

FREQUENTLY ASKED QUESTIONS

Q: How do I order badges?

A: **Once you have completed and submitted both your contract and your 50% deposit**, you will receive an email containing a link to the badge registration page. You will be able to add names and receive confirmation for your badges at that time.

Q: Where do I ship my merchandise and crates?

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

Q: How can I purchase liability insurance?

A: Liability insurance can be purchased through any provider of your choosing. The only circumstance in which insurance is required is if any custom build, flooring, fixtures, are being used. Insurance must be sent to show management and GES to have on file.

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

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

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

A: These items can be stored in our Secured Storage area. Cases and racks in this area **MUST** have product inside in order to be accepted. You will be required to have your badge and photo ID with you to store your items in this area. Once items are securely checked in and proper paperwork is filled out, you will be able to access your items at any time during the first two show days. On day three Secured Storage will close at 10:45AM and reopen at 4PM to disperse items. No cardboard boxes will be accepted, regardless of whether or not they contain product.

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

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

Q: What type of security is provided?

A: There is perimeter security during the show, however, you are responsible for the security of your individual booth and its contents. We recommend that you secure your booth by hiring an overnight security guard, not leaving one-of-a-kind samples, expensive jewelry, or small items unattended at any time, carrying a detailed list of all your products, and closing off your booth at the end of each day. Visit [Citadel's website](#) to hire security for your booth.

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

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