



SPATEC

Fall 19

November 3-6, 2019

Four Seasons Resort and
Club Dallas at Las Colinas

DALLAS, TX



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Contact Us

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

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, November 3rd from 11:00am to 7:00pm and Monday, November 4th 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 Fall

Four Seasons Resort and Club Dallas at Las Colinas in Dallas, TX

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

4150 N. MacArthur Blvd

Irving, TX 75038

Phone: 972-717-0700

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

4. DISMANTLE:

Dismantle begins Tuesday, November 5th at 3:35pm. 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, November 6th 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 Four Seasons Resort and Club Dallas at Las Colinas in Dallas, TX. Within this service manual you will find the Electric Order Form. Please submit the completed order form to Shelly Chennault- schennault@PSAV.COM.

6. HIGH SPEED INTERNET:

Wi-Fi is complimentary within the meeting space at Four Seasons Resort and Club Dallas at Las Colinas in Dallas, TX. 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, November 3rd from 12:00pm to 5:00pm.

9. APPOINTMENT SETTING:

The appointment system will open for selections on Thursday, September 5 and close Monday, September 30. 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, November 4th after the breakfast. 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	Thursday, September 5, 2019
Profiles Close for Updates	Monday, September 30, 2019
Supplier Flights	Monday, October 9, 2019
Open for Selections	Tuesday, October 8, 2019
Closed for Selections	Friday, October 25, 2019
Schedule available for preview	Wednesday, October 30, 2019



10. HOTEL RESERVATIONS:

Included in your package are 3 nights' hotel accommodations (November 3rd, 4th & 5th). **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.** 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:

- 10% off spa services (Sunday-Thursday only)
- Discounted golf rate at \$195.00

11. TRANSPORTATION:

Included in your package is transportation to and from Dallas/Fort Worth, TX (DFW). Transportation will be provided for arrivals from (DFW) on **Sunday, November 3rd** and departures out of (DFW) on **Wednesday, November 6th**. **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, November 5, 2019 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 DISCOUNT:

Four Seasons Resort and Club Dallas at Las Colinas in Dallas, TX will offer a 10% spa discount (Sunday-Thursday only) for all event attendees. Please contact the resort directly to make your appointments. We ask that you do not schedule your spa treatment during event hours.

14. MOBILE APP:

The SPATEC Fall 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 Fall MOBILE APP?

- Open the App Store on your mobile device
- Search “QHBS Ranking” & Click Download
- Open the app and locate the SPATEC Fall 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*

SUNDAY, November 3, 2019

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

MONDAY, November 4, 2019

6:30 AM – 7:15 AM	Gentle Sunrise Yoga
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, November 5, 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, November 6, 2019

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

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. 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.



The Four Seasons Resort and Club Dallas at Las Colinas

Please complete this order form and FAX form to PSAV. PLEASE DO NOT EMAIL CREDIT CARD NUMBERS
 Payment form must be validated prior to services being rendered.

PSAV Sales Manager: Shelly Chennault	
Phone: 972-887-8180	Fax: 972-887-8189
Email: schennault@psav.com	

Conference Name:		Event Date:	
Name of Company or Vendor:		Exhibitor/Booth #:	
Credit Card Type:	CC Number:	Exp:	Sec. Code:
Cardholder Name:	Phone #:	Email (Required):	
On-site Contact:	Cardholder Address:	City:	State: Zip:

Electrical Power (per day):
 (If you have anything that will be plugged in, you must order electrical services).

- 5 Amp (if you are powering a laptop or small device)
- 10 Amp (2 laptops, or a laptop and lights, or laptop and Monitor)
- 20 Amp (3-4 laptops, lights, or TV etc.)

*Please contact PSAV if you have additional Electrical needs.

Sub Total
Event Technology Support
Tax Charge
Total Electrical Power & Equipment Charges

Quantity	Days	Cost	Total
		\$58.00	\$0.00
		\$86.00	\$0.00
		\$145.00	\$0.00
			\$0.00
		23%	\$0.00
		8.25%	\$0.00
			\$0.00

Telephone / Internet (per day):

- DID Phone Line with standard telephone
- Standard Telephone
- Polycom Speakerphone with phone line
- Wireless Internet Connection (2Mbps, for up to 2 devices)
- Wired Internet Connection (5Mbps)
- Static IP Address

Sub Total Charges
Event Technology Support
Tax Charge
Total Telephone/Internet Charges

Quantity	Days	Cost	Total
		\$200.00	\$0.00
		\$50.00	\$0.00
		\$195.00	\$0.00
		\$44.00	\$0.00
		\$200.00	\$0.00
		\$255.00	\$0.00
			\$0.00
		23%	\$0.00
		8.25%	\$0.00
			\$0.00

Equipment Rental (Per Day):

- 24" LCD Monitor (Data)
- 46" LCD Monitor on stand (Video or Data)
- 55" LCD Monitor (Video or Data)
- 6-8' Tripod Screen (Client owns projector)
- 6-8' Tripod Screen and Projector
- Flipchart Package
- Laptop (PC)
- One Speaker and 5 Ch Mixer Sound System
- Computer Audio (DI) (Requires sound system)
- Wireless Lavalier or Handheld Mic (requires Sound system)
- Wireless Slide Advancer

*Please contact PSAV for other equipment requests

Sub Total Charges
Event Technology Support
Tax Charge
Total Equipment Rental Charges

Quantity	Days	Cost	Total
		\$225.00	\$0.00
		\$555.00	\$0.00
		\$765.00	\$0.00
		\$205.00	\$0.00
		\$710.00	\$0.00
		\$102.00	\$0.00
		\$255.00	\$0.00
		\$265.00	\$0.00
		\$80.00	\$0.00
		\$230.00	\$0.00
		\$65.00	\$0.00
			\$0.00
			\$0.00
		23%	\$0.00
		8.25%	\$0.00
			\$0.00

Grand Total: \$0.00

Authorization Signature:
