

## **FAQ**

### **EXHIBITOR FAQ**

What is an Exhibitor Services Manual?  
How do I get an Exhibitor Service Manual?  
What should I bring with me to the show?

### **ORDER PLACEMENT AND PAYMENT FAQ**

How do I order equipment or services for a show?  
How can I pay with a check at show site and still receive the advance discount?  
How can I obtain an invoice to process a check?  
What are my options for payment?  
When will I receive a receipt for charges to my credit card?

### **FURNISHINGS FAQ**

What furnishings are provided with my booth space?  
Can I substitute an item that is included in my booth package?  
Are prices of booth furnishings a daily rate?  
Does carpet come with my booth space?  
What size carpet should I order for my booth?  
Can I bring my own carpet?  
Is carpet padding available for my booth?  
Will my booth be cleaned?  
What is Visqueen?  
What is Summit Exposition's cancellation policy for refunds on furnishings & accessories?

### **MATERIAL HANDLING / SHIPPING FAQ**

What is material handling?  
Is there a charge for material handling?  
What is CWT?  
What is Special Handling?  
Does material handling include the cost for me to ship my material?  
Can I carry my own materials in without using the material handling service?  
Do I need to order a forklift?  
What are the advantages of shipping my material to the advance warehouse?  
How should I label my materials for shipping to the show?  
Can I ship to show site, and when can it arrive?  
What happens to my empty containers during the show?  
Am I required to use the Preferred Carrier to ship my freight or materials?  
How do I prepare for outbound shipping at the close of the show?  
Can I use UPS, FedEx, or DHL to pick up my shipment at the close of the show?  
When must my outbound freight be out of the hall?  
What happens if my outbound freight carrier doesn't show up?

## **LABOR FAQ**

**Do I need to order labor to set up my booth?**

**What is an EAC?**

**Do I need to be present if I order labor from Summit Exposition?**

## **GRAPHICS FAQ**

**Does a sign come with my booth?**

**Can I add more information to my ID sign?**

**Can I order additional signage or graphics for my booth?**

## **UTILITIES AND ADDITIONAL SERVICES FAQ**

**How do I order Electricity?**

**How Do I order Telephone/Internet?**

**How do I order Audio Visual?**

**Where can I get Plants and Flowers for my booth?**

**Can I keep the plants after the show?**

## **MISC FAQ**

**Can I move-out early?**

**What security is provided for the items in my booth?**

**Do I need to insure my items?**

## **FAQ**

### **EXHIBITOR FAQ**

#### **What is an Exhibitor Services Manual?**

The Exhibitor Services Manual contains event specific information you may need to know such as show hours, exhibitor move-in and move-out times, furnishings included in your booth, show colors, as well as rules and regulations of the facility. Also included are the many services that are offered, such as furniture and accessories, carpet, signage, installation and dismantle labor, material and handling and utilities.

#### **How do I get an Exhibitor Service Manual?**

The Exhibitor Services Manual can be downloaded directly from our website. A password is required which can be obtained from your Association contact or Show Manager. Please take the time to thoroughly read the manual as it contains important dates and hours pertaining to your event.

#### **What should I bring with me to the show?**

For your reference, we suggest bringing copies of all documentation, including copies of items and services ordered. Also include information on your items shipped, number of pieces, tracking numbers, which carrier it was shipped on. Lastly, remember to bring information regarding your outbound shipping information, which carrier is picking up and where it is being shipped.

### **ORDER PLACEMENT AND PAYMENT FAQ**

#### **How do I order equipment or services for a show?**

Once you have downloaded the Exhibitor Services Manual, forms can both be filled out electronically and printed or hand written. Forms can be submitted via email, fax or mailed directly to our office. Please remember to include the Recap of Expenses and Payment Authorization Form with your order.

#### **How can I pay with a check at show site and still receive the advance discount?**

Summit Exposition will honor the advance discount price for those wishing to pay with cash or check as long as all order forms are received prior to the deadline date and includes the Payment Authorization form with a valid credit card as a deposit. The credit card will not be processed as long as payment is received prior to the opening of the show.

