

*Your Invitation to Experience*



**LEARN,  
CONNECT,  
BUY!**

**LMA** MOTORCOACH  
EXPO 2020  
JANUARY 19-23, 2020

[www.motorcoachexpo.com](http://www.motorcoachexpo.com)







## UMA Motorcoach EXPO really means business in 2020!

Join us in Nashville, January 19-23, prepared for unparalleled buying and learning opportunities and access to the technologies and trends that are transforming our industry. EXPO is where you'll find it easy to build your network and connect with your colleagues to solve problems, share insights and learn about products and services that are creating buzz in the industry.

Our 2020 Motorcoach EXPO theme is "Embracing Change and Innovation," because today's motorcoach operators are running state-of-the-art fleets and consumers have high expectations for service, amenities, safety and comfort. And FMCSA has some pretty high expectations, too!

And what better location for EXPO than The Music City, Nashville, TN, a community that has grown into a world-class destination by playing to its traditional strengths while also embracing change and innovation? Come and see how the city has done it and make it a model for launching your company's 2020 vision for the future.

Since connections are absolutely critical to our industry, UMA is adding an opportunity for operators to meet by region on Sunday to kick off EXPO with Regional Town Hall meetings. These smaller meetings will enable face-to-face interactions among colleagues, give newcomers a place to meet other members, and provide a setting to discuss unique challenges members are facing in their regions. I encourage you to plan to arrive in time for these meetings which will take place Sunday, January 19, beginning at 1:00 p.m. The Welcome Reception and First-Time Attendee Reception will take place later that same day, allowing everyone to relax before education workshops start and the exhibit hall opens on Monday.

Throughout EXPO you can experience all that makes our industry great! Watch our top drivers compete to see who's the best behind the wheel, applaud fellow operators as they're recognized for their achievements, marvel as the most skilled technicians methodically work to diagnose mechanical problems at the Maintenance Competition. And, above all, plan how you'll spend your hours in the exciting and lively exhibit hall, learning about the innovations and trends driving our industry.

Celebrations in Nashville promise to exceed your expectations, too! EXPO's Sneak Preview After Party at The Wildhorse Saloon on Monday, January 20, will treat you to live music and dancing in the Music-City at the most expansive dance floor in the state. And you can count on award-winning southern smokehouse cuisine and plenty of Nashville hospitality. The party venue is close enough to the hotels in case you want to stretch your legs outdoors by walking there, but we'll have motorcoach transportation, too, of course. No matter how you get there, I hope you'll come, because EXPO is THE event of the year.

I hope to see you and your team in Nashville and look forward to welcoming all of you to the 2020 UMA Motorcoach EXPO.



## Highlights and Additions

**Location, location, location!** All our hotel properties are adjacent to the Music City Center, where most of EXPO will take place, so no matter where you stay in our room block, we'll all be together in downtown Nashville for an amazing event.

**Regional Town Hall meetings** on Sunday afternoon will empower members to connect with operators from their UMA region. Touch base before EXPO kicks off, discuss issues of specific interest in your part of the country, and expand your network!

**Expanded educational offerings** with more professional speakers with insights and ideas that will help you embrace change and innovation in your business and lead your team in a winning direction.

**A Sneak Preview After Party at the Wildhorse Saloon** where you can kick up your heels Nashville-style on the biggest dance floor in the state of Tennessee! And, of course, there will be the best of food and drink and all your industry friends, too!

The visit to a local operator is back for 2020! **Explore the facilities at Gray Line of Tennessee and visit the Prevost Tennessee location.**

Tour popular local destinations to learn more about why Nashville has grown into a world class destination for travelers interested in the Music City's unique music, culture, cuisine and attractions.

### Regional Town Hall Meetings

Sunday, January 19

Regions 1, 2 and 3 - 1:00 – 2:00 p.m.

Region 4 – 2:30 – 4:00 p.m. (Canada)



Connect with regional colleagues on day one of EXPO. Your UMA Board representatives invite operators to attend one of three face to face Regional Town Hall meetings with colleagues from your region to discuss issues affecting operators in your area.

### Exploring the Music City

Staying in the heart of downtown Nashville we'll have access to nightlife and a music scene that's unlike anywhere else on the globe. But there is so much more than that! Yes, free live music is performed 365 days a year in Nashville at local honky tonks, but you can also tour iconic American landmarks like The Grand Ole Opry, visit a full-size replica of the Parthenon that was built in 1897 during Tennessee's Centennial Exposition, tour the art collection at the Frist Museum, and even visit local distilleries for everything from bourbon to moonshine.

