



Supplier Event Services Manual

May 18-21, 2026

Paradise Point Spa & Resort

San Diego, CA



General Information

SUITE PACKAGE

TABLE PACKAGE:

No Equipment: Your table package includes (1) 6' 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.

With Equipment: You will receive one high top table with 1-3 standard chair(s) (# based on delegate package), and a table sign with your company name and location located near your piece of equipment.

Please note: Pop up displays are prohibited. Taping, nailing and/or hanging any signs or banners on the walls is

SET UP

Suppliers will have access to the ballroom to begin setup of your table on Monday, May 18th from 2:00pm – 6:00pm & Tuesday, May 19th from 8:00am – 10:00am. All tables should be ready by 10:00am Tuesday morning.

SHIPPING

The shipment window for Sibec is 4/15/26- 5/14/26. Please do not ship any freight prior to 4/15. Please examine the shipping manual carefully. All forms need to be completed and emailed (info@reflexeventservices.com) or faxed (760-782-0429) before you ship your freight.

SHIPPING ADDRESS:

Company Name
C/O ABF Freight
7075 Carroll Rd
San Diego, CA 92121
Table # _____
Pieces _____ of _____

At the close of show, it is the responsibility of the exhibitor to schedule their carrier to pick up at the hotel **Wednesday, May 20 after the meetings conclude at 4PM.**

Please schedule the pickup for this address:

Paradise Point Resort
1404 Vacation Rd , San Diego CA 92109
PickUp @Hotel Shipping&Receiving Area

DISMANTLE

Dismantle begins Wednesday, May 20th at 4PM once the meetings conclude. All equipment must be removed from the venue by Wednesday.

ELECTRIC/AUDIO VISUAL

All suppliers are responsible for their own electrical and audio visual, if needed. Please arrange your electrical order, equipment, etc. and payment directly with Paradise Point Resort & Spa. The direct link for Sibec 2026 is listed here: [Paradise Point Resort & Spa Exhibitor Services](#).

HIGH SPEED INTERNET

Basic Wi-Fi is complimentary in the convention center. If you would like to purchase a hard line for your table, please visit this link: [Paradise Point Resort & Spa Exhibitor Services](#).

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.

SUPPLIER BADGES

Please pick up your badge at the Sibec registration desk on Monday, May 18th between 2:00pm and 6:00pm.

SIBEC PORTAL

The Sibec Portal is called the GRIP. It will open for selections on April 20, 2026 and close May 1, 2026. Both suppliers and buyers will be able to select those who they are interested in meeting with. The system will auto-match appointments based on your rankings.

The schedule will be available for preview on May 8, 2026. All finalized appointment schedules will be provided on Tuesday, May 19th after breakfast. Each appointment will be twenty minutes in length followed by five minutes for the buyers to transition to their next appointment.



EXHIBITOR SERVICE MANUAL

SIBEC Conference 2026
May 18 – 21st, 2026
Paradise Point Resort
San Diego, CA

SHIPMENT WINDOW IS 4/15/26 – 5/14/26
Please do not Ship any FREIGHT BEFORE 4/15

At close of show, regarding outbound Shipments – It is the responsibility of The Exhibitor to schedule their carrier to pick up at the hotel Wednesday May 20th at address below –

Paradise Point Resort
1404 Vacation Rd , San Diego CA 92109
PickUp @Hotel Shipping&Receiving Area

PLEASE EXAMINE EXHIBITOR MANUAL COMPLETELY
FILL OUT ALL FORMS & EMAIL or FAX prior to shipping anything out
INFO@ReflexEventServices.com

For additional information or questions please contact us at:
p: (760) 788-9360 f: (760) 782-0429



