

**Where do I ship my booth materials?**

GES, the General Contractor for Licensing Expo, has the responsibility of receiving and handling all exhibit materials and empty crates. For shipments arriving prior to move-in dates, it is recommended to ship to the GES warehouse for storage. For direct to show site shipments please refer to your target move-in dates, ship to the venue in care of GES.

Please note that if you decide to use another mail carrier (UPS, US Mail, Fedex, etc) your boxes MUST not be shipped directly to the Mandalay Bay, or they will end up in the Mandalay Business Center. To ship directly to the hall, please go to the Shipping Tab of the Exhibitor Service Manual.

**What is drayage?**

Drayage (can also be referred to as material handling) is the round-trip movement of freight (boxes, cases, crates) from the loading dock to your exhibit space and from your exhibit space back to the loading dock as well as the storage of your empty containers, provided you have ordered onsite material handling. GES is the sole provider of material handling services.

**If I drive my products/displays to the show, can I hand-carry them to the booth by myself?**

Yes, you can hand carry product/displays on to the show floor, however you are not allowed to hand carry things through freight doors or loading docks. Please note that if you decide to carry things into the exhibit hall you will need to walk them from the parking lot to the hall (0.4 miles), you will not be allowed to wheel dolly crates in through the doors.

Licensing Expo also offers our exhibitors a Cartload Service (\$56.75 Each Way) in which you can drive your personal vehicle with product/displays up to the loading docks and laborers will unload all your supplies (up to 200lbs max), deliver to your booth and at the end of the show, pick up and deliver to your vehicle. Exhibitors who require more than 20 minutes to unload or the use of equipment to unload must use Material Handling services. Please review the GES Cartload Services Order Form for more information. Any vehicle left unattended in the loading dock area will be towed at the owner's expense.

**What are the rules for Exhibitor Appointed Contractors (EAC)?**

Exhibitors may employ the services of independent contractors to install and dismantle their display. Written notification must be submitted at least 30 days prior to the first move-in day to Licensing Expo. Exhibitors must provide evidence that the EAC has the proper certificate of insurance. Please fill out the EAC Authorization Form & EAC Badge Request found in the Exhibitor Appointed Contractors section of the Exhibitor Service Manual. Please review the EAC section for full detailed requirements.

**Is it required that I purchase insurance?**

It is required that ALL exhibitors secure/submit adequate insurance protection against personal injury to himself, his employees or visitors to the exhibitor's booth.

**If you have your own insurance**, please use the link provided in the email sent by Wells Fargo Insurance Services to upload a copy of your Certificate of Insurance.

**If you do not currently have an insurance provider**, you can purchase insurance through Wells Fargo for \$100 providing you insurance of up to \$1,000,000 per occurrence providing coverage from move-in to move-out. Contact [tradeshow@wellsfargo.com](mailto:tradeshow@wellsfargo.com) to submit your request.

**How do I report problems on-site?**

To report a problem and or concern on site, please do so immediately to your floor manager, who you will probably meet during move-in. If not please find someone from Licensing Expo Management to walkie your Floor Manager or walk to the Show Office to report the problem.

## PRE-ORDERED BOOTH PACKAGES

### **What is included in my pre-ordered booth package?**

Pre-Ordered Booth Packages are created as a turnkey booth option for exhibitors looking for set-up and break-down ease. For technical details (panel size, inclusions, etc.) on your package visit the Pre-Ordered Booth Packages of the Exhibitor Service Manual. Questions? Contact Jeanne Paloma at (310) 857-7666 or [jpaloma@advanstar.com](mailto:jpaloma@advanstar.com)

### **My pre-ordered booth package comes with electricity; do I need to order additional electricity for things like computers, cell phones and televisions?**

Yes, all pre-ordered booth packages will state whether or not they come with electricity for things such as lamps and lighting, that are included with the package. However if you need any additional electricity for any additional elements, i.e. personal hand-held devices, laptops or other electronic devices, you will need to place that order through Edlen. To place your order, login to [www.mandalaybayexhibitorservices.com](http://www.mandalaybayexhibitorservices.com). **IMPORTANT: Place your order with Edlen before May 31, 2016 to secure the best possible rate.**

### **I want to order additional furniture, who do I contact?**

GES is the general contractor for Licensing Expo. To see what furniture is available for order, please visit the Booth Furnishings section of the exhibitor manual. in to learn how to set up your GES account. If you have questions or concerns regarding GES Services, please contact Customer Service directly at (702) 515-5970.

