



SHM Converge 2024 Partner FAQs

Where/When will SHM Converge 2024 be held?

SHM Converge 2024 will be held April 12-15, 2024, in San Diego, California at the San Diego Convention Center.

Who is considered a “partner”?

SHM uses the term “partner” to address our exhibitors and/or sponsors.

How do I find the Partner Schedule for SHM Converge 2024 setup, exhibit dates, and more?

This information can be found within the Exhibitor Services Kit. The Exhibitor Kit is scheduled to launch in November 2023 and will be viewable within the Exhibitor Dashboard (MYS) as well as on the SHM Converge 2024 Partnership Opportunities page.

The Exhibitor Services Kit contains the necessary forms for ordering equipment, schedule updates, lead retrieval, and more. The Exhibitor Service Kit is only accessible upon receipt of final payment/payment in full and approval.

Are exhibitors/sponsors that are attending the conference required to stay at specific hotels?

We welcome our partners to take advantage of the discounted rates offered at any of the preferred hotels listed on our conference website. Should you require approval to secure a room block for your organization within our designated room block, please email bizdev@hospitalmedicine.org.

What types of payments are permitted for SHM Converge 2024?

We welcome payments via check or credit card; we do not allow for ACH payments for SHM Converge 2024. Please note, all credit card fees will incur a 3.5% processing fee at the point of sale.

My organization requires me to complete a paper application to exhibit at SHM Converge. How do I access a paper application?

Please [click here](#) to complete a paper application and submit it via email to bizdev@hospitalmedicine.org for timely processing. Be advised, all paper applications are processed in the order they are received.



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I would like to combine booths on the SHM Converge 2024 floor plan to create a desired footprint. Who can assist me with this?

Booth mergers can be completed to create island booths, or horizontal inline booths only. Booth mergers require a written request submitted to the Business Development team and SHM approval prior to the update being made. Please email bizdev@hospitalmedicine.org with this request including the booth locations that you would like to combine. If approved, you will receive notification of the new booth number and the updated cost for the new booth footprint.

How can I access the Exhibitor Dashboard within MYS?

Upon submitting payment and receiving approval for your exhibit, sponsorship, and/or upgrade opportunity, the listed primary contact will receive an email from the MYS registration system with login information for the Exhibitor Dashboard. Exhibitor Dashboard access is not granted to partners that have an outstanding balance.

What is included in the cost of exhibiting at SHM Converge 2024?

Please see the [SHM Converge Partner Terms & Conditions](#) to review the full listing of items included in your exhibiting offerings based on your secured booth package.

What is the Cancellation & Reduction policy for SHM Converge 2024?

Please view the [SHM Converge Partner Terms & Conditions](#) within the MYS system for the full Cancellation & Reduction Policy.

- If Partner cancels previously secured opportunities or reduces space on or before January 8, 2024, 50% of the total Agreement or portion thereof that is being canceled. This includes any unpaid balances (which must be paid in full no later than 5 business days prior to the scheduled event (by April 1, 2024)).
- If Partner cancels previously secured opportunities or reduces space between January 9, 2024, and February 29, 2024, 75% of the total Agreement or portion thereof that is being canceled. This includes any unpaid balances (which must be paid in full no later than 5 business days prior to the scheduled event (by April 1, 2024)).
- If Partner cancels this Agreement or portion thereof after March 1, 2024, 100% of total Agreement or portion thereof that is being canceled, irrespective of the reason for cancellation or reduction. This includes any unpaid balances (which must be paid in full no later than 5 business days prior to the scheduled event (by April 1, 2024)).

SHM will use the date of receipt of the notice as the official cancellation/reduction date. Regardless of the reason for cancellation, this policy is strictly enforced, and no exceptions are granted.

Do I need to provide a rendering of my booth design?

All booths must adhere to SHM Show guidelines. Please review the [SHM Converge Partner Terms & Conditions](#) for a full listing of booth guidelines. All renderings of island booth builds must be sent to the SHM Business Development Team via email (bizdev@hospitalmedicine.org) for approval by no less than 3 weeks before the scheduled start of installation.



