

**TO:** Exhibiting Companies in ProMat 2017

**FROM:** Tom Carbott, MHI Senior Vice President of Exhibitions

**RE:** Your ProMat 2017 Exhibitor Service Manual

Congratulations on your decision to exhibit in ProMat 2017. MHI staff is ready to assist you as you make preparations to showcase your products and services.

This Exhibitor Service Manual is a comprehensive, step-by-step guide designed to assist you as you are planning and setting up your booth. It contains order forms and deadlines for exhibitor badges, equipment, furniture rental, labor, freight handling, electrical, and other services offered by MHI and the show service contractors. Be sure to review the Exhibitors Timetable and download the worksheet provided to document the completion of each step necessary in preparation for your exhibit. Please note that the deadline for the majority of exhibitor services is March 3, 2017.

While you may be tempted to skim this manual for specific items, I encourage you to read it in its entirety. Please be sure to read the rules and regulations section carefully as you are planning your exhibit. Also, in order to take advantage of advance order discounts, we recommend that you order required services as soon as possible. Please do not wait until you arrive in Chicago to request needed services. This will be more costly and will cause pre-show confusion.

Show Management is at your disposal for any further information you may require regarding your participation in ProMat 2017. If you have any questions after reviewing this Manual, please do not hesitate to contact us.

Tom Carbott Melissa Auer 704-714-8716 704-714-8713 tcarbott@mhi.org mauer@mhi.org

We look forward to working with you.

**IMPORTANT** — Please make sure this Manual is routed to the person who will be coordinating the show for your company. If it is a display firm, please make sure they receive this Manual. This will help you avoid problems. Exhibitor manual information can be accessed online at www.ProMatShow.com/exhibitormanual.

**NOTE** — The ProMat 2017 Exhibitor Marketing Kit details the promotional opportunities available to help you promote your exhibition at ProMat 2017. This promotional information can be accessed on-line at www.ProMatShow.com/marketingkit. If you have any questions regarding show promotions, contact Donna Streicher at dstreicher@MHI.org or at 704-714-8718.

# **EXHIBIT SET-UP DEADLINE WORKSHEET**



DEADLINE	REQUIREMENT	COMPLETION DATE
As soon as possible	Make hotel/travel reservations for booth staff (see ProMatShow.com/hotels)	
November 1, 2016	Peninsula booth layouts due to mauer@MHI.org  Hanging sign requests due  (Please contact Melissa Auer for deadline extension requests at mauer@mhi	i.org)
February 27, 2017	Exhibitor-Appointed Contractor (EAC) forms due (if applicable) Insurance forms due	
March 3, 2017	(GES Discount Deadline)  Booth cleaning form due  Electrical form due  Flowers and plants form due  Furniture form due  Carpet form due  Labor form due  Photography form due  Plumbing form due  Lead Retrieval Form Due  Schedule shipments/prepare for set-up (schedule direct shipments to arrive on your target date)	
March 14, 2017	Phone / Internet forms due	
March 20, 2017	Audio / Visual Orders due	
March 24, 2017	Security form due	
March 27, 2017	Exhibitor Badge Request Form due	

