

Exhibitor Manual

Announcing the field's first
AI conference for executives

Behavioral Health AI Summit

AN HMP GLOBAL EVENT

Conference Venue

Gaylord Opryland Resort & Convention Center
2800 Opryland Drive
Nashville, Tennessee 37214

The Behavioral Health AI Summit will be located in the Tennessee Ballroom on Main Level 2 of the Gaylord Opryland Convention Center. Exhibits will be set as tabletops and high-top tables in the Tennessee Ballroom Foyer.

Please note that HMP's Rx and Illicit Drug Summit will be taking place in another area of the venue during the event dates.

Schedule

The conference has a compact schedule to maximize your time on-site with high-value attendees.

The conference is scheduled to begin at 8:00 AM on Tuesday, April 7 through 3:30 PM on Wednesday, April 8. Learning Labs are scheduled networking breaks taking place in the conference foyer and networking area. These dedicated networking breaks provide exhibitors with the opportunity to engage with attendees, conduct product demonstrations, and answer questions at their tables.

For full schedule please visit: <https://www.hmpglobalevents.com/bhai/agenda>

Move-In & Setup	
Monday, April 6	12:00 PM – 5:00 PM
Open Hours	
Tuesday, April 7	8:00 AM – 5:30 PM
Wednesday, April 8	8:00 AM – 3:30 PM
Dedicated Hours	
Tuesday, April 7	Learning Labs 9:45 AM – 10:30 AM 2:00 PM – 2:45 PM
	Networking Reception 4:30 PM – 5:30 PM
Wednesday, April 8	Learning Labs 10:15 AM – 10:45 AM 2:00 PM – 2:30 PM
Move-Out & Dismantle	
Wednesday, April 8	3:30 PM – 6:00 PM

Please note that the exhibit area is in an open foyer space. Overnight security will be provided on Monday and Tuesday nights while the program is not in session. Exhibitors are strongly encouraged not to leave valuable items unattended overnight. Show Management and the facility are not responsible for loss, theft, or damage to exhibitor property.

Agenda subject to change. See the conference agenda online for the most up-to-date schedule.

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AV

Audiovisual services will be provided by Clarity, the official AV partner for the conference program. Exhibitors may order AV services [HERE](#).

Electrical & Internet

Electrical and internet services are provided through the Gaylord Opryland. Exhibitors must register with the hotel's online ordering platform to place service orders. Internet access will not be provided by the conference. Exhibitor may order electrical and AV services [HERE](#). Refer to the instruction page in the back of this manual for more information.

F&B

Food and beverage functions will be provided as part of the conference program. If you are interested in having a food or beverage item served at your table, please contact Brittany Marinovich (bmarinovich@hmpglobal.com).

Lead Retrieval

Lead retrieval is provided by Conexsys. Exhibitors may order lead retrieval services [HERE](#).

Registration

Exhibitor registration will be open by the end of February. Please watch for an email from Tara Fields (tfields@hmpglobal.com) or Celina Resto (cresto@hmpglobal.com).

Reservations

To make reservations within our block please visit: <https://www.hmpglobalevents.com/bhai/hotel-travel>

Shipping

All exhibitor shipments will be handled by the onsite FedEx. Exhibitors are responsible for all shipping, handling, storage, drayage, taxes and any other associated fees related to their shipments. BHA/HMP will not assume any responsibility for these costs.

A one-time package storage fee will apply to any package received and store more than five (5) calendar days prior to the conference. Detailed FedEx shipping instructions are included at the back of this exhibitor kit.

Show Contact

If you have any questions, please contact:

Brittany Marinovich

Senior Manager, Exhibits & Sponsorships
Events & Conferences

bmarinovich@hmpglobal.com

Behavioral Health AI Summit 2026

Exhibit AV Information Page

Behavioral Health AI Summit
AN HMP GLOBAL EVENT

April 7th - 8th 2026

Gaylord Opryland Resort & Convention Center
Nashville, TN

Exhibit Information

Exhibits will run from **Tuesday, April 7th to Wednesday, April 8th**.

The show rate is preset for your convenience. All equipment includes a 35% service fee, which covers order management, equipment delivery, installation, set/strike labor, onsite assistance, and credit card processing fees.

Who Are We?

Clarity is a full-service production company with creative audio-visual services available to you for your exhibit booth or meeting room needs at Behavioral Health AI Summit 2026.

For additional information or assistance please email exhibits@clarityexperiences.com with any questions regarding your order, needs, or if you need further clarification.