#### **How can I obtain an invoice to process a check?**

If your company requires an invoice or purchase order to process a check, please complete and return your forms as soon as possible, noting on the Recap of Expenses page that you will need an invoice for check processing. Summit Exposition will create an invoice for you immediately.

## **What are my options for payment?**

Summit Exposition accepts the following:

Credit Card - Visa, MasterCard and American Express.

Check - Company and Cashier's checks are accepted. Checks must be in U.S. funds drawn on a U.S. bank. Personal checks are not accepted. Please be sure to include the show name and your booth number on the check.

Wire Transfer - Domestic and International transfers are accepted for an additional transfer fee. Please contact Summit Exposition at (412) 882-1420 for more details.

Cash - Cash can be accepted only at show site. Please DO NOT mail cash payments.

## **When will I receive a receipt for charges to my credit card?**

Credit Cards will be processed at the close of the show. A statement will be generated and emailed to the email address provided on the Payment Authorization Form. Receipts shall be sent out no later than 15 days from the close of the event.

## **FURNISHINGS FAQ**

### **What furnishings are provided with my booth space?**

Booth furnishings differ from event to event. Please refer to the Show Information Summary page in your exhibitor manual to find what booth equipment is included in your booth space.

### **Can I substitute an item that is included in my booth package?**

Unfortunately, Summit Exposition is unable to substitute items included in your booth package. Items included in a booth package have been contracted and paid for by show management or an association, and offer no trade-in value.

### **Are prices of booth furnishings a daily rate?**

No, prices for items ordered from Summit Exposition such as tables, chairs, carpet, etc. are for the duration of the show. The exceptions would be any labor service and services provided by an outside contractor. Please note that services such as Electrical, Internet, Telephone, Audio Visual and Floral may be provided by an independent contractor or the event facility. Please be sure to read each independent contractor's form to be aware of rates and service charges.

### **Does carpet come with my booth space?**

Booth furnishings differ from event to event. Please refer to the Show Information Summary page in your exhibitor manual to find what booth equipment is included in your booth space.

### **What size carpet should I order for my booth?**

Traditionally, most exhibit booth spaces are sold as either 8' deep x 10' wide, or 10' deep x 10' wide units. Standard booth carpet is 9' deep in order to accommodate both booth sizes, and can be ordered in 10' increments (9' x 10', 9' x 20', etc.) Please keep in mind on a 10' deep booth, there will be a small gap of uncarpeted area in the back of your booth. In most cases, your booth furnishings or exhibit will cover or block this and is usually unnoticeable. If you are concerned about covering the entire area of your booth, we offer custom cut and deluxe carpeting to fit to your desired size.

Exhibitors with island booths should keep in mind that standard booth carpet will not cover the entire area of the booth. For example, if your booth is 20' x 20', and you order two 9' x 20' carpet runs, this will leave a gap on both sides of your booth and may not meet up with the aisle carpet. In addition, most standard carpet dye lots vary, and the color of the two carpets may not match exactly. To ensure your island is completely covered and the colors match, please choose from our custom cut or deluxe selections.

### **Can I bring my own carpet?**

Yes, exhibitors may provide their own carpeting for their booth space. Please note, each city has different rules pertaining to labor and union jurisdiction, please refer to the exhibitor service manual as to whether labor may be required for carpet installation.

### **Is carpet padding available for my booth?**

Yes, padding can be provided under your carpet for an additional charge. Padding can be ordered on the Carpet Order Form.

### **Will my booth be cleaned?**

General vacuuming of the aisle space in front of your booth is provided. Booth carpet ordered from Summit Exposition will be installed clean. However, once set up begins, any cleaning services must be ordered. Please refer to the Cleaning and Porter Services page in the exhibitor manual for rates and services offered.

### **What is Visqueen?**

Visqueen is a plastic covering placed over your carpet to protect it from dirt and markings during set up. Visqueen can be ordered on the Carpet page of the Exhibitor Manual.

