



EXHIBITOR PROSPECTUS

TSAAI ANNUAL MEETING 2025

July 18-20, 2025

Dollywood HeartSong Conference Center, Pigeon Forge, Tennessee

Invitation to Exhibit

The Tennessee Society of Allergy, Asthma and Immunology invites you to participate in the 2025 Annual Meeting in Pigeon Forge, Tennessee, July 18-20. The annual meeting is an educational event for allergists, nurse practitioners, fellows-in-training, and others interested in the field of allergy and immunology. TSAAI's annual meetings provide an opportunity for face-to-face time and interaction with providers from Tennessee and Kentucky.

Registration

All exhibitors must register online. Name Badges must be worn at all times in the exhibit hall and meeting room. If you have a company name badge, we encourage you to bring and wear it.

Representatives may attend an educational session, but they may not engage in sales activity or discussion in the CME activity. There will be a sign-in sheet available for those who wish to attend sessions, as space will be limited. If any exhibit staff wishes to receive CME credit, they must register as a full attendee of the conference.

General Exhibit Information

INSTALL:

Exhibits can be setup on Friday afternoon, July 18 from 3:30 to 5:00 pm. The exhibit hall will be closed and locked at 5:00 pm so staff can prepare for the evening Welcome Reception.

If you will be arriving late Friday or Saturday morning, please notify us. Exhibit hall will open Saturday morning prior to 7 am. If you should need additional time, the exhibit halls can be made available early Saturday morning for setup if arrangements are made prior.

BREAKFAST/BREAKS:

Breakfast and Breaks will be held at approximate times listed on the agenda on both Saturday and Sunday. All food and beverage will be inside the Exhibit Halls in order to maximize your interaction with our members. You are welcome to enjoy beverages in moderation but we ask that you allow our registered attendees to partake in breakfast and break foods first.

Exhibit hall will be closed and locked at 12 noon on Saturday and reopen Sunday morning prior to 7 am.

DISMANTLE: Exhibits are to be dismantled on Sunday, July 20 from 10:30 to 11:30 am. (anytime upon conclusion of morning break)

Shipping and Receiving to Hotel

YOU WILL RECEIVE INSTRUCTIONS VIA EMAIL CLOSER TO EVENT. With the new venue and hotel receiving, Dollywood's HeartSong is developing a plan for arriving packages.

Outbound Shipping

Dollywood will not be responsible for your return shipping or packing. You will need to package and label all items before you depart Sunday, July 20.

Pickup arrangements will need to be made with your carrier to be picked up Monday, July 21.

Questions should be directed to Dollywood's HeartSong staff.

Shipping and Receiving Guidelines

We are pleased to accept, store, & ship all boxes and shipments according to the following guidelines. Due to limited storage space, packages should be delivered to the hotel no more than five (5) days in advance of your arrival. For your shipping needs, HeartSong Lodge & Resort offers a basic service through our Shipping & Receiving Department.

Exceptions to this must be brought to the attention of the Sales Coordinator:

Matt Gerard | matthew.gerard@dollywood.com | O: 865-428-9423

Standard Guidelines for Inbound Packages

1. All packages must show the shipper's phone number and name.
2. Packages shipped to the hotel must be addressed as follows:

HeartSong Lodge and Resort, 1210 Dollywood Resorts Blvd. Sevierville, TN 37863

- Group or function name
- Your name
- Company name
- Number of boxes (ex. 1 of 2)
- Event dates

Vendors and Groups: Notification is required to your Sales Coordinator of expected delivery dates and package quantities.

For storage, handling, or delivery of packages, charges are as follows:

0 to 50 pounds	\$10.00
Over 50 pounds	\$25.00
Pallet(s)	\$150.00
Crates	\$50.00

The first two (2) packages shipped to the hotel weighing less than 30 pounds are complimentary.

3. Packages should be received by HeartSong Lodge & Resort during Shipping & Receiving hours.



4. The package fees can be billed to a guest's room, a credit card number with an accompanying signed credit card authorization, or the Group Master Account. All packages will be held until a payment method has been confirmed.
5. HeartSong Lodge & Resort is not responsible for contents.
6. We recommend that guests place a packing slip in both the inside & outside of each package.
7. The hotel policies on safe package handling are based on advice from the United States Postal Service (USPS) and the Federal Centers for Disease Control and Prevention (CDC).
8. Items left behind for longer than five (5) days will incur an additional storage fee of \$10.00 per day that will be billed to the Group Master Account or credit card on file.
9. For unclaimed packages or items left behind after a guest departs, the Shipping & Receiving Manager will call the guest or the shipper to obtain information to forward the packages.
10. Any forwarding charges incurred are the sole responsibility of the guest and will not be paid for by the hotel. If no information on an unclaimed package is available, the unclaimed package will be discarded seven (7) days after your departure.
11. The hotel will not accept COD (Cash-on-Delivery) packaging without payment in full before the delivery is made.
12. HeartSong Lodge & Resort has a NON-STANDARD dock height of 3'. Delivery trucks **MUST** be equipped with a lift gate.
13. HeartSong Lodge & Resort utilizes a freight elevator that can accommodate pallets/boxes **NO LARGER THAN** a max height of 6.5' and a max width of 4'.



Standard Guidelines for Outbound Packages

1. HeartSong Lodge & Resort utilizes Federal Express (FedEx), United Parcel Service (UPS), for shipping carriers.
2. If carrier arrives before your package gets to the loading dock, then your package will be collected the next business day.
3. All items must be labeled with the correct address, name, and billing information. Packages will be held until a payment method has been confirmed. Transactions are subject to a 24% service charge and 9.75% tax.
4. To avoid shipping delays, shipping labels and all accompanying shipping documents must be completely filled out by the guest.
5. Shipping charges payable to FedEx, UPS, and any shipping, freight, and courier services are the sole responsibility of the guest and will not be covered by the Hotel.
6. Packages should be collected from HeartSong Lodge & Resort during Shipping & Receiving hours.
7. HeartSong Lodge & Resort is not responsible for contents.
8. HeartSong Lodge & Resort has a NON-STANDARD dock height of 3'. Delivery trucks **MUST** be equipped with a lift gate.
9. HeartSong Lodge & Resort utilizes a freight elevator that can accommodate pallets/boxes **NO LARGER THAN** a max height of 6.5' and a max width of 4'.

Shipping and Receiving Hours of Operation:

Monday – Friday 7:00 AM to 4:00 PM

