



Frequently Asked Questions

What is included in each 10x10 space?

- 8' high background drapery (red/white/blue)
- 3' high side rail drapery (red)
- one (1) 8'x2'x30" high display table (skirted in blue on 3 sides)
- two (2) black folding chairs
- one (1) wastebasket
- one (1) 7"x44" identification sign with company name

These items are provided to you by Show Management and will automatically be installed in your booth space. These items **CANNOT** be exchanged or returned for credit. Different furnishings are available in the Exhibitor's Service Kit and may be rented at the stated prices.

Is my booth carpeted?

- No. The floor in your booth space is concrete.

Is electricity, vacuuming, & banner rigging included with my booth?

- No. You will need to contact the Greater Columbus Convention Center Utilities Department to order these services. Order forms and contact information can be found at:
<http://www.columbusconventions.com/exhibitors/> Phone: 614-827-2548

Is internet provided?

- No. You will need to contact Smart City to order this service. Order forms and contact information can be found at:
<http://www.columbusconventions.com/exhibitors/> Phone: 614-827-2570

Where do I get ice, water, and any information on having food in my booth?

- Levy. They are the EXCLUSIVE food and beverage provider at the Greater Columbus Convention Center. Information can be found at:
<https://columbusconventions.com/plan/event-planners/catering/> Phone: 614-827-2700

When is exhibitor move in?

- Wednesday, February 27, 2019: 4:00pm-12midnight
- Thursday, February 28, 2019: 7:00am-8:00pm

Is there a special move in time for bulk spaces (exhibitors 20'x20' or larger) or special circumstances?

- **It is by appointment only** and you will need to contact the decorator to make arrangements.
- Tuesday, February 26, 2019: 12noon-6:00pm
- Wednesday, February 27, 2019: 8:00am-12midnight
- All freight must be sent to the advance warehouse to ensure delivery to the booth before early move in.

What are the show hours?

- Friday, March 1, 2019: 8:30am-5:30pm
- Saturday, March 2, 2019: 8:30am-5:30pm
- Sunday, March 3, 2019: 9:00am-4:00pm

When is exhibitor move out?

- Sunday, March 3, 2019: 4:00pm-12midnight
ALL exhibitors must have their booths dismantled and ready for shipment Sunday night.

When will I receive the Exhibitor Service Kit?

- Exhibitor Service Kits are generally available 3 months before the show.
- The Exhibitor Service Kit is sent once the exhibiting company has been approved by show management.
- The kit is sent to the person whose name is on the application for the booth space. It is that person's responsibility to pass the service kit information on to the other parties.

Can I hang a banner from the ceiling? Is there a height restriction?

- This is taken from the Rules & Regulations provided by show management. Hanging signage from the ceiling is restricted to booths 20'x20' or larger. Booths 10'x20' (or larger) that are on the perimeter (outside edge) of the exhibit hall may also hang banners from the ceiling.
- The height of the ceiling is 28 feet from the floor to the highest point.
- Signs should be centered over the booth and hung no higher than 6 feet below the ceiling and 12 feet from the floor; this means the maximum height of your banner can be 10 feet high.
- For full rules governing exhibits, please refer to the Rules & Regulations provided by show management as they are the complete and final say.
- Rigging is ordered through the Greater Columbus Convention Center Utilities Department to order these services. Order forms and contact information can be found at: <http://www.columbusconventions.com/exhibitors/> Phone: 614-827-2548

Is there a material handling charge (drayage) to ship our booth and products?

- Yes. **ALL** freight shipments will incur a drayage (material handling) charge; this is in addition to any costs you pay your shipping company. There is a minimum charge of 200 pounds on all shipments. For example, if your freight weighs 80 pounds, you will be charged the minimum of 200 pounds.
- Excel Decorators will not accept shipments that are not consigned to them (advance warehouse or show site) and the Convention Center does not accept any freight.
- Shipping information and rates can be found in the Exhibitor Service Kit.
- If you are shipping materials, please make sure there is a form of payment on file with the decorator. This will make sure your freight is waiting for you in your booth when you arrive.
- Shipments sent without a form of payment on file will be held in receiving until payment is made.
- Your credit card will not be charged until freight has been delivered to either the advance warehouse or show site.

Where can we ship our booth and products?

- You can ship to the advance warehouse or directly to show site.
- Advance warehouse shipments can start arriving Monday, January 28, 2019.
- Deadline for advance warehouse is Friday, February 22, 2019.
- Show site shipments can begin Tuesday, February 26, 2019.
- There is NO daily storage fee if shipped to the advance warehouse.
- Complete shipping details can be found in the Exhibitor Service Kit.

Where do I get my badges?

- Walcom Registration is the Official Registration Company. You can register your booth workers at: <http://www.walcom.com/events.htm> Phone: 740-524-4123 or email reg@walcom.com

Can I have an outside contractor design and install my booth?

- Yes. Your EAC (Exhibitor Appointed Contractor) can install your booth, but they must provide the decorator with a Certificate of Liability Insurance before they will be able to perform the work. They are not permitted to use motorized pallet jacks or fork lifts.
- Please be sure to provide the EAC with the service kit so they are well informed about procedures.
- All EAC employees must check in at registration and wear a badge on the show floor.
- EACs are not allowed to advertise their company or solicit business during this event.

Do I need a Certificate of Liability Insurance / What is it?

- A Certificate of Liability Insurance provides the basic information about your insurance coverage. This is to make sure you have insurance to make sure your employees or an attendee is covered if an accident should occur within your booth space. You should either have one with you on the show floor and/or provide a copy to show management and/or the decorator.
- If you hire an EAC, they are REQUIRED to provide the decorator with a Certificate of Liability Insurance.
- You can request this from your insurance company.