# PROMAT 2017 EXHIBITOR MARKETING SCHEDULE & WORKSHEET



# \*View the ProMat 2017 Marketing Kit at www.ProMatShow.com/marketingkit

DEADLINE	TASK	COMPLETION DATE
October 1, 2016	Bag Sponsorship Deadline	
	Lanyard Sponsorship Deadline	
October 2016 –	Complete your ProMat 2017 Online Listing	
December 2016	Upgrade online Listing to a Showcase	
	Order ProMat 2017 Direct Mail Postcards & E-mail Invitations	
	Place ProMat 2017 logo on your website via LeadLink program	
	Plan pre-show advertising using ProMat 2017 Logo	
	Develop Marketing & Promotion Strategy	
	Consider ProMat 2017 Marketing Packages & Sponsorships	
	Determine Lead Retrieval Objectives for ProMat 2017	
	Become a ProMat 2017 Partner* for pre- and post-show mailing list to be sent to mailing house	
December 2016 –	Mail ProMat 2017 Direct Mail Postcards to customers, prospects	
February 2017	E-mail ProMat 2017 Invitations to customers, prospects	
	Select Lead Retrieval Options & Order Equipment	
	Schedule Press Conference during ProMat 2017	
	Prepare & submit "One Minute to Connect" video	
January 12, 2017	MHI Innovation Award deadline	
January 2017 – February 2017	Prepare Press Releases and Kits	
	Mail Invitations or Releases to Attending Press	
	Select and Train ProMat 2017 Booth Staff	
	Schedule shipment of Press Kits to McCormick Place	
	Determine Lead Follow-Up Strategy	
February 15, 2017 –	ProMat 2017 Sponsorship Order Deadline	
deadline to be included	ProMat 2017 Online Listing form final deadline	
online at the show, in Expo	ProMat 2017 Pre-Show/Daily Newsletter Sponsorship deadline	
Guide, and show app	ProMat 2017 Online Advertising Order & Materials deadline	
February 25, 2017	Partnership Program deadline	
March 2017	Review Show Strategy in Pre-Show Staff Meeting	
April 2017	ProMat 2017 Post-Show Attendee Database	
	Begin Post-Show Promotions, Lead Follow-Up	

<sup>\*</sup>February 25, 2017 Partnership Program Deadline.

## **GENERAL INFORMATION**



#### **SHOW DATES AND HOURS**

Monday, April 3, 2017 10:00 AM - 5:00 PM Tuesday, April 4, 2017 10:00 AM - 5:00 PM Wednesday, April 5, 2017 10:00 AM - 5:00 PM Thursday, April 6, 2017 10:00 AM - 3:00 PM

#### **INSTALLATION DATE**

Installation of displays begins at 8:00 AM Wednesday, March 29, 2017 and continues until 5:00 PM Sunday, April 2, 2017. All displays must be completely installed by 5:00 PM Sunday, April 2, 2017. Complete show inspection will be conducted at 5:00 PM Sunday, March 22, 2017. No labor will be available on Sunday, April 2, 2017 unless pre-scheduled by the exhibitor.

Please consult the Exhibitor Manual to determine your target move in date. Shipments arriving before or after this date will be accessed a surcharge of 30%. Please avoid this by making sure that your shipment arrives on the correct date. Advance shipments to the warehouse will automatically be delivered on the correct date. If you have a problem with your target move in date please contact Tom Carbott, Senior Vice President of Exhibitions at tcarbott@MHI.org.

## **DISMANTLING DATE**

No exhibitor may begin to dismantle their display before 3:00 PM Thursday, April 6, 2017. All displays must be packed and ready for shipment by 2:00 PM Saturday, April 8, 2017.

#### SERVICE CONTRACTOR DESKS

Contractors for furniture, labor, electrical service, etc., will maintain desks at McCormick Place South under the Café in the center of the South Hall, during the installation, show, and dismantling periods for the convenience of the exhibitors. The lead retrieval desk will be behind Theater A towards the back of the South Hall.

The handling, placing or setting out of merchandise that is to be displayed does not require union labor and may be done by the exhibitor. Exhibitors using outside contractors must register such contractors with GES Global Experience Specialists and Show Management.

## **SHOW MANAGEMENT OFFICE**

The office of MHI, which is the Show Management, will be located in the lobby of McCormick Place North across from the McCormick Place South Grand Concourse. It will open Wednesday, March 29, 2017. The ProMat 2017 Press Room will be located on Level 4.

## **RATE CHANGES**

All rates shown on the service manual for various services, hotels, labor, etc., are the prevailing rates as of August 2016. They are subject to change without notice. Show Management will attempt to keep exhibitors advised of all changes.

## **RULES & REGULATIONS**

The Rules & Regulations for exhibition in ProMat 2017 are located in this manual, read these carefully before planning your exhibit. If you have any questions regarding the rules, contact Tom Carbott (tcarbott@mhi.org) or Melissa Auer (mauer@mhi.org) at Show Management.