Do not miss this unique opportunity to learn about this hot destination for tours and to experience it for yourself as you attend the premier motorcoach operators' buying and learning event of the year, UMA Motorcoach EXPO.

# 2020 UMA MOTORCOACH EXPO SCHEDULE

All activities will take place at the Music City Center in Nashville unless otherwise noted.

## SUNDAY, JANUARY 19TH

10:30 AM – 5:00 PM	Registration Open
Times Will Vary	Nashville Sightseeing Tours*
1:00 – 2:00 PM	UMA US Regional Town Halls
2:30 – 4:00 PM	UMA Canadian Regional Town Hall Meeting
3:00 – 5:00 PM	UMA State Association Summit
4:00 – 5:00 PM	UMA Spader 20 Groups Happy Hour (invitation only)
3:30 – 4:30	40 under 45 (invitation only)
5:00 PM	First Time Attendee Reception Omni Nashville Hotel
5:30 – 7:00 PM	<b>UMA Welcome Reception – All UMA Attendees invited!</b> Omni Nashville Hotel

## MONDAY, JANUARY 20TH

7:30 AM – 6:45 PM	Registration Open
8:00 – 8:30 AM	UMA Continental Breakfast
8:30 – 11:00 AM	UMA EXPO Opening with UMA's Active Member Meeting and Legislative and Regulatory Update <i>Ballroom Sponsored by BusRates.com</i>
9:30 AM – 4:30 PM	UMA Maintenance Interchange
11:15 AM – 12:15 PM	UMA Concurrent Education Sessions
11:15 AM – 12:15 PM	UMA Associate/Travel Partner Membership Meeting
12:30 – 1:45 PM	UMA Luncheon <i>Ballroom Sponsored by BusRates.com</i>
2:00 – 3:00 PM	UMA Concurrent Education Sessions
3:15 – 4:15 PM	UMA Concurrent Education Sessions
4:15 – 4:30 PM	Sneak Preview Ribbon Cutting
4:30 – 6:30 PM	<b>Sneak Preview — UMA EXPO Exhibit Hall Open</b>
7:00 – 10:00 PM	Sneak Preview After Party at the Wildhorse Saloon

## TUESDAY, JANUARY 21ST

Morning	<b>UMA International Driver Competition</b>
8:00 AM – 5:00 PM	Registration Open
8:15 – 8:45 AM	Continental Breakfast
8:45 – 9:45 AM	UMA Concurrent Education Sessions
10:00 – 11:00 AM	<b>NAMO Meeting</b>
10:00 AM – 5:00 PM	<b>UMA EXPO Exhibit Hall Open</b>
10:00 AM – 1:00 PM	<b>UMA Maintenance Competition</b>
10:00 AM – 5:00 PM	UMA Education in the Exhibit Hall <i>Times will vary</i>
11:30 AM – 1:30 PM	Lunch in the Exhibit Hall
6:30 – 11:00 PM	UMA Leadership Awards Celebration <i>Ballroom Sponsored by BusRates.com</i>
6:30 PM	Reception
7:15 PM	Dinner
9:15 PM	Post Awards Reception

## WEDNESDAY, JANUARY 22ND

8:00 AM – 1:00 PM	Registration Open
9:00 AM – Noon	<b>UMA EXPO Exhibit Hall Open</b>
9:00 AM – Noon	UMA Education in the Exhibit Hall <i>Times will vary</i>
9:00 AM – 11:00 AM	Continental Breakfast in the Exhibit Hall
12:15 PM	UMA Member Bus Operations Site Visit at Gray Line of Tennessee and Tour of Prevost's Tennessee Facility <i>Lunch will be on your own prior to the tour start. Buses will be back at the host hotels by 6:00 pm</i>

## THURSDAY, JANUARY 23RD

Times Will Vary	Nashville Sightseeing Tours*
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As of 7.25.19, subject to change.  
Check [www.motorcoachexpo.com](http://www.motorcoachexpo.com) for updates.  
\*additional cost



# 2020 EXHIBITORS

The latest and greatest all in one place! The most innovative solutions, the vendors you trust, and top vehicles from the leading manufacturers. This is where operators shop and dream and make their business aspirations a reality! This is where industry leaders debut their new technologies and vehicles, just for you!

Exhibit Hall Hours: Monday, 4:30 PM – 6:30 PM;  
Tuesday, 10 AM – 5 PM; Wednesday, 9 AM - noon

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Saucon Technologies Inc.  
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United Bus Technology Inc.  
United Motorcoach Association  
Vanner Inc.  
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As of 7.13.2018. To see the most current list, please visit [www.motorcoachexpo.com](http://www.motorcoachexpo.com).





