

## **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. 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?**

#### **Show Management**

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

General: [exhibitor2010@heexpo.com](mailto:exhibitor2010@heexpo.com) or call 877.394.2113 or 630.434.7779  
Exhibitor Appointed Contractor: [pmcquality@heexpo.com](mailto:pmcquality@heexpo.com) or call 630.434.7779  
Official Show Directory: [pmcquality@heexpo.com](mailto:pmcquality@heexpo.com) or call 630.434.7779  
Registration: [registration@heexpo.com](mailto:registration@heexpo.com) or call 877.394.6650 or 630.434.7779  
Speaking: [tvickery@heexpo.com](mailto:tvickery@heexpo.com) or call 800.752.6312 or 630.434.7779

### **What is included in my exhibit space rental?**

- \* Standard booth equipment consists of eight foot high back wall drape with draped side rails 33" high
- \* 24 hr. perimeter badge-check 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 EXHIBITOR2010 Website
- \* Online VIP registration for your customers
- \* Free Conference Program Brochures
- \* Free Exhibitor badges

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

### **What are the official show rules?**

Exhibitors are bound by the Terms and Conditions, Rules & Regulations, Display Construction Guidelines, and Fire Marshal Guidelines as indicated in your Application and Contract for Exhibit Space. Failure to adhere to these "rules" could result in costly, on-site alterations to be in compliance. These 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 twelve inches 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 register my booth staff?

Order badges for your full-time personnel online. Registration will remain live throughout the event. For questions on badges, contact [registration@heexpo.com](mailto:registration@heexpo.com). Exhibitor badges provide your personnel with early entry to the exhibit hall on exhibition days. Badges are non-transferable.

To register, visit: [https://www.compusystems.com/servlet/er?evt\\_uid=170](https://www.compusystems.com/servlet/er?evt_uid=170).

## Are free guest passes available?

Yes, exhibitors can 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. See "How do I register my booth staff" for employee badges. Admittance is permitted Monday - Wednesday during show hours.

## Is it more advantageous to ship my display 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 Champion Exposition Services 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.

All shipments should be consigned to your booth through Champion Exposition Services, the general contractor. **Do not send your shipment to the business center at Mandalay Bay unless you can pick it up yourself and hand carry the item to your booth.** For safety reasons, Business Center Staff and/or hotel bellman will not be allowed on the exhibit floor. Any boxes or items that can not be hand carried by your own staff will be delivered by Champion, and will be subject to additional delivery (drayage) charges as well as charges from the Business Center.

**Advance Shipments:** Advance Freight Deadline Date is March 5, 2010

C/O Champion Exposition Services  
YRC  
5049 West Post Road  
Las Vegas, NV 89118

**Direct Shipments:** First Day of Direct Freight Acceptance is March 12, 2010.

C/O Champion Exposition Services  
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, Exhibitors may deliver materials in their automobiles, SUVs and mini-vans (POV's). All vehicles delivering exhibition freight and materials via personal owner vehicle can come direct to show site on scheduled move-in days. Once at show site POV's will be directed to a POV unloading area - usually located in the parking lot on the corner of Las Vegas Blvd and Russell Rd. Be sure you know your exhibitor name, booth number, number of pieces, estimated weight, and type of merchandise. 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.

### **Is security provided for my booth?**

From the first day of move-in through the last day of move-out, there are 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. It is the responsibility of the exhibitor to insure their property.