DRAYAGE RATE SCHEDULE

IN AND OUT RATES BASED ON INCOMING WEIGHT ONLY

100 lb. MINIMUM CHARGE PER SHIPMENT

Shipments of common freight and crated exhibits will be received and stored up to thirty (30) days prior to set-up date, delivered to booth, and delivered from booth to common carrier at loading dock of exhibit area, furnishings, loading equipment and labor at close of show. This also includes removal, storage and return of empty crates or containers when necessary.	PER CWT (100 lbs)
	\$95.00
Receipt of shipments of common freight and crated exhibits at the Exhibit Hall, during installation period only, from outside carrier or owner's vehicle, unloading, delivery to booth, and delivering from booth to common carrier at loading dock and furnishing loading equipment and labor at close of show. This also includes removal, storage and return of empty crates or containers when necessary.	\$95.00
Above rates apply to handling of crated shipments. For uncrated, pad wrapped, or specialized equipment, the additional rate will be:	\$8.50
Return to the warehouse charge for loading onto outbound carriers	\$95.00

NOTE: Mixed crated and uncrated shipments must show on the bill at lading the weight of the crated portion vs the uncrated portion, otherwise the entire shipment will be rated as uncrated. If we are required to use manpower in a trailer to cube out the load the exhibitor will be charged on a lime and material basis for the additional labor.

All per hundredweight rated will be based on the inbound weight only and all weights will be rounded off the next hundred weight. Dimensional weights will be invoiced at the stated weight on the Bill of Lading at the time of delivery unless a weight certificate is attached. It is the exhibitor's responsibility to insure that each shipment has a correct or certified weight on each Bill at the time of delivery. No back weighing will be accepted and no credit will be issued for a mis-stated weight. All exhibitors must be prepared to pay their charges at the show site. Company checks, cash, certified checks, money orders, traveler's checks, Visa, MasterCard or American Express are acceptable for payment. All foreign exhibitors will be required to pay their drayage invoice, in full, at the show site in U.S. currency Companies or individuals whose accounts have been deemed delinquent on past shows will be on a C.O.D. basis. All Past-due and current charges must be paid in full before any material will be released. All invoices are due and payable upon receipt. You may Pre-pay your estimated drayage charges based on the above per CWT. rate schedule. It is the responsibility of the EXHIBITOR to contact Reflex Services by the end of exhibit set up to arrange for reshipment of materials.

All per CWT. rated quoted in the foregoing do not include uncrating, unskidding, dismantling, crating, skidding, local pick-up and delivery, special trips or handling materials requiring special handling due to weight or size.

LABOR RATES FOR SERVICES LISTED ABOVE

Service	Straight Time	Over-Time
Material Handler/Labor	\$75.00	\$112.50
Forklift with Operator (4,000 lb capacity)	\$75.00	\$112.50
Forklift with Operator (4,000 to 10,000 lb capacity)	\$95.00	\$142.50
Truck/Driver (Local Deliveries & P/U Only)	\$75.00	\$112.50
Banding/Steel	\$ 1.50 per ln. ft.	
Shrink Wrap	\$ 25.00 per pallet	

S/T - Straight Time Hours - 8:00 AM - 4:30 PM on WEEKDAYS.

O/T - Overtime Applies to all hours on Saturdays, Sundays, and all holidays.

The above rates include Social Security, Workmen's Compensation Insurance and Public Liability Insurance.



