



**July 27 – 29, 2024**

**JW Marriott, Turnberry Resort & Spa – Miami, Florida**

*(19999 West Country Club Drive, Aventura, FL 33180)*

## **Included in this document:**

[2024 Solutions.Showcase FAQ](#)

[AV Order Form](#) (deadline: July 12)

[Book hotel](#) (deadline: July 5)

[Register to attend](#) (deadline: June 28)

[Important Deadlines](#)

[Shipping Details](#) (ship to arrive between July 24 – 27)

[Travel arrangement notes](#)

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# 2024 Solutions.Showcase Reception FAQs

## What is included as a Solutions.Showcase Reception Tabletop Display?

Your tabletop display includes:

- 6 ft table, 2 chairs
- Pre-conference attendee list (ability to send 1 email to all Delegates Council and Clinical Consortium attendees)
- Invitation(s) to networking events

Electricity is NOT included but available to purchase directly from the hotel, based on available hotel options – see attached form.

If you require electricity for your tabletop display, [please complete the online Encore order form](#) and coordinate your needs directly with the hotel.

<b>Setup</b>	<b>Sunday, July 28, 10:00 am – 4:00 pm</b> *Setup must be completed by 4:00 pm
<b>Solutions.Showcase Reception</b>	5:30 pm – 7:00 pm
<b>Dinner &amp; Networking</b>	7:00 pm – 8:30 pm
<b>Cleanup</b>	<b>Sunday, July 28 by 10:00 PM</b> *All materials must be removed by this time

The Solutions.Showcase Reception will be held in the Foyer of the Royal Ballroom. Your table for display setup will be indicated with a sign at your table. The location of your tabletop within the reception will be shared by June 14.

If you need any additional assistance for your set up, please contact [corporate@urgentcareassociation.org](mailto:corporate@urgentcareassociation.org) by July 5.

## Where is my tabletop assignment?

The Solutions.Showcase Reception room diagram will be shared by June 14. To accommodate additional partners, there is a possibility that we may make some adjustments to the final floor plan with assigned spacing. UCA reserves the right to rearrange the floor plan/assigned tabletops should it become necessary.

## Are there any restrictions on handouts/give-aways?

Small tokens and/or handouts may be distributed from booths without prior approval. No food for consumption, refreshments or beverages may be distributed at the booth.

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## Important Deadlines

May 31	For signage, submit the following to <a href="mailto:corporate@urgentcareassociation.org">corporate@urgentcareassociation.org</a> : <ul style="list-style-type: none"><li>• Company logo (eps or png)</li><li>• Exhibitor on-site coordinator contact information (name, cell phone, email address) for event follow-up</li></ul>
June 28	Deadline: <a href="#">Register to Attend</a>  <b>Travel Arrangements:</b> Arrival - Plan to arrive at the hotel before 5pm, Saturday July 27, to attend the opening night networking event;  Departure – Plan to depart from the hotel after 11:30am Monday, July 29
July 5	Deadline: Book Hotel Room in UCA block  <a href="#">Book Hotel Room – JW Marriott, Turnberry Resort &amp; Spa</a>
July 12	Deadline to order from Encore (ie. electric at tabletop display)  <a href="#">Encore Order Form</a>
July 24 - 27	Shipments may arrive at the hotel (See below for <a href="#">Shipping Details</a> )

# 2024 Solutions.Showcase Shipping Details



## JW Marriott Miami Turnberry Package 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 hotel must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive 3-4 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 ship any items to the attention of the Hospitality Manager or Catering & Conference Manager, unless the items are specifically for their use (i.e., hotel specifications, rooming lists, signed documents); this includes any room drops or deliveries to any other area of JW Marriott Miami Turnberry.

Shipments are held for a limited number of days. If a package has not been picked up 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 786.279.6247. Package deliveries should only be scheduled after the recipient has checked into the hotel.

### PACKAGE LABELING STANDARDS AND FEDEX OFFICE CONTACT

Hold For Guest: (Guest Name) (Guest Cell Number)  
c/o FedEx Office at JW Marriott Miami Turnberry  
19999 West Country Club Drive  
Aventura, FL, 33180  
(Convention / Conference / Group / Event Name)

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

FedEx Office Business Center  
JW Marriott Miami Turnberry  
19999 West Country Club Drive  
Aventura, FL 33180  
Phone: 305.521.4409  
Fax: 305.792.1996  
Email: usa0170@fedex.com

Operating Hours  
Mon – Fri: 7:30am - 6:00pm  
Saturday: 7:30am - 12:00pm  
Sunday: 10:00am - 4:00pm

### SHIPPING AND RECEIVING INSTRUCTIONS

Meeting organizers and participants are encouraged to contact FedEx Office in advance of shipping their items to JW Marriott Miami Turnberry with any specific questions. If you have any special needs such as refrigeration requirements, after hours delivery requests or changes to your meeting dates or rooms, please work directly with your Event Services Manager who will communicate these needs to FedEx Office in advance of your event.