## **DEADLINE SCHEDULE**

Please consult the deadline schedule to ensure that you meet all necessary deadlines. Consult the Table of Contents for the location of specific forms and utilize the deadline worksheet to keep track of your progress.

## FIRST AID

A first aid station will be maintained in the building on Level 2.5 of the Grand Concourse. It is well marked with signs.

## FOOD AND BEVERAGE SERVICE

There are restaurants and concession stands in the Exhibit Hall. There is no need to leave the building.

## **PROJECTIONISTS**

You are required to use the projectionists' union at McCormick Place.

## **SECURITY ROOM**

A show security room for exhibitor use will be available. A Security Guard will be present at the opening and closing of each show day.

CHILDREN UNDER 16 NOT ADMITTED.
IDENTIFICATION REQUIRED.

## SHOW MANAGEMENT



wered by

## **SHOW MANAGEMENT STAFF**

## MHI

8720 Red Oak Blvd., Suite 201 Charlotte, NC 28217-3992 Telephone: 704-676-1190 FAX: 704-676-1199 www.MHI.org

## MHI EXECUTIVE STAFF

Chief Executive Officer George Prest

Senior Vice President, Exhibitions Tom Carbott

Vice President of Marketing & Communications Carol Miller

## PROMAT SHOW MANAGEMENT STAFF

Questions About: Can Be Answered By:

Advertising / Sponsorships Donna Streicher / Melissa Auer

Booth Payment Michael Laurent / Debbie White

Booth Sales Tom Carbott / Greg Baer / Paul Trainor

Exhibitor Badging / Lead Retrieval Units Expo Logic (1-980-233-3810)

Innovation Awards Greg Baer

International Visitors' Center / International Delegations Kay Clark

Letters of Invitation / Visa Applications Erin Walker / Donna Streicher

Meeting Rooms Jennifer Kist

MHI Membership Devon Birch / Laurie Walker

Press Relations Carol Miller / Alex Batty

ProMat 2017 Educational Conference Information Angela Jenkins / Delana Hopkins

ProMat 2017 Show Promotions Carol Miller / Alex Batty /

Donna Streicher / Melissa Auer

ProMat 2017 Social Media Morgan Cruz / Alex Batty

Registration Expo Logic / Melissa Auer

Online Listing / Expo Guide Morgan Cruz / Donna Streicher

Show Rules & Regulations / Exhibitor Services / Tom Carbott / Melissa Auer

Booth Layout & Design

Exhibitor Information can also be found on-line at www.ProMatShow.com.

# EXHIBITOR BADGE ORDER FORM



Deadline: March 27, 2017

**MAIL TO: ProMat 2017 Exhibitor Registration** c/o MHI 553 Foundry Rd East Norriton, PA 19403

**OR Order Online at** www.ProMatShow.com **OR FAX this form to** 866-266-5077

## Email customer service at registration@expologic.com

YOUR NAME				
COMPANY NAME			BOOTH NUMBER	
MAILING ADDRESS				
CITY		STATE	ZIP CODE	
PHONE		FAX		
E-MAIL				
YOUR ALLOTTED SCHEDULE:	<b>Booth Size</b> 3,000 sq. ft. and up	Number of E	ERMINED BY THE FOLLOWING exhibitor Badges Allocated 50 40	
	2,000 to 2,999 sq. ft. 1,000 to 1,999 sq. ft. 500 to 999 sq. ft. 300 to 499 sq. ft.		40 32 25 15	
	150 to 299 sq. ft. Under 150 sq. ft.		12 8	