LIMITS OF LIABILITY

1. Reflex Services and subcontractors shall not be responsible for damage to uncrated materials, materials improperly packed, glass breakage, or concealed damage.
2. Reflex Services and subcontractors are not, and cannot be, responsible for loss or disappearance of Exhibitor materials after they have been delivered to the booth or once they are left in the booth for load-out and shipping after the show close.
3. Reflex Services and subcontractors shall not be responsible for loss, delay or damage due to strikes, lockouts or work stoppages of any kind beyond our direct control.
4. Reflex Services and subcontractors shall not be responsible for ordinary wear and tear in handling of equipment; nor for the loss or damage due to fire, theft, windstorm, water, vandalism, acts of God, mysterious disappearance, or other causes beyond its control.
5. Reflex Services and subcontractors shall not be liable to any extent, whatsoever, for any actual, potential, or assumed loss of profits, or revenues, or for any collateral costs which may result from any loss or damage to an Exhibitor's materials which may make it impossible or impractical to exhibit same.
6. It is understood that Reflex Services and subcontractors are not insurers, that insurance, if any, shall be obtained by the Exhibitor and that the amounts payable to Reflex Services hereunder are based on the value of the material handling services and are unrelated to the value of the Exhibitor's property being handled. Since it is impractical and extremely difficult to fix the value of each shipment handled by Reflex Services or its subcontractors, it is understood that Reflex Services and subcontractors do not provide for liability should loss or damage occur.
7. It is the Exhibitor's responsibility to make sure all materials are insured from the time they leave your firm, while they are at the show site, and until they are returned after the show
8. Reflex Services and subcontractors' liability shall be limited to any loss or damage which results solely from Reflex Services or its subcontractors' negligence in the actual physical handling of the items comprising your shipment(s) and not for any other type of loss or damage. Liability shall be limited to an amount not to exceed \$.60 per pound per article.
9. The Exhibitor agrees in connection with the receipt, handling, storage, and reloading of your materials that Reflex Services and subcontractors will provide their services as agent and not as bailee or shipper. If any employee of Reflex Services or subcontractors shall sign a delivery receipt, bill of lading, or other document, the Exhibitor agrees that they do so as the Exhibitor's agent, and the Exhibitor accepts responsibility therefore.
10. The consignment or delivery of a shipment to Reflex Services or subcontractors by an Exhibitor, or by any shipper on behalf of the Exhibitor shall be construed as acceptance by such Exhibitor of the terms, limitations, and conditions set herein.

SHOW	SIBEC 2026			BOOTH/TABLE	
COMPANY					
ADDRESS					
CITY		STATE		ZIP	
PHONE		FAX			
AUTHORIZED BY (PRINT NAME)					
SIGNATURE					



SHIPPING INSTRUCTIONS

SHOW	SIBEC 2026			BOOTH/TABLE NO.	
COMPANY					
SHIPPING METHOD				SHIP DATE	
APPROX ARRIVAL DATE			NO. OF SHIPMENTS		
TOTAL NO. OF CONTAINERS			TOTAL WEIGHT		
SZ OF LRG PIECE SHIPPED		WEIGHT OF LRG PIECE SHIPPED			
CONTACT/REPRESENTATIVE (PRINT)					
PHONE			FAX		
ADVANCE SHIPPING			DIRECT SHIPPING		
FOR: ATTN: (EXHIBITING FIRM/COMPANY NAME) TABLE #:			FOR: <i>(YOUR COMPANY NAME)</i> SIBEC 2026 C/O REFLEX SERVICES <i>DIRECT SHIPPING NOT ADVISED</i>		
REFLEX SERVICES C/O ABF FREIGHT 7075 CARROLL RD SAN DIEGO, CA 92121 SIBEC 2026					
WAREHOUSE SHIPPING DEADLINE IS:			DIRECT SHIPPING DEADLINE IS:		
Thur, May 14th, 2026			NOT APPLICABLE/ DO NOT SHIP DIRECTLY		
FORWARDING INSTRUCTIONS AT CLOSE OF SHOW					
CONSIGN TO				VIA: MOTOR FRT. <input type="checkbox"/>	VAN LINE <input type="checkbox"/>
ADDRESS				AIR FRT. <input type="checkbox"/>	OTHER <input type="checkbox"/>
CITY	STATE		ZIP		
PREPAID <input type="checkbox"/>	COLLECT <input type="checkbox"/>				
NO. OF PIECES RETURNED					
<p>AUTHORIZATION TO PROVIDE FREIGHT SERVICES</p> <p>We hereby authorize Reflex Services to handle our shipments in accordance with the information provided above and agree to the terms and conditions outlined on the "Drayage Service Information Bulletin" and the "Drayage Rate Sheet." We also stipulate that we have read the "Limits of Liability" form and agree to the terms and provisions therein and acknowledge receipt of a copy. We agree that Reflex Services will provide its services as our agent and not as bailee and shipper, That if any employee of Reflex Services shall sign a delivery receipt, bill of lading, or other document, they will do so as our agent and we accept the responsibility therefore. We agree in the event of a dispute with Reflex Services relative to any loss or damage to any of our materials or equipment that we will not withhold payment of any amount due for freight service or any other services provided by Reflex Services as an offset against the amount of the alleged loss or damage. Instead, we agree to pay Reflex Services according to their Payment Policy for all such charges and we further agree that any claim we may have against Reflex Services shall be pursued independently by us as a completely separate transaction to be resolved on its own merits.</p>					
AUTHORIZED BY (PRINT)				TITLE	
SIGNATURE					
COMPANY/FIRM					
ADDRESS					
CITY	STATE		ZIP		