Who should be named on the Certificate of Liability Insurance?

- The following should be named on the Certificate:
 - Classic Productions, 1215 Worthington Woods Blvd., Worthington, OH 43085
 - Excel Decorators, Inc., 3910 Groves Rd., Ste A, Columbus, OH 43232
 - Greater Columbus Convention Center, 400 N. High St., Columbus, OH 43215

Is there Accessible Storage? How does it work?

- Yes. This storage is intended for product storage only and will allow exhibitors easy access during the show.
- Pallets should be shrink wrapped before putting into Access Storage. If you do not have shrink wrap, you can order it at the Exhibitor Service Desk (see Accessible Storage form in the service kit for pricing).
- You can order this ahead of time (order form is in the service kit) or at show site at the Exhibitor Service Desk.
- Access Storage is available 1 hour before and after the show and during show hours.
- Exhibitors will check in with access storage control personnel and then they can HAND CARRY product to their booth. Because of the crowd, dollies & carts are not allowed on the show floor during show hours.
- Labor is available for hire to bring product to your booth. It is a 1 hour minimum (see the Install/Dismantle Labor form in the Service Kit for hourly rates).
- We will bring out & return skids of product before & after the show. It is a 1 hour minimum (see the Install/Dismantle Labor form in the Service Kit for hourly rates).
- DO NOT store your empties or equipment you will need to tear down your booth with your accessible storage. This is the LAST thing to be returned to your booth at move out. Empty crates/cartons will be returned first and then accessible storage.

Is there Empty Storage?

- It is only for those exhibitors who shipped freight into either the advance warehouse or the exhibit hall.
- You will need Empty stickers on each piece (get them at the Exhibitor Service Desk). Cardboard & fiber cases will need to be shrink wrapped on a skid. Excel Decorators is not responsible for lost cardboard & fiber cases not shrink wrapped together. If needed, shrink wrapping can be ordered on site at the Exhibitor Service Desk (see Exhibitor Service Kit for rates).

Can I hire labor to set up / tear down my booth?

- Yes. Labor is available for hire from the decorator. You will need to fill out the Install/Dismantle Labor form in the exhibitor service kit to order it ahead of time. Labor will be ready for you at the time you scheduled.
- You can also order Labor at show site, but it may take a little bit to get you the people as pre-ordered labor takes precedence. Show site orders can be made at the Exhibitor Service Desk located at the back of the hall.
- At show site, you will need to pick up your labor at the Labor Service Desk (located in the back of the hall). When you are finished, you will need to return to the desk to sign them out.

How does move out work? When will I get my empty containers back?

- All aisle carpet needs to be removed BEFORE anything else is done. This requires all man power to be on the floor rolling up the carpet. (1-2 hours after closing announcement)
- Then the empty containers are brought back to your booth. (beginning around 6pm and will take 2-3 hours)
- The accessible storage items are then brought back to your booth. Keep in mind there are A LOT of empty containers (thousands of crates, boxes, & pallets). We try to locate them strategically behind the scenes in order to bring them out a little faster, but this is subject to change if we have inclement weather and need to re-locate them to keep them dry.

At the close of show, when should I schedule my dismantle labor?

- Labor for dismantle will be available AFTER the aisle carpet has been removed. This could take 1-2 hours after the show closes.
- If you require a fork lift, those will be available AFTER **all** the empty containers & accessible storage has been returned. This could take 3-4 hours after the show closes.
- **TIP:** Make sure your on-site supervisor knows this (especially the EAC). If you schedule your dismantle time correctly – keeping in mind the timing of carpet removal & return of empties – you will not be frustrated with labor standing around with nothing to do.

Can I dismantle & pack up my booth on Monday?

- **NO.** All displays need to be dismantled and packed up Sunday night.
- If you are loading out into a personal/company vehicle, you will need to load up your vehicle Sunday night.
- If you are shipping out, you will need to arrange for your carrier to pick it up Sunday night or check in at 8am Monday morning.

What about outbound shipping?

- You are responsible for arranging for your outbound shipment. You can choose any carrier to pick up your freight or use the Official Show Carrier.
- A Bill of Lading – **from the Decorator** - is required for all outbound shipments. This is available at the Service Desk (located in the back of the hall) and must be turned into the service desk before you leave.
- Additional information can be found in the Exhibitor Service Kit or you can contact the decorator.
- **TIP:** Delivery of your bills of lading to Excel Decorators, Inc. does not signify that Excel has assumed responsibility for your shipments. Whenever possible, a member of your staff should remain with your shipment until it is actually picked up for removal from the loading dock, at which time the trucker assumes responsibility for your merchandise. In every case, be sure to turn in your bills of lading to the Exhibitor Service Desk. **DO NOT LEAVE BILLS OF LADING IN YOUR BOOTH.** They will not be picked up and your materials will not get shipped.
- If your shipper is using a 3rd Party Shipper, make sure the 3rd Party Shipper has paperwork to document their right to pick up your freight – meaning they need the exhibitor name & booth number.
- Driver check-in time does not mean your carrier will be loaded right away. Your freight will be loaded as soon as you have it packed, have turned in the Bill of Lading at the Exhibitor Service Desk and we can get the driver into a loading dock.

How do I apply for a Transient Vendors License?

- If you are selling from your booth, you can use this gateway to register, apply, pay, & PRINT your Ohio Sales Tax Certificate! http://www.tax.ohio.gov/sales_and_use/registration.aspx
- IN REAL TIME!! (We're told that it takes about 7 minutes!)

Additional Information?

- If you have any additional questions, please contact Excel Decorators, Inc. (the Official Service Contractor) at 614-522-0056 or ExhibitorServices-Ohio@ExcelDecorators.com