



## Frequently Asked Questions

### **COVID-19**

#### ***Is there any COVID-19 guidance for the show?***

For in-depth information on the Smarter Shows (Tarsus) Ltd safety standards, Exhibitor guidance and venue information, please see the Important Information section of the portal. This will be updated closer to the Event.

### **My Exhibit**

#### ***What is included in my contract?***

All contracts are for the Exhibition floorspace only.

Exhibitors are responsible for providing drape/walls and carpet/flooring for their contracted booth space. Pop-up displays will not be accepted in place of drape/walls.

#### ***How do I find out my booth size and number?***

You can find out your booth number by searching for your company name on the [Floorplan](#).

You are able to download a PDF of your individual booth dimensions via the Exhibitor Floorplan by searching for & zooming in on your booth on the floorplan, then going to Export > Current View.

#### ***How do I order a booth package?***

Art Craft Display offer a Show Special package, which includes drape, carpet, basic furniture and an ID sign. For more details on this, see the Art Craft Display kit in the RESOURCE CENTER section.

#### ***I have pop-up/roll-up displays - can I just bring those?***

Pop-up/roll-up displays can be used for your Exhibit, but only if they comply with the line-of-sight build rules and are accompanied by drape or a hard walled shell scheme. You can order drape or walls from the Art Craft Display kit in the RESOURCE CENTER section.



## **Building a Custom Booth**

### ***I want to use a contractor to build my booth - are there any rules?***

Yes - Please see the Build Rules & Regulations page along with the Abraxys page (to ensure your booth plans are approved by our official health & Safety partner).

### ***Am I able to build above 8ft?***

All Exhibitors are able to build above the standard height of 8ft - but only with prior permission from Show Management.

Line of sight rules will apply, dependant on your booth type.

Please ensure that you submit your booth plans along with the compulsory forms to get approval. We have appointed Abraxys as the official Health & Safety Partner for this event. They will review all custom-build exhibition plans and documentation to ensure they comply with the Organizers and Venue booth build regulations. Please see further information on the Abraxys page.

Please note: Exhibitors will not be informed if their neighbours are building higher than 8ft. If you wish to know the height of your neighbouring booths, please contact your Operations Manager.

### ***Are there any documents which I can send my booth builder?***

Yes, you are able to download a zip file of all Contractor Information via the IMPORTANT INFORMATION page.

### ***Does my booth builder need to register to get access during move-in?***

No, you do not need to register your contractors for any badges or passes for them to gain access to the hall during move-in - we will be operating a wristband system during those days.

Please ensure that your booth builders have proof of the company they are working for, i.e. a letter or business card from your company.



## Event Schedule

### ***When can I begin setting up for the show?***

The official move-in days are:

Saturday June 25 – 8.00am – 6.00pm - (Custom Builds Over 400sqft Only)

Sunday June 26 - 8:00am – 6.00pm - (Custom Builds Over 400sqft only before Midday)

Monday June 27 - 8.00am - 5.00pm - All Exhibitors

### ***When and where are the Networking Receptions?***

There will be Networking Receptions taking place in the Exhibition hall on Tuesday June 28 (4.00pm - 5.30pm) and Wednesday June 29 (4.00pm - 5.30pm). All attendees are welcome.

There will also be a Welcome Drinks Reception for Exhibitors and VIPs at the Fireside Lounge at the Hyatt Place (adjoining the show hall) from 5.00pm - 7.00pm on Monday June 27.

### ***Can I remove my Exhibit before the show closes on the final day?***

No - for health and safety reasons, we cannot allow any booths to begin their takedown before the show is closed at 3.00pm. No structural break-down may begin until all visitors have left the hall.

## Registering for Exhibitor Passes

### ***How do I get my Exhibitor badge?***

The link to register for Exhibitor badges can be found in the Resources section of the portal.

Badges are free of charge, and unlimited. The badge gives Exhibitors access to:

- The Exhibition hall 1 hour before the show opens, and 30 minutes after the show closes each day
- The free-to-attend conference sessions
- The networking drinks receptions in the hall

**PLEASE NOTE** - Contractors should not register for the Exhibitor badge, please see the Contractor section for more information.



***How do I register a co-Exhibitor?***

In order to add a co-Exhibiting company to your booth, we need the following information: Company Name, Company Address, Contact Name, Job Title, Contact Email Address, Phone Number.

Please send this request to your Sales point of contact.

***I've made a mistake when registering for my badge, what do I do?***

Don't panic! This can be easily rectified. A helpdesk will be available onsite for any issues.