## **BADGE INSTRUCTIONS & REQUIREMENTS:**

- 1. Enter name of booth personnel on back page of Exhibitor Badge Form
- 2. Badge orders received after March 3 will be available on site at Exhibitor Registration. Exhibitor badges can be made on site at McCormick Place during set-up beginning March 29, 2017 at 8:00 a.m. You must have exhibitor identification (i.e. business card) to get an exhibitor badge and holder.
- 3. You must have a badge holder for admittance to the show floor.
- 4. Any changes or additions must be in writing.
- 5. Only the exhibiting company name is allowed on exhibitor badges.
- Everyone, including exhibitor personnel, will be required to wear badges through the entire show, including set-up and dismantle. Please cooperate in helping us enforce this necessary precaution.
- Temporary badges will be available on site for personnel who will be working during set-up only. Temporary badges will not be valid during show days.
- DO NOT LIST DISTRIBUTOR PERSONNEL. DO NOT LIST TITLES.
- If an exhibiting company has not used its full allotment of exhibitor badges as indicated above, then exhibitor booth worker's badges may be issued until the full allotment has been used. For example, ABC Company is allotted 15 badges and only 12 badges were requested. This means that 3 additional booth worker badges may be issued. If all badges have been issued, additional exhibitor booth workers may purchase badges for \$10.00 at the Exhibitor Registration Desk. This includes models, hostesses, masters of ceremonies, narrators, commentators or professional performers
- All exhibitor badges will be issued under exhibiting company name only.

# PROMAT 2017 EXHIBITOR BADGE ORDER FORM (PAGE 2)

EXHIBITING COMPANY: \_\_\_\_\_

Please list the following information for each exhibitor badge you require for ProMat 2017-make copies if you require more than ten badges. Only enter the phone/fax and mailing address information if it is different from the Company information on reverse.

1) FIRST NAME/LAST NAME	
	Phone/Fax
Mailing Address	
2) FIRST NAME/LAST NAME	
	Phone/Fax
Mailing Address	
3) FIRST NAME/LAST NAME	
E-mail address	Phone/Fax
Mailing Address	
4) FIRST NAME/LAST NAME	
	Phone/Fax
Mailing Address	
5) FIRST NAME/LAST NAME	
E-mail address	Phone/Fax
Mailing Address	
6) FIRST NAME/LAST NAME	
E-mail address	Phone/Fax
Mailing Address	
7) FIRST NAME/LAST NAME	
	Phone/Fax
Mailing Address	
8) FIRST NAME/LAST NAME	
	Phone/Fax
Mailing Address	
9) FIRST NAME/LAST NAME	
	Phone/Fax
Mailing Address	
40 ) EIDST NAME// AST NAME	
10 ) FIRST NAME/LAST NAME	
E-mail address Mailing Address	Phone/Fax
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## HOTEL INFORMATION



ProMat attendees can receive special discounts at hotels below in the downtown Chicago area. To receive the rates listed, call the hotel directly and mention that you'll be attending ProMat 2017 or go to ProMatShow.com/hotels to make your

reservations on-line. Make your reservations early for best selection. Rates are not guaranteed after February 2017.

ProMat will offer complimentary shuttle buses between these show hotels and McCormick Place South. Buses will run between the McCormick Place South and all designated ProMat 2017 Show hotels from April 3-6 2017. Buses will run from 8:00am - 11:00am and 3:00pm - 6:00pm on designated routes. Bus schedules will be posted at McCormick Place and in each hotel.