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Does SHM permit social/hospitality events?

Yes, SHM values its partners and encourages networking with SHM's annual meeting attendees. SHM offers a multitude of unique and convenient outlets and function space for company receptions, parties, meetings, and more during our Annual Conference. Host your event in conjunction with SHM's Annual Conference for an easier planning experience! For more information on how to book event space, please view the [SHM Affiliated Events Request Form](#).

Are sponsorship opportunities available?

Yes, numerous and varied sponsored offerings are available. Please visit the Sponsorship Catalog to review offerings and visit "[Map Your Show](#)" to secure and process payment for your sponsorship opportunity.

Can I purchase Lead Retrieval?

Yes, lead retrievals are provided through our partners at CVENT. Once you receive access to the Exhibitor Dashboard, you will be able to purchase your lead retrieval directly through the CVENT platform.

Do I need to register my booth staff or anyone else for my company?

Yes, anyone that requires a badge to be printed on-site will need to be registered. Once you receive access to the Exhibitor Dashboard, you will have direct access to enter your booth staffers into the CVENT platform based on their staff type (complimentary, purchased additional booth staffers, and/or purchased discounted all-access conference registrations).

I have an Exhibitor Appointed Contractor (EAC) who will be setting up our booth on-site. Do you need anything from me?

Partners using EACs are required to submit a completed Exhibitor Appointed Contractor (EAC) Form by March 11, 2024, AND a completed Certificate of Insurance (COI) for the EAC's company via email to bizdev@hospitalmedicine.org. Companies that have not completed this step will not be allowed to obtain entry for their EACs onsite.

Any additional forms needed for Partners?

ALL Partners are required per our contract to submit a completed Certificate of Insurance (COI) by March 11, 2024, to bizdev@hospitalmedicine.org. Additional guidelines are outlined within the Partner Terms & Conditions. Should you require a blank form for completion please email Show Management and request that a form be sent to you.

I am a Sponsor Only. Do you need anything specific from our organization?

We ask that you adhere to the guidelines/deadlines outlined for your specific sponsorship and any additional information provided via email from the Business Development Team. If you have chosen not to exhibit this year, you will not be required to adhere to exhibitor-specific guidelines. Feel free to contact bizdev@hospitalmedicine.org for more information.



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Can I review the floor plan periodically once I have registered?

Yes, we encourage our partners to [review the floor plan](#) periodically as the conference approaches to ensure you remain comfortable with your chosen location. Others in your category may have registered at a later date and this will assist in encouraging B2B networking within the Engagement Arena. Should you wish to relocate to a new location, please contact bizdev@hospitalmedicine.org to obtain additional details reading this process.

Can I offer a raffle/giveaway in my booth space while on-site?

Yes, raffles/giveaways are permitted to drive additional foot-traffic to your location; all raffles/giveaways cannot exceed \$750.00 in value. When doing so, we encourage partners to include this information in the information they submit for promotion of our attendee-facing mobile app. All raffles/giveaways must receive emailed approval from the SHM Business Development Team (bizdev@hospitalmedicine.org).

Are sales permitted within the Engagement Arena?

Yes, sales are permitted within the Engagement Arena. To offer sales/purchase orders while exhibiting at SHM Converge, you will be required to complete and submit the [Onsite Sales Request Form](#) for review no later than 30 days prior to the 1st day of move-in. No sales will be permitted within the Engagement Arena for Partners that have not completed and received written approval from Show Management. Please note, all regulations must be adhered to throughout the full conference dates.

Is there a downloadable Partnership Catalog?

The Partnership Catalog has been reimagined and is now housed on the [SHM Converge Partnership Opportunities webpage](#). All your desired resources are now easily accessible by viewing the Partner Resources & Partner Hub. For additional information and specific questions, please email bizdev@hospitalmedicine.org.