PLEASE RETAIN A COPY FOR YOUR RECORDS



p: (760) 788-9360 f: (760) 782-0429

CREDIT CARD AUTHORIZATION FORM

SHOW	SIBEC 2026		BOOTH NO.		
COMPANY					
ADDRESS					
CITY		STATE		ZIP	
PHONE		FAX			

PAYMENT POLICIES

1. Payment must be included with all orders to obtain the discount prices.
2. All charges must be settled at our service desk prior to close of show.
3. The exhibiting firm is ultimately responsible for payment of charges.
4. **Please insure billing address matches the cardholder and all information is correct and legible.**
Declined Cards will result in additional fees.
5. No adjustments will be made after the closing of the show.
Should you have any questions regarding credit procedures, please contact: Russ@ReflexEventServices.com

CREDIT CARD CHARGE AUTHORIZATION

If you wish to charge the amount of your advance orders to your credit card account, please complete the information requested below and return this form with your orders. For your convenience, we will charge the credit card provided for any additional services rendered at the show.

CIRCLE CC TYPE BELOW

VISA		MASTERCARD		AMEX	
CREDIT CARD NO.					
EXPIRATION DATE		CVV CODE			
CARD HOLDER NAME (PRINT)					
CARD HOLDER SIGNATURE					
CREDIT CARD BILLING ADDRESS (ADDRESS ON FILE WITH YOUR CREDIT CARD COMPANY)					
ADDRESS					
CITY		STATE		ZIP CODE	
EMAIL ADDRESS					

REFLEX EVENT SERVICES

SHOW MATERIAL EXPEDITE

SIBEC CONFERENCE 2026

WAREHOUSE DEADLINE DATE: Thur, May 14th, 2026

Company Name: _____

REFLEX SERVICES
C/O ABF FREIGHT
7075 Carroll Rd.
SAN DIEGO, CA 92121

WAREHOUSE

TABLE # _____
PIECES _____ OF _____

REFLEX EVENT SERVICES

SHOW MATERIAL EXPEDITE

SIBEC CONFERENCE 2026

WAREHOUSE DEADLINE DATE: Thur, May 14th, 2026

Company Name: _____

REFLEX SERVICES
C/O ABF FREIGHT
7075 Carroll Rd.
SAN DIEGO, CA 92121

WAREHOUSE

TABLE # _____
PIECES _____ OF _____

General Information

GRIP Deadlines **subject to change*

Profiles Open for Updates	3/30/2026
Profiles Close for Updates	4/17/2026
Open for Selections	4/20/2026
Closed for Selections	5/1/2026
Schedule available for preview	5/8/2026

HOTEL RESERVATIONS

Included in your package are 3-night hotel accommodations (5/18, 5/19, 5/20). Should you wish to arrive prior to the event or stay additional nights after the event, you must contact Haley Courtney with your requested dates at hcourtney@questex.com. A group rate will be made available for pre- or post-event stay options based upon the hotel's availability. Final room adjustments and requests need to be made before Friday, April 17th.



Top Tips for Suppliers Attending Sibec Americas

The Sibec format is a simple and effective way to do business with a select group of top industry buyers. Some of you have attended Sibec several times and are familiar with the format but many are new to the concept. We hope you find these tips useful.

