

HITEC 2016 Exhibitor FAQs

Before the show:

- **What is included with my booth space?** *Each booth space includes:*
 - booth identification sign
 - 8' back drape and 3' side drape in show colors
 - two complimentary full-conference exhibitor registrations per 100 square feet leased
 - company listing in program, online Buyers' Guide and HITEC mobile app
 - twenty-four hour perimeter exhibit hall security
 - complimentary attendee registration list (pre-show: PDF file; post-show: Excel file)
 - **How do I get badges for my booth staff?** *Exhibitor badge registration will open in April.*
 - **How do I get a list of attendees?** *The pre-show attendee list in PDF format will automatically be sent to the exhibitor booth contacts in late May.*
 - **Are there any special room rates at area hotels?** *HFTP/HITEC is negotiating special room rates at area hotels. Full Hotel & Travel details can be found on our Hotel & Travel page here:*
http://www.hftp.org/conferences_events/hitec/hotel_travel/
- PLEASE NOTE**** *Orchid Event Solutions is the ONLY official housing company for this event and will NEVER contact you directly to make a reservation. Please beware of unsanctioned housing providers, and do not give them your credit card information.*
- **How do I get complimentary exhibit passes for my customers?** *As a courtesy, HFTP offers Qualified Buyer Complimentary Show Passes for HITEC 2016. Passes are valid for qualified buyers only, as defined by HITEC Show Management as professionals employed by hotels, resorts, casinos, clubs, etc. Passes cannot be used by vendors/suppliers, consultants, exhibitor staff, or the family, board members, subsidiaries/parent companies, dealers, distributors, resellers, business partners/associates or investors of exhibiting companies. Details and policies will be sent to exhibitors in April or questions may be directed to exhibit@hftp.org.*
 - **What are the move-in and move-out times?** *Exhibitor move-in is Sunday, June 19 from 8:00 a.m. - 5:00 p.m. and Monday, June 20 from 7:00 a.m. – 5:00 p.m. Move-out is Thursday, June 23 from 2:00 p.m. - 10:00 p.m. and Friday, June 24 from 8:00 a.m. – 2:00 p.m.*

- **How can my company be a sponsor of HITEC?** *Show sponsor and advertising details can be found in the HITEC Marketing Kit. http://www.hftp.org/explore-hitec/i/downloads/H16Exhibit_MktgBrochure.pdf*
- **When is the opening party?** *The Opening Party will be held on Monday night from 6:30 p.m. -9:00 p.m. The location will be announced at a later date.*

At the show:

- **My freight is not in my booth, who do I contact?** *GES, the official show contractor will have a staffed help desk located in the back of the exhibit hall.*
- **How do I arrange for freight pick-up after the show?** *It is recommended that return shipping be arranged prior to the show for convenience and cost savings, however, there will be return shipping labels available at the GES staffed help desk located in the exhibit hall.*
- **I lost my badge, how can I get it replaced?** *Replacement exhibitor badges are \$25 USD and may be obtained at the Exhibitor Registration counter in the Atrium Lobby.*
- **I see non-exhibiting companies doing business at the show, who should I contact?** *Report this activity to the HITEC Help Desk and someone from Show Management will research the complaint immediately. If you are given a business card please bring this with you to the HITEC Help Desk.*
- **I have a problem with the furniture/internet/phone service I ordered, who do I contact?** *All official show contractors will have staffed help desk located in the back of the exhibit hall.*

After the show:

- **How do I get a list of attendees?** *The post-show attendee list in excel format will automatically be sent to the exhibitor booth contact during the week of July 6, 2016.*
- **Where will HITEC be in 2017?** *HITEC 2017 will be in Toronto, ON, Canada at the Metro Toronto Convention Centre, June 26-29, 2017*