**AC Hotel Marriott Chicago Downtown Hyatt Regency Chicago** 630 North Rush Street Chicago IL 60611 51 East Wacker Drive Chicago, IL 60601 844-672-9070 800-233-1234 \$209/single \$209/double Code: ProMat 17 \$209/single \$209/double Code: ProMat 2017 **Chicago Hilton Hyatt Regency McCormick Place** 720 South Michigan Avenue Chicago, IL 60605 2233 S King Dr Chicago, IL 60616 1-800-774-1500 \$194/single \$244/double Code: MPR 1-888-591-1234 \$265/single \$265/double Code: ProMat 2017 **Courtyard by Marriott Magnificent Mile Chicago** Intercontinental 165 East Ontario Street Chicago, IL 60611 505 North Michigan Ave Chicago, IL, 60611 1-888-236-2427 \$178/single \$178/double 1-800-628-2112 Code: ProMat 2017 \$225/single \$225/double Code: PROMAT 2017 **Courtyard by Marriott River North** JW Marriott 30 East Hubbard Chicago, IL 60611 151 W. Adams Street Chicago, IL 60603 1-888-236-2427 \$189/single \$189/double Code: ProMat 2017 1-866-270-6430 \$245/single \$245/double Code: ProMat 2017 **Doubletree by Hilton Chicago Magnificent Mile** Loews Chicago Hotel 300 E. Ohio Street Chicago, IL 60611 455 North Park Drive Chicago, IL 60611 1-800-222-8733 \$189/single \$189/double Code: PRO 1-877-868-8232 \$219/single \$219/double Code: ProMat 2017 **Embassy Suites Chicago Magnificent Mile** Marriott Downtown Magnificent Mile 511 N. Columbus Drive Chicago, IL 60611 540 North Michigan Avenue Chicago, IL 60611 \$210/single \$225/double 1-800-560-7782 Code: PMT 1-877-303-0104 \$215/single \$215/double Code: ProMat 2017 **Embassy Suites Downtown Chicago** Omni Chicago 600 North State Street Chicago, IL 60654 676 North Michigan Ave Chicago, IL 60611 \$224/single 224/double 1-800-560-7782 Code: ProMat 2017 1-800-THE-OMNI \$220/single \$220/double Code: ProMat 2017 **Fairfield Inn Magnificent Mile** Palmer House 216 East Ontario Street Chicago, IL 60611 17 East Monroe Street Chicago, IL 60603 1-800-228-9290 \$163/single \$163/double Code: ProMat 2017 1-877-865-5321 \$184/single \$184/double Code: MHA **Fairmont Chicago Millennium Park** Renaissance Blackstone 200 North Columbus Drive Chicago, IL 60601 636 South Michigan Avenue Chicago, IL 60605 \$195/single \$195/double 1-800-468-3571 Code: MHI 2017

1-800-526-2008 \$229/single \$229/double Code: PROM0317

521 North Rush Street Chicago, IL 60611 \$220/single \$220/double 1-888-625-4988 Code: ProMat 2017

Gwen Hotel Chicago (formerly The Conrad)

Hampton Inn & Suites Chicago-Downtown 33 West Illinois Chicago, IL 60654 1-888-370-0981 \$169/single 169/double Code: PRO

Hard Rock Hotel Chicago 230 North Michigan Avenue Chicago, IL 60601 1-866-966-5166 \$185/single \$185/double Code: PROMAT2017

Hilton Garden Inn 10 E. Grand Avenue Chicago, IL 60611 Code: PRO 1-877-865-5298 \$189/single \$189/double Holiday Inn Chicago Mart Plaza

350 West Mart Center Drive Chicago, IL 60654 1-888-HOLIDAY \$159/single \$159/double Code: ProMat 2017

Homewood Suites by Hilton - Chicago Downtown 40 East Grand Avenue Chicago, IL 60611 1-800-445-8667 \$175/single \$175/double Code: PRO

1-877-946-8357 \$195/single \$225/double Code: Promat 2017 Westin Michigan Avenue

\$225/single \$225/double

\$249/single \$249/Double

\$209/single \$239/double

Code: ProMat 2017

Code: ProMat 2017

Code: Promat 2017

909 North Michigan Avenue Chicago, IL 60611 1-888-627-8385 \$179/single \$239/double Code: P2C28B

**Westin River North** 320 North Dearborn Street Chicago, IL 60654 1-888-627-8359 \$225/single \$225/double Code: ProMat 2017

