

## **EXHIBITOR FAQ'S**

Please be sure to read your entire Exhibitor Service Kit

**Welcome exhibitors!** Answers to many Frequently Asked Questions of exhibitors are provided in this tutorial. Please read it carefully; it can help ensure a more successful show for your company.

**Q. What is included in my booth rental fee?**

A. In addition to the marketing opportunity these trade shows create, your booth fee for 10' deep booths provides you with 8' tall back drape and 3' tall side drape to separate your booth from those of your neighbors (note, island booths do not include these dividers, as these booths have aisles on all four sides). You also receive a 7"x44" company identification sign. All other booth furnishings and services are each exhibitor's responsibility. This Exhibitor Service Kit includes information from vendors who can supply almost anything needed to make your booth complete. ***The only thing we require you to provide in your booth space is carpet.*** Requiring each exhibitor to provide carpet or other professional floor covering in their booth helps create a professional, aesthetically attractive environment for buyers and sellers alike.

**Q. What are the insurance requirements?**

A. APWA requires **all** exhibitors to provide a certificate of liability to NTP show management, prior to being allowed to set up exhibits. Please see tab 5. *Rules & Regulations* for information.

**Q. Who is GES and what do they have to do with my participation?**

A. GES is the event's general contractor. They hire the labor who set booth drape, hang signs, lay carpet, move freight, and do all the other physical work required to set up the show. GES also produces all the graphics and supplies furnishings, registration areas, etc.

**Q. What is material handling (drayage), and does it apply to me?**

A. Material handling (often called drayage) is transportation of exhibit materials or products which exceed hand-carry limits (see next paragraph) to and from the freight door and your booth; provision of forklifts with operators if needed; removal, storage, security and return of empty crates; and assistance with other shipping needs. Behind tab 6. *GES: Furnishings, Labor & Material Handling* of this manual you will find order forms and rates for this service.

You can hand carry what one person can carry in one trip, provided you do not use any material handling equipment, such as forklifts, flatbeds, dollies, etc. All other freight must be moved by GES-supplied union material handling labor. Vehicles on display must use spotting services provided by GES (see the form behind tab 6. *GES: Furnishings, Labor & Material Handling*). GES Representatives will have sole responsibility in determining the loading and unloading procedures on the dock of the respective facility.

**Q. What are the Marshalling Yard procedures?**

A. All delivering carriers must check in at the Marshalling Yard prior to showsite deliveries. The Marshalling Yard map and directions are located on GES Form R-10, behind tab 6. *GES: Furnishings, Labor & Material Handling*. All inbound shipments will be weighed at the Marshalling Yard to obtain the gross or heavy weight. At the Marshalling Yard, drivers will be assigned a pass number and will be dispatched to the appropriate dock at the Henry B. Gonzalez Convention Center as space is available.

After unloading, all vehicles are required to return to the Marshalling Yard with a completed copy of the GES Receiving Report to be weighed to obtain the light weight. The heavy weight less the light weight determines the total weight of your shipment. Drivers who do not return to the Marshalling Yard to weigh out may face having their shipment billed at the heavy weight.

**Q. What does targeted move-in mean?**

A. Due to the large amount of machinery on this show (both self-propelled and requiring towing), the freight and machinery must be delivered first to the booths farthest from the dock, working in towards the closest booths to the dock. This allows for all freight to be brought in without having to dismantle or move booths or equipment that is already set.

The color coded targeted floorplan is located under this section. Please refer to your booth on this floorplan to determine which of the four target times is assigned to you. Freight delivered outside your target time will be subject to a 30% off target surcharge. If you need to change your target time, please submit the Freight Target Change Request form to GES to avoid off target charges.

**Q. I will be displaying a vehicle in my booth. Am I allowed to drive it into my space?**

A. Exhibitors will drive into their space, however for safety reasons, GES freight personnel will spot (direct) the vehicles and all self propelled equipment. The round trip fee for this service is stated on Form R-13 –Direct Machinery Rate Schedule Order Form, behind tab 6. *GES: Furnishings, Labor & Material Handling*. Please note that all freight, including machinery and vehicles, needs to be delivered during your assigned target move in time to avoid off-target charges.

**Q. What is the process if I decide to bring my freight in via a Privately Owned Vehicle (POV)?**

A. The definition of a POV is one which must be unloaded within 20 minutes by a full-time company employee, must be unloaded by hand without the use of any material handling equipment and must not be a closed-bodied vehicle with dual wheels.

GES also offers a Cartload Service for POV's, should the freight be in excess of what the exhibitor can carry by hand. Cartload service is limited to 10'x10' and 10'x20' booths. Maximum load for a 10'x10' booth is (1) cartload, not to exceed 400lbs. Maximum load for a 10'x20' booth is (2) cartloads, not to exceed 800 lbs total. Freight in excess of these maximum loads will be received by GES at the material handling rates.

POV's will be required to obtain a ramp pass at the Dock guard gate in order to gain dock access. This pass will allow 20 minutes to unload the POV before it must be removed from the dock ramp area. There must be two people with the vehicle – one to go with the product to the booth space, the other to remove the vehicle from the unloading area to the dock space.

**Q. Am I allowed to set up my own booth?**

A. Regular full-time employees of the exhibiting companies are allowed to set their own exhibits without assistance from the union. Any labor services that may be required beyond what your regular full-time employees can provide must be supplied by union labor.

**Q. How do I ensure that I receive advance order rates?**

A. Always try to order prior to the deadline date posted on the individual forms. Before leaving for the show, confirm with GES and other contractors that your orders have been received, and bring copies to the show.

**Q. How do I get electric power to my booth?**

A. Refer to the Harper Wood Electric Co. order form behind tab 7. *Utilities & Additional Services*. Check your equipment for the amps/watts needed (10 amps/1000 watts is generally more than sufficient for most small booth lights). If you order standard power for a 10' deep booth, it will always be distributed to the rear-center of the booth unless you specify otherwise on the form. If you have an island booth, you should provide a floor plan of your booth to the electrical service provider. Contact the service provider for clarification of any questions.

**Q. What do I need to record information from visitors to my booth?**

A. Rather than taking a business card, scanning visitors' badges is a quick and efficient way to collect attendee data. Each attendee will wear a badge with all of his/her registration information encoded on it. In order to scan and retrieve this information, you will need to rent a lead retrieval device. See the Lead Retrieval order form behind tab 7. *Utilities & Additional Services* for details. Don't forget to order electrical service for your reader!

**Q. What about security?**

A. While show management provides guard service on the perimeter of the hall, neither the guards nor show management can be responsible for watching each individual booth. We *always* recommend that small, valuable items are secured or removed at night by the exhibitor. Should you need to remove anything from you booth that is larger than a briefcase or laptop, please go to the NTP Show Management Office to obtain an Equipment Removal Pass. Overnight booth guard service is available, see the form behind tab 7. *Utilities & Additional Services*. It's also a good idea to check your company's insurance policy to be sure it covers theft from trade shows and other events outside your office.

***WHEN IN DOUBT – CALL! Use the vendor's phone number on their form, or call show management.***