

# GENERAL SHOW INFORMATION

## FAQ

### **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. By shipping to the warehouse you can track your package and be sure it is in Las Vegas before your move in date, avoid shipping delays due to weather and your shipment will be in your booth by the beginning of your target so your labor can begin at the start of your target time rather than waiting for your truck to be unloaded and delivered from the dock.

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 movement of freight (boxes, cases, crates) from the loading dock to your exhibit space and/or 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 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 adequate insurance protection against personal injury to himself, his employees or visitors to the exhibitor's booth. You do NOT need to send us a certificate of insurance unless we ask you for it. If we do ask you for it you must send it to us within one week of our request. This is a change from the past when we needed you to send us the certificate in advance.

### **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 meet during move-in. If not please find someone from Licensing Expo Management to contact your Floor Manager or walk to the Show Office to report the problem.

## **BOOTH PACKAGES**

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

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 Booth Packages Section of the Exhibitor Service Manual. Questions? Contact GES at GES National Servicerenter at (702) 515-5970.

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

Yes. All 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.mandalaybavexhibitorservices.com](http://www.mandalaybavexhibitorservices.com).

**IMPORTANT: Place your order with Edlen before May 1, 2018 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 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 online & Official Show Directory listing free?**

Licensing Expo provides complimentary basic listings for the online directory, mobile app and Official Show Directory with the purchase of exhibit space. However, there is a menu of available upgrades to help to set you apart from your competitors. To learn more about the upgrades & sponsorships visit our [Exhibitor Resource](#) page, or contact your sales representative today!

**IMPORTANT: Be sure to fill out and approve your Company Listing before February 2, 2018 to be included in the License Global Preview.**

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

Yes! There are many marketing & promotional opportunities available through Licensing Expo. For details on these opportunities, please visit our [Exhibitor Resource](#) page, contact your service representative or email [enquiries@licensingexpo.com](mailto:enquiries@licensingexpo.com).

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

Yes, Licensing Expo Press Room is located directly on the show floor. Show Management invites you to drop off your press kits start on the first day of the show. Licensing Expo also offers a virtual press office, where you can electronically submit press releases & benefit from discounted wire fees.

### PRE-SHOW

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

Please see the Booth Package section of the Exhibitor Kit

#### **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.

#### **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.mandalaybavexhibitorservices.com](http://www.mandalaybavexhibitorservices.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.mandalaybavexhibitorservices.com](http://www.mandalaybavexhibitorservices.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, May 18th through Monday, May 21, 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 Exhibitor Service Manual.