

EXHIBITOR SERVICE MANUAL APPENDIX FOR PLAZA EXHIBITS

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WELCOME to The Plaza at the Kitchen & Bath Industry Show (KBIS) 2026 Exhibitor Services Manual! The information in the pages below is designed to be additional information beyond the 2025 Exhibitors Service Manual. This guide is specific to those exhibitors in The Plaza.

The Main Menu is designed so that clicking on a topic will automatically transport you to that section of the manual. Also, each page includes linked tabs at the top to help you easily navigate back to the Main Menu or to another section of the manual.

We encourage you to thoroughly review **BOTH** the Exhibitor Services Manual and this Plaza Appendix and ask questions for any areas you need further clarification on.

GENERAL INFO

IMPORTANT DATES & TIMES

Move-in Dates & Times:

Wednesday, February 11, 2026	8:00 AM – 5:00 PM
Thursday, February 12, 2026	8:00 AM – 5:00 PM
Friday, February 13, 2026	8:00 AM – 5:00 PM
Saturday, February 14, 2026	8:00 AM – 5:00 PM
Sunday, February 15, 2026	8:00 AM – 5:00 PM
Monday, February 16, 2026	8:00 AM – 5:00 PM

- The above Move-in hours are posted as standard move-in times.
- All exhibitors are allowed access to the location on a 24-hour basis during exhibitor move-in and exhibitor move-out without requiring approval.

Show Dates & Times:

Tuesday, February 17, 2026	9:00 AM – 5:00 PM
Wednesday, February 18, 2026	9:00 AM – 5:00 PM
Thursday, February 19, 2026	9:00 AM – 5:00 PM

Move-out Dates & Times:

Thursday, February 19, 2026	5:00 PM – 10:00 PM
Friday, February 20, 2026	8:00 AM – 11:59 PM
Saturday, February 21, 2026	8:00 AM – 11:59 PM
Sunday, February 22, 2026	8:00 AM – 12:00 PM

THE PLAZA LOCATION

Orange County Convention Center
W1 Parking Lot
9899 International Drive
Orlando, FL 32819

KBIS will be located in the North / South and West Buildings.

SHOW MANAGEMENT CONTACTS

[Click here](#) for a full list of Show Management contacts.

FREIGHT & DELIVERIES

Warehouse Address

Exhibiting Company Name

The Plaza - Booth No.

KBIS 2026

c/o Freeman

10088 General Drive

Orlando, FL 32824

Freeman will accept crated, boxed, or skidded materials at their warehouse beginning January 8, 2026 at the above address. Material arriving after January 29, 2026 will be received at the warehouse with an additional after deadline charge.

Please note that the Freeman warehouse does not accept uncrated freight (loose, pad-wrapped material, and/or unskidded machinery), COD shipments, hazardous materials, freight requiring refrigerated or frozen storage, a single piece of freight weighing more than 5,000 pounds, or a single piece of freight beyond the dimensions of 108 inches high x 93 inches wide x 92 inches long.

Warehouse materials are accepted at the warehouse Monday through Friday between the hours of 8:00 AM and 2:30 PM.

Certified weight tickets must accompany all shipments.

If required, provide your carrier with this phone number: (888) 508-5054.

Freeman's Advance Warehouse is located at 10088 General Drive, Orlando, FL 32824. Please review the [Advance Warehouse Map and Directions](#).

You can estimate your material handling cost and create and print Advance Warehouse Shipping Labels in Freeman Online's [Material Handling & Labels](#) section. Make sure the labels are for the correct location, which would be The Plaza. Plan to use two labels on each piece you will be shipping and use a waterproof marker to address the label and mark your booth number.

Freeman material handling fees for advance shipments to the Freeman warehouse include:

- Delivery of items to the booth prior to your scheduled Targeted Freight Move-In Day and Time.
- Removal and storage of empty crates during the show.
- Return of empty crates after the close of the show and all aisle carpet is rolled. This process will take several hours and Freeman cannot guarantee or specify the arrival time of empty crates.

Direct to Site Information

Exhibiting Company Name

The Plaza - Booth No.

KBIS 2026

c/o Freeman

Orange County Convention Center

9800 International Drive

Orlando, FL 32819

Freeman will receive shipments at the exhibit facility on target dates. Shipments arriving before target dates may be refused by the facility. Any charges incurred for early freight accepted by the facility or for multiple delivery attempts will be the responsibility of the exhibitor.

Delivering carriers must check-in at the Marshalling Yard prior to the delivery. Please review the [Marshaling Yard Map and Directions](#).

Certified weight tickets must accompany all shipments.

If required, provide your carrier with this phone number: (888) 508-5054.

Please note: Any materials received by Freeman are subject to material handling charges and are the responsibility of the exhibitor. This also applies to items not ordered through the Official Show Vendors. More information can be found in Freeman Online's [Material Handling & Labels](#) section and you can estimate your material handling cost.

You can estimate your material handling cost and create and print Show Site Shipping Labels in Freeman Online's [Material Handling & Labels](#) section. Please make sure that you are using the right label for the correct area. Plan to use two labels on each piece you will be shipping and use a waterproof marker to address the label and mark your booth number.

