

1. CONTACT INFORMATION

1.1 IMPORTANT TELEPHONE EXTENSIONS AT GLM

Listed below are the specific departments and their telephone extensions. While most of the questions you may have about your participation in the Market should be directed to the Operations Department, the departments and functions listed below are the exceptions.

Directory Copy	Michelle Daniels mdaniels@glmmarkets.com	(914) 421-3216 or CLICK HERE to review/update your free directory listing.
Display Inquiries/Shipping/Labor	Operations Department ops@glmmarkets.com Please provide us with the name of your company, your booth number and the show name.	(914) 421-3344 (914) 948-2837 FAX
Exhibitor Badges	On-line Registration	EXHIBITOR CENTER
Payment of Booth Space/ Booth & General Show Information	Aaron Hazard ahazard@glmmarkets.com	(914) 421-3218
Marketing Opportunities	Stephanie Leon-Santiago ssantiago@glmmarkets.com	(914) 421-3213
Public Relations	Michelle Daniels mdaniels@glmmarkets.com	(914) 421-3263

1.2 CONTRACTORS' LIST

AUDIO VISUAL

MetroMultiMedia
115 Moonachie Avenue
Moonachie, NJ 07074
(201) 994-1300 FAX (201) 994-1350
e-mail: tomd@metro-expo.com

DISPLAY CASE RENTALS

American Fixture & Display/Levin & Associates
15-04 130th Street
College Point, NY 11356
(718) 463-2176 FAX (718) 463-4302
www.americanfixture.com

FOAMBOARD

Manny Stone Decorators
5 Candeb Ct.
Manalapan, NJ 07726
(732) 617-1177 FAX (732) 536-7508
www.mannystone.com

HOTEL/AIR TRAVEL

Travel Planners, Inc.
381 Park Avenue South
New York, NY 10016
(212) 532-1660 (800) 221-3531
FAX (212) 779-6128
www.myglmtravel.com
e-mail: res@tphousing.com

CLEANING

Jacob K. Javits Convention Center
655 West 34th Street
New York, NY 10001-1188
(212) 216-2090 FAX (212) 216-4169
www.javitscenter.com

ELECTRICAL

Jacob K. Javits Convention Center
655 West 34th Street
New York, NY 10001-1188
(212) 216-2090 FAX (212) 216-4169
www.javitscenter.com

FOOD SERVICE

Centerplate
655 West 34th Street
New York, NY 10001-1188
(212) 216-2400 FAX (212) 216-2495
www.javitscenter.com

INSURANCE

John Buttine Inc. Insurance
33 East 33rd Street, Suite 506
New York, NY 10016
(212) 697-1010 FAX (212) 986-2822
e-mail: kar@buttine.com

COMPUTER/BUSINESS MACHINES

Technology Logistics Corp.
32 Ruth Drive
New City, NY 10956
email: showorder@tlc-rents.com

FLORAL

Big Apple Florist, Inc.
228 East 45th Street
New York, NY 10017
(212) 687-3434 FAX (212) 687-5939
www.bigappleflorist.com

FURNISHINGS/FREIGHT/LABOR

GES – Global Experience Specialists
7050 Lindell Road
Las Vegas, NV 89118
(800) 475-2098
FAX (866) 329-1437
Int'l orders (702) 515-5970
<https://e.ges.com/081600026/esm/>
www.ges.com

INTERNATIONAL FREIGHT FORWARDER

Phoenix International
1201 Corbin Street
Elizabeth, NJ 07201
(908) 355-8900 FAX (908) 355-8883
e-mail: phobson@phoenixlogistics.com

LEAD RETRIEVAL

Convention Data Services
 107 Waterhouse Road
 Bourne, MA 02532
 (800) 548-9299 FAX 508-759-7497
 e-mail: lclementi@cdsreg.com
www.conventiondataservices.com

PHOTOGRAPHER

The Photo Group
 17123 Bodega Lane PO Box 309
 Bodega, CA 94922
 (800) 752-6913 FAX (707) 876-3027
 e-mail: nicole@thephotogroup.com

PROPS AND THEME DECOR

Props For Today
 330 West 34th Street
 12th Floor
 (between 8th & 9th Avenues)
 New York, NY 10001
 (212) 244-9600
 e-mail: info@propsfortoday.com

SECURITY

McRoberts Protective Agency, Inc.
 87 Nassau Street
 New York, NY 10038
 (212) 425-6500 FAX (212) 425-6509
 e-mail: lvilliarola@mcroberts1876.com

TELECOMMUNICATIONS/INTERNET

Jacob K. Javits Convention Center
 655 West 34th Street
 New York, NY 10001-1188
 (877) 452-8487 FAX (212) 216-4169
www.javitscenter.com

TEMPORARY HELP

Forrest Solutions
 19 West 44th Street, 9th Floor
 New York, NY 10036
 (212) 204-1015
www.forrestsolutions.com
 email: dfurst@thingfsg.com

VISITOR INFORMATION

NYC & Company
 810 Seventh Avenue, 3rd Floor
 New York, NY 10019
 (212) 484-1241 FAX (212) 246-6310
www.nycvisit.com
 email: nyserv@nycvisit.com

2. BADGES/HOTEL & TRAVEL INFORMATION

2.1 BADGES/ADMISSION TO THE JKJCC

CHILDREN UNDER 14 YEARS OF AGE WILL BE ABSOLUTELY PROHIBITED DURING THE SET-UP AND DISMANTLING OF THE SHOW. THERE WILL BE NO EXCEPTIONS TO THIS RULE.

Admission to the exhibit hall during the set-up or dismantling period is open to exhibitor personnel with Exhibitor Badges. You may order the appropriate badges by going to the [EXHIBITOR CENTER](#) and logging in with your user name and password found in the upper left-hand corner of your GLM exhibit space contract. Once logged in, select the link Exhibitor Badge Request and enter the names of the personnel requiring badges. Upon completion of this task, you will receive a confirmation with a barcode. Please bring this confirmation with you to one of two registration set-ups found in the Crystal Palace lobby of the Javits Center. **All exhibitors must carry suitable photo identification.** Exhibitors may enter through the front entrance of the JKJCC on the 11th Avenue side of the building. Exhibitor registration hours are 8:00 AM - 5:00 PM beginning Thursday, May 15. Access to the exhibit hall terminates at 5:00 PM each set-up day. This rule will be strictly enforced. **Exhibitors should pick up all badges by 5:00 PM on Saturday, May 17.**

When registering for your Exhibitor Staff Badges through the [EXHIBITOR CENTER](#), please be sure to select the **Onsite Contact** tab to provide updated information for your onsite contact, should GLM need to contact your company before or after show hours. This information will only be used in case of an emergency and will remain confidential.

Helpers who are brought into the Show for the sole purpose of unpacking, setting, styling or packing merchandise are required to wear set-up and dismantle badges that are valid during these periods only. A contracting exhibitor can order these badges either in advance or at Show site. This system is designed for security reasons. **Helpers should not engage in display set-up and dismantle duties reserved for Javits Center Carpenters, Teamsters, Electricians and Plumbers.** Please refer to the labor section of this service manual for specifics on the various labor jurisdictions in place at the Javits Center.

2.2. MAKE YOUR HOTEL RESERVATIONS

Travel Planners Inc., the official hotel and travel provider, has secured special rates for the Show. Exhibitors can make, change or cancel their reservations by visiting <http://www.myglmtravel.com/> and selecting the appropriate show. Exhibitors can also contact Travel Planners by phone: (800) 221-3531/(212) 532-1660 (outside US), fax: (212) 779-6128, or e-mail: res@tphousing.com. Reservations will be confirmed within 24 hours of request. Visit: <http://www.myglmtravel.com> for hotel rates, photos, descriptions and maps of hotel locations.

2.3 SHUTTLE BUS SERVICE

Complimentary shuttle bus service is provided during set-up days (Friday and Saturday) and Show days, connecting the Javits Center and designated hotels.

2.4 VISITORS INFORMATION

NYC & Company, New York City's official convention and visitor's bureau, is pleased to be of service to all attendees of the **signature mix™ marketplace**. Visit their web site at www.nycvisit.com for helpful travel and destination information. Specifically for exhibiting personnel, NYC & Company will assist with business resources from printers and party planners to group theater tickets and private dining options. Email your request to nyserv@nycvisit.com and their convention services staff will provide you with the appropriate business contacts.

3. GENERAL INFORMATION

3.1 LOCATION

The Jacob K. Javits Convention Center of New York ("JKJCC") is located at 655 West 34th Street, New York, NY 10001, between 34th and 40th Streets and 11th and 12th Avenues. **signature mix™ marketplace will occupy Level 3 from May 18-21, 2014.**

♿ Please call (800) 272-7469; (212) 204-1060 if you require special accessibility or arrangements during the **signature mix™ marketplace**.

