

# Frequently Asked Questions

Welcome to the Exhibitor Services Manual for MINExpo INTERNATIONAL® 2020, September 28 – 30, 2020 at the Las Vegas Convention Center. Within this site, you will find everything you need to have a successful show.

Whether you are a first-time exhibitor, or a MINExpo veteran, we encourage you to review the Frequently Asked Questions to get the most out of your exhibit experience at MINExpo.

If we can supply any additional information or be of further assistance, please do not hesitate to contact us.

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## WHAT IS INCLUDED WITH MY EXHIBIT SPACE RENTAL?

Exhibit Space Rental Includes:

- Drape suspended on aluminum uprights and stanchions. The draped back wall is 8' (2.43 m) high. The side rail drapes are 33" (.84 m) high.
- An identification sign with your company name and booth number for all inline booths exhibitors.
- Four complimentary exhibitor staff badges per 100 sq. ft. of exhibit space, maximum of 200). All additional personnel, will pay charged US\$25 per person (US\$50 on site.)
- 24 hour perimeter security in the Exhibit Hall
- Free MINExpo promotional materials
- Pre-show registration list
- Post-show registration list
- Listings in the following:
  - MINExpo Official Print Directory
  - MINExpo Official Online Directory
  - MINExpo Mobile App
- Booth cleaning (vacuuming and waste removal) for first level of exhibits. (Exhibitors with two-story booths are responsible for the cleaning of the second floor. )
- Opportunity for complimentary meeting space at the LVCC on a first-come, first-served basis.

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## WHAT IS THE SCHEDULE FOR MOVE-IN, MOVE-OUT AND SHOW DAYS?

[View Target Freight Plans](#)

### Exhibit Move-In Hours

Monday, September 21	8 a.m. – 5 p.m.: Monday Targeted Freight Only
Tuesday, September 22	8 a.m. – 5 p.m.: Tuesday Targeted Freight Only
Wednesday, September 23	8 a.m. – 5 p.m.: Wednesday Targeted Freight Only
Thursday, September 24	8 a.m. – 5 p.m.: Thursday Targeted Freight Only
Friday, September 25	8 a.m. – 5 p.m.: Friday Targeted Freight Only
Saturday, September 26	8 a.m. – 5 p.m.: Freight Received Will Be on Overtime
Sunday, September 27	8 a.m. – 3 p.m.: Freight Received Will Be on Overtime

All exhibits are to be set up, or in the process of being set up with all empties out of the aisles by 3 p.m., Sunday, September 27 to allow for the installation of aisle carpet.

### Exhibit Move-out Hours

Outbound freight will be loaded according to the [targeted freight move out floor plans](#).

Wednesday, September 30	5 p.m. – Midnight
Thursday, October 1	8 a.m. – 5 p.m.
Friday, October 2	8 a.m. – 5 p.m. <b>(South Hall 3 must be moved out by 5 p.m.)</b>
Saturday, October 3	8 a.m. – 5 p.m. (North Hall, Central Hall and South Hall 1 and South Hall 2)

### Show Days Schedule

#### Exhibit Hours

#### **Monday, September 28**

Ribbon Cutting	8:30 a.m.
Exhibit Halls Open:	<b>9 a.m. – 5 p.m.</b>
Opening Session:	10 a.m. – 11:30 a.m.

#### **Tuesday, September 29**

Conference Sessions:	8 a.m. – 12:15 p.m.
<b>Exhibit Halls Open:</b>	<b>9 a.m. – 5 p.m.</b>
Lunch	12:30 p.m.

#### **Wednesday, September 30**

Conference Sessions:	8 a.m. – 12:15 p.m.
<b>Exhibit Halls Open:</b>	<b>9 a.m. – 5 p.m.</b>
Awards Lunch	12:30 p.m.

Exhibitors will have access to the exhibit hall at 7 a.m. each morning, and must be out by 6 p.m. each day.

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## HOW DO I ORDER EXHIBITOR BADGES?

