



Conference: January 28-31 • Expo: January 29 & 30

#### General Information

## FREQUENTLY ASKED QUESTIONS & TIME AND MONEY SAVING TIPS

**Q: How do I get my exhibitor badge?**

**A:** You will receive an email with a personalized confirmation letter. Please bring this confirmation letter with you to the event registration counters so that your badge can be printed for you onsite. To obtain your badge, YOU MUST PRESENT YOUR PHOTO ID (driver's license or Exhibiting company issued ID card). Each registered attendee will be allowed to pick up their own badges only – not for friends, colleagues, etc.

**Q: When do exhibitors have access to the exhibit floor?**

**A:** Exhibitors with the appropriate exhibitor badge will be allowed access to the exhibit hall starting at **8:00 am on Tuesday, January 28th**. If registration is not open at this time, please see security at the entrance to the Exhibit Hall for temporary work passes that are good during move-in only. Since not all of your company's staff and attendees will have appropriate badges for early access to the exhibit floor, **please do not schedule staff meetings or press conferences on the exhibit floor before it opens**. Everyone, including exhibitors, must clear the exhibit floor within 15 minutes after the posted exhibit floor closing time once the show is open. Do not schedule meetings in your booth after the exhibit floor closes.

**Q: If I am having difficulties with the rules, a contractor, or union labor, whom should I contact?**

**A:** Prior to arriving on-site, you may contact Keri Schnackenburg at (415) 947-6629. On-site, Event Management will be accessible at all times. If you do not find someone in your immediate area, you may find us in the registration area.

**Q: What do I need to do if I want to hang a banner above my exhibit space?**

**A:** **Approval for hanging signs will be considered for peninsula booths or island booths (20' X 20' space or larger only)**, provided the sign is not objectionable in content and there are no physical constraints at the facility. GES is responsible for the supervision, assembly, installation & removal of all hanging signs. The Hanging Sign Request Form can be found in the Labor, Equipment, and Storage Section of GES Expresso.

**Q: What can I carry myself? Can I use a dolly or hand truck?**

**A:** All freight and material handling must enter and exit the facility through the approved loading areas. Exhibitors will be allowed to hand carry one item, one time, in or out of the facility without having to access the approved loading areas. No parking of private vehicles is allowed at the loading dock entrance and the use of passenger elevators for movement of freight is not allowed. All packages are subject to inspection. Hand carried freight is defined as one item that can be easily carried by an individual exhibitor, without the need for dollies or other mechanized equipment.



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**Q: Can I set up my booth by myself?**

**A:** Exhibitors are allowed to set up and/or dismantle their own booths, provided that they use their own bona fide company employees. Exhibitors are not allowed to bring in outside labor of any kind except for the above mentioned. Exhibitors who wish to employ display houses or exhibit manufacturers to install or dismantle their booth may have supervision of labor in from their supplier. Workers of this type cannot physically erect the booth, unless they are members of the appropriate Union Local. Please make sure to submit the required notification/authorization forms (Exhibitor Appointed Contractor Form) provided in the Exhibitor Appointed Contractors and Third Parties section of GES Expresso. Labor can also be ordered from the Labor, Equipment and Storage section.

**Q: What is Lead Retrieval?**

**A:** Lead retrieval allows exhibitors to capture information about each attendee that visits their booth and qualify leads in real-time. Attendees' demographic information is stored on their badge, and can be scanned by lead retrieval machines rented by exhibitors. A variety of lead retrieval units are provided by ITN International, the official lead retrieval vendor. Please see the Additional Show Services tab for the order form and more information.

**Q: How can I get a hotel room at the DesignCon rate?**

**A:** Each year, UBM works with local hotels to offer attendees and exhibitors the best rates possible. To help make coordinating your trip easy, you have the option to book individual or group reservations. A complete list is located on the DesignCon website- click on Registration and then Venue and Travel. Please book your room directly with the hotel, and select the DesignCon rate.

#### DRAYAGE/MATERIAL HANDLING

**Q: What is Drayage/Material Handling?**

**A:** Drayage and Material Handling is the same thing. It is the unloading of your exhibit materials, delivery to your booth, handling of empty containers to and from storage, and removal of your materials from your booth for reloading onto your outbound carrier. This is not to be confused with the cost to transport your exhibit material to and from the event. For more information see Shipping & Drayage within the Forms & Brochures category of this manual.

The unloading of trucks/trailers/vans must be done by union personnel. **The only exception is when the material can be hand-carried by one person in one trip, without the use of dollies, hand trucks, or other mechanical equipment.**



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### SHIPPING

There are 2 ways to get your freight to the event:

**1. Ship in Advance to the GES Warehouse**

**This is the preferred way of shipping your materials!** By shipping in advance to the warehouse you avoid possible off-target surcharges and not having your freight arrive onsite on time. Make sure to send the freight to arrive at the warehouse before January 22, 2014 (but not before December 23, 2013).

**2. Ship Directly Onsite**

Deliveries will be accepted starting on January 27, 2014. If you ship directly to the Santa Clara Convention Center before January 27<sup>th</sup>, your shipment will be returned to sender.

Here's a summary of how it works:

All carriers and vehicles must check in at the Convention Center along with a certified weight certificate and Bill of Lading.

At the Convention Center drivers are dispatched to the appropriate dock as space is available. **Waiting time at the Convention Center Check-in should be anticipated by your carrier!**

For more detailed information, please see the Shipping, Drayage and Material Handling section of GES Expresso. If you have any questions regarding your inbound freight arrangements, please contact GES at 1-800-475-2098.