Freeman material handling fees for direct shipments to the Orange County Convention Center include:

- Acceptance and unloading of items upon delivery and delivery to the booth.
- Removal and storage of empty crates during the show.
- Return of empty crates after the close of the show and all aisle carpet is rolled. This process will take several hours and Freeman cannot guarantee or specify the arrival time of empty crates.

Please be aware that disposal of exhibit properties is not included as part of your material handling charges. Please contact Freeman for your quoted rates and rules applicable to disposal of your exhibit properties.

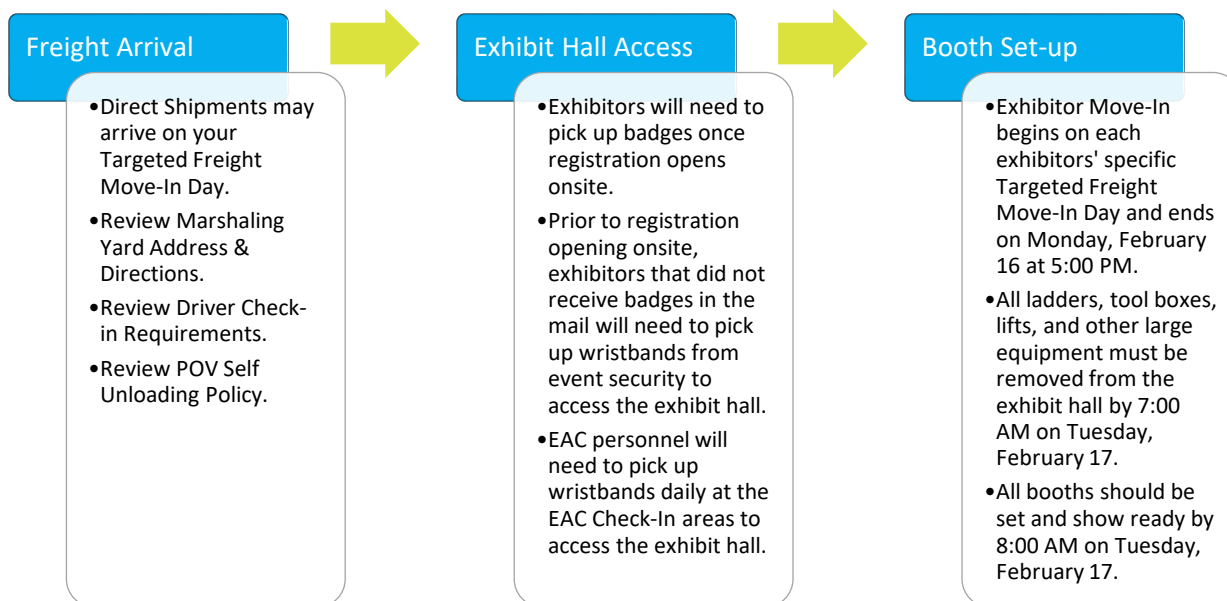
Marshaling Yard

All delivering carriers must check in at the Freeman Marshaling Yard prior to delivering to the Orange County Convention Center.

The Freeman Marshaling Yard is located at 10088 General Drive, Orlando, FL 32824.

Please review the [Marshaling Yard Map and Directions](#).

Move-in Procedures



Self-Unloading / Hand Carry Policy

Full-time exhibitor personnel may carry materials in and out of the Orange County Convention Center by hand or with the use of an exhibitor-owned, non-motorized two-wheeled hand cart. This does NOT include pallet jacks or motorized equipment of any type. If needed, cart service and/or empty storage and return will be provided by Freeman at the prevailing rates.

Privately Owned Vehicles (POV)

Vehicles that qualify as a POV may utilize the POV Check-In Area at the Orange County Convention Center. Freeman workers equipped with flat carts will assist exhibitors with unloading at the posted roundtrip rate. Two people must be with the vehicle – one to accompany the product to the booth and one to remove the vehicle from the area – and the vehicle must be completely unloaded within 30 minutes of arrival at the unloading area. Vehicles that do not qualify for this service or that require mechanical assistance to unload will be directed to the marshaling yard. Please review the information about [POV's, Cart Service, and the Self-Unloading Policy](#) prior to arrival.

POV, or Privately Owned Vehicles, are defined as cars, pick-up trucks, vans, and other trucks primarily designed for passenger use, not for cargo or freight.

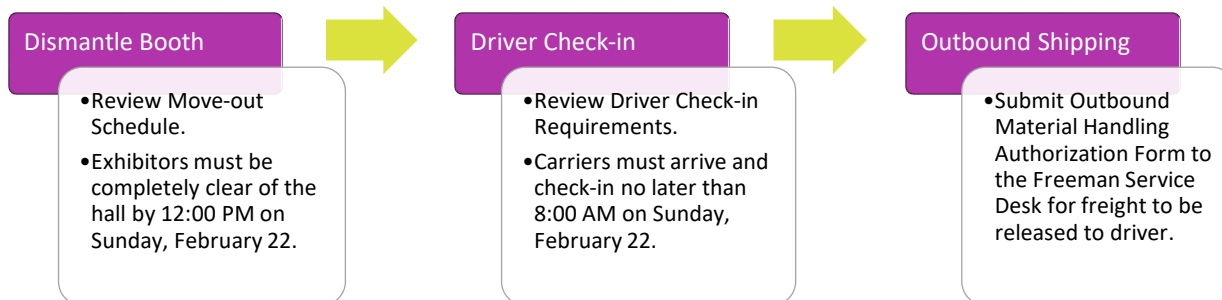
Shipping vs. Material Handling

It is important to understand the difference between shipping and material handling. For detailed information, please review Freeman's [Shipping & Material Handling Information](#) page.