CompuSystems is the official registration company. [Exhibitor registration is open](#). Your login password have been sent by email. Questions about staff exhibitor badges questions can be sent to: [MINExpo@csreg.zohodesk.com](mailto:MINExpo@csreg.zohodesk.com).

**New for 2020: BADGES WILL NOT BE MAILED.** Exhibitor badges must be picked up at exhibitor registration, located in either North Hall 2 or South Hall 1 during on-site registration hours. Each person must pick up their own badge.

### Exhibitor Registration Hours

Friday, September 25	8 a.m. – 4 p.m.
Saturday, September 26	8 a.m. – 6 p.m.
Sunday, September 27	8 a.m. – 6 p.m.
Monday, September 28	7 a.m. – 5 p.m.
Tuesday, September 29	7 a.m. – 5 p.m.
Wednesday, September 30	8 a.m. – 3 p.m.

Note: Only the exhibiting company name on the *Application and Contract for Exhibit Space* will be printed on exhibitor badges, floor plans, and directories. Brand names cannot be part of the exhibiting company name.

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## HOW DO I MAKE HOTEL RESERVATIONS FOR MY EXHIBIT STAFF?

onPeak is the official housing company for MINExpo INTERNATIONAL 2020. Exhibitor housing will open online November 18, 2019.

Please be aware that third party travel companies are soliciting exhibitors by phone and email for housing. onPeak (the MINExpo official housing company) does not place outbound calls to exhibitors or attendees for housing. If you receive a phone call, it is from an unauthorized third party travel company. Please see the MINExpo [website](#) for a current list of non-official housing companies.

These travel companies are not authorized by Show Management and may provide false information regarding the availability of rooms at hotels within the official housing block. If you book rooms with other travel or housing companies and not onPeak, and have issues with your hotel rooms, there is nothing that Show Management can do to assist.

If you are contacted by a non-official housing company, please immediately notify Show Management at [kcoon@nma.org](mailto:kcoon@nma.org). Show Management works to prevent the unauthorized solicitation of MINExpo INTERNATIONAL® exhibitors and attendees and will pursue these companies to prevent further contact.

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## HOW DO I SUBMIT MY DIRECTORY AND MOBILE APP LISTING DATA?

Ascend Integrated Media is the official provider for the MINExpo INTERNATIONAL 2020 Print Directory, Online Directory, and Mobile App. The primary contact listed on your *Application and Contract for Exhibit Space* will receive an email in May of 2020 with instructions for how to provide your company's information for inclusion in the MINExpo 2020 Print Directory, Online Directory, and Mobile App.

**Deadline to submit listing information: July 7**

Note: Only the exhibiting company name on the *Application and Contract for Exhibit Space* will be printed on exhibitor badges, floor plans, and directories. Brand names may not be part of the exhibiting company name.

Ascend Integrated Media is the **ONLY official MINExpo INTERNATIONAL 2020 provider for the print directory, online directory and the mobile app**. Please disregard any solicitations from any other third party supplier offering directory listings. They are not affiliated in any way with National Mining Association, MINExpo®, Ascend or Hall-Erickson, Inc. If you are approached by a questionable supplier, please contact [pmcquality@heexpo.com](mailto:pmcquality@heexpo.com).

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**DO I NEED TO SUBMIT A CERTIFICATE OF INSURANCE?**

MINEXPO REQUIRES EXHIBITORS TO HAVE GENERAL LIABILITY INSURANCE. A PROOF OF INSURANCE MUST BE RECEIVED PRIOR TO MOVE-IN OR YOU WILL NOT BE PERMITTED ACCESS TO THE EXHIBIT FLOOR TO SET UP YOUR BOOTH. There are no exceptions. We urge you to take care of this detail now so it is not overlooked. **This rule will be strictly enforced at MINExpo 2020. Please forward a valid Certificate of Insurance for Exhibitors before June 1, 2020, to Penny McQuality, Hall-Erickson, Inc., Show Management, Email: [pmcquality@heexpo.com](mailto:pmcquality@heexpo.com), Fax: +1 630 434-1216. [Click here](#) to see a sample certificate for specific coverage amounts and additional insureds language.** See [Exhibitor Insurance Information](#) for details.