3.2 EXHIBIT HOURS

All exhibits must be open and ready for business by the official open hour each day and remain fully staffed until closing time. Exhibitors will be admitted to the show floor starting at 8:00 AM each day and may stay until one-half hour after the Show closes each evening. **Any exhibitor wishing to conduct a private meeting, sales meeting, etc. during set-up or show days should inquire about the use of a private meeting room at the JKJCC.**

NEW! Please note the new starting hour of 10:00 AM.

The Show hours are:

Sunday-Tuesday, May 18-20

10:00 AM – 6:00 PM

Wednesday, May 21

10:00 AM – 1:00 PM

3.3 GENERAL RULES

The first rule of exhibit display is consideration of other exhibitors. The distribution of gadgets, favors, or the use of flashing lights, smoke machines, bubble machines, megaphones, loud speakers, side-show tactics or other noisy or undignified displays is prohibited. Exhibitors should make special note that helium balloons (except for exhibitor product), glitter, confetti, live animals, and stick-on decals or other adhesive items are expressly prohibited within the JKJCC.

For everyone's safety, the use of baby strollers and luggage carts on the Show floor during show hours is prohibited.

Demonstrators must be properly clothed at all times and must confine their activities to their exhibit space. Plans for raffles, prize drawings or promotional contests of any kind requiring visitors to register in a booth and/or be present in a booth at a specified time must be submitted to Show Management for prior approval. Hosting outside activities during Show hours that would draw attendance from the exhibit building is prohibited. **Under no circumstances should an exhibitor enter another exhibitor's display uninvited or when the display is unattended. Taking photographs of another exhibitor's booth without permission from the exhibitor is strictly prohibited.** Exhibitors may not prepare or distribute food or beverages at the Show without Show Management's prior approval and then only through the exclusive food contractor at the JKJCC, Centerplate. All permitted food or beverage service must take place within the exhibitor's booth and must not be disruptive to the Show in any fashion. Exhibitors are responsible for all cleaning required as a result of these activities.

No display may be arranged so that an exhibitor must stand in the aisle in front of the booth to conduct business. Moreover, no merchandise, chairs, tables, desks, lights, signs or other exhibitor items may extend into the aisle.

In order to preserve the wholesale character of the Show, cash sales requiring the delivery of merchandise at the Show are prohibited.

Exhibitors will not be permitted to behave in a manner which, in the sole discretion of Show Management, is objectionable. Exhibitors are also obliged to comply with any additional rules established by Show Management. If exhibitors have any questions concerning their exhibit, any conduct or activity, please contact Show Management for

advice and approval in advance of the Show. Exhibitors should note that a portion of their exhibit fee may be attributable to meal and entertainment expenses. Exhibitors should consult their tax advisors for information regarding the deductibility of these expenses. Please contact our accounting office if you or your advisors have any questions regarding limitation amounts.

3.4 **MANAGEMENT OFFICE**

GLM will maintain an on-site show office located on the 4B Terrace. Should you have any questions or concerns during the Show and while in the building, please visit the show office and allow us to help you in real time.

3.5 **CONCURRENT GLM EVENTS AT THE JKJCC**

- SURTEX[®] - selling and licensing art and design, JKJCC, May 18 – 20 www.surtex.com Hall 3A.
- The International Contemporary Furniture Fair[®], JKJCC, May 17 – 20 www.icff.com Halls 1A-1D

4. BOOTH SET-UP

4.1 **SET-UP HOURS (NEW MOVE-IN AND SET-UP SCHEDULE)**

CHILDREN UNDER 14 YEARS OF AGE ARE NOT ALLOWED ON THE SHOW FLOOR DURING THE SET-UP AND DISMANTLING OF THE SHOW. THERE WILL BE NO EXCEPTIONS TO THIS RULE.

In order to manage an efficient move-in operation, freight will be accepted on a targeted schedule. Please refer to the color-coded Freight Target Check-In Schedule Floor Plan for your targeted date and time. Exhibitor access will terminate at 5:00 PM each set-up day. Set-up hours are as follows:

- Exhibitors with a targeted freight date of Thursday may begin set-up on Thursday, May 15, **after the receipt of your freight.**
- Exhibitors with a targeted freight date of Friday may begin set-up on Friday, May 16, after your target date time and **after the receipt of your freight.**
- All exhibitors may set up on Saturday, May 17, from 8:00 AM until 5:00 PM
- Neither setting up nor unpacking will be permitted after 5:00 PM on Saturday night to allow for the removal to storage of all cases and crates and the laying of aisle carpet.

Please Note: All cross aisles and the 1700, and the 2400, aisles are designated as NO FREIGHT AISLES. No exhibitor material will be allowed in these aisles except crates or containers marked with empty labels.

4.2 **EXHIBIT HOURS**

All exhibits must be open and ready for business by the official open hour each day and remain fully staffed until closing time. Exhibitors will be admitted starting at 8:00 AM each day and may stay until one-half hour after the Show closes each evening. **Any exhibitor wishing to conduct a private meeting, sales meeting, etc. should inquire about the use of a private meeting room with the Show Team.**

The **NEW** Show hours are:

Sunday-Tuesday, May 18-20

10:00 AM – 6:00 PM

Wednesday, May 21

10:00 AM – 1:00 PM

4.3 **BOOTH DESCRIPTIONS***

signature mix™ marketplace booths will be provided with 8' high drape along all back and side walls (*except The Supply Side which has 3' side walls*). Corner booths will have no drape on the cross aisle, unless exhibitors specifically request a 3' high rail. *If an exhibitor has multiple booths, intervening drapery partitions will be provided as long as this request and an accompanying floorplan highlighting the location of the partitions are received by the GLM Operations Department on or before **April 25, 2014**.* GES will service all **on-site** requests on a time and material basis at the exhibitor's expense. The 8' high column draping (black drape only) of Javits Center building columns will be provided to those exhibitors having building columns in their booth spaces as long as a **written request** for this service is received by the GLM Operations Department on or before **April 25, 2014**. GES will service **on-site** requests on a time and material basis at the exhibitor's expense.

Please note the specific drape colors by show:

NSS= Black

Gift>it= White

C&LA= White

Also included:

- Direct to Showsite Drayage – delivery of freight from the dock to the booth and the removal of freight to the dock at the conclusion of the Show (**except UPS and FedEx**).
- 8' black drape*
- Identification sign**
- All set-up/installation electrical labor will be charged at the straight time rate.
- 1 Chair
- 1 Wastebasket (upon exhibitor request only)***
[WASTEBASKET FORM](#)
- Vacuuming of booth (first night only)



Remember: The maximum running length for all manufactured/hardwalled displays must be at least 3” less than the overall length of the exhibit space (i.e. 9’ 9” for 10’ wide displays and 19’ 9” for 20’ wide displays).

***The vertical support uprights are 1½ inches in diameter and the top horizontal rods are 1 5/8 inches in diameter.**

****You will receive one booth sign per company regardless of the size of your booth.** Your booth sign will match your company name as listed in the Show Directory. *Exhibitors who choose not to use the standard booth sign are strongly encouraged to display their booth number prominently on their booth display. There are several sign options available for purchase from GES. Please visit GES Expresso: <https://ordering.ges.com/081600033/Signs>*

If you would like a wastebasket, please complete the [WASTEBASKET FORM](#) by **April 25, 2014**.

4.3a. The Supply Side booths will be provided with 8' high gray drape along all common back walls and 3' high gray drape along all common side walls. Corner booths will have no drape on the cross aisle, **unless exhibitors specifically request a 3' high rail**. If an exhibitor has multiple booths, intervening drapery partitions will be provided as long as this request and an accompanying floorplan highlighting the location of the partitions are received by GES's Exhibitor Services Department on or before **April 25, 2014**.

Also included as part of your exhibit booth fee:

- Direct to Showsite Drayage – delivery of freight from the dock to the booth and the removal of freight to the dock at the conclusion of the Show (**except UPS and FedEx**).
- Black booth carpeting (carpet padding can be ordered separately)
- 1 - 6' gray draped table
- Pipe and Drape
- Identification Sign
- Vacuuming of booth (first night only)
- 1 Wastebasket upon exhibitor request
[WASTEBASKET FORM](#)
- 1 Chair

Standard In-Line Booths

As outlined in your Exhibit Space Contract, the maximum exhibit height is 8 ft. for The Supply Side exhibits. This 8 ft. height may be maintained on the sidewalls of your booth up to a distance of 5 ft. from the aisle. The remaining length of sidewall may be no higher than 4 ft., as shown below.



Please contact Mike Edson via e-mail medson@glmmarkets.com or FAX 914-948-2837) if you require information concerning different booth configurations (end caps, islands, etc.).

