

FAQ'S

+ How many entrances are there to the show floor?

There is one entrance.

+ What are the show floor hours?

Tuesday, 17 December 2024: 11:45 AM to 3:15 PM (PST)

Wednesday, 18 December 2024: 11:00 AM to 3:30 PM (PST)

+ Where is the show located?

**Los Angeles Convention Center – West Exhibit Hall: A-B
1201 South Figueroa Street
Los Angeles, California 90015**

+ What is the exhibit set up and dismantle days and times?

Move-In Days and Times:

Sunday, 15 December 2024: 8:00 AM to 5:00 PM (PST)

Monday, 16 December 2024: 8:00 AM to 5:00 PM (PST)

Move-Out Days and Times:

Wednesday, 18 December 2024: 3:30 PM to 8:00 PM (PST)

Thursday, 19 December 2024: 8:00 AM to 12:00 PM (PST)

+ Where do I order lead retrieval?

You may order it within the Exhibitor Service Center, once you are logged in, on the left side of the screen, is a button called Lead Retrieval

+ What sponsorship opportunities are available to purchase?

Please contact sales@iaee.com for detailed Sponsorship Opportunities.

FAQ'S



+ Where should I ship my booth materials?

**Advance Shipment to Warehouse
GES
IAEE Annual Meeting & Expo!
Expo!
Booth #
Crane/ML Transportation
2310 E Gladwick ST
Rancho Domingues CA 80220
United States of America**

+ Where is the marshalling yard located?

**202 Figueroa
Los Angeles, CA 90014
United States of America**

+ Will I be charged for material handling if I ship to GES Advance Warehouse?

Yes. Material Handling is the service to move and store your freight from the freight docks to your booth. This service includes off-loading from the delivery truck; delivery to your booth; removing empty crates and boxes; storing the crates and boxes during the show and returning them after the show; and finally, delivery of the crates and boxes to your carrier. This service is provided exclusively by GES. It is a one-time charge for incoming and outgoing. See the Material Handling page in the exhibitor kit for more information, rates, and order forms.

+ How early can I ship my booth materials?

**The earliest to receive shipping is
Thursday, 7 November 2024 – Friday 6 December 2024**

**FOR MORE INFORMATION VISIT:
www.myexpoexpo.com**

FAQ'S



+ What information needs to be listed on the certificate of insurance?

“Insured” should be the name of the Exhibiting Company (as contracted for Expo! Expo!) or should include some portion of the Exhibiting Company name, such as DBA (“doing business as...”).

Combined Single Limit of liability in the amounts of \$1,000,000 per occurrence/\$2,000,000 general aggregate.

Policy effective dates must be inclusive of move-in and move-out days (14-19 December 2024).

The Certificate Holder is IAEE - 12700 Park Central Drive, Suite 308, Dallas, TX 75251 USA

The Additional Insureds must be listed as: IAEE / Expo! Expo! 2024 (17-19 December 2024) and Los Angeles Convention Center

+ What is the Exhibitor Appointed Contractor (EAC) guidelines?

Exhibitors using outside services other than the official show contractors listed in this KIT, including any installation and dismantling company, sound and lighting firm, production or promotion company, photographer, florist or any person or company providing direct services, must complete the Exhibitor Appointed Contractor (EAC) Notification process by Friday, 8 November 2024. Exhibitor takes full responsibility for its designated contractor(s) and will indemnify and hold harmless IAEE, GES, and Los Angeles Convention Center, Los Angeles, CA.

+ May I bring in my own food and beverages for my booth?

No, you must use in house Los Angeles Convention Center’s signature and exclusive Food & Beverage provider, which is Taste Los Angeles, powered by Levy Restaurants. Contact rcooksey@levyrestaurants.com or call 213.765.4469

FAQ's



+ Where do I pick up my badge at?

West Lobby, Los Angeles Convention Center

+ What are the registration hours?

Sunday, 15 December 2024: 7:30 AM to 5:00 PM (PST)

Monday, 16 December 2024: 7:30 AM to 7:00 PM (PST)

Tuesday, 17 December 2024: 7:15 AM to 5:00 PM (PST)

Wednesday, 18 December 2024: 8:00 AM to 4:30 PM (PST)

Thursday, 19 December 2024: 8:00 AM to 10:00 AM (PST)

+ What can I hand carry into the Exhibit Hall?

As an exhibitor you may “hand carry” certain items. Hand carry is defined as small items such as small packages or cartons that an exhibitor is physically able to carry. Any mechanical assistance is limited to a small dolly or assistance from the hotel bellman. The assistance of any motorized device or pallet jack is NOT permitted. When exhibitors hand carry, they may not access designated material handling areas. Exhibitors must use the main entrance of the show floor.

