



## EXHIBITOR FREQUENTLY ASKED QUESTIONS

### *What's New for 2025?*

We're always evaluating how we can make the Exhibit Hall experience a positive one for you and the conference participants. We are happy to share a few highlights with you:

1. **NEW! All booths 10x20 or larger using an Exhibitor Appointed Contractor (EAC) will be required to submit a booth rendering and have it approved before moving forward with your booth. This will avoid most issues on-site.** Submit your booth renderings to MRC by 31 January 2025 for your booth review. Email your booth renderings to [Canaan.rice@merchantriskcouncil.org](mailto:Canaan.rice@merchantriskcouncil.org) and [Kristi.casey@merchantriskcouncil.org](mailto:Kristi.casey@merchantriskcouncil.org).
2. **NEW! Booth Wall Restrictions-** No full, solid walls are allowed at the external boundaries of the booth. 50% of each side of the booth can be a solid wall, but the remaining 50% must be open or in clear materials such as glass or acrylic.
3. **NEW! Charging Lounge and Networking & Gaming Lounge -** These are two new lounges added to the exhibit floor this year to promote networking and assist in connecting exhibitors and attendees.
4. **GDPR-related restrictions in access and use of attendee lists** – Attendee lists of those that have opted to be on the list will be available in mid-January. You will receive an email with a link to the list, once available.

***Please read the information regarding the use of the attendee list in your exhibitor portal Tasks.***

### *What's returning for 2025?*

#### **A few returning features....**

1. **Easy registration for Exhibitors!** We've made registering for your conference passes an easy process to navigate. If you are on our roster as a person organizing logistics for your company, you will receive a direct email regarding how to register your team with your unique login and password for our registration site. If you have a signed contract, but have not received this information yet, please contact Canaan Rice, [Canaan.rice@merchantriskcouncil.org](mailto:Canaan.rice@merchantriskcouncil.org) for assistance.
2. **Monday, Tuesday, and Wednesday evening Receptions will be in the Exhibit Hall! What a great way for attendees to visit exhibitors while enjoying complimentary food and drinks.** The Opening Reception will be on Monday evening. This fun event will help launch Vegas25 and provides a great opportunity to interact with the conference attendees. Tuesday and Wednesday evenings the Networking Receptions will also be in the Exhibit Hall. Please see the agenda for event times.



	<p>3. <b>Thursday Exhibit Hall Breakfast!</b> The Exhibit Hall Breakfast was a popular event at Vegas24. This breakfast gives attendees an opportunity to visit exhibitors while enjoying your morning coffee and breakfast.</p>
<p><b>What common items do I need to order for my booth?</b></p>	<p>Per 10x10, you have one 6-foot skirted table, wastebasket, 2 chairs, Temporary ID sign and FIT walls, and carpet included in your booth. The conference will include standard Wi-Fi access during the event as well.</p> <p>What's <b>not</b> included and the most ordered items you may want to consider enhancing your booth presence or experience:</p> <ul style="list-style-type: none"> <li>- Power and power strips</li> <li>- Monitors for demonstrations</li> <li>- Enhanced/Dedicated Internet</li> <li>- Upgraded furnishings</li> <li>- Daily Housekeeping (vacuum, waste removal)</li> <li>- Graphic signage within your booth space</li> <li>- Lead Retrieval scanners and licenses</li> <li>- Rigging</li> <li>- Catered items, such as coffee, flavored water towers, confections, snacks, etc.</li> </ul>
<p><b>Where can I order furniture, catering, AV, rigging, etc. for my booth?</b></p>	<p>The Exhibitor Ordering information is on the GES Exhibitor Portal, and shares contact and general information on our exclusive providers for the above services. Please note some items such as catering and rigging are exclusive to through Aria Exhibitor Services. (<i>Link to Aria Exhibitor Services available through the link below.</i>)</p> <p>Visit your exhibitor ordering portal to review available items and pricing.  <a href="https://ordering.ges.com/011602489">https://ordering.ges.com/011602489</a></p>
<p><b>If I have questions about ordering graphics or furniture, what should I do?</b></p>	<p>Visit the GES exhibitor ordering portal. If you have further questions, please reach out to Kelly Suriano, <a href="mailto:ksuriano@ges.com">ksuriano@ges.com</a> or 480-589-5575.</p>
<p><b>Where can I ship my booth, booth supplies and giveaways?</b></p>	<p>All information regarding shipping is available on the GES Exhibitor Ordering Portal. Login and click on the left-side navigation, "Shipping, Drayage and Material Handling." All information can be found here as well as shipping deadlines.</p>
<p><b>When can I setup my booth?</b></p>	<p>Setup for Exhibitors begins on Sunday and should be complete by 2pm on Monday.</p> <ul style="list-style-type: none"> <li>• Sunday, 9 March- 8:00am-6:00pm</li> <li>• Monday, 10 March-8:00am-2:00pm</li> </ul> <p>If your booth is 20x20 or larger and you need additional time to setup your booth, please contact <a href="mailto:ksuriano@ges.com">ksuriano@ges.com</a> to determine if alternate arrangements can be made.</p>