Remember: The maximum running length for all manufactured / hardwall displays must be at least 3" less than the overall length of the exhibit space (i.e. 9' 9" for 10' wide displays and 19' 9" for 20' wide displays).

4.3b. FIT (Hardwall) Booth Package (Deadline to order is April 24, 2014)



A FIT (hardwall) booth package is available for International exhibitors. A minimum 10 x 10 (3m x 3m) exhibit space is required.

- 8' White FIT hardwall panels framed in silver metal
- 11" x 17" booth I.D.
- 11" x 17" sign in plexi holder
- Light trough/bar w/ 4 – 50 watt halogen light heads– Light fixtures and power for the fixtures will be installed automatically, it is not necessary to fill out an electrical request form. if you require additional power you must order this directly from the Javits Center. If you require additional 50 watt halogen light heads, you must order this through GES
- 6' white draped table
- Black classic booth carpet
- 1 armchair

- 1 wastebasket
- Booth vacuuming of booth (night before opening morning)
- Direct to Showsite Drayage – (movement of freight to/from your booth to the loading dock- excluding UPS and FedEx)
- Printed and Online Directory Listing
- Shelving & furniture available at additional cost. See <https://ordering.ges.com/081600033/accessories>

Contact the Show Team if you are interested in the FIT booth package option. *Please note that you cannot paint or drill into these walls.

4.3c. Artwall Booth Package (Deadline to order is April 24, 2014)



- 10' Art System
- 4" Base Molding (white)
- 1 6' white draped table
- Standard booth carpet
- 1 Armchair
- 11" x 17" booth street ID sign
- Light trough/bar w/ 4 – 50 watt halogen light heads– Light fixtures and power for the fixtures will be installed automatically, it is not necessary to fill out an electrical request form. If you require additional power you must order this directly from the Javits Center. If you require additional 50 watt halogen light heads, you must order this through GES
- 1 wastebasket
- Booth vacuuming of booth (night before opening morning)
- Direct to Showsite Drayage – (movement of freight to/from your booth to the loading dock- excluding UPS and FedEx)
- Printed and Online Directory Listing
- Shelving & furniture available at additional cost. See <https://ordering.ges.com/081600033/accessories>

Contact the Show Team if you are interested in the Artwall booth package option. *Please note that you can paint, and drill into these walls with drywall screws.

4.4 HEIGHT LIMITATIONS FOR DISPLAYS AND HANGING SIGNS

In order to provide equal visibility for all exhibitors, signs, merchandise and fixtures are not allowed above the 8' height of the back or side walls.

Exhibitors may extend the back and side walls and fascias of their exhibits up to 12' in height, including graphics limited to company name/corporate logo and booth number provided:

- the exhibit is a constructed display.
- all sides of the additional height are finished in a neutral colored fashion (any unfinished sides of displays...including electrical cords... must be covered or draped at exhibitor's expense).
- there isn't a sign, fixture, merchandise or other form of corporate identification above the 8' height of the back of any wall in common with another exhibitor.
- detailed plans are submitted to Show Management at least 30 days in advance of the opening of the Show.
- Show Management grants its approval.

Exhibitors in peninsula and islands booths (400 square feet or larger) may extend the back and side walls and fascias of their exhibits up to 16' in height, including graphics limited to company name/corporate logo and booth number provided that the policies outlined in the bullet points above are adhered to (all exhibitor merchandise must be kept at the 8' height or lower).*

- * Please note, due to Javits Center ceiling height restrictions: the maximum exhibit height for all even numbered booths in the 1800 aisle, booths 1930 to 2174 and booth #2225 is 11'.

Remember: plans for all booths with exhibit heights exceeding 8' must be submitted to Mike Edson via e-mail medson@glmmarkets.com or FAX 914-948-2837) at least 30 days in advance of the opening of the Show in order for Show Management to have the time to evaluate the plans.

With the exception of those treatments associated with our Sponsorships Opportunities. Signs and banners hung from the ceiling of the Javits Center are prohibited.

Exhibitors who wish to hang a banner or have an enclosed ceiling or even partial coverage of their booth, must submit a detailed request 30 days in advance of the opening date of the Show to Mike Edson via e-mail medson@glmmarkets.com or FAX 914-948-2837.

4.5 SPONSORSHIP OPPORTUNITIES

Drive traffic to your booth and create excitement about your product! Prepare now for a successful market by taking advantage of the various Sponsorship Opportunities available to exhibitors, such as lobby banners/banners over exhibit space, kiosks, badge lanyards and more! For more information and for pricing, please contact Stephanie Leon-Santiago, ssantiago@glmmarkets.com, (914) 421-3213. Signs and banners promoting your company name and/or your sales message may be hung from the ceiling of the Javits Center up to a maximum height of 20' (from the top of the sign or banner down – in some locations, and due to the ceiling heights in place, banners will be restricted to maximum heights of 11'). Both signs and copy must be approved by Show Management (please be sure to gain approval from Show Management prior to having the signs or banners produced).

Exhibitors will be responsible for production costs as well as labor and material costs to install and dismantle the signage. Refer to the GES Hanging Sign Labor form and the Structural Integrity Statement form in the GES Services section of this manual for pricing and relevant information.

All signs and banners hung from the ceiling of the Javits Center fall under the realm of High Visibility Opportunities and must be approved by Show Management. For approval or additional information on all of this as well as information on other Sponsorship Opportunities, contact Stephanie Leon-Santiago, ssantiago@glmmarkets.com.

4.6 BOOTH IDENTIFICATION SIGN – This is your show address!

Each booth is supplied with a standard booth sign that matches your company name and booth number as listed in the Show Directory. **Each company will receive one booth sign.** Show buyers your company name and booth number! *There are several sign options available for purchase from GES. Please visit GES Espresso:* <https://ordering.ges.com/081600033/Signs>.

4.7 FURNITURE & CARPET RENTAL

Furniture and carpeting options may be viewed and ordered by visiting the Products section on GES Espresso: <https://e.ges.com/081600026/esm/>

4.8 CUSTOMIZE YOUR RENTAL EXHIBIT

Create your own custom display. Display units are available on a rental basis through GES. Exhibit Display options may be viewed and ordered by visiting GES Espresso: <https://ordering.ges.com/081600033/exhibits>.

Please also refer to <https://ordering.ges.com/081600033/accessories> and <https://ordering.ges.com/081600033/productDisplay> for accessories for your exhibit.

4.9 FOAM BOARD PANELS/FLOORING/LAMP RENTAL

Foam board panels, flooring, and lighting may be rented from Manny Stone Decorators. Please see the **MANNY STONE FOAM BOARD PANELS/FLOORING/LAMP RENTAL ORDER FORMS** or visit www.mannystone.com.

4.10 FIRE DEPARTMENT AND SAFETY REGULATIONS

UPDATE! In compliance with New York City law, **smoking is prohibited** in any enclosed areas on the Javits Center property. The smoking ban includes areas that are fully or partially covered such as loading docks and the covered portion of the Inner Roadway. Individuals found smoking in these areas will be removed from the premises by security officials. Repeat offenders will be banned from the Javits Center.

All display materials used in the JKJCC must be flame retardant and conform to New York City Fire Department "FDNY" regulations. No combustible decorations shall be used at any time.

All fabrics and decorations used in booths must be flameproofed with a compound approved by the New York Board of Standards and Appeals. An affidavit must be kept available in the display for inspection by the FDNY, stating clearly (i) by whom and when such flameproofing was done; (ii) the exact materials flameproofed and the flameproofing compound used; and (iii) the approximate period of effectiveness of such flameproofing. Refer to Flameproofing section. Exhibitors should be aware that a flame test may be performed by the FDNY at an inspector's discretion.

Cut flowers, living trees, plants, shrubs and grasses are permitted, provided all such decorations are kept in moist earth or water and are maintained in a healthy condition. Decorative greens containing pitch are prohibited. Artificial flowers or floral decorations which are not, or cannot be, flameproofed to comply with FDNY regulations, must not be used. Exhibitors should also note that nothing may be hung from or affixed to any sprinkler heads or pipes. No tanks of liquefied petroleum gas or inflammable liquid, either empty or filled, may be brought into the JKJCC. Please make sure your material conforms to New York regulations before you arrive at JKJCC. You may test an item for flammability by holding a lighted match underneath it for a few seconds. The item may char, but cannot burst into flame, melt, or drip.

The use of packing crates or cartons as display pieces is permitted, provided they are flame retardant and conform to the FDNY criteria.