# Build Your Network & Reconnect with Friends

## Sunday, January 19

### Regional Town Hall Meetings -- New for 2020

Each UMA region will hold in-person Town Hall Meetings to reconnect face-to-face and focus on issues that are unique to your part of the country. This is also a perfect opportunity to get to know your representatives on the UMA board and how you can get more involved in UMA

**Region 1, 2, 3 | 1:00 p.m. – 2:00 p.m.**

**Region 4 | 2:30 p.m. – 4:00 p.m. (Canada)**

*Let's  
Reconnect!*

### UMA Welcome Reception -- Let's get this EXPO started!

Enjoy an evening renewing friendships and meeting new contacts in a relaxed setting. The UMA Welcome Reception is the ideal time to plan a meeting, put faces with names, and simply enjoying spending time with industry colleagues who understand your challenges and goals.

**First Time Attendee Reception: 5:00 p.m. - 5:30 p.m.**

**Welcome Reception: 5:30 p.m. – 7:00 p.m.**

## Monday, January 20

### Get down to the business of EXPO!

EXPO opens and you will be glad your hotel is close to the Music City Center, so you won't miss a thing! Stay all day because we've got your meals covered: continental breakfast, the UMA Luncheon, and the Sneak Preview After-Party. These convivial meal functions bring you together with colleagues throughout the day to build your network and recharge your batteries so you can make your first trip to the EXPO floor when it opens, and be ready to party right after. We close out the night at the Wildhorse Saloon, celebrating with friends, kicking up our heels on the biggest dance floor in the great state of Tennessee, and enjoying local smokehouse themed cuisine in a uniquely Nashville setting.

**Continental Breakfast | 8:00 a.m. – 8:30 a.m.**

**UMA Luncheon | 12:30 p.m. – 1:45 p.m.**

**Sneak Preview After-Party | 7:00 – 10:00 p.m.**



## Tuesday, January 21

### It's time to celebrate!

Tuesday is jam-packed with education sessions and exhibits throughout the day, lunch in the exhibit hall, and an evening capped off with the main event, the UMA Leadership Awards Celebration, and of course, a great post-awards celebration, too!

**Continental Breakfast | 8:15 a.m. – 8:45 a.m.**

**Lunch in the Exhibit Hall | 11:30 a.m. – 1:30 p.m.**

**UMA Leadership Awards Celebration | 6:30 p.m. – 9:00 p.m.**

**Post-Awards Celebration | 9:15 a.m. – 11:00 p.m.**

## Wednesday, January 22

### EXPO highlights! Breakfast and Facilities Tours

This is the day to make your last trip through the exhibit hall, and you can enjoy a delicious breakfast right on the show floor. Next, head out to the shuttle buses for a unique opportunity to tour the facilities at Gray Line Tennessee and Prevost. These tours are a highlight of UMA EXPO.

**Breakfast in the EXPO Hall | 9:00 a.m. - 11:00 a.m.**

**UMA Site Visit to Gray Line Tennessee and Prevost | 12:15 – 6:00 p.m.**



# UMA Education Sessions at the 2020 UMA Motorcoach EXPO

**Monday, January 20th, 2020 | 11:15 AM - 12:15 PM**

## **Planning and Positioning Your Business for the Future – Creating an Asset that Can Be Sold, Acquired or Passed on Within Your Family**

This session will inspire you to take action to start running your business so it could ready to be sold at any point. It will also challenge you to empower others around you so your team could carry on a strong business without you at the helm.

*Meeting Room 201 A-B*

## **Managing Regen**

Forced regeneration on the road is extremely aggravating to say the least. Learn about some preventative maintenance that can help reduce downtime. Learn some driver training tips as well. This affects all bus passenger transportation companies from charter, school bus, shuttles to transit. Hear how some operators are managing their fleet to prevent interruption in their business.

*Meeting Room 202 A-C*

## **Understanding the New Driver Training Standards for Entry-Level Drivers and How to setup a Driver Training Program for Your Company and the Advantages and Disadvantages of Doing So**

The new driver training standards for entry-level drivers go into effect in 2020. All trainers will need to be FMCSA certified. This session will go over all the new rule that sets a core classroom curriculum required for driver trainees and a behind the wheel proficiency instruction provided by an entity on

FMCSA's Training Provider Registry. This session will also address how to enroll in the Training Provider Registry and discuss advantages and disadvantages of internal training programs.

