$2,750 (\$3,250 after 7/30/21)	Preferred Booth Placement (P) \$3,000 (\$3,500 after 7/30/21
List any exhibitors you DO NOT (List specific company names, not ty		
Amount: \$		
STEP 3: MARKETING FEES		
One-time use Pre-Registra	ation electronic mailing list \$25	0 (emailed approximately September 15, 2021)
One-time use Post-Registration electronic mailing list \$250 (emailed approximately November 1, 2021)		
Registration Packet Inserts \$300 (1,000 inserts must be received by PCSO by September 15, 2021)		
Amount: \$		

STEP 4: TOTAL FEES

Total Payment Due: \$

EXHIBITOR CONTRACT CONTINUED...

STEP 5: METHOD OF PAYMENT

All funds MUST be submitted from a U.S. bank in U.S. funds. PCSO/RMSO does not accept purchase orders or invoices for services

A check is enclosed (payable to PCSO) in the amount of: \$	Check#
Charge my credit card in the amount of: \$ Visa	Mastercard American Express Discover
Cardholder's Name:	
Credit Card Number: Expiration	Date: CVV:
Credit Card Billing Address:	
Credit Card Billing City:	State: Zip:
Cardholder's Signature: (required to process credit card payment)	

STEP 6: RETURN EXHIBITOR CONTRACT

Mail completed application form and check payment to:

Attn: Exhibits Manager PCSO Executive Office 15621 W 87th Street, #267 Lenexa, KS 66219

Please include a copy of your form with check payments and email a copy to afreeman@pcsortho.org

STEP 7: LOGOS AND COMPANY DESCRIPTION

Email your high-resolution company logo to **afreeman@pcsortho.org.** Logos and descriptions are due no later than September 10, 2021, in order to be guaranteed for use in the program, show signage, and the Conference Mobile App.

Company Description:

Each exhibitor should submit a 10-word description of the company's products or services to be included in the Conference Program. This is an informal listing; do not use superlatives. Use [®] for registered product names, TM for all trademarks. Please proofread carefully. The PCSO/RMSO reserves the right to edit text to conform to format and length requirements. **Example:** "Develops, markets, and supports 'Planner X' – a computer-aided diagnostic and treatment planning software for orthodontics."

We Agree:

- To abide by all the conditions, rules, and regulations for the exhibitors as set forth in the Exhibitor Guide an any related material, including all new policies set forth for the PCSO/RMSO Annual Session;
- To submit a certificate of insurance by August 27, 2021
- The person signing this contract has the authority to sign for this company.

Authorized Signature:

Applications without an authorized signature or payment will be returned unprocessed.

Date:

Date Received:

(For internal use only)





Exhibitor Liability Insurance Program

As a standard requirement for all our show exhibitors, it is necessary for you to carry general liability coverage from an insurance company in good standing with minimum policy limits of \$1,000,000 per occurrence and \$2,000,000 aggregate. Insurance Coverage is not optional.

This insurance must be in force during the lease dates of the event, October 21-24, 2021, naming Pacific Coast Society of Orthodontists (15621 W 87th St #267 Lenexa, KS 66219) as the certificate holder. The following must be named as additional insured: Pacific Coast Society of Orthodontists, Rocky Mountain Society of Orthodontists, and Oregon Convention Center.

Rainprotection Insurance Program

If you do not have insurance, or you would rather not use your own insurance, (similar to when you rent a car – so that claims would not be filed against your policy), we have set up a program with Rainprotection Insurance through which, you can purchase compliant insurance instantly online for only \$84.

Benefits of using this program:

- No Deductible unlike your corporate policy, Rainprotection's policy has no deductible. Should there be a claim, you will have no out of pocket costs and your future rates will not go up since you would not need to submit a claim on your policy.
- No Hassles you will not need to go back and forth with your broker adding additional insureds and making your insurance compliant with show requirements
- Coverage for exhibitors who do not have an existing policy
- Coverage for international exhibitors whose insurance will not cover them in the U.S.A.
- Easy and Inexpensive to purchase instantly online
- Submitted to show management for you Once purchased, they automatically receive a copy

Purchase Your Insurance Now!

Simply purchase your insurance, which is already pre-filled with all the proper show information, directly online using a credit card.

Click the link below to purchase your Liability Insurance for just \$84 https://securevendorinsurance.com/RainprotectionGroupVendor/ApplicantInformation?GroupEventKey=d1dbc94dfad0

NON USA EXHIBITORS

When filling in your company information it will ask for a phone number and address. Please use the following: Address - 777 NE Martin Luther King Jr Blvd, Portland, OR 97232 Phone Number - (800) 528-7975

If you would rather use your own insurance, after making it compliant, please submit your proof of insurance to: afreeman@pcsortho.org

Are you worried about lost, stolen, or damaged merchandise? We also offer Equipment/Merchandise/Display Insurance

All exhibitors are strongly urged to obtain full-coverage temporary insurance for their merchandise and displays while in transit and while at the exposition.

Please contact sales@rainprotection.net for more information.