

FAQ's

POSTED: 10/10/2024 UPDATE

Despite the challenges of Hurricane Milton and Helene, a few weeks ago, we're excited to share the storm has passed and FABTECH 2024 will proceed as planned October 15-17 at the Orange County Convention Center. The city, venue and the hospitality community are fully operational and ready to welcome you to this important industry event.

We understand that the weather may have caused some uncertainty, but we're committed to providing you with safe and productive experience. Our team has been working diligently to ensure that all aspects of FABTECH are prepared and ready to meet your expectations.

Exhibitor Update

- We have spoken with officials from the Orange County Convention Center and there has been no damage to the convention center nor did they lose power. Out of respect to the local service providers and to allow them take care of any personal or family challenges that they may be experiencing, we will resume move-in on **7:00 am on Friday, October 11.**
- We received confirmation from Orange County Convention Center that the machines on the floor are fine.
- The most recent update from the Airport has reopened today at 6:00 pm
- As with years past, exhibitors are allowed to work as late as would like for the remaining days of move-in. Exhibitors will have in and out privileges until 11:30 pm; after 11:30 pm they will need to remain in the hall.
- Freeman and Orange County Convention Center labor will be available until 11:30 pm on Friday, October 11 – Sunday, October 13.

Attendee Outreach

- We will be doing extensive outreach to current attendees and prospects to inform them that the City of Orlando and the Convention Center are up and running and FABTECH is proceeding.
- The city, venue and the hospitality community are fully operational and are looking forward to welcome FABTECH for this important industry event. They appreciate that the event is still being held as it allows the community to get back to work and minimize the economic impact.
- Our outreach includes the following and much more:
 - Social Media
 - Email
 - Telemarketing
 - Media Outreach
 - Voice Mail Drops

How can I find out updated information on move-in?

- **Please visit the event website fabtechexpo.com for more information.**

General Questions

- How will Hurricane Milton affect Orlando?
 - Based on the current weather models the impact of Hurricane Milton will be starting **Wednesday, October 9** in the afternoon through **Thursday, October 10.**
- What procedures are in place at the Orange County Convention Center (OCCC) for a hurricane?
 - Fortunately, the OCCC has not received any wind damage from past hurricanes, and they do not anticipate any now. There are not any big trees located around the center or marshaling yard that could provide damage.
 - OCCC has never lost power during a hurricane. They have double power feeds from the electric provider into the building as well as back-up generators.
 - OCCC has never flooded in 25 years.
 - OCCC has staff at the building 24/7 to address any situation that may arrive, including leaks.

- If we cancel our booth, will we receive a refund?
 - No decision will be made until after the event.
- How is the hurricane going to affect number of attendees participating?
 - There is no way to know, but we are moving forward as if nothing is changing. The city of Orlando and the OCCC do NOT anticipate sever damage to the city or Convention Center.
- Who do I contact if I have questions about my services?
 - If it is Plumbing, Electrical, or Overhead Rigging related, you can call **OCCC Services Desk** between **8-5PM** at **407-685-9824**.
 - If it is Material Handling and any other Freeman services related, you can send an email to orlandotargetchanges@freeman.com or call the **Freeman Services Desk** between 8-5PM at **855-424-3738**.
 - General FABTECH questions you can send an email to information@fabtechexpo.com or call starting Tuesday, October 8 between 8-5PM
 - North/South Building exhibitors – 407-865-6002
 - West Building exhibitors – 407-865-6004