## **What is Summit Exposition's cancellation policy for refunds on furnishings & accessories?**

Summit Exposition will refund 100% of standard furnishings if cancelled on or prior to the Advance Deadline date listed in the Exhibitor Manual. Exceptions to this policy include custom furniture, custom exhibits, modular display units, special cut and deluxe carpeting, and graphics, all of which are non-refundable. Standard furnishings cancelled after the Advance Deadline will be refunded at 50% of the rental value. No refunds can be given after the item has been delivered to the booth.

## **MATERIAL HANDLING / SHIPPING FAQ**

### **What is material handling?**

Material handling, also referred to as freight handling or drayage, is the movement of your materials or freight to your booth, and back to your outbound carrier at the close of the show. Material handling includes the unloading of your materials or freight from your vehicle or carrier, advance storage of your freight at our warehouse for up to 30 days prior to the show move-in, handling and storage of your empty containers during the show, and removal of your materials or freight from your booth for loading onto your outbound carrier.

### **Is there a charge for material handling?**

Yes, material handling charges are determined by the weight of your materials. The weight is rounded up to the next hundred pounds (cwt.) and charged accordingly to the rates listed in the Exhibitor Service Manual. Please note that material handling does not include the cost of shipping your materials to and from the advance warehouse or event venue.

### **What is CWT?**

A CWT (or hundred weight) is a unit of measurement equaling 100 pounds. Material handling charges are determined by the number of cwt's per shipment. For example, 800 pounds would be 8cwt's. Please note, all shipments are rounded to the next hundred pounds, if your shipment is 345 pounds, it would be considered 400 pounds or 4cwt's.

### **What is Special Handling?**

Special handling charges apply to materials delivered by your carrier that require additional handling such as ground unloading, stacked and constricted space unloading, designated piece unloading, loads mixed with pad-wrapped materials, loads that are damaged or fail to maintain shipping integrity, and shipments that require additional time, labor or equipment to unload. If you have any questions as to whether your shipment falls under this category, please feel free to contact us.

### **Does material handling include the cost for me to ship my material?**

No, material handling is the cost associated with getting your materials to your booth either from our advance warehouse or show site dock. This should not be confused with the cost to ship your materials from your company to the warehouse or event facility. Please make sure all shipments through your carrier are pre-paid, collect shipments will not be accepted.

### **Can I carry my own materials in without using the material handling service?**

Rules and regulations differ between cities and facilities. In most cases, the exhibitor is limited to what they can hand carry in one trip without the use of dollies, hand trucks or any other moving equipment. Please refer to the Exhibitor Service Manual pertaining to your show for specific rules and union jurisdictions.

### **Do I need to order a forklift?**

Material handling charges include any forklift use necessary to move your freight to your booth space. However, it may be necessary to order forklift labor for additional work such as repositioning of materials or displays in your booth after the original placement, moving or uncrating heavy displays and machinery, or placing exhibit headers or top sections.

### **What are the advantages of shipping my material to the advance warehouse?**

Summit Exposition offers a lower material handling rate by shipping to the advance warehouse, as well as the following advantages:

Flexible delivery dates and times, your items can arrive at our warehouse up to 30 days prior to the move-in at no additional charge.

Confirm your shipment to be certain all materials have arrived.

Your freight will be placed in your booth prior to the exhibitor move-in time so you can begin set up as soon as you arrive.

### **How should I label my materials for shipping to the show?**

For your convenience, pre-addressed labels are included in the Exhibitor Service Manual. Please be sure to choose the correct labels depending on the destination you are sending your materials to, either the advance warehouse, or directly to show site. Be sure to fill in your company name, booth number and piece count on the labels.

