



EXHIBITOR FAQs

Mortgage Bankers Association Annual Convention & Expo
Pennsylvania Convention Center/Philadelphia, PA
October 15-18, 2023

Where will MBA Annual23 take place and what is the schedule?

- MBA Annual23 will take place from October 15-18, 2023, at the Philadelphia Convention Center in Philadelphia.
- Exhibitor Install Hours:
 - Saturday, October 14: 8:00 AM- 5:00 PM
 - Sunday, October 15: 8:00 AM- 5:00 PM
 - Clean Floor Policy: All freight, boxes, crates, ladders, etc. must be off the floor/removed from aisles *by 1:00 PM on Sunday, October 15*. In-booth work only from 1:00 PM – 5:00 PM
 - *All booths must be completely set by 5:00 PM on Sunday, October 15*
- MBA Annual23 Show Hours:
 - Sunday, October 15: 6:00 PM- 7:30 PM
 - Monday, October 16: 10:00 AM- 5:00 PM
 - Tuesday, October 17: 9:30 AM- 4:00 PM
- Exhibitor Dismantle Hours:
 - Tuesday, October 17: 4:00 PM- 9:00 PM
 - Wednesday, October 18: 8:00 AM- 11:00 AM (20X20 BOOTHS OR LARGER ONLY)

What are the Expo Rules & Regulations?

- Rules and Regulations are part of the Application for Exhibit Space. Exhibitors must abide by all IAEE Guidelines when designing and installing their exhibit fixtures. The guidelines are available to review on [Expresso by GES](#)

What is the Exhibitor Service Kit? How do I order exhibit services?

- The Exhibitor Service Kit Is your resource guide to all you need to know to successfully organize and implement your exhibit plan. It Includes general Information, the official contractor list,



shipping and handling Instructions, rental display options, labor services, and other forms for every service available to exhibitors. There are numerous discounts offered and deadlines, so be sure to review the Exhibitor Service Kit in detail.

- GES is the official service contractor for MBA Annual23. You can access the Exhibitor Service Kit here: [Expresso by GES](#)

How should I ship my exhibit materials – advance shipment to warehouse or direct shipment to show site?

- When possible, always ship in advance to the warehouse. GES oversees drayage, receives materials, and provides up to 30 days storage before delivering them to show site. Shipping your materials in advance is a good investment for the following reasons:
 - You can verify receipt of your materials well in advance of the exhibition, without worrying about lost or misdirected shipments.
 - You won't have to deal with stand-by charges from your motor freight carrier while your direct shipment waits in line to be unloaded at the Center.
 - You can be assured that your materials will be in your booth space when you, or your set-up crew, arrive to begin the installation process.
- We strongly suggest that exhibitors consolidate their shipments as much as possible. Plan and put as much into one shipment as possible to save money. If you choose to ship direct, be sure to forward a copy of your material handling order form/bill-of-lading to the drayage contractor to aid in tracing your shipment. Shipping addresses and timelines are included in the Exhibitor Service Kit: [Expresso by GES](#)

If I have a problem during installation, show hours, or dismantling, who do I see?

- Please visit the customer service staff at GES Service Center who will help you by answering questions about your shipment, your orders, or other service needs that you may have. There will also be signage throughout the exhibit hall with a phone number to text GES, for contactless service.

What are the Philadelphia Union Rules for booth setup?

- As an exhibitor, you can set-up or tear down a booth without booth size limitation if you own all materials within the booth and are full-time employees of the company. However, booth setup that requires professional labor can still be ordered directly through the GES Expresso site. Please refer to the [PCC Exhibitor Rules](#) for more information.



What are the Philadelphia Union Rules for hand-carrying materials?

- Hand-carrying materials is allowed. For Exhibitors who want to hand-carry (no wheels allowed), you will need to park downstairs in the pay-parking structure and hand-carry through the front lobby. Please refer to the [PCC Exhibitor Rules](#) for more information.

Is carpet required? When does carpet need to be down by?

- Yes, carpet is mandatory and needs to be down by 1:00 PM on Sunday, October 15. It is NOT included with your booth so you may order carpet through GES here: [Expresso by GES](#)
- You may bring your own floor covering ONLY if it is fire resistant and does not damage the convention center flooring. *Exhibitor is responsible for any damages to the convention center flooring when using own floor covering.* Please refer to the [PCC Exhibitor Rules](#) for more information.

When does my booth set-up need to be complete?

- All freight, boxes, ladders, crates, etc. need to be removed from aisles by 1:00 PM on Sunday, October 15. In-booth work only is permitted until 5:00 PM on Sunday, October 15. *All booths must be completely set by 5:00 PM.*

What is included in my booth?

- Your booth space includes:
 - Back and side wall drape with ID sign (10x10 or 10x20 booths only)
- Your booth space does NOT include:
 - Carpet (MANDATORY)
 - Furniture
 - Electrical
 - Internet
 - A/V
- You may order the above-listed items, and other items such as lead retrieval, through the Exhibitor Service Kit: [Expresso by GES](#)