BEFORE SIBEC AMERICAS

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.

MAXIMIZE YOUR SALES OPPORTUNITIES

Be sure your profile within GRIP is completed accurately. Your company profile will be read by buyers when choosing their meetings and will also be in the onsite app directory which buyers use as a resource throughout the year.

RESEARCH THE BUYERS

Get to know the buyers attending Sibec by reading their profiles within GRIP. 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 Sibec 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.

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. Sometimes it is unavoidable but remember most of the buyers will sit through a minimum of 20 meetings, so it can become a little tiresome, particularly in the final sessions. 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.

WHAT TO BRING TO SIBEC AMERICAS

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 Sibec, so they do not have excess baggage to take back with them.

Top Tips for Suppliers Attending Sibec North America

AT SIBEC AMERICAS

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 always punctual 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 Sibec Hospitality Desk once you've received your finalized schedule.

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 a buyer is. Photos of all delegates are included in the onsite app directory, so you can easily identify people at the event. We are always onsite to assist with introductions as needed.

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.

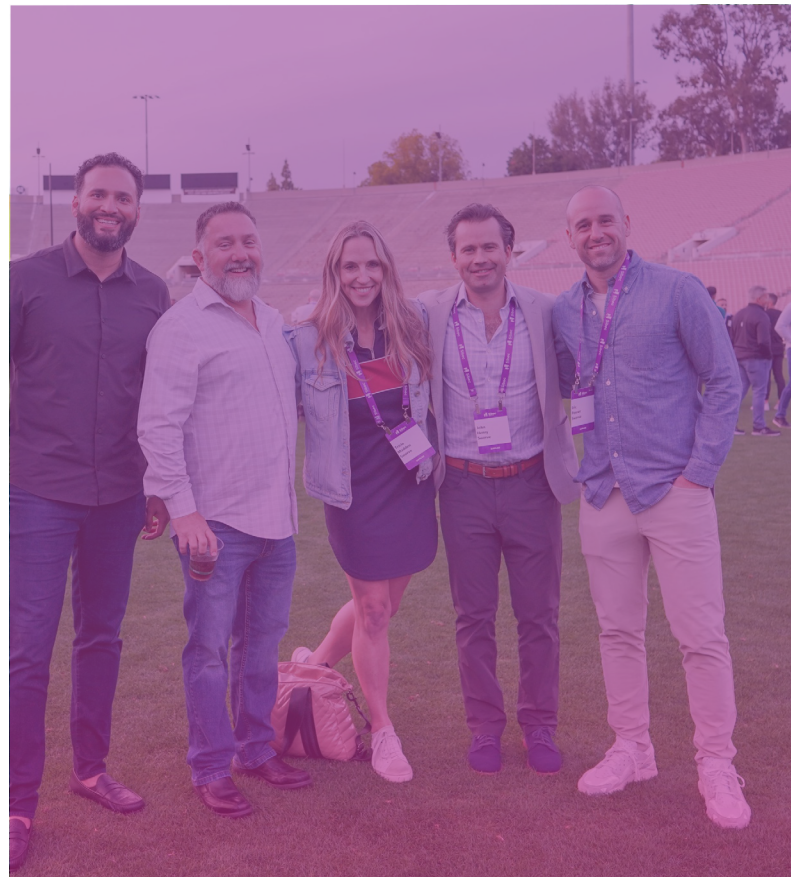
HAVE FUN

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 SIBEC AMERICAS

FOLLOW UP

Previous suppliers, who had great success from Sibec, 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 an interest or not. This way you can spend time serving those with the most interest in taking discussions further.



Contact us

Our goal is to provide excellent service. Please do not hesitate to contact any member of our team with questions regarding the event.

SADIE SAUTER
Event Operations Manager
E: ssauter@questex.com

HALEY COURTNEY
Event Operations Coordinator
E: hcourtney@questex.com