***Can I distribute food and beverages from my booth?***

Exhibitors may not dispense food and/or beverages of any kind, including packaged candy or bottled water, without written permission from the Aria Las Vegas Resort. For any questions or if you would like to explore catering services from Aria's Catering Department at your booth, we recommend connecting with Aria Catering. You'll find their contact information on the GES Exhibitor Portal under Catering or email Kimberly Buchholz, [kbuchholz@aria.com](mailto:kbuchholz@aria.com)

***Can I sell items from my booth?***

No selling (exchange of goods or money) can take place on the trade show floor. The Exhibitors may take orders but may not accept any form of payment or deliver products to their customers.

***Are there restrictions on how I can decorate my booth?***

Yes – in addition to the height restriction and staying within your booth parameters, additional considerations/restrictions need to be adhered to. Balloons, helium-filled balloons, glitter, confetti, etc. are **not allowed** in the Aria Las Vegas. Air-filled balloons or any other decorating ideas not covered must be approved by the Aria Las Vegas. Additional details are available in the Rules & Regulations document of the Exhibitor Information.

***How can I order lead capture licenses and devices?***

You may visit your exhibitor portal that contains all your company information/profile. On the left side menu select licenses, then click on the tile that states "Buy Licenses." You will be able to purchase licenses and download an app to your phone/tablet or rent scanning devices and purchase licenses.

***How can I access my scanned leads during and after the show?***

You may visit your exhibitor portal and export your leads from the main screen. At the bottom of your portal page, you will see how many leads you captured and given an option to download them into an Excel file. For more information, visit your Exhibitor Portal Task, "Access Your Leads."

***Can we bring in performers or outside services?***

Yes – we do ask that you advise us should you be hiring promotional services (like chair masseuse, magician, artist, mascot, mobile robots) so we can ensure access to the Hall during show hours but remember their access will be strictly limited to your booth space and may not perform in other areas of the Hall or conference venue such as aisles, conference hallways or breakout spaces.

***Is security provided?***

The Aria Las Vegas Security Department maintains 24-hour security and surveillance over the interior/exterior of the building, and all life safety and equipment systems. The Aria Las Vegas Security Department requires that incident reports be completed in all cases of personal injury, theft, vandalism, etc. Instances like this should be reported immediately so proper investigations and follow-up can be initiated.

MRC Security through the Aria Security Department will be provided on set-up days, during the Exhibit Hall Receptions on Monday, Tuesday, and Wednesday evenings, and overnight. The MRC assumes no responsibility for Exhibitor equipment or property at any time. Do not leave valuables or personal items in any unsecured areas of the booth. Please think about the following suggestions while planning your booth:

- Give special consideration to prototypes, irreplaceable or highly valuable items. Hand-carry them to the show if need be.
- Do not leave valuables or personal items on tabletops or in any unsecured areas of the booth. Remove such items at the end of each show day and immediately upon show closing.