Exhibitors with Targets on Wednesday, October 9 at 8:00 am

- Will Hurricane Milton affect move-in?
 - ⊖ Yes, exhibitors will not have access into the Convention Center and will not be able to work from Wednesday, October 9 at 2:00 pm through Thursday, October 10.
 - If your targeted move-in date is Wednesday, October 9 at 8:00 am plan to contact your shipper and have them check into the Marshaling Yard by 10:00 am on Wednesday.
 - The Marshaling Yard will be closing at **10:00am** on **Wednesday, October 9** and reopening at **5:00am** on **Friday, October 11**.
- What if my shipper cannot check into the marshaling yard by Wednesday, October 9 at 10:00 am?
 - If your shipper cannot get to the Marshaling Yard by **10:00am** on **Wednesday, October 9**, please have them arrive to the Marshaling Yard on **Friday, October 11** at 5:00am.
 - Overnight Truck Parking is available [here](#).
 - The Marshaling Yard is located at **10088 General Drive, Orlando FL 32824**
 - Please be patient as we expect delays.
 - **IMPORTANT:** Privately Owned Vehicles (POVs) should proceed directly to the building where your booth is located and check in at the designated POV Check-in area for staging. Privately Owned Vehicles are defined as cars, pick-up trucks, vans, and other trucks primarily designed for passenger use, not cargo or freight. Vehicles that do not qualify for this service, or that have material that requires mechanical assistance to unload, will be directed to the loading docks or Freeman Marshaling Yard.
- What if my shipper cannot make our new targeted time?
 - Please call the marshalling yard at 888-508-5054 to make new arrangements.
- What if my booth set up staff are delayed?
 - Exhibitors are allowed to work as late as they want, however once they have left the convention center then they will not be able to get back in.
 - Labor hours will be extended on **Friday, October 11** and **Saturday, October 12** until **11:30pm**.
 - Any new orders for Freeman or utilities must be placed with the Service desk by **4:30 pm**, each day. Freeman Service Desk will not be available after **1:00 pm** on **Wednesday, October 9 – Thursday, October 10**. They will be back on their normal schedule on Friday, October 11.
 - If you shipper cannot make your new targeted

- When will the building reopen?
 - The Orange County Convention Center will reopen at **7:00am** on **Friday, October 11**. All services will return beginning at **8:00am** on **Friday, October 11**.
 - Freeman Service Desk will not be available after **1:00 pm** on **Wednesday, October 9 – Thursday, October 10**.
 - Service provided labor hours will be extended on **Friday, October 11** and **Saturday, October 12** until **11:30pm**.
 - Any new orders for Freeman or utilities starting on Friday, October 11 must be placed with the Service desk by **4:30 pm**, each day.

Exhibitors with Targets on Wednesday, October 9 at 12:30 pm

- Will Hurricane Milton affect move-in?
 - ⊖ Yes, exhibitors will not have access into the Convention Center and will not be able to work from Wednesday, October 9 at 2:00 pm through Thursday, October 10.
 - Targeted move-ins on Wednesday AFTERNOON and Thursday exhibitors will not be able to work at the Convention Center.
 - The Marshaling Yard will be closing at **10:00am** on **Wednesday, October 9** and reopening at **5:00am** on **Friday, October 11**.
- What if my targeted move-in date is **Wednesday, October 9 at 12:30pm**?
 - You will not be able to move in on Wednesday, October 9 at 12:30 pm. The Marshaling Yard will be closing at **10:00am** on **Wednesday, October 9** and reopening at **5:00am** on **Friday, October 11**.
 - Plan to contact your shipper and them get to the Marshaling Yard on **Friday, October 11** between 5am and 8:00am.
 - Overnight Truck Parking is available [here](#).
 - The Marshaling Yard is located at **10088 General Drive, Orlando FL 32824**
 - Please be patient as we expect delays.
 - **IMPORTANT:** Privately Owned Vehicles (POVs) should proceed directly to the building where your booth is located and check in at the designated POV Check-in area for staging. Privately Owned Vehicles are defined as cars, pick-up trucks, vans, and other trucks primarily designed for passenger use, not cargo or freight. Vehicles that do not qualify for this service, or that have material that requires mechanical assistance to unload, will be directed to the loading docks or Freeman Marshaling Yard.
- What if my shipper cannot make our new targeted time?
 - Please call the marshaling yard at 888-508-5054 to make new arrangements.
- What if my booth set up staff are delayed?
 - Exhibitors are allowed to work as late as they want, however once they have left the convention center then they will not be able to get back in.
 - Labor hours will be extended on **Friday, October 11** and **Saturday, October 12** until **11:30pm**.
 - Any new orders for Freeman or utilities must be placed with the Service desk by **4:30 pm**, each day. Freeman Service Desk will not be available after **1:00 pm** on **Wednesday, October 9 – Thursday, October 10**. They will be back on their normal schedule on Friday, October 11.

