

FREQUENTLY ASKED QUESTIONS

Q: How do I register my staff?

A: Returning Exhibitors: Once the authorized show contact for your company has received a "Registration is Live" email they can then login at <https://exhibitreg.fashionresource.com> with their username and password they created for the past show. They will use the same log-in information created last season to register (which will be their e-mail address and their chosen password).

New Exhibitors: will receive a Welcome Email with their username and a link to create a password. This Welcome Email is in addition to the Registration is Live Email. Once your username/password is created, you can login at <https://exhibitreg.fashionresource.com> to begin registering. If you forgot your password or have any questions, please email exhibitreg@fashionresource.com

For any registration related issues/questions you may have, please email: exhibitreg@fashionresource.com

MMGNET Customer Experience: (877) 554-4834

Q: How do I get my badge?

A: You asked, we listened. We are bringing back printed badges at our 2025 events due to popular demand to allow for a more seamless and efficient process on-site while still upholding our commitment to sustainability.

Once registered, you will receive an email approximately 1 week prior to the event that contains your event access QR code. Upon arrival on-site, follow directional signage to the dedicated badge pickup area where you will be able to scan your unique QR code or enter your name and receive your paper badge. Your paper badge is needed to access the show floor. Badges will NOT be mailed.

Q: What is included in my booth?

A: Please see the link to your exhibitor services kit where you can find what comes with your booth.

[GES Espresso](#)

Q: What are the décor rules for my booth?

A:

MAGIC Apparel, Accessories, Footwear – Please visit this [link](#).

MAGIC Home, Gift, and Beauty – Please visit this [link](#).

FREQUENTLY ASKED QUESTIONS

Q: When can I move in?

A: Sunday, January 5, 2025, 8:00AM to 6:00PM

Q: Where do I ship my merchandise and crates?

A: Whenever possible, ship merchandise in advance to the GES Warehouse. Follow the instructions on Advance Shipping located in this kit. For shipments during load-in, ship to the Music City Center. Be sure to use the label template provided in this kit and clearly write the name of your company, booth number, and show name, on all packages. Please pay attention to dates.

Please see the [shipping page](#) on exhibitor services kit for shipping information.

Q: Can I hand carry my items in? If so, what are the guidelines?

A: Please visit [Expresso](#) and search Hand Carry for official guidelines.

Q: Is there parking available?

- A: The MBCC has approximately 800 onsite public parking spaces located on the 4th and 5th level. Municipal parking garages and areas are available within a comfortable walking distance from the MBCC.

Q: What is the show, registration and exhibitor access hours?

A:

Registration Hours

Sunday, January 5 (exhibitors only) 8AM-6PM

Monday, January 6 8AM-6PM

Tuesday, January 7 8AM-6PM

Show Hours

Monday, January 6 9AM-6PM

Tuesday, January 7 9AM-6PM

Q: How do I order additional electrical, internet, security, and labor for my booth?

A: Electrical – [Edd Helms Electric](#)

Internet – [SmartCity](#)

Security – United Security: odianechristian@unitedhq.com

Labor – [GES](#)

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Q: How do I order catering for my booth?

A: [Sodexo Live!](#). Contact Jocelyn Fonticoba at Sodexo Live! for all exhibitor/booth order – jocelyn.Fonticoba@sodexo.com or 305.975.5672

Q: What are the guidelines around using an Exhibitor Appointed Contractors (EAC) and what information is required?

A: [EAC Guidelines](#)

Q: Where do I store my empty crates, cartons, and cases?

A: All shipping containers must be removed from the exhibit floor before the show opens. If you wish GES to remove and store your empties, please request “EMPTY” storage labels at the Exhibitor service desk; flatten and tie together cardboard boxes; fill out storage labels completely and leave your boxes outside your space. Boxes will be removed at the end of day on setup day and returned at show close.

Q. Where can I store cases or racks that have product on/in them?

A: These items can be stored in our Secured Storage area. Cases and racks in this area MUST have product inside in order to be accepted. You will be required to have your badge and photo ID with you to store your items in this area. Once items are securely checked in and proper paperwork is filled out, you will be able to access your items between 7:30am – 6:30PM. On day two Secured Storage will close at 10:45AM and reopen at 6PM to disperse items. No cardboard boxes will be accepted, regardless of whether or not they contain product.

Q: Is a COI required?

A: Yes, all exhibitors must have a COI. You can purchase insurance coverage through Informa (contact your sales rep for more info) or you can upload your COI directly to our insurer InEvexco. For any additional information on providing your own proof of insurance please email FashionExpoBilling@informa.com

Q: What if I have a medical or fire emergency, or need first aid in my booth?

A: Stop a show management badge or a security guard and let them know the situation. They will be able to contact our on-site EMT.

Q: What type of security is provided?

A: There is perimeter security during the show, however, you are responsible for the security of your individual booth and its contents. We recommend that you secure your booth by hiring an overnight security guard, not leaving one-of-a-kind samples, expensive jewelry, or small items unattended at any time, carrying a detailed list of all your products, and closing off your booth at the end of each day. Contact United Security – odianechristiane@unitedhq.com or 954.347.8013.

MAGIC

MIAMI
JANUARY 6-7, 2025

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Q: Who do I contact if I have questions during set up?

A: There will be show management floor managers roaming the show floor. Get to know them! They are available to help and assist exhibitors. If they cannot help you, they will direct you to the correct Informa Sales Representative. If you have questions regarding your booth set-up and/or fixtures, please visit the GES Exhibitor Service desk.

Q: Who do I contact with International shipping questions?

A: Please contact GES's National ServiCenter international line at +1 (702) 515-5970. GES National ServiCenter has foreign language speakers on staff. If you prefer, you may ask to speak with a representative that speaks your preferred language. You can also contact our international freight forwarders – PGL at 817-706-4992 or paul.lemoine@shippgl.com.

You may also Chat with GES during normal business hours.