	<ul style="list-style-type: none"> <li>• Do not mark boxes with an explanation of contents – use special coding.</li> <li>• Include security in your staffing plan. Be sure there is always a staff member in your booth.</li> <li>• If need be, hire a security guard or rent a locking security cage. If you wish to hire security, please use the form supplied in the Exhibitor Services Manual. Only approved security companies are allowed on the MRC Exhibit Hall floor.</li> <li>• Obtain a rider on your existing insurance policy.</li> </ul> <p>If you experience a loss, please report it to the Exhibit Hall Manager and on-site security immediately.</p>
<b><i>Is insurance provided?</i></b>	<p>Each Exhibitor is liable for the following: the space the company occupies, visitors, theft, and fire. Any kind of loss must be covered by the Exhibitor's own insurance. This includes any equipment owned by an Exhibitor, and any equipment leased or rented by an Exhibitor. Exhibiting companies are not required to submit proof of insurance to show management but must be able to produce it if so asked. The MRC assumes no responsibility for Exhibitor collateral, or equipment – owned, leased, or rented – during the MRC Vegas conference.</p>
<b><i>Can I deliver my own freight?</i></b>	<p>No. Freight <u>must</u> be consigned through the designated general contractor, GES. Please contact them via the exhibitor portal to make arrangements. The Aria Las Vegas cannot accept freight shipments or packages for Exhibitors or contractors. Exhibitor owned or Exhibitor leased vehicles are NOT allowed to drive on to the Exhibit Hall floor or to the dock to unload or load freight. All deliveries must be arranged through GES. Exhibitors may carry a box to their booth; however, Exhibitors are not allowed to pull, wheel, etc. any deliveries into the MRC Exhibit Hall. There can be no exceptions to this policy.</p>
<b><i>Can I take pictures or bring in a photographer?</i></b>	<p>Exhibitors may take non-professional photographs and video of their booth only. Professional photography and videography are not allowed on the show floor unless sourced or approved by Show Management.</p>
<b><i>Is parking provided?</i></b>	<p>Parking is not part of the Exhibitor package. All parking costs are the responsibility of the Exhibitor. Parking in prohibited areas will result in the vehicle being towed at the owner/renter's expense.</p>
<b><i>Appropriate attire?</i></b>	<p>Booth attire is business casual. You are welcome to wear a business suit if you wish, khaki or black pants with your company logoed shirt. No sandals, novelty t-shirts, or shorts.</p> <p>Please listen to the weather forecast and dress accordingly for outdoors but note the Aria (like most Vegas establishments) is air-conditioned. While the Hall may be cold during set-up (when freight doors are open), the Hall and meeting spaces are often quite cool.</p> <p>Please keep this in mind throughout, and we encourage staff to bring/wear layers for their comfort in varying temperatures.</p>



<b><i>How can I register for the conference?</i></b>	Register yourself and your team on our <a href="#">website</a> .
<b><i>How much are tickets to attend MRC Vegas25?</i></b>	<a href="#">Visit our website to find out pricing for the event</a> . Early Bird registration pricing ends <b>21 January</b> . You will need to select Solution Provider Member/Non-member pricing.
<b><i>Where are the discount codes included with my exhibit booth?</i></b>	An email will be sent in early December from Canaan Rice, <a href="mailto:Canaan.rice@merchantriskcouncil.org">Canaan.rice@merchantriskcouncil.org</a> with your registration discount code. If you haven't received your code, please contact Canaan and she will re-send it.
<b><i>How can I book hotel rooms at the Aria?</i></b>	MRC has reserved rooms at Aria at a discounted rate for MRC Vegas24 attendees. The last day to make reservations is <b>14 February</b> , based upon availability. <a href="#">Visit our website to book your hotel room and take advantage of the discounted rate</a> . Rates and availability are limited so book early!
<b><i>How much are hotel rates at the Aria?</i></b>	The discounted rates vary by day. <a href="#">Please visit the MRC Vegas hotel site to view the rates and availability</a> .
<b><i>Who do I contact if I have questions about hotel rooms at the Aria?</i></b>	You may email <a href="mailto:events@merchantriskcouncil.org">events@merchantriskcouncil.org</a> if you have questions about booking a hotel room.