4.11 OPEN FLAMES

As of March, 2012, the New York City Fire Department will no longer issue blanket Open Flame Permits to Show Organizers. However, open flame permits are available to individual exhibiting companies seeking to have an open flame in their booth for the standard fee (payable to the New York City Fire Department) of \$210.00. **Please submit a plan of operation, including any pictures, diagrams of the device (if something other than candles), and a certificate of insurance which includes the Javits Center, New York Convention Center Operating Corporation, New York Convention Development Corporation, State of New York, Triborough Bridge and Tunnel Authority, Empire State Development Corporation, and George Little Management, LLC as additional insureds.** Please contact the GLM Operations Department (ops@glmmarkets.com or (914) 421-3344) for further information on how to obtain an open flame permit. **An exhibit that is included on the Open Flame Permit must have an exhibitor supplied Type 5lb. ABC fire extinguisher in the booth.** Failure to comply with any of the above will result in denial of the use of an open flame. **NEW!** Please contact Kenneth Martin, Javits Center Fire Safety Officer at kmartin@javitscenter.com or (212) 216-2577 for further information regarding open flames.

4.12 FLAMEPROOFING

This information is vital to everyone participating in the Show. Your cooperation and that of your representatives is strongly urged.

Packing Materials

Avoid flammable packing materials. The cost of any of several suitable materials is not high and they last for several shows. Although we cannot predict how individual fire inspectors will rule on these matters, it is believed that wooden crates, corrugated cartons and fabric padding are acceptable. While not fireproof, they will not readily ignite from a carelessly thrown match or cigarette or an electrical spark.

Display Materials

Use only FLAMEPROOFED fabrics for display and test them personally to make sure they will not burn. **While a final determination rests with the fire prevention inspector, in most cases this does not apply to displaying**

your own product (please contact Kenneth Martin, Javits Center Fire Safety Officer at kmartin@javitscenter.com) or (212) 216-2577 if you require further clarification).

Flameproofing usually lasts from six months to a year after which the material must be reprocessed. The test, usually performed by a fire prevention inspector, is to hold a lighted match to several different portions of the fabric. The material may char, but cannot burst into flame, melt, or drip. All decorative greens containing pitch and straw are prohibited. **Untreated cardboard and paper display backdrops or flooring are prohibited.** Untreated wood shipping pallets used for display walls are prohibited.** Flame retardant spray or liquid is available from: Rose Brand Textile Fabrics (201) 809-1730 or (800) 223-1624; website: www.rosebrand.com, info@rosebrand.com; in California you can contact Rose Brand LA (800) 360-5056; website: www.rosebrand.com, info@rosebrand.com.* Sources of flameproof display fabrics are as follows: **Rose Brand Textile Fabrics** (201) 809-1730 or (800) 223-1624; website: www.rosebrand.com and **Dazian's** (201) 549-1000 or (877) 232-9426; website: www.dazian.com. These firms will supply the necessary affidavits on request.

NEW! All decorative materials (to include, but not limited to, wall coverings, overhead coverings, display cases, tables, and carpeting) used in any manor at the Jacob K. Javits Convention Center, must be Flame Retardant. Materials must be treated and certified by a company licensed to do so and recognized by the FDNY. All flame retardant certificates must be provided to the Javits Center's Fire Safety Officer, Kenneth Martin. For additional information or to submit required documents, please contact Kenneth Martin, Fire Safety Officer at kmartin@javitscenter.com or (212) 216-2577.

****Set Shop** can provide color, acid free, non-reflective, flame retardant paper display backgrounds. The product is called SETPAPER. SETPAPER rolls come in 51 colors and 4 widths. For further information, please contact Set-Shop at (212) 255-3500/(800) 422-7381 or info@set-shop.com (website: www.setshop.com).

PLEASE READ! All flame proofing applications must be performed by an official flame retardant services provider recognized by the FDNY. Flame proofing applications performed by anyone other than an official flame retardant services provider recognized by the FDNY, must be tested and certified by an official flame retardant services provider recognized by the FDNY. **NEW! Certified Flameproofing can provide flameproofing services at the Javits Center. Please call them at (800) 590-5530 to receive a quote/set-up a flameproofing appointment.**

Turning Star, Inc. can provide flame retardant protection (for fabrics, paper, cardboard and wood) that is recognized by fire departments across the United States (including the FDNY)- (718) 254-0534 or (877) 849-3182; website: www.turningstar.com. For exhibitors who choose to apply flame retardant spray or liquid to their own display fabrics etc., these items can be shipped to Turning Star Inc., and Turning Star, Inc. will test these materials for flame resistance. If the materials pass the test, Turning Star can provide you with a Certificate of Flame Resistance (good for one year) that will be recognized by the Javits Center safety officials and the FDNY.

Foam Board

Exhibitors wishing to use their own foam board must be sure that it is flame-retardant. The Fire Marshall will insist that any foam board not flameproofed be removed from the building. Foam board must be manufactured flame retardant and cannot be sprayed or treated at showsite. **Manny Stone Decorators uses flame retardant foam board.**

IMPORTANT: *Be sure that this information is placed in the hands of all persons who will be setting up your exhibit, your factory shipping departments and all lines you represent.*

4.13 LABOR/WORK RULES

Qualified labor personnel are required to perform various services at the JKJCC. Helpers brought into the Javits Center by exhibitors for the sole purpose of unpacking, setting, styling or packing should not engage in display set-up and dismantle duties reserved for Javits Center carpenters, teamsters, electricians and plumbers. The following guidelines will help you in preparing your exhibit to conform to jurisdictions. Adherence to these regulations can save you substantial money.

Exhibit Building

Exhibit building labor is done by JKJCC Apprentice and Journeyman Carpenters. They are responsible for uncrating and crating exhibits, building and dismantling all exhibits and booths, laying carpets and other floor covering, hanging non-electric signs, banners and drapes, and distributing contractor owned or leased furniture and other standardized equipment. The following exceptions apply:

- Exhibitors may install and dismantle their exhibits, and lay carpet/floor covering as long as:
 - ◆ Booth size is 100 square feet (10'x10') or less.
 - ◆ The work described above can be reasonably accomplished in 1/2 hour or less.
 - ◆ No tools can be used in assembly, installation or dismantling.

- ◆ Individuals performing the work must be employees of the exhibiting company and must carry identification to verify this fact.
- Exhibitors may unpack, pack and arrange their merchandise in their exhibit.

When unsafe set-up or dismantle conditions exist, JKJCC may elect to suspend the exceptions listed above and Javits exhibit building labor will complete the work at exhibitor expense.

Freight Moving

Freight moving labor is handled by JKJCC Teamsters. They are responsible for loading and unloading, moving and delivering exhibitor freight to and from the exhibitor's booth. However, certain items may be brought into the JKJCC through the front of the building by exhibitors. If your vehicle fits one of the descriptions listed below **and there is a qualified driver with the vehicle at all times**, you may carry certain items into the JKJCC. Suitable vehicles for the **self-service** hand carry unloading procedure are:

- Automobiles
- Mini vans
- Econoline vans
- Sport Utility Vehicles

Box or cube trucks and vans, and trailers hitched to the above vehicles are prohibited in the self-service hand carry unloading areas.

There must be someone representing the exhibitor with the vehicle at all times/vehicles left unattended will be towed at exhibitor expense. There is a 30 minute unloading and loading time. All items brought in through the front of the building must fit into the following categories:

- An exhibitor may hand carry items or use nothing larger than a two-wheeled baggage cart (rubber or plastic wheels only) to move items.
- Hanging clothes racks with four wheels are allowed for moving hanging garments.
- Exhibitors must use the doors and routes designated by show management.
- The persons moving items must have identification showing that they are employees of the exhibiting company.

IMPORTANT ANNOUNCEMENT CONCERNING HAND CARRY DELIVERIES ON 11TH AVENUE.

The lane in front of the Crystal Palace/the lane adjacent to the entrance to the Crystal Palace has been designated the official, approved, location for exhibitor self-service hand carry unloading and loading out operations. Security personnel will be on hand to direct you. Once again, the usual rules relating to exhibit self-service hand carry operations will be in place (no trucks!). Someone representing the exhibitor must remain with the vehicle at all times. Vehicles left unattended will be ticketed and towed.

Also, all of the space in the Inner Roadway (the shuttle bus loading/loading out space) will be available for exhibitor self-service hand carry operations during the move-in and move-out periods (no trucks allowed).

Electrical Work

The Javits Center provides skilled journeymen electricians. **Javits electricians must install and dismantle all lighting and electrical with one exception; an exhibitor with a 100 sq. ft. booth, having ordered one 500 watt outlet, may hang and dismantle exhibitor owned light fixtures (excluding track lights) without tools or the use of a ladder.** Exhibitors with six light fixtures or less in a 100 sq. ft. booth, having ordered power and requiring labor and/or utilizing track lighting should expect to pay a **\$50.00** fee for installation and dismantling labor. Exhibitors with more than six light fixtures in a 100 sq. ft. booth, having ordered power and requiring labor and/or utilizing track lighting will be assessed a minimum fee of **\$140.00** (this number will increase as the number of fixtures utilized increases/depending on the complexity of the display) for installation and dismantling labor.