Simply bring your voucher code to registration, and one of our helpful staff will be able to help fix the issue.

***How can I invite my customers to the show?***

Please contact [marketing@smartershows.com](mailto:marketing@smartershows.com) to request your unique link to send to your customers to register for the show.

***What does my Exhibitor badge give me access to?***

Your Exhibitor badge will allow you access to the show, the free-to-attend conference, and the networking receptions.

The badge will also allow Exhibitors to have access to the hall 1 hour before the show opens, and 30 minutes after the show closes each day.

***How do I attend the conference?***

The free-to-attend conference can be accessed with your Exhibitor badge. You can attend the sessions, as well as having access to the PDF presentation files we have authorization to share after the event.



## **Shipping and Material Handling**

### ***I am going to hand-carry items into the exhibit hall - are there any restrictions?***

You may hand-carry or use a trolley to bring in your equipment. Please be aware that you must order forklift labor from Art Craft Display. They are the only contractors permitted to use machinery on the show floor.

Order forms can be found in the Art Craft Display kit.

### ***Where can I ship my materials to?***

Full shipping information can be found on the Shipping & Material handling page.

### ***Other Planning for the Show***

I'm working with a tight budget. How can I get the most for my money?

There are multiple ways for you to save money:

- 1) Completing orders for most show services by the date given usually qualifies you for an advance rate. Orders completed after that date may be subject to a 15-20% surcharge. Read the Exhibitor Kit forms carefully and use the checklist page to keep track of this.
- 2) Schedule any labor for straight time hours, avoiding lunch and break times. Make certain you and your materials are ready on time - unnecessary delays can cost you money.
- 3) Consider purchasing a Booth Package, which is available to order through the Art Craft Display Kit.
- 4) Take advantage of the negotiated hotel rates via our hotel partners – information is available here.

### ***Is security provided for my booth?***

We as organizers will provide hall perimeter security throughout the show to check badges and patrol the exhibit hall. The halls will also be locked and patrolled each night to maintain high security levels. Every reasonable precaution is taken to protect exhibitors' property and the venue. However, show organizers can take no responsibility for missing items or for the protection of exhibitor property. It is recommended that you insure your property from the time it leaves your facility to when it is returned to you after the show.

Exhibitors are advised to take precautions against theft, and to be vigilant at all times. This is especially important during build-up and break-down, when there are a lot of people entering and exiting the hall. Any items believed to have been stolen must be reported immediately to the show organizers, as it will be necessary to complete an official report.



We suggest that if you have valuable equipment in your booth, you hire your own special in-booth security guard.

To order a security guard for your booth please contact Stacey Edwards at NAIAS Security:

Email: [sedwards@naiasss.com](mailto:sedwards@naiasss.com)

Phone: +1 248.792.8514

You can review our top security tips [here](#).

### ***Should I insure my materials?***

Yes! Exhibitors are required to provide their own insurance coverage protecting against damage, loss or theft. The material handling contractor cannot be held responsible for the disappearance of an exhibitor's material after delivery to the exhibitor's booth or after collection. Please click here for more information.

### ***What facilities are available within the Exhibition hall?***

There are hot and cold food options available at concessions throughout the show.

Complimentary Wifi is available in the show hall.

There is an ATM located in the foyer of the hall. Credit cards are also accepted for payments.

### ***Is there WiFi in the hall?***

There is complimentary WiFi available in the hall for light browsing only.

If you require a stable connection for your booth, you can place an order for WiFi or hard-line internet - forms can be found in the Art Craft Display kit in the RESOURCE CENTER section.



***Where can I park my car?***

Parking - During Move-In

Parking is free of charge during move-in. Exhibitors must park at the North end/back of the building.

Parking - During the Show

Exhibitor parking passes can be purchased in advance at a discounted rate of \$7.00 for a 3-day pass. Exhibitors must park at the North end/back of the building.

The order form for parking passes can be found in the Art Craft Display kit.

It is the Exhibitor's responsibility to collect pre-ordered passes from the Service Center on Monday June 27.

***I need a private meeting space - is this possible?***

Please email [exhibitors@smartershows.com](mailto:exhibitors@smartershows.com) to enquire about any possible meeting spaces available.

***I need an invitation letter to apply for a Visa***

Please send an email to your Operations contact along with the Visa Invitation Request form (RESOURCE CENTER), and we will be able to provide you with an invitation letter for the show.

***I have a question that is not answered here, who do I contact?***

Please contact us! There are contacts listed from each department on the right side of the HELP page.