

FAQs: Answers to the most frequently asked questions by Exhibitors.

Who to Contact

This information has been prepared as a service to you, the exhibitor. We know that direct, early contact with exhibition management can be the key to your success as an exhibit manager. Never hesitate to ask the obvious question, or call to verify conflicting information. Keep in mind that each question answered in advance is one less problem to be solved on-site.

Who can I contact with questions?

Hall-Erickson, Inc.
98 E. Chicago Ave.
Westmont, IL 60559 USA
Fax: 630.434.1216

General: exhibitor2009@heexpo.com or call 877.394.2114 or 630.434.7779
Exhibitor Appointed Contractor: pmcquality@heexpo.com or call 630-.434.7779
Official Show Directory: pmcquality@heexpo.com or call 630-.434.7779
Registration: registration@heexpo.com or call 877.394.6650 or 630.434.7779
Speaking: twickery@heexpo.com or call 800.752.6312 or 630.434.7779

What is included in my exhibit space rental?

Exhibit Space Rental Includes

- * Standard booth equipment consists of eight-foot high back wall drape with draped side rails 33" high and an identification sign 7" x 44" showing firm name, city, state, and booth number.
- * Removal, storage, and return of empty boxes, cartons, and crates properly labeled.
- * 24 hr. general security in the Exhibit Hall.
- * Carpeting of all aisles in the Exhibit Hall.
- * Discounted hotel rates.
- * Attendance at the Reception.
- * Listing in the Official Show Directory and EXHIBITOR2009 Website.
- * Online VIP registration for your customers
- * Free Conference Programs
- * Free Exhibitor badges

Note: Conference sessions are not included in the exhibit space rental.

What are the Display Rules?

Yes. These display rules are outlined in detail by "[clicking here](#)" and must be adhered to on-site, or your display may have to go through costly alterations before the Show opens. The display rules are not meant to limit your ability to showcase your product, but rather to ensure each exhibitor an equal opportunity, within reason, to present their product or service in the most effective manner to the audience. The exhibitor's responsibility can be summed up quite simply as "Be a Good Neighbor."

Note: All demonstration equipment including operator's position must be located at least two feet removed from the aisle line of the exhibit area. Exhibitor warrants and agrees that the

Exhibitor is solely responsible for assuming that its exhibit, demonstration(s) and all related materials are accessible to persons with disabilities and complies with all applicable provisions of the Americans with Disabilities Act.

Your agreement to abide by these display rules is a part of the space contract, and they will be strictly enforced by our Floor Managers.

How do I get badges for my exhibit staff?

Exhibitor badges for your full-time personnel can be ordered online. Online registration will remain live throughout the event. For questions on badges, contact registration@heexpo.com.

Exhibitor badges provide your personnel with early entry to the exhibit hall on exhibition days. Badges are non-transferable.

How can I invite guests to my booth?

Exhibitors will be able to invite their customers to attend the exhibits free of charge. These passes are for customers, and are not to be used for employees of your company. Admittance is permitted Monday - Wednesday.

How should I ship my exhibit materials-in advance to the warehouse, or direct to the convention center?

Exhibit transportation can be fairly complex. Review each transportation option in terms of cost, time frame, and type of shipment, and choose the one that best fits your situation. When possible, ship in advance to the warehouse. Our drayage contractor will receive materials and provide up to 30 days storage before delivering them to the Convention Center. Although the advance receiving rates are more than the direct shipping rates due to the additional handling, shipping your materials in advance is a good investment for the following reasons:

- You can verify receipt of your materials well in advance of the exhibition, without worrying about lost or misdirected shipments.
- You won't have to deal with stand-by charges from your motor freight carrier while your direct shipment waits in line to be unloaded at the Convention Center.
- You can be assured that your materials will be in your booth space when you, or your set-up crew, arrive to begin the installation process.

If you choose to ship direct, be sure to forward a copy of your material handling order form/bill-of-lading to the drayage contractor to aid in tracing your shipment.

Advance Shipments:

Advance Freight Deadline Date is March 13, 2009

Yellow Transportation
5049 West Post Road
Las Vegas, NV 89118

Direct Shipments:

First Day of Direct Freight Acceptance is March 20, 2009.

Mandalay Bay Convention Center
3970 Las Vegas Boulevard South
Las Vegas, NV 89119

Can I deliver my exhibit materials to the Convention Center myself?

Yes, but you must follow the delivery instructions for truck shipments or private vehicles. Exhibitors may deliver materials in their automobiles, SUVs and mini-vans. All vehicles delivering exhibition freight and materials must first check-in at the truck marshalling yard on their assigned day. Be sure you have a material handling order form indicating exhibitor name, booth number, number of pieces, weight, and type of merchandise. You will be directed to the appropriate dock for unloading. Please remember that there will be hundreds of truck shipments and private vehicles making deliveries during the installation period. Get to the convention center by 10:00am to allow yourself plenty of time for unloading and delivery to your booth. For questions, call Champion Exposition Services at 800 723-1123.

Can I carry my exhibit materials into the convention center to my booth?

Yes. An exhibitor may "hand carry" material through the door, provided they do not use material handling equipment to assist them. When exhibitors choose to "hand carry" material, they may not be permitted access to the loading dock / freight door areas. If your materials are large enough to require a hand truck or "dolly", you must follow the shipping instructions previously outlined for private vehicles.

Is there security provided for my booth?

From the first day of move-in through the last day of move-out, there is 24-hour perimeter badge-checkers for the exhibit floor. This level of security is intended to control the access of people and material to and from the exhibit halls in a safe and organized manner. It is not intended as individual security for your booth and materials. Please remember that the Convention Center is a public building to which hundreds of individuals have access – let alone the number of individuals involved in the shipping of your materials to and from the exhibition, setting up and tearing down displays. Therefore, it is critical that exhibitors work closely with Exhibition Management in making every effort to safeguard their investment in the exhibition. Be security conscious at all times during your stay. Do not leave items of value in your booth overnight during the installation period or exhibition days without taking security precautions. Exhibitors can order overnight booth security from the security vendor. Remember that the security of your product is your responsibility – don't take chances!

Should I insure my exhibit materials?

Yes! Exhibitors are required to provide for their own floater insurance coverage, protecting against damage, loss or theft. Please remember that the drayage contractor cannot be held responsible for the disappearance of an exhibitor's materials after delivery to the booth, or before the materials are picked up for loading out after the exhibition. Remember that it is the responsibility of the exhibitor to insure his property.

In Conclusion

We hope you have found this information helpful in preparing an exhibit program. If there are important areas we did not cover, or specific questions you would like to see addressed in greater detail, let us know. Your input is vital in helping us to produce an event that is efficient, productive, and profitable. We also encourage you to take the time to read through the online Exhibitor Manual. Placing orders in advance can save you time and money.

Thank you for your participation and support.