+ What are the height limits for my booth?

10'x10', 10'x20', and 10'x30' booths have a maximum back wall height limitation of 8 ft high. Shared side walls cannot exceed more than 4 feet in height. 10'x10', 10'x20', and 10'x30' exhibitors are not permitted to have a hanging sign above their booth.

20'x20' or larger ISLAND booths have a maximum height restriction of 18 ft high, measuring from the floor to the top of the booth structure or hanging sign.

ALL booths 20x20 or larger MUST submit booth design to Beverly Elliott by 15 November 2024 for approval.

Booth displays should be arranged in such a manner so as not to obstruct sight lines of neighboring exhibitors.

FAQ'S

+ Where is first aid located?

West Lobby across from Petree Hall.

+ Is there a coat/bag check?

Concourse Hall Prefunction, Los Angeles Convention Center
Monday, 16 December 2024: 8:00 AM to 5:00 PM (PST)
Tuesday, 17 December 2024: 7:15 AM to 5:45 PM (PST)
Wednesday, 18 December 2024: 8:00 AM to 5:15 PM (PST)
Thursday, 19 December 2024: 8:00 AM to 12:00 PM (PST)

+ What are the official hotels for Expo! Expo!?

JW Marriott Los Angeles L.A. Live (Headquarter Hotel)
AC Hotel by Marriott Downtown Los Angeles
Courtyard L.A. Live
Moxy Downtown Los Angeles
Residence Inn Los Angeles L.A. Live
***The only hotel provider for Expo! Expo! is EventSphere.**

+ How is Expo! Expo! promoted to attendees?

IAEE Expo! Expo! uses a variety of channels to promote the event to attendees. Digital Marketing: Website, Email Marketing, and Social Media. Public Relations: Press Releases, and Media Partnerships. Direct Outreach: Targeted Invitations, and Hosted Buyer Program. Industry Partnerships: Strategic Partnerships, and Co-Marketing Initiatives.

+ Will my booth be cleaned each day?

Yes, at no additional charge.

+ Where do I access the loading doc?

The ramp to the loading docks is off of LA Live Way.

FOR MORE INFORMATION VISIT:
www.myexpoexpo.com

FAQ's

+ Where can I order services and materials for my booth?

The Exhibitor Kit - <https://ordering.ges.com/022601836/welcome>

+ When will the empty containers be delivered?

GES will deliver the empty containers starting at approximately 4:30 PM, following the removal of aisle carpet.

+ Can I have my coworker/someone else pick up my badge for me?

No, you must be present to pick up your badge in person (we do not release them to anyone but the attendee directly).

+ My flight arrives late on Monday, can I get into the IAEE Awards Opening Reception if I have not picked up my badge yet?

No, you will need to pick up your badge at registration located at West Lobby, Los Angeles Convention Center.

+ When is the presentation of the certificates for the CEM and CEM AP?

**Petree Hall, Los Angeles Convention Center
Tuesday, 17 December 2024 10:30 AM - 11:45 AM PST**

+ Where do I order lead retrieval?

You may order it within the Exhibitor Service Center, once you are logged in, on the left side of the screen, is a button called Lead Retrieval.

FAQ'S

+ Do I need carpet or flooring for my booth?

Yes, this is required. (aisle color is pepper) You can supply your own provided it covers the entire booth you have purchased, or you can order via the Exhibit Service Kit.

+ How do I register people who are running my activation in my booth?

Please email Beverly Elliott at bellott@iaee.com their full name, company and days they will be working your booth, and we will be sure to add them to the security list. The day(s) they work your booth, they will need to check in with security for a wrist band.

+ What is the noise level for sound devices?

The use of devices for mechanical reproduction of sound or music is permitted but must be controlled. Sound of any kind must not be projected outside of the exhibit booth. Exhibitors are specifically prohibited from operating such noise-creating devices as bells, horns, or megaphones. Noise levels must not exceed 85 decibels.

+ Where is the business center located?

Located on Concourse Hallway between West Hall and South Hall
Sunday, 15 December 2024 10:00 AM- 1:00 PM PST
Monday, 16 December 2024 9:00 AM - 5:00 PM PST
Tuesday, 17 December 2024 9:00 AM - 4:00 PM PST
Wednesday, 18 December 2024 10:00 AM - 6:00 PM PST
Thursday, 19 December 2024 8:00 AM - 2:00 PM PST