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**DO I NEED TO SUBMIT A LAYOUT OF MY BOOTH FOR SHOW MANAGEMENT APPROVAL?**

Yes, all exhibitors in 20x20 booths and larger, as well as exhibitors that include vertical-tire displays in their booth, are required to submit scale drawings of their exhibit for approval to Show Management **by May 1, 2020**. See [Exhibit Design Approval](#) for details. Questions can be directed to [MINExpo@heexpo.com](mailto:MINExpo@heexpo.com). Be sure your booth design is in compliance with all rules in the [Regulations & Guidelines](#) section of this manual.

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## WHO CAN I CONTACT FOR ASSISTANCE?

We know that direct, early contact with Show Management can be the key to your success as an Exhibit Manager. Never hesitate to ask a question or verify information. We look forward to working with you for a successful show!

<p><b>HALL-ERICKSON, Inc. (HEI)</b> +1 800 752-6312 (U.S. and Canada) +1 630 434-7779 (International) Fax: +1 630 434-1216 General email: <a href="mailto:minexpo@heexpo.com">minexpo@heexpo.com</a></p> <p><b>Exhibits Operations, Rules &amp; Regulations, Invoices, Exhibitor Manual</b> Fred Champagne Exhibits Manager <a href="mailto:fchampagne@heexpo.com">fchampagne@heexpo.com</a></p> <p><b>Exhibit Space Sales and Relocations</b> Jeff Naccarato or Rich Widick Account Managers <a href="mailto:jnaccarato@heexpo.com">jnaccarato@heexpo.com</a> or <a href="mailto:rwidick@heexpo.com">rwidick@heexpo.com</a></p> <p><b>Booth Design Approval</b> Chrissy Petracek Exhibits Manager <a href="mailto:MINEboothdiagrams@heexpo.com">MINEboothdiagrams@heexpo.com</a></p> <p><b>Exhibitor Registration</b> Peggy Hatfield Registration Manager <a href="mailto:phatfield@heexpo.com">phatfield@heexpo.com</a></p> <p><b>Exhibitor Certificates of Insurance</b> Penny McQuality Exhibitor Coordinator <a href="mailto:pmcquality@heexpo.com">pmcquality@heexpo.com</a></p>	<p><b>NATIONAL MINING ASSOCIATION</b> 101 Constitution Avenue, NW Suite 500 East Washington, D.C. 20001 +1 202 463-2600 Fax: +1 202 463-2666 <a href="mailto:minexpo@nma.org">minexpo@nma.org</a></p> <p><b>Attendance Promotion, Education Sessions, General Information, Delegations</b> Moya Phelleps NMA, Senior Vice President, Member Services +1 202 463-2639 <a href="mailto:mphelleps@nma.org">mphelleps@nma.org</a></p> <p><b>Sponsorships and Advertising Opportunities, Exhibitor Housing Block, Meeting Room and Press Conference Requests</b> Katie Coon NMA, Manager of Trade Shows, Meetings &amp; Membership +1 202 463-2632 <a href="mailto:kcoon@nma.org">kcoon@nma.org</a></p> <p><b>Trade Press</b> Lucia Livak NMA, Communications Associate +1 202-463-2645 <a href="mailto:LLivak@nma.org">LLivak@nma.org</a></p>
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### National Mining Association

National Mining Association (NMA) is the sponsor of MINExpo INTERNATIONAL® 2020. The NMA office will be in room N253 (2<sup>nd</sup> level, North Hall). The NMA booth will be located in the Grand Lobby of the Las Vegas Convention Center. The NMA website is [www.nma.org](http://www.nma.org).

### Hall-Erickson, Inc. (HEI)

Hall-Erickson, is responsible for assisting exhibitors with services. Hall-Erickson will be onsite at the LVCC from move-in through move-out. Locations and contact information will be in the MINExpo Move-In Bulletin.

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