Additionally, they install and remove all electrical signs, wiring, load centers, disconnects and distribution panels, all communication and video cable between and outside exhibits and under carpets, and all sound systems. Javits electricians will also operate certain sound, light, and video systems. If you wish, you may plug in your own equipment to your rental outlet if you have ordered 110 volt service of 1500 watts or less. You may also test and tune your own equipment and run communications wire between devices like modems, CPUs or printers within your booth.

NOTE: Exhibitors may not plug into existing service/service ordered by another exhibiting company. This dangerous practice is a fire hazard and will be monitored closely.

Planning Your Electrical Service

Here are some facts and tips to help you save energy when planning your electrical service:

- All Javits electrical service connections are single connections (a multibox/plug-in strip is an extension cord only and requires electrical wattage).

- As mandated by the electrical code, lighting fixtures may only be powered by service classifications of “up to 500 watts”, “501 to 1000 watts” and “1001 to 1500 watts”. **Service classifications “1501 to 2000 watts” and 2001 to 2500 watts” are for equipment hook up only and may not be used for lighting circuits.**
- If you have several devices and pieces of equipment spread throughout your booth, you may need to order a separate service for each.
- All electrical equipment must be Underwriter Laboratories (UL) approved.
- Electrical code violations are unsafe, time consuming and costly to correct. So, please feel free to call Javits Show Electric Division at (212) 216-2656 if you have any questions about the New York City codes. A couple of typical code violations are:
 - Use of multiple attachment plugs, called “cube taps”
 - Use of plugs and connectors which are commonly used in Europe and Asia
 - It is a fire hazard to connect more than one multi box or plug-in strip to a single electrical connection
- Be aware of labor charges you may incur. Charges are usually assessed for:
 - All 208, 460 volt and overhead work
 - Securing and removing service for booths with three or more separate 110 volt services
 - **Installing and dismantling exhibitor-owned lights. (An exhibitor with a 100 sq. ft. booth, having ordered one 500 watt outlet, may hang and dismantle exhibitor owned light fixtures – excluding track lights - without tools or the use of a ladder.)**
 - Installing and removing communications cable between booths or under carpet
 - Installing, operating and removing sound and light equipment
- Labor is charged in half-hour increments. **All set-up/installation labor for electrical service will be charged a straight time rate.** If the electrical service for your exhibit is complex and you are concerned about labor charges, call the Javits Show Electric Division at (212) 216-2656 for a labor estimate. To place your order, simply call toll-free (877).4.JAVITS (877-452-8487) or complete and fax the **ELECTRICAL REQUEST FORM** to Javits at (212) 216-4169 or visit the JKJCC web-site www.javitscenter.com. **Order forms must be returned to the JKJCC via fax or postmarked by May 3, 2014 to receive the Advance Rate.**

◀**IMPORTANT**▶ Please be sure to arrive at showsite with written confirmation that your order and payment have been received and processed by the Javits Center.

Electrical Service and Fixture Options*

The Javits Center can provide 110 volt service in 500 watt increments up to 2500 watts. Please refer to the **ELECTRICAL REQUEST FORM** for information on additional power options, quad boxes and plug-in strips, and the array of lighting fixture rental options available.

***If your Booth Package includes light fixtures, the power and fixtures will be installed automatically – it is not necessary to fill out an electrical request form. If you require additional power, you must place an order.**

4.14 TIPPING

All employees of the JKJCC and the service contractors are adequately paid; therefore, tipping is prohibited. The receiving of bribes or gratuities is a violation of Javits Center rules and will result in termination of employment. Please report immediately to Show Management any discourtesies or attempts to imply that service will be speeded by tipping.

4.15 EXHIBITOR APPOINTED CONTRACTOR

Exhibitor Appointed Contractors (I&D Houses) having Javits Center authorization to do so may order booth building labor directly from the Javits Center Contract Labor Administration Office. Those who do not have Javits Center authorization may order booth building labor through GES or through an EAC authorized to do so by the Javits Center - at no time may an EAC provide labor from any source outside of the Javits Center to erect or dismantle booths. In order to hire labor directly from the Javits Center, an EAC must open an account which requires, among other things, the posting of a guarantee of payment bond or letters of credit and the fulfillment of certain insurance requirements. To find out more about this policy, contact the Labor Administration Office at (212) 216-2328.

Exhibitors using independent labor contractors must complete and return to Show Management the **EXHIBITOR APPOINTED CONTRACTOR(S) FORM** by **April 11, 2014**. Exhibitor Appointed Contractors must submit a "Certificate of Insurance" by **April 11, 2014**.

4.16 METHOD OF PAYMENT **GES Payment Policy**

The balance in full is due upon presentation of the invoice at show site. Invoices can be paid by cash, traveler's check, company check, wire transfer, and American Express, Master Card, and Visa. Orders and payment for products and services can be made directly by visiting GES Expresso: <https://ordering.ges.com/081600033>. You

can also download and print the Exhibitor Manual pdf from this site and place your orders by fax and pay using the: [PAYMENT & CREDIT CARD CHARGE AUTHORIZATION FORM](#).

Questions and Adjustments

Any discrepancy in items ordered and items received or any complaint or question concerning service, etc., must be reported immediately to the GES Service Desk at Show site. Discrepancies will be resolved and/or any valid adjustments to your account will be made at that time and approved by the GES supervisor in charge. Absolutely no credits will be issued after show closing.

Javits Center Payment Policy

Exhibitors who choose to pay by check or money order must also supply a valid credit card number. Payment of any balances may be made by company check upon presentation of the invoice while at the Show, but a credit card must be on file. Any balances outstanding as of move out will be charged to your account. Canadian, foreign and personal checks are not accepted. See the **SERVICE ORDER PAYMENT FORM** attached to the **JKJCC SERVICE REQUEST FORMS**.

4.17 INSURANCE

IMPORTANT! Occasionally, things can go wrong at a trade show. Items can be lost or damaged and it can be difficult or impossible to assign blame. Insurance for exhibits and products is the responsibility of exhibitors. Protect yourself from the unexpected by having insurance coverage in place that covers you during your time at our event. Exhibitors should consult their insurance broker to obtain an endorsement to their insurance policies to cover display materials and merchandise during transit to/from and at the Show site. Neither Show Management, the JKJCC, the contractors nor any of their officers, agents or employees assume any responsibility for the theft of, loss of or damage to exhibitor property. Exhibitor and its contractor(s) must maintain Commercial General Liability Insurance. Policy limits should be \$1,000,000 Each Occurrence, \$2,000,000 General Aggregate, \$2,000,000 Product Liability and \$1,000,000 Personal & Advertising Injury. Exhibitor and its Contractor(s) shall also maintain Workers Compensation Insurance for employees participating in the Show. Exhibitors seeking liability insurance should refer to the **EXHIBITOR LIABILITY INSURANCE APPLICATION & ENROLLMENT FORM**.

4.18 SECURITY/SECURITY TIPS

Show Management will have perimeter guard service at the JKJCC throughout the set-up, Show days and dismantling periods of the Show. **Exhibitors are reminded, however, that this event is an open booth Show and they are solely responsible for the security of their exhibits, merchandise and personal belongings.** Protect yourself from the unexpected. Each exhibiting company should have property insurance coverage in place that protects you "just in case." While Show Management will exercise reasonable care in safeguarding exhibitors' property, neither Show Management, the JKJCC, the contractors, nor any of their officers, agents or employees, assume any responsibility for such property. Exhibitors should take every precaution to protect exhibit materials. Here are a few suggestions:

- Ship in locked trunks or crates.
- If cartons are used, be sure they are securely taped or banded, and do not mark them with the name or type of articles inside.
- Ship with a reputable trucker or forwarder.
- Furnish the shipping company with an accurate bill of lading, including the weight of the shipment.
- Do not leave the exhibit unattended during set-up, Show days, and the dismantling period.
- Cover the display at the end of each set-up and open day of the Show. ★
- If merchandise is particularly valuable, consider private security.
- Do not leave merchandise under tables or displays overnight.
- Do not, under any circumstances, include merchandise in containers to be stored with empties.
- At the close of the Show, pack as quickly as possible, and do not leave the exhibit space unattended.
- Have an employee remain in the exhibit space until all merchandise is completely packed and sealed.

Exhibitors removing merchandise from the Show floor **MUST** wear their exhibitor badge. To assure maximum security for open exhibits and merchandise, after-hours work or entertainment will not be permitted in exhibit booths. All buyers and exhibitors must leave the building within one-half hour after the Show closes. If exhibitors feel their merchandise requires special protection, they may hire a private guard through McRoberts Protective Agency, Inc., by using the **SECURITY ORDER FORM**. An overnight storage room (**open 24 hours a day during move-in, show days and move-out—the space can be used to store handbags, laptops and brief cases, too**) will be available in the JKJCC. The location of this room will be printed in the Information Bulletin, or you may ask the Show Management floor manager in your section for the exact location.