## MARKETING & PROMOTIONS

### **Is the company listing Online and within the Official Show Directory free?**

My Show Planner and Official Show Directory listings are provided free with the purchase of exhibit space. My Show Planner is an attendee and exhibitor planning tool that allows interactions before the show has even begun. Your basic listing is free, however there is a menu of available upgrades that help to set you apart from your competitors and even gain access to attendee lead data. To learn more about the My Show Planner Upgrades & Sponsorships review The PR & Marketing Guide contact your sales representative today!

**IMPORTANT:** Be sure to fill out and approve your Company Listing before April 15, 2016 as after that date the information will be pulled for your company's 2016 Official Show Directory listing. Visit [My Show Planner](#) for more details on your company listing.

### **Are there any opportunities though the show for marketing & promotion of my products?**

Yes! There are all sorts of free and paid opportunities available through Licensing International Expo that will help drive traffic to your booth on the show floor. For details on these opportunities, please take a look at The PR & Marketing Guide

### **Is there a Press Room on site? If so can I drop off any marketing pieces or press kits?**

Yes, Licensing Expo hosts a Press Room located directly on the show floor. To locate the room please refer to the Show Floor Map. Show Management invites you to drop off your press kits before show opening on all three days.

## PRE-SHOW

### **What is included in my booth space?**

Please see the Exhibit Display Guidelines.

### **What are some of the major deadlines I need to know about?**

The most important show deadlines relate to pre-show marketing (free and paid opportunities) and to early order deadlines for electrical, labor, furniture and furnishings. These dates can be found within the Exhibitor Action Checklist. Finally make sure to book your housing early to secure the best rate and to stay at the hotel of your choice. Visit [Travel Planners](#) for exclusive Licensing Expo rates.

### **Will there be free wi-fi within the exhibit hall?**

Free wi-fi on the exhibit floor is not guaranteed, but may be available. If you require reliable Internet service, you can place an order through the exclusive service provider [www.mandalaybayexhibitorservices.com](http://www.mandalaybayexhibitorservices.com).

### **Who do I contact for booth furnishings, carpet, & electricity?**

- Electricity: Edlen is the only provider of electrical services at the Mandalay Bay and can be ordered through [www.mandalaybayexhibitorservices.com](http://www.mandalaybayexhibitorservices.com).
- Furnishings & Carpet: GES is the official provider of booth furniture, equipment and carpet.

### **How do I register my booth staff for badges?**

Step by step instructions on how to register your booth personnel can be found in the Exhibitor Badge & Conference Registration portion of the Exhibitor Service Manual.

## MOVE-IN, MOVE-OUT & BOOTH SETUP REGULATIONS

### **When can I move in and out of the building?**

Delivery and pick-up of all freight must be scheduled. Please review the targeted move-in and move-out floor plans found in the service manual for your assigned date and time window. Exhibitors may access the show floor beginning Friday, June 17 through Monday, June 20, 8:00am – 5:00pm each day.

### **Is floor covering for my booth required and can I bring my own?**

Carpet and/or alternative floor covering is required in all exhibit spaces. Exhibitors are allowed to bring their own floor coverings; however the space must be covered and be secured appropriately. If an exhibitor shows up on site with no carpet or floor covering, carpet will be automatically placed and the exhibitor will endure the cost and labor.

### **What are the height restrictions for my booth location?**

Booth display height and regulations are covered in detail within the Rules, Regulations & Forms section of the Exhibitor Service Manual.

### **How do I hang a sign?**

All hanging signs, hanging graphics and hanging banners must be approved in advance of the show by Show Management. Submit a rendering, digital photo, sketch of the sign showing all graphics, placement in the booth and sign's dimensions, including width, height and/or circumference. Only island, Split Island, Peninsula booths of 20'x20' or larger may hang banners or signage above their booth. It may not exceed the width of the Exhibitor's contracted booth space. To submit a request, please fill out the Hanging Sign Request Form found in the Rules, Regulations & Forms section of the Exhibitor Service Manual.