



ESPN WIDE WORLD OF SPORTS VENDOR INFORMATION PACKET

This vendor information packet is meant to be used as a resource as you plan for your arrival at ESPN Wide World of Sports Complex. This formalized and detailed process provides us the opportunity to be consistent from event to event as well as protecting our brand integrity. We look forward to partnering with you to enhance the Guest experience.



PRE-ARRIVAL

Please complete all requirements and forms on the DisneyNow link sent to you by email.

- Booth and General Terms and Conditions
- Merchandise and Food Terms and Conditions
- Insurance Certificate requirements
- Product Review Request completed
- Complete needs section requests (i.e. tables, chairs, credentials, load-in and load-out times, etc.)
- Agree to abide by the Disney Look and Disney Show Standards

Please note: Vendors *will not* be allowed to set up their Display Area until all of the above has been completed.

DISNEY LOOK

- No jeans, cargo pants, tank tops, cargo shorts or sandals
- Performance wear, including warm up pants are acceptable
- Be conscious of lengths, cuts and fabrics to ensure a professional appearance
- No visible body piercings (other than traditional ear piercing for women only)
- Tattoos must be discretely and completely covered at all times
- No obscene or objectionable language or graphics
- Traditional hair styles and color
- Facial hair should be neatly groomed





DISNEY SHOW STANDARDS

- Keep area clean and organized at all times
- Refrain from personal cell phone/iPod use during regular operating hours
- Consume food and beverage discretely, preferably in break areas
- No smoking or chewing gum in your display area
- Smoke only in designated smoking areas
- All tables must be covered with skirting
- All mannequins should be clothed at all times
- Please do not use “metal” hangers
- All product containers must be “show quality.” No exposed cardboard boxes will be allowed
- Please bring extra skirting to cover any extra product in your display area
- All display signage must be professionally printed. Hand-written signage is not allowed
- No glitter or stick-on decals or adhesive items. You will be charged for cleaning/removal of these items
- Display or retail of obscene or questionable items is not allowed

SAFETY

- Standing on chairs or tables is prohibited
- Fire & safety regulations require aisles be kept clear at all times
- Displays & tables should stay within the display area space
- Ensure there are no trip hazards in, or around, your display area
- Children under 14 will be prohibited during load in/out for safety purposes



DRIVING DIRECTIONS

Take I-4 to **Exit 65 (Osceola Parkway West)**. Take **left at the light** onto **Victory Way** (at ESPN Wide World of Sports sign). The street address is:
700 S. Victory Way, Kissimmee, FL 34747

LOAD IN

- Load in times will be pre-selected
- Once you arrive, please call your Event Manager to inform them you are ready for load in. The Duty Manager will provide you with the appropriate protocol for your load in such as which gate to use and safety instructions
- At times the use of a flatbed may be needed. This should be requested ahead of time as we have a limited amount of vehicles
- Please be aware we have limited storage space available. Any storage space needed must be requested and there will be a charge for this service. Please note for some events storage may not be readily accessible
- Vendors or contractors are **not** allowed to use EWWOS equipment to perform contracted tasks for their set ups. For example: Trucks, Forklifts, Toro's, etc

Please note: *We do not provide staffing to assist with load in or out of your display area/tent. Please bring enough staff to assist with load in/out and coverage of your display area during the entire event.*

SET-UP/SHOW READY

- Your display area should be show ready at least **one hour before** the first event is scheduled to begin each day
- Do not close down your display area until all competition has been completed for the day
- All transport vehicles will be restricted from high volume areas of athletes and spectators. Please abide by any signage restricting vehicle traffic



SET-UP/SHOW READY CONT.

- Your display area should be staffed at all times
- You are responsible for securing all property overnight

CREDENTIALS & PARKING

- Please request how many staff credentials you will need through the DisneyNow link
- Credentials will be needed to enter the ESPN Wide World of Sports Complex and must be carried by your staff at all times
- Vehicle parking will be located in the main parking lot at the ESPN Wide World of Sports Complex

LIGHTNING POLICY

When unloading and loading, if there a storm is within 10 miles, Guests/Vendors are to be evacuated to the designated shelter by Cast Members and/or announcements over the Public Address System. Facilities may be re-opened when we are clear of lightning for 30 minutes and the storm is moving away from the location

RECEIVING MERCHANDISE

STADIUM LOADING DOCK

- Receiving will accept goods and equipment for events scheduled 5 days prior to the event start. Please notify the Event Manager 1 week prior
- Delivery Information should include:

Event Name
Attention:
Stadium Loading Dock
700 S. Victory Way
Kissimmee, FL 34747

Please have product delivered
between the hours of 8:00 AM -
4:00 PM EST, Monday - Friday*

***If product will be delivered outside of the time listed, please notify the Event Manager so arrangements can be made to have someone available to receive the product**

RETURN SHIPPING FROM EWWS

- Each vendor is responsible for all shipping charges and making arrangements to have products/equipment picked up
- There is a pick up box for each carrier (**FedEx**: www.fedex.com; **UPS**: www.ups.com) located on the stadium loading dock. If utilizing Fed Ex Ground please call for pickup
- Do not discard boxes on-site that may be reused for return shipping or be sure to bring additional boxes
- Please bring completed shipping labels and tape with you. Shipping labels are available on the carrier's website. Pack all boxes and attach labels to every box. The dollar value and weight of the freight will be needed. The carrier will also need account numbers prior to shipping
- All products must be shrink wrapped and placed on pallets prior to shipping. If neither is available please see the receiver at the Stadium Loading Dock for assistance
- All pick up arrangements must be completed prior to departure from the ESPN Wide World of Sports Complex

LOAD OUT

- Load-out time will begin at pre-selected time