Take protective matters into your own hands. BoothSeal, LLC offers a product that prohibits visual and physical exhibit space access during the overnight hours of your stay at the Javits Center. For further information, please contact **BOOTHSEAL** by phone at (646) 243-0811 or email at sales@boothseal.com or visit their website at www.boothseal.com.

4.19 **HELIUM BALLOONS/PRODUCTS**

Helium balloons and products are not allowed in the JKJCC **unless they are the specific product to be displayed for resale.** To display these products, the exhibitor must sign a Statement of Responsibility accepting financial responsibility for their removal if the balloons become attached to or entangled with the Javits Center ceiling and agreeing that they will not be distributed piecemeal at the Center. Helium tanks are not allowed on the show floor, however, for a fee, the tanks can be stored with Javits' plumbers/exhibitor access to the tanks is available on an as needed basis. For further information, please contact the Javits Plumbing Department at 1.877.452.8487. The **HELIUM BALLOON STATEMENT OF RESPONSIBILITY FORM** should be completed and sent to Show Management **30 days** in advance of the opening date of the Show.

4.20 **MUSIC IN BOOTHS**

The performance or use of live or mechanically-produced music that is of such type as to come under the jurisdiction of any of the performing rights organizations, such as the American Society of Composers, Authors and Publishers, (collectively "Organizations") is strictly prohibited, unless you can provide us written evidence either (a) that any required licensing fees have been previously paid to the appropriate Organizations to cover the period of the Show; (b) that you have express permission from the copyright owner to perform the music at the Show; or (c) that you, in fact, are the owner of the copyright. This may be accomplished by providing us with a copy of an agreement with the appropriate Organizations with respect to such licensing fees, a copy of an agreement with the copyright owner granting you permission to perform such music, or written representation that you are the copyright owner of the music to be used.

You should note that express permission from the copyright owner relating to reproduction and/or distribution rights, does not include performance rights; hence the copyright authorization that you provide us must specifically reference performance rights. Moreover, U.S. copyright law contains no exemption allowing you to perform music at a tradeshow for purposes of promoting sales of that music. In any case, you must provide us the requested evidence by filling out the **MUSIC REQUEST FORM** and returning it to GLM **30 days** in advance of the opening date of the Show.

5. SHIPPING INFORMATION

5.1 **INBOUND SHIPMENTS**

Freight will be received according to the color-coded **FREIGHT TARGET CHECK-IN SCHEDULE FLOOR PLAN** in this manual. The date and time that your freight can arrive is determined by your booth number. The freight handling charges (drayage) at the JKJCC are included in your exhibit fee (except UPS and FedEx).

The inbound and outbound material handling services include:

- A. **Receiving freight at the JKJCC**
- B. **Delivery to your booth**
- C. **Storage and return of empty crates and cartons**
- D. **Reloading of outbound freight**

Your freight must arrive on the date and time specified on the color-coded floor plan. If your freight arrives too early, the driver will be told to return at the scheduled time. However, if your freight arrives later than your target date, your driver will be permitted to check-in and your freight will be unloaded after those targeted for that day. **A target date is the earliest time and date that your freight is allowed into the JKJCC.** Please note that we will not check in any freight arrivals after 2:30 PM. At the 2:30 PM closing time, any trucks checked-in at, or prior to, 2:30 PM will be unloaded that day.

For hand carried shipments, remember that exhibitor access terminates at 5:00 PM each set-up day. Deliver hand carriables through the front of the building before 5:00 PM. Your target date does apply when hand carrying.

The following advance shipments will be unloaded according to the target schedule as well:

- A. Freight received through the GES warehouse.
- B. Direct shipments by GES Logistics which have been received in their NY terminal by **Thursday, May 15.**

SHIPPING*

The shipping address to the Jacob K. Javits Convention Center (JKJCC) is:

Company Name & Booth Number(s)
signature mix™ marketplace
c/o GES
Jacob K. Javits Convention Center
655 West 34th Street
New York, NY 10001-1188

***Please be sure to remove or cover old “Empty” labels on boxes and crates being shipped to the Javits Center!**

There are several methods to ship your product and display to the show.

- 1) Ship in advance to the GES warehouse. For rates, please visit GES Expresso:
<https://ordering.ges.com/081600033/labels>
- 2) Ship in advance with GES Logistics directly to JKJCC*.
- 3) Ship with your own carrier directly to JKJCC. *
- 4) Deliver in your own vehicle.
- 5) Carry in yourself (certain restrictions apply).
- 6) Ship via UPS or FedEx. For handling charges rates, please visit GES Expresso:
<https://ordering.ges.com/081600033/labels/mhEST>

*** ALL SHIPMENTS MUST BE SENT PREPAID**

1) Shipments to GES’s warehouse (NEW WAREHOUSE ADDRESS!)

From **April 11 to May 12** you may ship to GES's warehouse for storage and delivery to your booth. **You will incur warehouse charges.** Shipments received at the warehouse after **May 12** will be charged a penalty in addition to the warehouse charges. Loose, not boxed or properly packaged material will not be accepted at the warehouse (crated, boxed, and most palletized/shrink wrapped materials are acceptable). For rates, please visit GES Expresso: <https://ordering.ges.com/081600033/labels>. All shipments must be sent prepaid. The address for advance receiving at GES's warehouse is:

Company Name & Booth Numbers
signature mix™ marketplace
c/o GES
203 Kuller Road
Clifton, NJ 07011

2) Shipments in advance with GES Logistics directly to JKJCC

By shipping in advance (to the Javits Center address) with GES Logistics you will receive a discount and you will not be charged warehouse charges. Freight addressed to the JKJCC will be received and stored by GES Logistics at no additional charge. The freight is then delivered to your booth at the targeted time. You may begin to ship via GES Logistics four (4) weeks in advance of the opening date. To guarantee that your product will be in your booth on the targeted freight date, your freight must arrive in the New York area by **Friday, May 9**. Shipments received after **Friday, May 9** may not be delivered to your booth on the targeted freight date. In some instances, GES Logistics will not take your freight if you attempt to ship too late.

Please contact GES Logistics at 800-475-2098 or 702-575-5970 to receive rate information.

3) Shipments with your own carrier directly to JKJCC

You may ship with the carrier of your choice to make direct deliveries to the JKJCC on your targeted freight date. Bills of lading should be marked "MUST ARRIVE FOR (insert your targeted freight date) DELIVERY". If your freight arrives before your target date, the driver will be told to return at the scheduled time. However, if your freight arrives after the target date, your driver will be permitted to check in and your freight will be unloaded after those targeted for that day. At the 2:30 PM closing time, any trucks checked-in will be unloaded that day. Please note that we will not check in any freight arrivals after 2:30 PM. All shipments must be sent prepaid.

New England Motor Freight can provide local and regional delivery services. Please call them at (888) 303-3939 for information and a price quote. **Ship early to avoid problems.**

4) Delivering product in your own vehicle

You may deliver your product in your own vehicle. You must check in at the freight office in accordance with your targeted freight date. Your vehicle will be placed in line, and called to be unloaded as soon as dock space is available. The freight office will be open to receive exhibitor shipments as follows:

Thursday, May 15
Friday, May 16
Saturday, May 17

7:00 AM-2:30 PM
7:00 AM-2:30 PM
7:00 AM-2:30 PM

5) Hand carrying product into JKJCC*

The movement of freight at JKJCC is handled by Teamsters. However, certain items may be brought into JKJCC through the front of the building by exhibitors. **If your vehicle fits one of the descriptions listed below and there is a qualified driver with the vehicle at all times, you may carry certain items into the JKJCC.** Suitable vehicles for the **self-service** hand carry unloading procedure are:

- Automobiles
- Econoline vans
- Mini vans
- Sport Utility Vehicles

Box or cube trucks and vans, and trailers hitched to the above vehicles are prohibited in the self-service hand carry unloading areas.

There must be someone representing the exhibitor with the vehicle at all times/vehicles left unattended will be towed at exhibitor expense. There is a 30 minute unloading and loading limit.

All items brought in through the front of the building must fit into the following categories:

- An exhibitor may hand carry items or use nothing larger than a two-wheeled baggage cart (rubber or plastic wheels only) to move items.
- Hanging clothes racks with four wheels are allowed for moving hanging garments.
- Exhibitors must use the doors and routes designated by show management.
- The persons moving items must have identification showing that they are employees of the exhibiting company.

