



A-Z EVENT INFORMATION

Accessibility

The Suburban Collection Showplace is accessible for wheelchair users.

Approval of booth design

All Exhibitors must complete & submit their Compulsory Booth Information Form to receive permission to build. The online form can be found under the *Booth Design & Build* section of the menu.

ATMs

There is an ATM available in the main foyer.

Audio Visual

The order form for Audio Visual rental is available via the Art Craft Display kit under the *Official Contractors* section of the menu.

Balloons

Balloons are permitted but must not be any higher than the maximum height specified for your booth. Exhibitors using gas filled balloons on their booth must adequately secure them to their stand. A charge will be made to the exhibitor for retrieving balloons and repairing any damage to vents.

Booth Packages

Art Craft Display is the official general service contractor for the show. They offer a show special package, which includes drape, carpet, basic furniture, and an ID sign. For more details, see the Art Craft Display kit in the *Booth Orders > Official Contractors* section of the menu.

Carpet & Flooring

All booths must have carpet, and it is the responsibility of each Exhibitor to either provide their own carpet/flooring or order it from the Art Craft Display kit in the *Booth Orders > Official Contractors* section of the menu.

Children

No persons under the age of sixteen will be permitted into the exhibition halls. This rule applies to Exhibitors' and Contractors' children during the build-up, open and breakdown periods.

Cleaning

Aisle carpet and general hall cleaning will take place every evening after the show closes. Any exhibitors wanting booth cleaning must pre-order this service - order forms can be found in the Art Craft Display kit in the *Booth Orders > Official Contractors* section of the menu.

Cloakroom

Cloakroom facilities will be available on show open days in the main foyer.

Contractor Badges

We operate a wristband system for entry to the Hall for move-in days only. Contractors will be given a wristband upon arrival - Please DO NOT register them via the Exhibitor name badge link. 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.

Crate Storage

When the exhibition closes at 3:00pm on Thursday June 27, empty cases and packing materials stored with the official on-site handling agent will be delivered - this is estimated to take approximately 1-2 hours. Exhibitors who have ordered forklift assistance for repacking and/or loading should be aware that this will only be available after all of the empty cases have been returned.

Drape

All booths must have drape or walls - it is the responsibility of the Exhibitor to either hire an external contractor to build a custom booth, or order drape/modular walls from Art Craft Display.

Electricity & Compressed Air

Electrical connections are not included with the booth space and need to be ordered separately. Order forms for electricity and compressed air can be found in the Art Craft Display kit.

Exhibitor Appointed Contractors (EACs)

It is the Exhibitor's responsibility to ensure that all the contractors and agents they have appointed are familiar with the information and regulations for this show. As all contracts are for the Exhibition floorspace only, Exhibitors must notify the show organizer of their booth plans, and the details of your contractors or agents.

Exhibitor Badges

The link to register for Exhibitor badges can be found under the 'Exhibitor Resources' section of the menu.

Badges are free of charge, and unlimited. Once you are on the Visit Connect Portal:

- Click on TEAM (menu on left-hand side)
- Click on ADD STAFF
- Enter details & save
- Click on ACTION > Send confirmation email

Come to the show with your confirmation email (either paper or digital), and once at the Exhibition, head to Registration in the Foyer. You will just need to scan the barcode contained in the email, and your Exhibitor badge will print.

The badge gives Exhibitor's access to:

- The Exhibition Hall 1 hour before the show opens, 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.

First Aid

In case of an emergency please contact a member of the organizing team or security guards for assistance.

Floor Load

The maximum floor load in the hall is 4,000 lb per square inch.

Floor Plan

You can view the most up-to-date floorplan under the *Event Information* section of the menu.

Food & Beverage

Hot and cold food concessions will be available at the show. Bringing external food & beverages into the hall is prohibited by the Suburban Collection Showplace. For any questions regarding this, please

contact: bobbowman@suburbanshowplace.com

If you would like to order catering services to your booth, please contact: Contact: Terri Freytag

Phone: +1 248 348 5600 x205

Email: tfreytag@suburbanshowplace.com

Forklift Services

Art Craft Display are the only company permitted to manage and operate forklift trucks. This is for safety and insurance reasons. No external forklift trucks will be allowed in the building. To order forklift services, please see the Art Craft Display kit under the *Booth Orders > Official Contractors* section of the menu.

Insurance

For information on the compulsory insurance requirements for Exhibitors, please see the Exhibitor Insurance Document under the *Exhibitor Resources* section of the menu.

Internet

There is complimentary Wi-Fi available in the hall for light browsing only. If you require a stable connection for your booth, you can place an order for Wi-Fi or hard-line internet - forms can be found in the Art Craft Display kit.

Lead Retrieval Services

We have partnered with Visit Connect to provide lead retrieval service for Exhibitors. Lead retrieval allows you to scan visitor badges to obtain their information. Scan your leads / Create business!

Order forms & FAQs can be found under the *Booth Orders* section of the menu. If you have any questions, please contact leadretrieval@smartershows.com

Parking - Move-in

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

Parking - During Show Days

Exhibitor parking passes can be purchased in advance at a discounted rate of \$15.00 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 24.

Photography & Video

The organizers reserve the right to use any or all photos taken by the official photographer during the show for the purpose of marketing or other promotional activity. Exhibitors who would prefer booth photos to not be used should email our Marketing department with their request: marketing@smartershows.com

Pillars

You are able to see if you have a pillar in your booth space on the floorplan. If there is a pillar in your booth, you will need to ensure the north side is kept clear at all times for fire exit access. Your company's booth contact will have been emailed with specific dimensions of the pillar - to request a re-send, please contact your main Operations contact.

Scam Warnings

HOTELS: There are a number of companies calling and phishing/emailing exhibitors and attendees, posing as our official hotel provider. To ensure your safety, please only book through our event website, using the official 24/7 online hotels reservation link or phone number. DF Meetings & Events is the only official housing company associated with our event and their information is provided on our website/Portal.

ATTENDEE DATA: Any offers to obtain / purchase attendee lists from 3rd party companies are a scam, using fabricated & falsified data based on the current information publicly available for the show. Smarter Shows will never sell or distribute data to any 3rd party companies.

Security

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.

Service Center

To contact any of the organizing team during the event, please report to the Service Center, which is located at the back of the hall. The Service Center will have a representative from Art Craft Display and Shipping available during move-in and move-out, and a representative from Show Management for the duration of the show.

Show Colors

The show colors for **Foam Expo USA** are as follows:

BLUE JAY aisle carpet

BLACK drape

The show colors for **Adhesives & Bonding Expo** are as follows:

PEPPER aisle carpet

BLUE drape

Please note: carpet & drape MUST be ordered by each exhibitor individually or as part of a package, unless you are having a custom booth built. You cannot change the colour of your drape.

Waste Disposal

It is the Exhibitor's responsibility to remove all items at the end of the show and leave the booth package/floorspace as they found it. Graphics/display materials must be removed from the booth walls or drape. Any items left will be assumed to be trash, and they will be disposed of - which may be subject to a fee.

All booth fitting materials and trash must be cleared, and booths show ready by no later than 5.00pm on Monday June 24, 2024. All materials and trash must be cleared by noon on Friday June 28, 2024 after the exhibition has closed.