Exhibitors with Target on Thursday, October 10

- Will Hurricane Milton affect move-in?
 - ⊖ Yes, exhibitors will not have access into the Convention Center and will not be able to work from Wednesday, October 9 at 2:00 pm through Thursday, October 10.
 - The Marshaling Yard will be closing at **10:00am** on **Wednesday, October 9** and reopening at **5:00am** on **Friday, October 11**.

- What if my targeted move-in date is **Thursday, October 10 at 8am?**
 - Plan to contact your shipper and them get to the Marshaling Yard on **Friday, October 11** between **8:00 am – 12:00 pm**.
 - Overnight Truck Parking is available [here](#).
 - The Marshaling Yard is located at **10088 General Drive, Orlando FL 32824**
 - Please be patient as we expect delays.
 - **IMPORTANT:** Privately Owned Vehicles (POVs) should proceed directly to the building where your booth is located and check in at the designated POV Check-in area for staging. Privately Owned Vehicles are defined as cars, pick-up trucks, vans, and other trucks primarily designed for passenger use, not cargo or freight. Vehicles that do not qualify for this service, or that have material that requires mechanical assistance to unload, will be directed to the loading docks or Freeman Marshaling Yard.

- What if my targeted move-in date is **Thursday, October 10 at 12:30pm?**
 - Plan to contact your shipper and them get to the Marshaling Yard on **Friday, October 11** between **12:30pm 4:30pm**.
 - Overnight Truck Parking is available [here](#).
 - The Marshaling Yard is located at **10088 General Drive, Orlando FL 32824**
 - Please be patient as we expect delays.
 - **IMPORTANT:** Privately Owned Vehicles (POVs) should proceed directly to the building where your booth is located and check in at the designated POV Check-in area for staging. Privately Owned Vehicles are defined as cars, pick-up trucks, vans, and other trucks primarily designed for passenger use, not cargo or freight. Vehicles that do not qualify for this service, or that have material that requires mechanical assistance to unload, will be directed to the loading docks or Freeman Marshaling Yard.

- What if my shipper cannot make our new targeted time?
 - Please call the marshaling yard at 888-508-5054 to make new arrangements.

- If my shipment is delayed in getting to my booth, how am I going to make up the lost set-up time?
 - Exhibitors are allowed to work as late as they want, however once they have left the convention center then they will not be able to get back in.
 - Labor hours will be extended on **Friday, October 11** and **Saturday, October 12** until **11:30pm**.
 - Any new orders for Freeman or utilities must be placed with the Service desk by **4:30 pm**, each day.

- Who do I contact if I have questions about my services?
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Exhibitors with Target on Friday, October 11

- Will Hurricane Milton affect move-in?
 - Yes, since the Marshaling Yard will be closed at **10:00am** on **Wednesday, October 9** and reopening at **5:00am** on **Friday, October 11** it will affect the Friday targets.

- What if my targeted move-in date is **Friday, October 10?**

- Plan to contact your shipper and then get to the Marshaling Yard on **Friday, October 11** at **4:30pm**. Please understand that Wednesday afternoon and Thursday targets are moving in on **Friday, October 11** from **5:00 am – 4:30 pm**.
- Overnight Truck Parking is available [here](#).
- The Marshaling Yard is located at **10088 General Drive, Orlando FL 32824**
- Please be patient as we expect some delays.
- **IMPORTANT:** Privately Owned Vehicles (POVs) should proceed directly to the building where your booth is located and check in at the designated POV Check-in area for staging. Privately Owned Vehicles are defined as cars, pick-up trucks, vans, and other trucks primarily designed for passenger use, not cargo or freight. Vehicles that do not qualify for this service, or that have material that requires mechanical assistance to unload, will be directed to the loading docks or Freeman Marshaling Yard.

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- If my shipment is delayed in getting to my booth, how am I going to make up the lost set-up time?
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 - Labor hours will be extended on **Friday, October 11** and **Saturday, October 12** until **11:30pm**.
 - Any new orders for Freeman or utilities must be placed with the Service desk by **4:30 pm**, each day. Freeman Service Desk will not be available after **1:00 pm on Wednesday, October 9 – Thursday, October 10**. They will be back on their normal schedule on Friday, October 11.