

FREQUENTLY ASKED QUESTIONS

BADGES & REGISTRATION

Q: How do I order badges?

A: Once you have paid for your booth space in full, you will receive an email containing a link to the badge registration page. Select your company name from a drop-down menu and provide your password. You will be able to add names and receive confirmation for your badges at that time. If you prefer, you can print out the Exhibitor Badge Request Form and send where noted before deadline. Pre-ordered badges will be mailed to you prior to the show. If you've missed the pre-order deadline, fill out the Exhibitor Badge Request Form in this kit and bring it to the registration desk at the show.

Q: Why is it important to supply PROJECT/MAGIC with the name of my Exhibitor Appointed Contractor (EAC)?

A: No one is allowed on the show floor without a badge. In order to get a badge, EACs must pre-register by filling out the EAC forms in this kit. Also, frequently the EAC is on the exhibit floor before the exhibitors arrive and may begin installing a display at an incorrect location. Show Management must be able to locate them in order to ensure proper placement.

Q: Are children allowed on the show floor?

A: No children are allowed on the show floor during set-up or break-down of the event. During show hours, a "Child Authorization Form" must be completed for anyone 18 years or younger and signed by a guardian or adult. The form can be picked up at a registration counter when you pick-up your badge. There is a copy of this form included in the exhibitor kit

GENERAL INFORMATION

Q: What is included in the cost of my exhibit space?

A: Please refer to your contract and sales representative for more information

Q: What if I have a medical emergency or need first aid in my booth?

A: Stop anyone with a radio and staff badge or a security guard, and let them know the situation. They will be able to contact the on-site EMT. There is a first-aid office on the first floor just past the exhibitor services counter and FedEx.

Q: What type of security is provided?

A: There is peripheral security during the show. However, you are responsible for the security of your individual booth and its contents. We recommend that you secure your booth by hiring your own overnight security guard, we recommend Cop Security. Additional suggestions:

- Do not leave one-of-a-kind samples, expensive jewelry, leathers or small items unattended and remove them nightly.
- Hire a security guard for your booth overnight.
- Do not list contents on the outside of boxes (e.g. "personal computer").
- Be sure that someone remains in your booth, or hire a security guard, until your freight carrier picks up your Merchandise.
- Carry a detailed list of what you ship, in which box it was packed and repack it in the same manner.
- Have a copy of tracking or bill of lading numbers with you when move in.

INSURANCE

Q: How can I purchase liability insurance?

A: If you don't have insurance, or the required amount of coverage, you can purchase liability insurance from Wells Fargo. You will receive an email including a personal link to purchase insurance directly from Wells Fargo. If you need further information, please see the Insurance section of the exhibitor kit or contact tradeshow@wellsfargo.com.

TRANSPORTATION, PARKING & HOTELS

Q: Does MAGIC offer special rates on hotels?

A: MAGIC has selected "official" hotels; these selected hotels offer special rates to MAGIC participants. You can take advantage of these special rates by visiting our website at www.MAGICOnline.com or by calling our official travel agency, Travel Planners at (800) 254-7188 Domestic or (212) 532-1660 International.

Q: What is the most cost effective transportation from my hotel to the Mandalay Bay Convention Center?

A: MAGIC provides FREE Shuttle service to and from 25 major hotels. The shuttle map will be available on our website in January but you can check out our "book your travel" page to see our official show hotels. Transportation is provided to/from these hotels.

Q: What's the most cost effective way to get to the airport at the close of the magic/project show?

A: FREE Shuttle service is provided to McCarran Airport on the last day of the show from the Mandalay Bay and the Las Vegas Convention Centers

FREQUENTLY ASKED QUESTIONS

Q. Where should I park my car at the Mandalay Bay Convention Center?

A. There are a few options for parking at the MBCC.

1) There is a new parking ramp beneath the expanded portion of the exhibit hall and can be accessed from Russell Road entrance.

This ramp does not have a freight elevator. No rolling racks or carts will be allowed in the passenger elevators.

Handicap parking spaces are available in this lot as well may only be used for those with valid permits.

Once this lot is full, other parking options are:

1) The self-park garage on the west side of Mandalay Bay Resort & Casino. This lot is available to all hotel, casino and convention center patrons. There is no fee for parking in this garage. This parking lot can be accessed via Hacienda or Frank Sinatra Way.

2) There is parking available in the lot across the street from the convention center. There are no shuttles to this lot.

3) Complimentary valet service located at the main entrance to Mandalay Bay and the main entrance to the Delano.

MOVE IN & MOVE OUT

Q: Who do I contact if I have questions during set up?

A: There will be Sales Representatives and Floor Managers in the exhibit halls. Get to know them! They are available to help and assist exhibitors. If they cannot help you, they will direct you to someone who can. If you have questions regarding your booth set-up and/or fixtures please visit the GES Customer Service desks or you may call your GES Service Executive. You will receive a card with their contact information in your booth upon arrival

Q: Where do I ship my merchandise and crates?

A: *Whenever possible, ship merchandise in advance to the GES warehouse. Your shipment will be in your booth at the start of your target load-in day. This helps avoid last minute delays due to weather, marshalling yard lines, etc.* Follow the instructions on Advance Shipping located in this kit. For shipments during load-in, ship to Mandalay Bay. Be sure to use the labels provided in this kit and clearly write the name of your company and booth number on all packages. Booth build items should arrive and be shipped out on the date/times shown on the Targeted maps that can be found at www.magiconline.com.

Q: Where do I store all of my empty crates, cartons and cases?

A: All shipping containers must be removed from the show floor before the show opens. If you wish GES to remove them, request storage labels at the GES Service desk, flatten and tie together cardboard boxes and fill out storage labels completely, then just leave your boxes outside of your booth. If your crates, cartons or boxes do not have a storage label on them, they will be removed as trash. Labeled boxes will be removed at the end of day on setup day and returned at show close. Box return may take up to 6 hours to reach your booth. Crates and other large items may take up until 6:00AM on Thursday, August 20th to reach your booth. You may also leave your shipping materials in your hotel room.

Q. When can I move in and out of the building?

A. Due to the short move-in and move-out time, delivery of all freight must be scheduled. Please review the Targeted Freight Map for your specific date and time. This information will be emailed and available at www.magiconline.com sometime around the middle of January. The Targeted Freight Map is for Booth build and décor items only. These items arriving or departing "off target" will be assessed a 25% surcharge. Product only shipments may arrive as early as Thursday, August 13th, 2015 but we suggest that someone be at the booth when product is delivered. During move out, it may take up to 6 hours to return empty cardboard back to the booth.

For security purposes, please do not leave your product and freight unattended. Please wait with your boxes until GES collects them after show close.

The show closes at 5:00 pm Wednesday, August 19, 2015. All exhibitors are required to keep their booth intact until 5:00 pm on that date.

Q. Why must I leave a 9" access to the rear or back line of my booth?

A. This provides electrical and fire access behind the booth. This area is not for storage or to be used as a dressing room for models.

Q. How much space must I leave behind my peninsula booth?

A. All Peninsula booths must provide an 18" electrical access behind the booth.