*Meeting Room 205 A-C*

## **How the Limo Industry is Disrupting the Traditional Motorcoach Business: Selling an Experience to Attract New Customers and New Business**

We have the privilege to take people special places and give our customers memories that will last them forever. Learn how to harness this with a crafted experience for your customers so their trip and service is unforgettable. Your customers will become the best promoters for your company. This is something Limo Businesses thrive at.

*Meeting Room 207 A-B*

## **Small Fleet Operator Session 1**

- **What's Your Policy Regarding Policy?** – Adoption of policies can be poorly reasoned and forgotten – until the worst happens and the plaintiff's attorney is knocking on your door. Learn the best ways to develop and manage policies.

- **New Driver Training Requirements** – For 20 years, Congress mandated FMCSA to establish a driver training curriculum, to no avail. Finally, a Negotiated Rulemaking Committee quickly developed the long-awaited Entry Level Driver Training curriculum. Integration and meeting requirements will be tricky, but the curriculum sets basic standards for what a driver is expected to know.

- **Drug & Alcohol Clearinghouse** – Use of and mandatory participation in the Drug & Alcohol Clearinghouse is effective Jan. 6 and promises to eliminate illicit drug users that stay away from CMV driving long enough to test clean and then apply for that opening you need to fill. This tool closes the gap.

*Meeting Room 207 C-D*

**Monday, January 20th, 2020 | 2:00 PM - 3:00 PM**

## **How to Manage the Business When YOU ARE the Business**

Managing all the hats an owner operator wears to run a successful business is no easy feat. Small business owners do so much. Hear from fellow operators about how they prioritize their responsibilities to get the job done.

*Meeting Room 201 A-B*

## **Capturing Your True Cost**

Walk through ALL the expenses that your business is incurring, from insurance to fuel, and break them down so you can see what you are really making.

*Meeting Room 202 A-C*



### **Crisis Plan Workshop**

Learn from industry experts what a good crisis plan should include. The goal of this workshop is to walk away with a draft crisis plan outline for your company.

*Meeting Room 205 A-C*

### **The Bridge to Autonomous Vehicles / Advanced Driver Assistance Systems (ADAS)**

The Society of Automotive Engineers has defined 5 levels of automation starting with simple driver assistance, all the way up to full automation. While we are years away from full automation, partial automation is here. Hear industry experts discuss the automation that is happening today and their forecast for the future.

*Meeting Room 207 A-B*

### **Small Fleet Operator Session 2**

- **Rest Management** – It's the call you never want; it's 3:00 am and one of your coaches has turned over in a single-vehicle crash. All indications point to the driver falling asleep. This session will address both the art and the science of managing safety-sensitive human resources in a manner that mitigates sleepiness and sleep deprivation.

- **The Driver You Know** – We hope our drivers always present themselves as skilled professionals, but there are times when it absolutely matters; vehicle/driver inspections, the aftermath of a crash, or a passenger problem are instances where drivers need training so they conduct themselves in a manner that best represents your company.

- **Excise Tax Exemptions** – You've heard about fuel-tax refunds or the excise tax exemptions, but your accountant cannot find it in the tax-code. This session covers where to find the specific references and forms. Many carriers are surprised to find out they may have three years of refunds just waiting to be claimed.

*Meeting Room 207 C-D*



**Monday, January 20th, 2020 | 3:15 PM -4:15 PM**

### **Recruiting, Developing and Retaining Supervisory and Management Personnel**

How are companies like yours finding top new talent and keeping them?

*Meeting Room 201 A-B*

### **Driver Recruitment Insights from other Industries**

What is the trucking industry doing to recruit and retain drivers? What are we doing? What can we learn from each other? The session will start with some information on both the trucking and bus industries, then will break into smaller groups for further information sharing and discussion.