Renaissance Chicago

1-800-228-9290

1-877-458-7867

1-877-946-8357

W Chicago City Center

W Chicago Lakeshore

One West Wacker Drive Chicago, IL 60601

**Trump International Hotel and Tower** 

172 West Adams Street Chicago, IL 60603

644 North Lake Shore Drive Chicago IL 60611-3017

401 N Wabash Ave Chicago, IL 60611

## REQUEST FOR SET-UP BY NON-OFFICIAL CONTRACTOR



Return to: ProMat 2017

**Show Management** 

MHI

8720 Red Oak Blvd., Suite 201 Charlotte, NC 28217-3992

FAX: 704-676-1199

On or Before: February 27, 2017

The unpacking, erection, assembling, dismantling, and packing of displays and equipment must be done by the correct type of union labor. GES Global Experience Specialists, the official contractor, will have skilled craftsmen available to assist exhibitors. Arrangements for labor should be made through GES, in advance whenever possible. Official labor forms are included in this Exhibitor Service Manual.

Exceptions to the foregoing will be considered only in cases where permission has been requested in writing by the exhibitor and received by ProMat 2017 management 30 days prior to the opening day of the show. Exceptions will be granted only if it will not interfere with or prejudice the orderly set-up, interim services, or dismantling of the exposition. An exception will not be granted if it is inconsistent with the commitments made and obligations assumed by ProMat 2017 in any contract with service contractors or in its lease with McCormick Place. For services such as electrical, plumbing, telephone, drayage, rigging, booth cleaning, and millwright work, no exception will be made, and the contractor designated by ProMat 2017 Show Management must be used.

All agents representing the Exhibitor must be fully identified by the official ProMat 2017 badge. All agents or representatives who are performing services (other than the exhibitor's own employees) must provide show management with Certificates of Insurance at the time that a request for an exception is made. These Certificates of Insurance must include \$1,000,000 for bodily injury, \$1,000,000 for general liability and worker's compensation and \$500,000 for property damage with ProMat 2017 named as additional insured. Exhibitors wishing to use a contractor other than the official contractor to set up and dismantle their exhibits must fill out this form and return it to us no later than February 27, 2017.

NAME OF EXHIBITING CO	BOOTH NO
CONTRACTING COMPANY NAME	
	(COMPANY RESPONSIBLE FOR SETTING UP BOOTH)
CONTRACTING COMPANY ADDRESS _	(INCLUDE CITY & STATE)
ESTIMATED ARRIVAL AT SHOW	
NUMBER OF WORKERS	
AUTHORIZED BY	
	(SIGN & PRINT NAME)
TIT!	

# SECURITY AND INSURANCE



#### **SECURITY**

Security has become one of the major problems of the tradeshow industry. Show Management is continually seeking to solve the problem. It requires the complete cooperation of the exhibitor, Show Management and the official contractor.

## **RESPONSIBILITY AND LIABILITY**

Exhibitors are responsible for their own equipment. It is expected that they have or purchase adequate insurance to protect against all perils. Your insurance counsel should be consulted to be sure of proper coverage. Read your policies.

It is not possible for the sponsoring association, the general contractor or subcontractors to obtain a blanket insurance policy covering any potential losses to exhibitors. Each exhibiting company must carry its own insurance.

## **PROOF OF LOSS**

No insurance company can reimburse a claim unless properly documented. If you do incur a security loss, go immediately to the Show Security Office and make out a written report of the loss. A copy will be delivered promptly to the appropriate police district with a request for an immediate investigation as well as a written report of the results of the investigation. When this is completed, and if the loss is not recovered, the exhibitor must forward copies of the report and the police report to the insurance company involved. Damages to your own equipment or display, and that of others, also must be documented by the contractors involved. Do not delay submitting these reports.

YOU should prosecute to the full limit of the law anyone who is caught taking materials from your booth without proper authorization.

## SUGGESTED SECURITY PRECAUTIONS

Only **empty** crates should be placed in the crate storage area. If exhibitors want to store something (other than empty crates) that is not going to be used, they must make arrangements with GES to place them in a secure place.

Secure all small items at night either in your locked area at the booth or at the Security Room.

**Avoid** shipping radios or television sets and the like in marked cartons, unless your firm's representative accompanies the shipment.

Report to the official security force immediately if you observe any suspicious activity or persons in your area.