



Frequently Asked Questions

GENERAL FAQ's

Am I required to have floor covering?

Yes, you are required to have floor covering for your entire booth space. Floor covering can be purchased through GES or you may bring your own. If an exhibitor lays his/her own carpet, the carpet tape must be easily removed. The exhibitor is responsible for removing all tape and residue.

How do I get my exhibitor badge?

Online Exhibitor Badge Registration is open on March 1st! Each exhibitor receives five (5) complimentary badges for each 10x10 booth purchased. Exhibitors with tables instead of booths are allocated 3 staff badges. Exhibitor badges will not be mailed. All Exhibitors must pick up their badges onsite at the Registration counter.

When do exhibitors have access to the exhibit floor?

Exhibitor Move-in:	Friday, August 14, 2020	8:00 a.m. – 5:00 p.m.
	Saturday, August 15, 2020	8:00 a.m. – 5:00 p.m.
Show Hours:	Sunday, August 16, 2020	9:30 a.m. – 5:00 p.m.
	Monday, August 17, 2020	9:30 a.m. – 4:00 p.m.
Exhibitor Move-out:	Monday, August 17, 2020	4:00 p.m. – 10:00 p.m.
	Tuesday, August 18, 2020	8:00 a.m. – 12:00 p.m.

What is an Official Service Provider?

An Official Service Provider is a contractor appointed by show management to perform services such as installation and dismantling of booths, material handling and shipping. GES is the Official Service Provider for the 2020 TRA Marketplace.

Who should I contact if I am having difficulties onsite?

If you need assistance onsite, please visit the Show Management office or Exhibitor Services.

How do I book a hotel room at the TRA Marketplace rate?

Hotel reservations must be made through the TRA Marketplace website to receive special conference rates. Book and modify your hotel reservations online at:

<https://www.tramarketplace.com/travel>.

What is Lead Retrieval?

Lead retrieval is the capturing of sales leads at a tradeshow for follow-up. Used as a marketing tool, lead retrieval adds value for exhibitors by increasing their return on investment and provides a system for attendees to track which exhibitors they visited. The recommended lead retrieval company is ATS. For more information, please click

<https://ordering.ges.com/042600611/LeadRetrieval>.



MATERIAL HANDLING FAQ'S

What is Material Handling?

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.

What can I carry into the exhibit hall myself?

Exhibitor personnel may hand carry their own materials and equipment as long as it does not require motorized or mechanical devices (i.e. dollies, fork-lifts, and pallet jacks)

Can I set up my booth by myself?

Exhibitors may perform all the work in their booths with **their own, full-time company personnel**. Please ensure that all full-time employees have valid company identification at show site. Any necessary labor must be obtained through GES. All employees are required to be at least 18 years of age to setup booth.

Where can I unload/reload my personal vehicle at the Kay Bailey Hutchison Convention Center

The Official Service Provider, GES, will direct your POV (Privately Owned Vehicle) to the appropriate dock area of the convention center to unload/reload during the published move-in/move-out hours. All move-in and move-out of exhibits must be done only through designated loading docks, freight doors, and freight elevators. The main lobbies, escalators and passenger elevators are not to be used for this purpose. Parking at the loading docks, the third level ramp, except for loading and unloading, is prohibited. Parking, loading and unloading on Avenida de las Americas in front of the building, is strictly prohibited.

What is a POV (Privately Owned Vehicle)?

A POV (Privately Owned Vehicle) is a vehicle that is owned by an employee of the exhibiting company, or the exhibiting company itself, designed to transport passengers, NOT cargo or freight.

The main notes about bringing your own items to your booth are:

- Items MUST be brought in a POV, no rental vehicles.
- Items must be able to be hand carried by one person.
- Only 2-wheel dollies are allowed. No 4-wheel dollies or flatbeds.
- Only 20 mins provided to unload.

Vehicle Display in Booth

In addition to Fire Prevention Permits, the Dallas Fire Code requires any vehicle displayed inside the facility have the battery cables disconnected. The gas tank must be taped shut or have a lockable gas cap and may contain no more than ¼ a tank of fuel before entering the GRB. All exhibit vehicle keys must be in the possession of the Show Manager in case of emergency.