



## SHOW INFORMATION

# FREQUENTLY ASKED SHOW MANAGEMENT QUESTIONS

**Q: Will my exhibitor badges be mailed to me?**

**A:** Badges will not be mailed in advance of the event and will need to be collected on-site. To collect your badge, please present your photo ID (Government issued photo id or exhibiting company issued ID card) and claim your badge at any of the self-check in terminals.

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

**A:** Exhibitors with the appropriate exhibitor badge will be allowed access to the Exhibit Hall starting at 8:00 am, Sunday, March 20th for move-in. Since registration will not be open at this time, please see security for temporary work passes or wristbands that are good during move-in only.

On Show days, exhibitor staff can come on the floor starting at 8:00 am each day. Since not all of your company's staff and attendees will have appropriate badges for early access to the show floor, **please do not schedule staff meetings or press conferences on the show floor before it opens.** Everyone, including exhibitors, must clear the show floor within 15 minutes after the posted show floor closing time. Do not schedule meetings in your booth after the show floor closes.

**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 the Shipping, Drayage & Material Handling Section of this website.

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

SAVE money on drayage by shipping through GES Logistics. For more information see the Shipping, Drayage & Material Handling Section of this website.

**Q: How do I know if I need to order labor for my booth?**

**A:** A 10' X 10" display ("pop-ups") may be set up by an exhibitor if one person can accomplish the task within no more than 30 minutes (including crating and uncrating) and without the use of any tools. A pop-up booth is an exhibit of 10 linear feet or less that can be carried and set-up without tools or a ladder. The Union steward reserves the right to determine whether or not union labor is required to set-up the exhibitor's booth. Anything over 30 minutes to set up, needing tools or a ladder will require labor to be hired.

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

**A:** Show Management 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 and removal of all hanging signs. The Hanging Sign Request Form can be found in the Regulations & Guidelines Section of this website.



**Q: Can I hand carry items onto the floor?**

**A:** Yes, one load per employee per day is allowed. See the Labor, Equipment and Storage section of this website more information.

**Q: Can I install my own carpet?**

**A:** No. Only Union labor may lay the flooring—either GES labor or an EAC.

**Q: I want to use an Exhibitor Appointed Contractor- what do I need to do?**

**A:** Submit GDC Notice of Intent to Use an Exhibitor Appointed Contractor from to Show Management in writing and Certificate of Insurance by [Meg.Leighton.US@informa.com](mailto:Meg.Leighton.US@informa.com).

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

**A:** Prior to arriving on-site, you may contact Meg Leighton, Expo Operations Manager, [Meg.Leighton.US@informa.com](mailto:Meg.Leighton.US@informa.com). On-site, Show 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 or in our onsite Show Management office. Please feel free to contact us at anytime.

**Q: How do I ship my freight to the event?**

**A:** There are two ways to ship 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. Freight can start arriving Tuesday, February 15<sup>th</sup>, and must arrive at the warehouse by Wednesday, March 16<sup>th</sup>.

**2)** Ship directly Onsite (Marshaling Yard.) Deliveries will be accepted according to the [Target Floorplan](#). The Target Floorplan can be found in the Shipping, Drayage & Material Handling section of this website. We will be using a Marshaling Yard to accept deliveries directed Onsite. The Marshaling Yard was established to ease congestion and to better utilize the available dock space at the Moscone Convention Center. Here is a brief description of how it works:

All carriers and vehicles must check in at the Marshaling Yard at the time that corresponds to their position on the Targeted Freight Floor plan. For example, if you are in the Yellow area, your Marshaling Yard Freight Check-in time is on Monday, March 21<sup>st</sup> from 6:30 am - 2:00 pm. This means that your carrier must check in between those times or they will be assessed an off-target charge by GES. If you are in the Yellow area, your Approximate Unload Time is 8:00 am - 5:00 pm. Labor should not be scheduled before this time, as your freight might not yet be in your booth. For more detailed information, please see "Marshaling Yard & Direct Deliveries Information" in the Shipping, Drayage & Material Handling Section of this website.

All inbound shipments will be weighed at the Yard and must be accompanied by a certified weight certificate and Bill of Lading.

At the Yard, drivers will be assigned a number and dispatched to the appropriate dock at the convention center as space is available. **Waiting time at the Marshaling Yard should be anticipated by your carrier!**