Terms & Conditions

To guarantee equipment availability, this order should reach us 21 days prior to the requested start date. On Site orders and orders past the due date are subject to a 30% rush delivery fee. Cancellations received 48 hour - 24 hours prior to the start date are subject to a fee of 50% of the order. Cancellations received on the day of scheduled delivery or "no-shows" are subject to the full amount of the order.

Behavioral Health AI Summit 2026

Exhibit AV Information Page

Q: Who do I order internet from?

A: This is ordered through the venue or third party provider.

Q: Is a USB or thumb drive compatible with the monitors?

A: No. If you need to drive content with a thumb drive or USB, please order a media player. All monitors come with an HDMI port and cable that you can connect to your computer to as well.

Q: What cables are included?

A: HDMI and Power cable

Q: Does the monitor come with a remote?

A: Yes

Q: Is the monitor a smart TV?

A: No

Q: What are the monitor dimensions?

A: Models differ slightly, approximate dimensions are as follows:

32" = 28.4" x 16.5" x 2"

43" = 38.2" x 22.1" x 2.4"

55" = 48.4" x 27.8" x 2"

65" = 57.8" x 33.4" x 2.2"

80" = 73.3" x 43.8" x 3.9"

Q: What resolution are the monitors?

A: 1920x1080 HD

Q: Do the monitors have sound?

A: Yes but the quality is low. We recommend ordering an additional speaker or audio package.

Q: What orientation are the monitors?

A: Standard orientation is landscape (horizontal) but please reach out if you wish to orient them portrait style (vertically).

Q: Are adapters provided?

A: Adapters are provided onsite upon request.

Q: What does the service fee include?

A: The service fee includes order management, equipment delivery, installation, set/strike labor, and onsite assistance.

Q: When will the AV equipment be set up?

A: Monitors and other AV equipment are the last to be set in your booth build.



2800 Opryland Drive
Nashville, TN 37214
Electrical and Utilities (615) 458-6390
IT and Communications (615) 458-0000

Access to Online Electrical and IT/ Telecommunications Services

- Log into <https://gaylordopryland.boomerecommerce.com>
- You will need to register with the site to be able to order services.
- Once you log in locate your show under the "My Events" section.
- Select the appropriate services department
- Choose the services for each department for your booth, clicking on "Add to Cart" at the end of each selection.
- Review your shopping cart.
- After all your selections are made and verified continue through the "Secure Checkout" icon.
- Should you have questions please reach out using the "Help" button at the top right of the page. This will alert a specialist that you need assistance with your order.



Shipping Instructions

Preparing Your Shipment

FedEx Office is committed to providing you with an outstanding experience during your stay. All guest and event packages being shipped to the property must follow the address label standards (illustrated below) to prevent package routing delays. Please schedule your shipment(s) to arrive four days prior to the event start date to avoid additional storage fees. Use the name of the recipient who will be on-site to receive and sign for the package(s). Please do not address shipments using property employee names unless the items are specifically for their use (e.g., hotel specifications, rooming lists or signed documents); this includes arranging for deliveries to all areas on the property.

If a package has not been picked up by the recipient and no contact information is provided, the package will be returned to the sender, who will be responsible for all additional shipping fees. For more information on package retention, the Return to Sender process, or to schedule package deliveries, please contact the FedEx Office business center at [redacted]. Package deliveries should only be scheduled after the recipient has completed the check-in process.

Package Labeling Standards and FedEx Office Contact

(Guest Name) (Guest Cell Number)
c/o FedEx Office at

(Convention / Conference / Group / Event Name)

Box ____ of ____

FedEx Office Business Center

Operating Hours

Mon.–Fri.:
Saturday:
Sunday:

Phone:
Fax:
Email:

Shipments With Special Requirements

Meeting and event planners, exhibitors and attendees are encouraged to contact FedEx Office with any specific questions in advance of shipping their items. If you have any special needs (e.g., refrigeration requirements, after-hours delivery requests or changes to your meeting dates or rooms), please work directly with your Event Manager, who will communicate these needs to FedEx Office in advance of your event.

On-Site Package Delivery

In most cases, FedEx Office will complete delivery or pickup of packages within the conference and meeting rooms, lobby area and guest suites, but please consult with a FedEx Office team member for specific delivery limitations that may exist. In cases where a drayage company or a meeting decorator is used, FedEx Office team members will work closely with those vendors for proper package routing and release items directly to those vendors if they are on the property when the shipments arrive. Any decorator or drayage packages requiring overnight storage by FedEx Office will be assessed a handling fee. If your meeting/event is being handled by a drayage company or decorator, please ensure your shipments are being sent directly to the drayage company's or decorator's specified address. Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting or disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies and flatbed carts.