*Meeting Room 202 A-C*

### **Sharing New Technologies to Help Your Sales and Marketing Team**

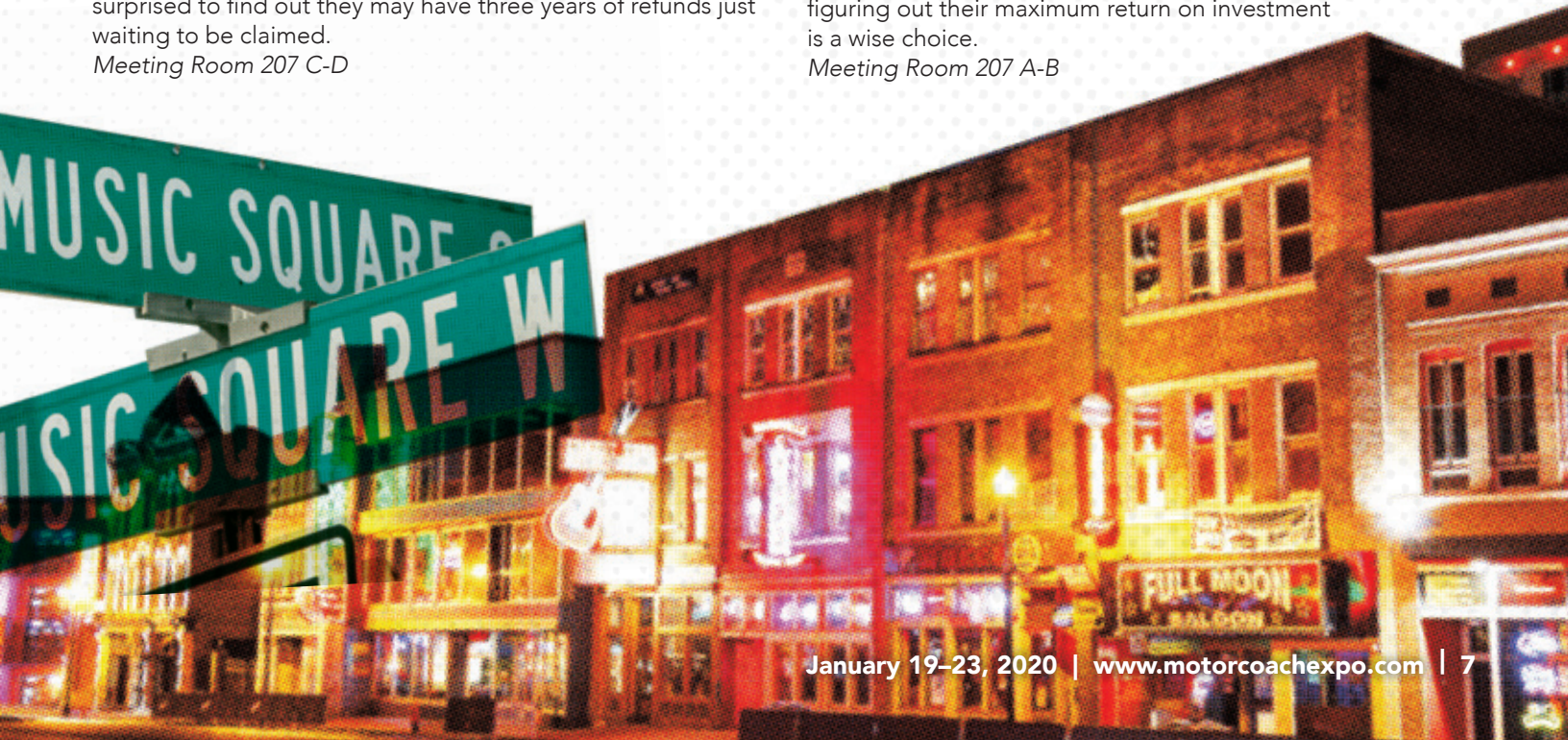
Discover some cost-effective tools that make your job easier and help produce stronger marketing and sales campaigns.

*Meeting Room 205 A-C*

### **Managing and Motivating Employees Today**

Employees are one of your company's greatest assets so figuring out their maximum return on investment is a wise choice.

*Meeting Room 207 A-B*





## UMA Education Sessions at the 2020 UMA Motorcoach EXPO (Continued)

### Small Fleet Operator Session 3

- **What really matters?** – Email alerts and newsletters from national, state and regional associations barrage your inbox with warnings of doomsday legislation and untenable regulations. You don't have time for all of it, but our industry's highly regulated and knowledge is power. This session offers help via a discussion of how and where to invest your time to stay informed.

- **Managing revenue and cost right down to profits** – You're a small fleet operator with myriad responsibilities and it feels like you're always running behind; too little time and revenue. This popular revised session (*How Much Should I be Charging?*) covers a simple method of capturing your operational cost, revenue timing and improving your financial outlook.

Meeting Room 207 C-D

**Tuesday, January 21th, 2020 | 8:45-9:45 AM**

### Managing and Meeting Your Customers' Expectations

Learn how to be successful in communicating with your customers so you deliver exactly what they expect. Also, learn how to set up a system to take failures and turn them into a learning tool to improve.