If you choose not to use the pre-printed labels provided, please be sure to include the following information on your address labels:

**Show Name**

**Your Company Name**

**Booth Number**

**C/O Summit Exposition**

**Advance Warehouse Address OR Show Site Address**

**Piece # \_\_\_\_\_ of # \_\_\_\_\_**

### **Can I ship to show site, and when can it arrive?**

Shipments sent directly to show site must arrive only on the exhibitor move-in date, and are sometimes subject to limited hours. Please refer to the Shipping Information page in the Exhibitor Service Manual to determine the exact date and hours shipments can be accepted. Shipments arriving to show site before the appointed move-in time and date will be refused by the event venue, so please plan accordingly.

### **What happens to my empty containers during the show?**

Empty Labels can be obtained at the Summit Exposition Exhibitor Service Desk in the exhibit hall. Be sure to print your company name and booth number on the label before placing on your containers. Make sure to remove all necessary items, as containers will not be accessible during the show. The empty containers will be returned at the close of the show, this process usually goes quickly, but may take up to a couple of hours depending on the size of the event. Please note that storage of empty containers is included in the Material Handling charge. Exhibitors that did not utilize the Material Handling services may arrange to have their empty containers stored for an additional charge.

### **Am I required to use the Preferred Carrier to ship my freight or materials?**

No, exhibitors are free to ship their materials using any freight carrier they choose. For your convenience, Summit Exposition will have a designated freight carrier on show site to assist with your outbound shipping needs.

### **How do I prepare for outbound shipping at the close of the show?**

Exhibitors can stop by the Summit Exposition Exhibitor Service Desk to pick up a Bill of Lading and shipping labels. Please be sure to label each piece individually. Once your materials are packed up, labeled and ready to be shipped, return the completed Bill of Lading to the Exhibitor Service Desk.

If using a freight carrier different from the designated preferred carrier, it is the responsibility of the exhibitor to contact your carrier with the pickup information. Be sure to check the Show Information Summary in your Exhibitor Service Manual for specific dates, times and the pickup address.

### **Can I use UPS, FedEx, or DHL to pick up my shipment at the close of the show?**

Yes, exhibitors may use any carrier of their choice to ship their outbound freight. It is the responsibility of the exhibitor to contact the carrier to arrange for a pick-up, as well as provide the carrier's specific labels. A Bill of Lading must still be completed and turned into the Summit Exposition Exhibitor Service Desk. Please keep in mind, due to the unusual hours sometimes associated with convention move-outs, UPS, FedEx or DHL may not be able to pick up freight during the times allotted for move-out.

### **When must my outbound freight be out of the hall?**

Due to contractual agreements with show management and the event facility, exhibitors must arrange for outbound shipments to be picked up during the date and times listed in the Exhibitor Service Manual. Summit Exposition is required to have all equipment and materials removed from the facility by a certain time. Unfortunately no outbound freight can be left in the exhibit hall, on the loading dock or on the facility property for pick-up at a later date.



## **What happens if my outbound freight carrier doesn't show up?**

In the event your chosen carrier fails to pick-up during the designated dates and times of move-out, outbound freight will be re-consigned to the designated preferred carrier for the event. Please be sure to contact your carrier and confirm a pick-up prior to turning in your Bill of Lading. When filling out your Bill of Lading, please provide a contact number for your chosen carrier.

## **LABOR FAQ**

### **Do I need to order labor to set up my booth?**

All exhibitors are required to follow local union jurisdictions. Please refer to the Exhibitor Service Manual to determine the rules and regulations specific to your event. In most cities, exhibitors may set up their own booth without the use of union labor provided that:

- The booth is 10' x 20' or smaller
- The height of the booth does not exceed 8'
- Booth Installation or Dismantle requires no more than two people, and is completed in one hour or less
- All work is performed by full time employees of the exhibiting company
- No power tools are used

Please note, these regulations apply only to the set up and dismantle of your booth display, such as custom booths, pop-up booths, hard wall, truss, etc. Exhibitors are not required to hire labor, nor are they limited by time, other than the allotted move-in time, for product placement.