HAND CARRY DELIVERIES ON 11TH AVENUE

The lane in front of the Crystal Palace/the lane adjacent to the entrance to the Crystal Palace has been designated as the official, approved location for exhibitor self-service hand carry unloading and loading out operations. Security personnel will be on hand to direct you. Once again, the usual rules relating to exhibit self-service hand carry operations will be in place (no trucks!). Someone representing the exhibitor must remain with the vehicle at all times. Vehicles left unattended will be ticketed and towed.

Also, all of the space in the Inner Roadway (the shuttle bus loading/loading out space) will be available for exhibitors self-service hand carry operations during the move-in and move-out periods (no trucks allowed).

6) Shipping via UPS or FedEx

United Parcel Service and FedEx shipments may be sent directly to JKJCC or to the GES warehouse. When shipping directly to the JKJCC, using either UPS or FedEx, your shipment will incur a handling fee (For rates, please visit GES Expresso: <https://ordering.ges.com/081600033/labels/mhEST>). Please be advised that UPS and FedEx delivery vehicles, more often than not, arrive at the JKJCC with several hundred exhibitor packages, requiring on-site sorting by floor, hall and aisle. It is an imperfect process that is time consuming. The handling fee covers the significant task of sorting and delivering these shipments. Subsequently, for this and other reasons, either of these services carries some risk of late delivery. On opening morning, neither service can guarantee delivery by the opening hour (10 AM). Furthermore, when shipping to the JKJCC with UPS, your target date cannot apply because UPS cannot guarantee a delivery date. Shipments to JKJCC should arrive on **May 15**.

UPS and FedEx shipments sent to the GES warehouse will incur warehouse charges – but will improve the likelihood of a timely delivery. Please note that all warehouse shipments must arrive at GES's warehouse between **April 11 and May 12 (no earlier!)**. UPS and FedEx shipments received at the warehouse after **May 12** will incur a financial penalty over and above the usual warehouse fees. For rates, please visit GES Expresso: <https://ordering.ges.com/081600033/labels/mhEST>.

Reminder: Please come to showsite with the appropriate tracking numbers for your shipments, as this information will expedite any missing freight search processes that may need to be initiated. Additionally, we recommend that you monitor the progress of your shipments prior to the Show (no show materials = no show).

◀Please Note▶: Shipments received without individual/carrier receipts or freight bills such as UPS, FedEx, Express Mail, etc., will be delivered to the exhibitor's booth without guarantee of piece count or condition. **NO LIABILITY WILL BE ASSUMED FOR SUCH SHIPMENTS BY GLM OR GES.**

5.2 INTERNATIONAL SHIPMENTS

Due to heightened security at U.S. ports of entry, some international shipments may be delayed for inspection. We strongly recommend consulting with your carrier and your customs broker to determine when to ship your product to ensure timely delivery.

Phoenix International Business Logistics, Inc. is the recommended Customs House Broker and International Freight Forwarder for the Show. International participants should be aware that exhibitors have the option of entering their shipments under duty free Trade Fair Status. This option is intended for high value merchandise only in accordance with the U.S. Customs regulations, freight entered under trade fair status cannot be removed from the bonded facility (JKJCC) unless for exportation, destruction, or for permanent U.S. entry. If arrangements have not been made for merchandise to either be exported, or sold and cleared through U.S. Customs by Show closing, merchandise will be transported in bond, to Phoenix's bonded warehouse and placed in storage until otherwise instructed. Phoenix is available to advise the best methods of transportation to New York, including recommendations of shipping lines and airlines, and to advise what documents and procedures are required, etc. Refer to the **INTERNATIONAL FREIGHT GUIDELINES** for more information.

Canadian exhibitors seeking to export exhibit materials to the U.S. should be advised that U.S. Customs will require an IRS identification number for the entry of these shipments to the U.S. If your organization does not have an IRS number, your U.S. Customs broker should have the capability to file and receive a temporary IRS number on your behalf. Failure to provide this number at the border crossing will result in delays. GLM cannot provide our tax identification number to exhibitors as the importer of record must be the exhibitor or a distributor representing the exhibitor. Remember: no show materials = no show. Don't delay in making these arrangements prior to shipping your exhibit. Please call Phoenix at (908) 355-8900 for further assistance.

Important! The Bioterrorism Act passed by the U.S. Congress in 2002 regulates all shipments of food and beverages into the United States. All food and beverage shipments, no matter how small, are subject to inspection upon arrival in the United States. This may cause considerable delay to your shipment. **signature mix™ marketplace** exhibitors are discouraged from shipping from overseas any food or beverages for their personal use or for distribution from their booth. If your product to be displayed for sale in your booth includes food or beverages, we recommend that you contact Phoenix International for more information.

U.S. Customs and Border Protection has been enforcing regulations related to wood packing material (crates, pallets, etc.). We encourage you to contact a customs broker prior to shipping any wood packing material from outside the U.S. Please see the **INTERNATIONAL FREIGHT GUIDELINES** for more information.

New Federal Regulations regarding ocean freight shipments

International exhibitors attending trade shows in the U.S. now face new federal regulations when importing cargo by ocean freight from overseas. On January 26, 2009 the Import Security Filing (ISF) rule, also known as the 10+2 rule, took effect. International exhibitors who fail to follow the new rule from the U.S. Customs and Border Protection (CBP) are putting their show in jeopardy because Customs can refuse to allow the cargo to be loaded at the point of origin, thereby delaying the shipment. Under the ISF rule, importers are required to submit 10 items of data about their cargo at least 24 hours before it is loaded aboard a vessel at a foreign port. Two additional data items are required by the carrier as well, resulting in what is known as the 10+2 rule. To comply with the new rule, exhibitors are required to provide Phoenix or a Phoenix agent the following 10 data elements 48 hours prior to loading at the port of origin.

1. Manufacturer (or supplier) name and address
2. Seller name and address
3. Buyer name and address
4. Ship to name and address
5. Container stuffing location
6. Consolidator name and address
7. Importer of record number
8. Consignee number
9. Country of origin of goods
10. Harmonized Tariff Schedule of the United States (HTSUS)

To expedite the process, contact Phoenix or a Phoenix agent to request an email copy of an easy to use "type and send" ISF form or download it from http://phoenixlogistics.com/f_and_e.html

5.3 IN BOOTH STORAGE

New York Building, Public Assembly and Fire Department regulations restrict empty storage to approved, sprinklered areas. **Empty crates, cartons, boxes or packing materials of any kind cannot be stored in or behind exhibit booths.** Storage labels marked "EMPTY" will be available from the official service contractor's desk. Exhibitors should write the appropriate booth number(s) on the labels and affix them to all crates, trunks and bundled cartons (**do not, under any circumstances, include merchandise or anything of value in containers to be stored with empties**). All items marked for empty storage will be removed from booths by the official service contractor, placed in storage and returned to the designated booth(s) at the end of the Show. Please remove or cover old "Empty" labels before storing your items and perform the same task during the packing up process.

5.4 CLOSE OF SHOW

Buyers are **NOT ALLOWED** on the Exhibit Floor during breakdown. If you have to meet a buyer after the Show closes, please arrange to meet outside of the Exhibit Hall at a specific time. Show Management cannot be responsible for making these arrangements or attempting to get the parties together. **All exhibits close at 1 PM on Wednesday, May 21.** Empty crates, trunks and cartons will be delivered to booths as quickly as possible. **Exhibitors should remember that it takes several days to remove all crates and empties from the floor, and it can take up to eight hours to return them at the end of the Show.** Exhibitors should not leave their booth(s) unattended during this period as it is impossible to protect against pilferage. Exhibitors removing merchandise must wear their exhibitor badge. Further instructions regarding dismantling will be distributed during the Show. **All exhibit spaces must be vacated by NOON on Thursday, May 22.**

Important! Please be advised that exhibitors are responsible for any costs associated with Javits Center trash removal/dumpster charges due to abandoned booth displays and/or large crates and flooring left in booth spaces at the conclusion of our event. If you are interested in receiving a price quote for these services from the Javits Center, please stop by the Show office.

5.5 OUTBOUND SHIPMENTS

Exhibitors are responsible for the pick-up of exhibitor merchandise from the JKJCC at the conclusion of the Show. The official freight contractor will assist in arranging such pick-up, but in the event of failure to collect exhibitor's merchandise, the official freight contractor reserves the right to reroute shipments. **Material handling agreement paperwork covering all outgoing shipments must be handed in at the freight desk before exhibitors leave the JKJCC.**

GES will complete outbound MHA/"bill of lading" paperwork and shipping labels for you in advance and deliver them to your booth space (free of charge). Please visit GES Expresso: <https://ordering.ges.com/081600033/labels>.