Meeting Room 201 A-B

### The Difference Between Managing and Leadership

We manage tasks and projects and should be leading people, not managing them. This session will discuss the differences in detail and provide insight on how to be effective doing both.

Meeting Room 202 A-C

### The Impact of ELDs on Your Business - Tips You Can Use

Now that they have been in place for about a year, what issues with ELDs are you encountering with your business? And on the flip side what new advantages have you discovered? Hear from some fellow operators and ask questions about how they are managing issues that pop up; from how they manage their cleaning crew moving buses in the yard to policies on personal conveyance.

Meeting Room 205 A-C

### The Future of Emission Standards

Learn where the industry is going on emissions standards. And discuss some constructive tips on managing your fleet's regeneration process from veteran operators.

Meeting Room 207 A-B

### Department of Defense (DOD) / Defense Travel Management Office (DTMO) Update

There have been some recent changes to the Military Bus Program. Learn about these updates in this session so you are fully prepared. Great session to sit in on if you are currently DOD-approved or interested in becoming approved and diversifying your customer base while supporting the US Military.

Meeting Room 207 C-D





## Maintenance Interchange

**January 20 | 9:30 a.m. – 4:30 p.m.**

The UMA Maintenance Interchange is now in its twenty-second year at EXPO. This valuable session allows motorcoach owners, operators, and maintenance professionals to come together in an open forum to discuss the maintenance problems they have faced and to exchange solutions and ideas. Many companies have had technicians and employees participate since the beginning. Attendees always say they come home with solutions that more than pay for their registration and travel to EXPO and would never miss the Maintenance Interchange.

The Maintenance Interchange is designed to focus on common issues faced by today's maintenance professionals. To facilitate this, participants are encouraged to submit topics for discussion in advance of the seminar. The Maintenance Interchange is an operator-to-operator exchange. It is free for motorcoach operators who are registered for Motorcoach EXPO. In order to attend the Maintenance Interchange, you must be employed by a motorcoach operator that is registered for Motorcoach EXPO. NO vendors, manufacturers, suppliers, or sales professionals are permitted to attend. Third party, outside repair facilities, or those not employed by a registered operator, are not eligible to attend.

Don't miss this opportunity to solve maintenance issues and build relationships with like-minded peers—the people in this room could become a valuable resource for years to come.

## Maintenance Competition

**Tuesday, January 21 |  
10:00 a.m. |  
Exhibit Hall**

The industry's best compete each year at UMA's Maintenance Competition, but now the event is held on-site to allow attendees to watch this event live from the sidelines! Held in conjunction with the Maintenance Interchange, the annual Maintenance Competition is for those who wish to test their technical knowledge and skills against the clock and North America's top bus and motorcoach mechanics. The competition is composed of a written exam and hands-on motorcoach inspections, both designed to be difficult and requiring detailed knowledge of maintenance issues and safety regulations.

The written test will be distributed at the end of the Maintenance Interchange to participants who would like to compete. The hands-on inspection takes place the next morning on the exhibit hall floor, where the competitors inspect 2 vehicles rigged with defects. One suspended on lifts and one on the ground. Winners of the competition (first three places) will be recognized at the UMA Leadership Awards Celebration. The Grand Champion will take home \$2,500 cash prize and a beautiful trophy thanks to our generous sponsor, ABC Companies. Competitors must be employed by a UMA operator member in order to compete.

### How to Compete in the Maintenance Interchange & Competition:

Register for EXPO and RSVP that you will be attending the maintenance interchange, then participate in the maintenance competition!

*The Maintenance Competition is generously sponsored by ABC Companies.*



## UMA International Driver Competition

**Tuesday, January 21, 2020**

UMA company drivers have an opportunity to test their skills at the annual UMA International Driver Competition, to see who will take home the title of Grand Champion and the prize money and trophy that goes along with it.

The UMA International Driver Competition is the industry's opportunity to shine a light on the most recogniz-

able people in our industry, the ones behind the wheel.

Winners of the Driver Competition will be honored at the UMA EXPO Leadership Awards Celebration, the evening of the competition.

Contestants are eligible for up to two complimentary room nights and free 2020 Motorcoach EXPO registration. The UMA Grand Champion will receive a cash prize, trophy, framed

certificate, and recognition at the Awards Celebration and UMA National Headquarters.

To learn how to qualify and participate in the competition, contact UMA staff at 800-424-8262, visit [www.motorcoachexpo.com/uma-driver-competition](http://www.motorcoachexpo.com/uma-driver-competition) or fill out the form on page 11 of this brochure and check the appropriate box. Return the form to UMA as soon as possible.

