



## **SUITCASING POLICY STATEMENT**

Petfood Forum is doing its best to help your company have a successful show. Show management has mandated increased measures to protect exhibitors and attendees from suitcasing (non-exhibiting suppliers or non-paying attendees) at and near the show venue. This is the show management's **Suitcasing Policy**, which will be posted using signage around the exhibit hall, in the lobby of the convention center, in the lobby of participating hotels and included in the onsite program guide and show app for all attendees.

## **SUITCASING POLICY/NO SUITCASING**

Please note that while all meeting attendees are invited to the conference and exhibition, any unregistered person who is observed to be soliciting business in the aisles or other public spaces, in another company's booth, or in violation of any portion of the Exhibition Policy will be asked to leave immediately. Additional penalties may be applied. Please report any violations you may observe to show management or to the show floor manager.

## **WHAT SHOW MANAGEMENT WILL DO**

*The Suitcasing Prevention Team* - Show management has created a Suitcasing Prevention Team that will be in place from the start of the show to the conclusion of the show. This team will respond to all complaints regarding suitcasing. The team will be trained on what to look for and the appropriate factors to determine if there is an issue.

The Suitcasing Prevention Team will have the following responsibilities:

- Review complaints concerning suitcasing.
- Review each complaint off the show floor and take appropriate action, including removal from the Kansas City Convention Center, or participating hotels and nearby areas.
- Routinely monitor public areas at and nearby the venue for suitcasing.

## **WHAT CAN YOU DO**

If you have a pending dispute regarding suitcasing at the show, then you should consider the following:

- *Prior to the Show:* If you feel there is a reasonable risk of a problem involving suitcasing, notify show management prior to arrival.
- *Onsite:* If you suspect another company of suitcasing, report this to the show management office or your show floor manager and someone from show management will come to your booth immediately.
- *Show Management Action:* Show management will take one of the following actions:
  - Upon receipt of a complaint from an exhibitor or attendee, show management will investigate the complaint and determine what action may be taken, including meeting with the person or company that is accused of suitcasing. This will include:
    - Removal of anyone found violating the suitcasing policy; or
    - If deemed advisable, show management will attempt to bring the accuser and alleged violating party together in a meeting in the show management office in an attempt to resolve the matter; or
    - Take no action if it is determined there is no action necessary.
    - If show management determines that a complaint is valid but the violator will not leave the show floor, the venue or the lobby of participating hotels, security will escort them away from the premises.

It is show management's objective to do everything legally possible to protect you from suitcasing.