Removal by Exhibitor

Cars, small vans, and company trucks smaller than 30' can be loaded out Wednesday evening. (Please be patient/plan accordingly as the vast majority of material handling labor efforts on Wednesday afternoon/evening are directed to returning the empty boxes, cases, pallets, and crates stored in the dock areas or on trailers several blocks from the Javits Center. Space is limited. The loading out process on Wednesday can involve many hours of waiting time). Please check in with the freight desk before 10:00 PM. Vehicles larger than 30', all common carriers, and van lines will not be loaded on Wednesday evening unless advance notice is given to GES by 1 PM Tuesday, May 20. All samples not removed from the JKJCC by 6:00 PM on Thursday, May 22 will be taken to the official freight contractor's warehouse at charges specified at <https://ordering.ges.com/081600033/labels/mhEST> or the freight will be rerouted to another carrier at the exhibitor's expense. All displays that have not been dismantled and packed by 12 Noon on **Thursday, May 22**, will be dismantled by the official service contractor at the exhibitor's expense

Removal by Third Parties

The sale of part or all of an exhibitor's lines to department stores, jobbers, etc., has resulted in the movement of material from one booth to another as the merchandise of many exhibitors is consolidated for one large shipment. As a result, problems arise either because of error or because of purposely misdirected shipments. Exhibitors are responsible for the proper preparation of all shipping documents for merchandise in their booth(s), including material handling agreement paperwork and bills of sale. The material handling agreement paperwork must list the name and address of the shipper, the consignee, the count, description and weight of covered items. Exhibitors should indicate whether shipments are prepaid or collect and state the name and address of the company or person responsible for charges. Under no circumstances can this responsibility be delegated. Exhibitors must submit properly completed material handling agreement paperwork to the official freight contractor prior to leaving the JKJCC. **EXHIBITORS ARE RESPONSIBLE FOR ALL PACKING BY, AND ACTIONS OF, PERSONNEL BROUGHT INTO THE SHOW BY PURCHASING FIRMS.** Any party picking up one or more sample lines must sign in with GES and present a list of exhibitors with booth numbers from which merchandise will be collected. The merchandise of each exhibitor must be packed separately with separate material handling agreement paperwork. GES will not accept material handling agreement paperwork from any one other than the contracting exhibitor. The procedures outlined herein will be strictly monitored by GES and Show Management.

5.6 STORAGE BETWEEN SHOWS

- GES has a storage facility available to handle your display storage needs (warehouse storage fees will apply). Please contact them directly at **800-475-2098** or stop by the GES desk at the Javits Center.
- Service by Air (SBA) has a storage facility available to handle storage between shows (warehouse storage fees will apply). Please contact them directly at (866) 862-2003).

6. ADDITIONAL SERVICES

6.1 TELECOMMUNICATIONS

From basic telephone service to high speed internet service, the Javits Center provides a broad range of telecommunications services designed to meet the needs of exhibitors.

Telephone service labor is only charged for work requested which is not included on the Telecommunications Request Form and for repairs and relocation. Call toll-free (877) 4-JAVITS (877-452-8487) if you have any questions about telecommunications services. To place your order, call toll-free (877) 4-JAVITS (877-452-8487) or complete and fax the **TELECOMMUNICATIONS REQUEST FORM** to them at (212) 216-4169 or visit the Javits Center web-site www.javitscenter.com. **Order forms must be returned to JKJCC via fax or postmarked by May 3, 2014 to receive the Advance Rate.**

6.2 CLEANING SERVICE

Show Management will provide for a one time vacuuming of booths on the evening prior to Show opening and aisle cleaning before the open hours of the Show (**please note...cleaning crews will not vacuum booth spaces that are draped off or cordoned off in some fashion**). If you plan on draping off your booth space prior to Sunday morning, please be sure to have a representative of your company remove the draping etc., at 8:00 AM on Sunday, May 18 to ensure that the complimentary cleaning service can be performed prior to Show opening). Wastebaskets left at the front edge of the booth will be emptied each night of the event.

While Show Management provides for the vacuuming of all booths on completion of set-up, exhibitors must take care of all additional or subsequent booth cleaning. The JKJCC will have personnel available for this purpose. To place your order, call toll-free (877) 4-JAVITS (877-452-8487) or complete and fax the **CLEANING REQUEST FORM** to Javits at (212) 216-4169 or visit the Javits Center web-site www.javitscenter.com. **Order forms must be submitted to the JKJCC and postmarked by May 3, 2014 in order to be processed at the Advance Rate.**

6.3 BOOTH FOOD SERVICE

Centerplate is the exclusive food contractor for the JKJCC. Exhibitors may not prepare or distribute food or beverages at the Show without Show Management's prior approval, and then (unless the food or beverage is the specific product to be displayed for re-sale) only through Centerplate. All permitted food or beverage service must take place within the exhibitor's booth and must not be disruptive to the Show in any fashion. Exhibitors are responsible for all cleaning required as a result of these activities. To place an order with Centerplate, call them toll-free at (877) 4-JAVITS (877-452-8487) or complete and fax the **CATERING ORDERING FORM** to them at (212) 216-4169 or visit the Javits Center web-site www.javitscenter.com.

6.4 DISPLAY CASES

Display cases are available for rent from American Fixture & Display. See the **DISPLAY CASE RENTAL ORDER FORM** for details.

6.5 FLORAL - Fresh Flowers and Greenery

Nothing beautifies the atmosphere like fresh flowers! You can surely bring in your own, but the on-site floral service, Big Apple Florist, provides wonderful work for your convenience. Please refer to the **FLORAL ORDER FORM** for details. Big Apple will also have a desk on-site during set-up.

6.6 AUDIO VISUAL

MetroMultiMedia is the official supplier of audio visual equipment. Exhibitors wishing to rent such equipment should refer to the **AUDIO VISUAL FORM**.

6.7 PHOTOGRAPHER

Exhibitors wishing to order this service should contact The Photo Group. See the **PHOTOGRAPHY FORM** for rates and information.

6.8 COMPUTER BUSINESS MACHINES

Technology Logistics Corp. is the official supplier of personal computers, printers, as well as other business equipment. Refer to the **COMPUTER ORDER FORM** for rates and information.

6.9 LEAD RETRIEVAL – GREAT SALES FOLLOW-UP TOOL!!

Convention Data Services is the official and exclusive lead retrieval supplier with equipment that can read the badge barcode. Their X•Press Lead Retrieval products allow exhibitors to electronically capture attendee contact information and demographic profiles, and enter custom notes and qualifiers into the lead record. Files are then available for the exhibitor to download and begin follow up. X•Press Leads equipment includes the XPress Connect software app and the XPress Connect Plus wireless handheld scanning device (optional printer available). Both solutions scan the QR Code on the attendee's badge.

For further information and rental costs, visit the Online Order site, <https://www.xpressleadpro.com/fe/index.php?sc=nssn054> or refer to the **X-PRESS LEAD RETRIEVAL FORM**. You can also contact sales at 800-746-9734.

Important 2014 Badge Barcode Change: Please note, badges will contain a QR Code. If you own a scanner that scans a 2D Barcode, it will not be compatible at this event. Please work directly with Amy Thrasher, Senior Exhibitor Services Account Manager, to discuss your lead retrieval options via phone 508-743-0186 or email athrasher@cdsreg.com

6.10 BUSINESS CENTER/FEDEX OFFICE

FedEx Office will operate a business center in the Crystal Palace of the Javits Center. Whether you need brochures, color prints, a computer workstation, e-mail access, shipping supplies and services or simple black and white copies, the Business Center will help make your exhibiting experience a success. Refer to the **FEDEX OFFICE ORDER FORM** for additional information.

6.11 PROPS AND THEME FURNISHINGS

Props For Today can provide prop and theme furnishings on a rental basis during the **signature mix™ marketplace**. Please visit their website at www.propfortoday.com; e-mail info@propsfortoday.com or call (212) 244-9600.

6.12 TEMPORARY STAFFING

Forrest Solutions Staffing (FSS) provides complete coverage for all your tradeshow needs. Forrest Solutions can provide staff in the following areas: help unpack, arrange and pack-up exhibitor product (Note: Staff will not engage in display set-up and dismantle duties reserved for Javits Center Carpenters, Teamsters, Electricians, and Plumbers), product demos, booth greeters, sales assistants and information specialists. FSS is an Equal Opportunity employer and all requests for staff must be made 2 weeks prior to each show. International clients must pre-pay via wire transfer 3 days before any show. Any request after the 2 week deadline cannot be guaranteed. Call David Furst at (212) 204-1015 or email him at dfurst@thinkfsq.com.

7. ELECTRICAL SERVICE

SEE JAVITS CENTER ELECTRICAL FORMS

8. GES SERVICES

SEE GES FORMS

9. ADDITIONAL SERVICES

SEE INDIVIDUAL VENDOR FORMS

10. GLM FORMS

SEE COMPLETE MANUAL