### **What is an EAC?**

Exhibitors are allowed to hire Installation & Dismantle (I&D) companies, other than Summit Exposition, the official contractor, to set up and tear down their booths. These I&D companies are referred to as an Exhibitor Appointed Contractor (EAC) or a Non-Official Contractor. All EAC's are required to fill out the EAC form in the Exhibitor Service Manual, and submit a Certificate of Insurance by the required deadline date. All EAC's are required to follow local union jurisdictions. Please note, some facilities do not allow EAC's. Please refer to the Exhibitor Service Manual to determine the rules and regulations specific to your event.

### **Do I need to be present if I order labor from Summit Exposition?**

Exhibitors may choose from two options when hiring labor from Summit Exposition:

- Summit Exposition Supervised: For a supervision fee, Summit Expo will install and dismantle your booth in your absence. Please be sure to include any specific instructions or details with your Labor Order.
- Exhibitor Supervised: An employee of the exhibiting company is responsible for supervising all work performed. The exhibitor must check in at the Summit Exposition Exhibitor Service Desk to pick-up their scheduled labor, and return to the Service Desk at the completion of work to sign out their labor.

## **GRAPHICS FAQ**

### **Does a sign come with my booth?**

Each booth will receive a 7" x 44" ID sign containing the company name and booth number, printed in black on a white card stock. ID Signs are generated from a list provided by the Association. If you would like your company name to read differently than how it is contracted with the Association, please contact your Show Manager.

### **Can I add more information to my ID sign?**

Basic ID signs are a part of the booth packed purchased by the Show Association. Summit Exposition can modify ID signs to include color, logos, etc., for an additional charge. Please note, modified ID signs may require approval from the Association or Show Manager.

### **Can I order additional signage or graphics for my booth?**

Yes, Summit Exposition can design and produce specialty graphics, banners, and more. Please contact us to discuss your graphic needs.

## **UTILITIES AND ADDITIONAL SERVICES FAQ**

### **How do I order Electricity?**

Electrical Services are provided by either the event facility or an outside contractor. Order forms can be found in the Exhibitor Service Manual and should be submitted directly to the designated electrical provider.

### **How Do I order Telephone/Internet?**

Telephone/Internet Services are usually provided by the event facility. Order forms can be found in the Exhibitor Service Manual and should be submitted directly to the designated communications provider.

### **How do I order Audio Visual?**

Audio Visual Services are provided by either the event facility or an outside contractor. Order forms can be found in the Exhibitor Service Manual and should be submitted directly to the designated A/V provider.

### **Where can I get Plants and Flowers for my booth?**

Plant and Floral Services are provided by Summit Exposition. Order forms can be found in the Exhibitor Service Manual and should be submitted directly to Summit Exposition.

### **Can I keep the plants after the show?**

Floral arrangements are a purchased item and are yours to keep. All other plants and trees are a rental item and will be collected at the end of the show.

## **MISC FAQ**

### **Can I move-out early?**

Generally, Associations do not allow move-out before the designated time. Please refer to your booth contract or the Association to determine the regulations specific to your event. If an emergency arises that requires you to leave early, please let your Show Manager and Summit Exposition know as soon as possible, we will work with you and your association the best we can to accommodate your needs. Summit Exposition labor can be hired to help with your early move-out, if needed.

### **What security is provided for the items in my booth?**

Most Associations will provide 24 hour security for the general area, or perimeter of the event (entrances, exits, hallways, etc.) If you are unsure of the security provided, contact your Show Manager to find out what has been arranged.

Even with security, we suggest taking the following preventive measures to minimize loss to your exhibition materials:

- Do not leave your briefcase, purse, suit jacket or toolbox in your booth unattended
- Do not leave laptops or other valuable business tools in your booth, remove them from your booth at the end of the day or lock them up
- Try not to leave your booth unattended during heavy attendance time, or heavy move-in or move-out times
- Never leave unique or one-of-a-kind items unattended in your booth
- If you can't take materials with you at the end of the day, cover them or place them out of sight

### **Do I need to insure my items?**

It is recommended that all your materials are properly insured while in transit to and from the advance warehouse or event site, and for the duration of the convention. Contact your insurance company to find out what riders can be added to your existing policy.