Move-out Procedures

Outbound Shipping

Freeman Exhibitor Support will gladly prepare your outbound Material Handling Agreement and labels in advance. Complete the Outbound Paperwork in Freeman Online's [Material Handling & Labels](#) section and the paperwork will be printed and available on show site at the Freeman Exhibitor Service Center. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.



Move-Out Bulletin

Please review the [Show Move-Out Information](#) for specific details regarding exhibitor move-out.

24-Hour Access

Exhibitors are allowed 24-hour access to the exhibit hall during move-in days, show days, and move-out days. Please note that the exhibitor service desk will only be in operation from 8:00 AM - 5:00 PM on exhibitor move-in, show, and exhibitor move-out days, February 10 – February 22.

Labor/Union Laws

KBIS Show Management has selected Freeman to be the Official Services Contractor for your upcoming show. As the Official Services Contractor, Freeman has the responsibility for material handling, electrical, all suspended rigging and booth cleaning services. We hope this document will assist you in planning for your upcoming event.

To help you understand the Official Services Contractor responsibilities, we ask that you read and observe the [Labor Jurisdictions](#) to aid in a smooth and efficient move-in and move-out of the trade show.

Freeman requests that exhibitors do not tip their employees by giving money, merchandise or other special consideration for services rendered. Exhibitors should not give coffee breaks other than mid-morning and mid-afternoon when employees have a fifteen-minute paid break. Any attempts to solicit a gratuity by an employee for any service should be reported

immediately to a supervisor of Freeman. Freeman employees are paid an excellent wage and tipping is not an accepted company policy.

Freeman craftsmen at all levels are instructed to refrain from expressing any disputes or directly challenging the practices of any exhibitor. All questions arising regarding the jurisdiction or practices must be directed to a Freeman management representative.

Union exhibit labor claims jurisdiction for the installation, dismantling, and first cleaning of prefabricated exhibits and displays when this work is done by persons other than company personnel. They may be employed by completion of labor forms enclosed in this manual.

Union Labor is not required to put your products on display, to open cartons containing your products, nor to perform testing, maintenance, or repairs on your products. If, however, you hire any labor to assist you, it must be through the Official Contractor or a contractor which meets all the regulations as an Exhibitor Appointed Contractor.

BUILDING GUIDELINES

Building Rules/Guidelines

It is strongly recommended that all exhibitors review the [Orange County Convention Center Building Event Planning Guide](#).

Fire Marshal Requirements & Permitting

For more information on the Orange County Convention Centers Regulations, please review their [Guidelines and Information](#) page.

Environmental Laws / OSHA Regulations

All exhibitors must be in compliance with environmental laws and OSHA regulations. To facilitate this compliance, the Organizer strongly urges all exhibitors who give samples of any chemicals, cleaners, or inks to include a Material Safety Data Sheet (MSDS) with each sample given.

Booth & Material Abandonment

Exhibiting companies are required to make cleaning and labor arrangements for both material dismantle and/or removal. It is expected and required that all the exhibiting material be removed at the end of the show. It is not appropriate for bulk material to be left in the aisles during move-in or left behind during move-out. This includes, but is not limited to: flooring, large boxes and crates, racks, exhibit displays, literature, etc. If the exhibiting company does not want any or part of their exhibit material, arrangements for cleaning labor and dumpster/disposal need to be made in advance through Freeman. Exhibitors that do not comply with this policy and leave excessive literature and/or display materials in their booth during move-in or move-out will be deemed guilty of "material abandonment" and will be charged for the removal of these items.

UTILITIES

ELECTRICAL REGULATIONS

All electrical must be ordered through the Orange County Convention Center. Electrical is programmed for the amount of power you ordered. If an exhibitor is plugged into an unauthorized electrical outlet they will be disconnected and required to pay for electricity used.

Review the [Electrical Ordering Form & Details](#).

INTERNET & TELECOM SERVICES

Internet and Telecom Services can be ordered from SmartCity Networks.

Review the [Internet Ordering Form & Details](#) as well as the [Telecom Ordering Form & Details](#).

ONSITE BOOTH GUIDELINES

Vehicles on Display

Exhibitors or agents with mobile units or vehicles will require guidance to their respective booths. This guidance is required and provided by Freeman to prevent damage that may occur to exhibitors, the property of others, or when necessary to move crates that may be in the aisles. For more information and to order spotting, please review Freeman's [Mobile Unit & Vehicle Spotting](#) information.