Package Delivery to Guest Suites/Meeting Rooms

In most cases, FedEx Office will complete delivery or pickup of packages to guest suites, but please consult with a FedEx Office team member for any specific delivery limitations that may exist. FedEx Office is not authorized to leave packages unattended in guest suites and/or meeting rooms. A guest with authorization to sign for the delivery and approve any charges for handling and delivery fees must be present in guest rooms and/or meeting rooms.



Shipping Instructions

Upon Your Arrival

Packages will be available for pickup at the FedEx Office business center; a handling fee will apply. Packages, pallets, crates, display cases and other heavier items may be scheduled for delivery by contacting our staff at [redacted] a delivery fee will apply. Package deliveries should only be scheduled after the recipient has completed the check-in process. In order to maintain the proper chain of custody, FedEx Office requires the package recipient’s signature before a package can be released from FedEx Office. Release signatures are captured at the time of package pickup or package delivery to the recipient.

Upon Your Departure

FedEx Office offers pack and ship services and packaging supplies, such as boxes, tape, etc., which are also available for purchase at the FedEx Office business center. All outbound packages must have a completed carrier airbill affixed to each package. FedEx Express® shipping boxes and airbill forms are available and are complimentary. Outbound packages and freight to be picked up by a third-party courier should be coordinated directly with those vendors, and communication should be sent to FedEx Office indicating when those items will be picked up. FedEx Office will not make arrangements for freight or third-party courier transportation and/or pickup. Outbound handling fees will be applied to all packages and freight, regardless of carrier, in addition to shipping/transportation fees.

Package Handling and Storage Fees

Package weight	Package pickup or dropoff by guest	Package pickup or delivery by FedEx Office
Envelopes up to 1.0 lb.	\$4.00	\$7.00
0.0–1.0 lb.	\$4.00	\$7.00
1.1–10.0 lbs.	\$10.00	\$15.00
10.1–20.0 lbs.	\$15.00	\$20.00
20.1–30.0 lbs.	\$25.00	\$30.00
30.1–40.0 lbs.	\$30.00	\$36.00
40.1–50.0 lbs.	\$35.00	\$42.00
50.1–60.0 lbs.	\$40.00	\$50.00
60.1–150.0 lbs.	\$55.00	\$66.00
Pallets & crates*	–	\$250.00 or \$0.80/lb. > 312 lbs.

Package weight	Storage fee after 5 days
Envelopes up to 1.0 lb.	No charge
0.0–10.0 lbs.	\$5.00
10.1–30.0 lbs.	\$10.00
30.1–60.0 lbs.	\$15.00
60.1–150.0 lbs.	\$25.00
Pallets & crates	\$50.00
Over 6.5’ in size	\$25.00

A one-time package storage fee will apply to each package received and stored for more than five (5) calendar days. Items measuring over 6.5 feet in size are considered oversize and will be assessed an additional oversize fee if stored for more than five (5) calendar days.

Package weights will be rounded up to the nearest pound.

*For inbound/outbound pallets or crates, the receiving and delivery charges are consolidated into a single fee of \$250.00 or \$0.80/lb. > 312 lbs., which is applied to each pallet/crate handled.

Additional Services

Items that require extra handling, such as pallet/crate breakdown or build up, multiple pickup or delivery points, or collecting and disposing of packaging materials, will be assessed an additional fee of \$70.00 per hour with a minimum of \$35.00 for 30 minutes. This fee will be assessed for each FedEx Office team member dedicated to perform these additional services. Please note that FedEx Office team members cannot lend out any moving equipment, which includes pallet jacks, dollies, and flatbed carts.

Terms and Conditions

Receiving, delivery and storage charges are payable at the time of delivery. Recipient may be required to present government-issued photo identification and sign for delivery. Shipper must comply with all applicable local, state and federal laws, including those governing packing, marking, labeling and shipping. OBTAIN FIRE, CASUALTY AND ALL OTHER INSURANCE ON PACKAGE CONTENTS PRIOR TO SHIPPING. Neither the Property nor FedEx Office and Print Services, Inc. provide such insurance. Neither the Property nor FedEx Office and Print Services, Inc. nor the employees, agents or contractors of either firm will be liable for any damages, whether direct or indirect damages, relating to or arising out of any loss or damage to any package or its contents, unless a package is lost after receipt on the Property, in which case such liability shall be limited to the lesser of \$100 or the liability of the carrier indicated above. By sending your package to the Property, you agree to be bound by any additional terms and conditions that the Property or FedEx Office and Print Services, Inc. may establish from time to time for receiving and delivering of packages.