*The Driver Competition is generously sponsored by Prevost.*

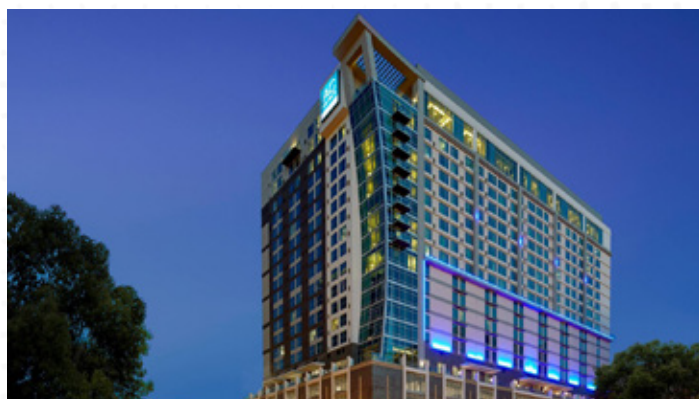


# Hotel & Travel

UMA has room blocks reserved for EXPO attendees at discounted rates at the properties listed below. Please note that the three Marriott brands are all under one roof.

## Omni Nashville

250 5th Ave S,  
Nashville, TN  
37203  
\$238 per night  
Located  
adjacent to  
the Music City  
Center!



## Tribrand Marriott – SpringHill Suites/Residence Inn/ AC Hotel Nashville Downtown

410 5th Avenue South, Nashville, TN 37203

*The country's first tri-branded Marriott® hotel*

- AC Hotel Nashville Downtown – \$230 per night
- Springhill Suites Nashville Downtown/Convention Center – \$200 per night
- Residence Inn Nashville Downtown/Convention Center – \$200 per night

Featuring three Marriott brands under one roof, the hotel offers 470 total guest rooms and suites split between three premier Marriott hotel brands: SpringHill Suites®, Residence Inn® and AC Hotels by Marriott®.

From the modern, thoughtfully-designed AC guest rooms to the spacious one- and two-bedroom suites at Residence Inn and stylish suites at SpringHill Suites, everyone will find their perfect guest room and experience.

*Located adjacent to the Music City Center!*

**To book your rooms today visit**

<https://motorcoachexpo.com/hotel-travel>

## ALERT! ALERT! ALERT!

**We would like to alert all attendees that you may be contacted by an unauthorized housing company who is not working with UMA**, nor is recognized by UMA. They identify themselves as promoting discounted rates for the 2020 UMA Motorcoach EXPO. These packages are often misleading, have unusual restrictions, deposits, and cancellation clauses and are NOT ENDORSED by UMA. A few companies we are aware of engaging in this unauthorized practice are:

- Global Housing Corp
- NTA Travel
- Corporate Booking Services – CBS International
- Trade Show Housing.
- HSL Global
- The Convention Housing Authority
- Conventioneers
- Exhibition Housing

Book within the UMA housing block. It benefits you and UMA when you stay at the hotels included in the UMA Motorcoach EXPO hotel block:

- UMA has contracted hotel rooms at discounted rates on your behalf. If our contracted housing obligations are not met, we pay substantial penalty fees to the hotel. This would require us to increase registration rates in the future to cover such penalties.
- The hotels provide UMA with complimentary meetings space which helps keep registration fees affordable. However, we must utilize a certain number of contracted sleeping rooms in order to receive the space on a complimentary basis.
- UMA's business value to a city is measured by the total number of sleeping rooms actually booked inside our contracted rooming block.

*We greatly appreciate when you book your lodging within our UMA block.*





## FULL REGISTRATION FORM

Your EXPO registration gives all-inclusive access to the UMA Motorcoach EXPO events including education sessions, trade show floor entrance and networking events. It also includes food and beverages at scheduled events such as the opening Welcome Reception, breakfasts, lunches and the annual Leadership Awards Celebration Dinner.  
\*Denotes exceptions.