### PACKAGE DELIVERY WITHIN THE HOTEL

In most cases, FedEx Office will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites of JW Marriott Miami Turnberry, but please check with the business center for specific delivery limitations that may exist. In cases where a drayage company or decorator is used, FedEx Office team members will release any drayage directly to the decorator if they are onsite when the shipments arrive. If any drayage or parcels require overnight storage, FedEx Office will request handling fees be collected from the decorator. If you are using a drayage company or decorator for exhibitor packages, these packages must be shipped directly to the drayage company or decorator specified address. Please note that FedEx Office team members cannot lend out any moving equipment to a guest, which includes pallet jacks, dollies, and flatbed carts.

### PACKAGE DELIVERY TO GUEST SUITES

In most cases, FedEx Office will complete delivery or pickup of packages to guest suites at JW Marriott Miami Turnberry, but please check with the business center for specific delivery limitations that may exist. FedEx Office is not authorized to leave packages in guest suites that are not occupied. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in the suite.



# JW Marriott Miami Turnberry Package Shipping Instructions

## UPON YOUR ARRIVAL

Packages will be available for pickup inside the FedEx Office business center (receiving fee will apply). Pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at the number located on the previous page (delivery fee will apply). Package deliveries should only be scheduled after the recipient has checked into the hotel. 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

All outbound packages must have a completed carrier airbill affixed to each package. Packaging supplies (boxes, tapes, and etc.) are available for purchase within the FedEx Office business center. FedEx Office offers pack and ship services in the business center; while packaging supplies are also available for purchase. FedEx Express® shipping boxes and airbill forms are available and complimentary. Outbound packages to be picked up by a third party courier should be coordinated in advance with a FedEx Office team member. Outbound handling fees will be applied to all packages, regardless of carrier, in addition to shipping/transportation fees.

## PACKAGE HANDLING AND STORAGE FEES

PACKAGE WEIGHT	PACKAGE PICKUP OR DROP OFF BY GUEST	PACKAGE PICKUP OR DELIVERY BY FEDEX OFFICE
Flat Envelopes	No Charge	\$5.00
0.0 – 1.0 lbs.	\$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.	\$25.00	\$50.00
Over 60.0 lbs.	\$25.00	\$70.00
Pallets & Crates*	\$0.50 / lb. (\$150.00 Minimum)	\$0.50 / lb. (\$150.00 Minimum)

PACKAGE WEIGHT	STORAGE FEE AFTER 5 DAYS
Flat Envelopes	No Charge
0.0 – 10.0 lbs.	\$5.00
11.0 – 30.0 lbs.	\$10.00
31.0 – 60.0 lbs.	\$15.00
Over 60.0 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.

\* For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$0.50 / lb. (\$150.00 Minimum), which is applied to each pallet/crate handled. A labor fee of \$70.00 per hour will apply for breaking down pallets, building pallets, or excessive package handling/moving due to a customer's request. The labor fee can be charged in 15 minute increments.

\*\* No handling fees will be charged for outbound packages weighing 0-1 pound that are brought to the FedEx Office Business center by a guest.

## 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 Hotel nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Hotel 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 at the Hotel, 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 Hotel, you agree to be bound by any additional terms and conditions that the Hotel or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.

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# 2024 Solutions.Showcase Reception A/V Order Form

Encore A/V Order Form Link:

[Encore EventNow | Audio Visual Solutions | Order Online \(encoreglobal.com\)](#)

## Easy Ordering

As the exclusive Technology Provider of the JW Marriott Miami Turnberry Resort and Spa, Encore is committed to making your experience as easy and stress-free as possible.



Self-service option available through our online store – EventNow

### Step 1

Visit [EventNow](#) and select your show

### Step 2

Browse our technology catalog

### Step 3

Select from a list of available products/product packages and service packages, then check out.\*

\* EventNow is only available more than two days prior to event load in. If ordering within two days, contact your Encore on-site team.

Once your order is completed, a confirmation email will be sent with all your order details and a dedicated professional will still be on-hand to answer any questions regarding your order.

## EventNow

offers a range of solutions for any exhibitor:

As the exclusive Technology Provider of the JW Marriott Miami Turnberry Resort and Spa, Encore is committed to making your experience as easy and stress-free as possible.

- Large and small format HD monitors (40" monitors and above include floor stands)
- PC Based Laptops
- Various Audio Packages
- Wireless Presentation Controls
- HDMI Cables, Distribution Amplifiers, and Adapters
- Power Strips, Extension Cords, and Charging Stations
- LED Lighting
- Flipchart Packages
- Power and Internet Connectivity Packages

## NEED RIGGING

If so, please fill out rigging request, <https://www.encoreglobal.com/rigging-request/>

Encore representative will be in touch with you.

## We make it easy



Easy ordering options



Confirmation email is sent with your order details



We regularly maintain and service all equipment



Encore delivers, installs, and tests equipment



After the show, Encore picks up your rental equipment



Need assistance or products/solutions not offered in EventNow?

Call your Encore on-site contact directly:

Kat Gonzales  
Senior Sales Manager  
[Kat.Gonzales@encoreglobal.com](mailto:Kat.Gonzales@encoreglobal.com)  
O 786.279.6231 | M 786.308.6836

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