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Badge Name (First or Nickname): \_\_\_\_\_ Badge Title: \_\_\_\_\_  
Company Name: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Contact E-mail (required): \_\_\_\_\_

### OTHER

- ☐ IS THIS YOUR FIRST TIME ATTENDING UMA MOTORCOACH EXPO?
- ☐ WOULD YOU LIKE TO PRE-SCHEDULE A MEETING WITH A PARTICULAR UMA EXHIBITOR WHILE AT EXPO? If yes, please list the companies you are interested in and we will share your information with them so they can schedule a meeting: \_\_\_\_\_
- ☐ PLEASE LIST ANY SPECIAL NEEDS (DIETARY, PHYSICAL, AUDIO-VISUAL, TRANSPORTATION, ETC.): \_\_\_\_\_

### INDUSTRY ROLE (Please check only one):

- ☐ **OPERATOR:** Motorcoach owners, operators or staff personnel who are an active part of a motorcoach company that is recognized by the U.S. Department of Transportation or another country's national transportation agency.
- ☐ **SPOUSE:** Spouse to an Operator who is attending EXPO. (If you are actively involved in the motorcoach company, please register as an Operator).
- ☐ **NON-EXHIBITING SUPPLIER:** Companies that sell/supply to the Motorcoach Industry but are NOT exhibiting at the 2020 UMA Motorcoach EXPO. Only 2 people per company are allowed to register as Non-Exhibiting Suppliers. There is only one rate available and no day passes are allowed.
- ☐ **CHILD:** Children ages 10-17 pay the child rate. Children under the age of 10 are free.

### UMA MEMBER ATTENDEE REGISTRATION FEES

	EARLY BIRD by September 27	REGULAR by November 25	ON-SITE after November 25	*NON-MEMBER ATTENDEE REGISTRATION FEES
<b>OPERATOR</b>	\$399	\$499	\$599	\$800
<b>SPOUSE</b>	\$399	\$499	\$599	\$800
<b>NON-EXHIBITING SUPPLIER</b>	\$1550	\$1550	\$1550	\$1800
<b>CHILD</b>	\$115	\$115	\$115	\$265

\*NOT A MEMBER OF UMA? Become one and save on your EXPO registration. Visit [www.uma.org](http://www.uma.org) or call 1.800.424.8262 to join and learn more about other great benefits UMA membership provides.

### ADDITIONAL ITEMS:

- ☐ MAINTENANCE INTERCHANGE ON MON. JAN. 20 ..... FREE  
What Maintenance Issues would you like to discuss? \_\_\_\_\_
- ☐ MAINTENANCE COMPETITION ON TUES. JAN. 21 ..... FREE
- ☐ I AM INTERESTED IN LEARNING MORE OR PARTICIPATING IN THE UMA INTERNATIONAL DRIVER COMPETITION  
For more information visit [www.motorcoachexpo.com/uma-driver-competition](http://www.motorcoachexpo.com/uma-driver-competition)
- ☐ UMA MEMBER BUS OPERATION SITE VISIT AND TOUR OF PREVOST FACILITY ON WED. JAN. 22  
If you are interested in attending, please check this box so we can plan accordingly. Your RSVP does not guarantee you a spot on the tour.

### PAYMENT INFORMATION:

☐ Check **CREDIT CARDS:** ☐ Amex ☐ Discover ☐ Visa ☐ MasterCard

Card Number: \_\_\_\_\_

Cardholder's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Total to be charged: \_\_\_\_\_

**IMPORTANT-PLEASE READ:** Anyone who wishes to gain entry to any UMA Motorcoach Expo exhibits or functions must be registered and in possession of a name tag administered by show management. Loss or destruction of a badge will result in a \$200 replacement fee. By completing this registration form, I give permission to the United Motorcoach Association (UMA) and authorized UMA Motorcoach EXPO vendors to use my information to communicate with me about UMA Motorcoach EXPO and/or other products or services provided by UMA and authorized UMA Motorcoach EXPO vendors. **CANCELLATION POLICY:** There is a \$50 processing fee for all cancellations. This fee is assessed on a per person basis. No refund for cancellations made after 11/30/19. All refund requests are up to the discretion of UMA Motorcoach EXPO Management. **PHOTO AND VIDEO RELEASE:** By attending, you hereby grant UMA, its representatives, and employees the right to take photographs and multimedia of you and your property in relation to UMA Motorcoach EXPO. You also authorize UMA to use such images, with or without your name, for any lawful purpose including but not limited to publicity, editorial coverage, print advertising, and web content.

MAKE CHECKS PAYABLE TO: United Motorcoach Association FAX CREDIT CARD PAYMENTS TO: 703.838.2950

MAIL ALL OTHERS TO: United Motorcoach Association, 113 South West Street, 4th Fl., Alexandria, VA 22314



[www.motorcoachexpo.com](http://www.motorcoachexpo.com)

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SOARING TO OUR  
70TH YEAR  
WORLD WIDE