



Exhibitor FAQ's



My booth is in the Forum Ballroom. What time can I set up?

You will have access to begin your booth setup on Sunday, February 26 at 8:00 am.

Exhibitor access will be as follows: **Sunday 8:00 am – 5:00 pm, and Monday 8:00 am - 10:00 am.**

****Booths more than 400 sq ft. and above are eligible to move in early on Saturday, Feb 25th- but must complete an early move-in request form and it must be approved by Hargrove in advance****

Money Saving Tip: Book your travel and hotel to arrive on Saturday.



How long will I have to wait for my booth freight?

Freight sent to the advance warehouse will be delivered to booths prior to the start of exhibitor move-in on Sunday. Freight sent directly to the show site will be unloaded and delivered as dock space allows.

Time Saving Tip: Ship to the advance warehouse as that freight is delivered earliest.



How late past set-up hours can I stay in the hall? Am I allowed to leave and come back in after hours?

Yes, you can remain in the hall up until 10:00 pm to finish set up.

Once official set-up hours end at 5:00 pm you will be allowed to stay and continue setting up, however, if you leave the exhibit hall you will not be permitted to reenter that evening.

Time Saving Tip: Please make sure all your products and freight are in your booth and ready for set-up



Hargrove Service Desk Hours - are they available after 5:00 pm?

Hargrove Service Desk Hours

Sunday, February 26 – 7:30 am – 5:30 pm

Monday, February 27 – 7:30 am – 6:30 pm

Tuesday, February 28 – 8:00 am – 10:00 pm

A phone number to reach Hargrove Exhibitor Services will be provided closer to the show and will be posted on-site.



Will there be additional costs if assistance is needed from Hargrove after standard business hours?

There is the potential for additional costs to provide services outside of standard business hours and on weekends. Please refer to the labor and material handling pages for rates and schedules.



If I am only available to move in on Sunday, will that cost me additional fees?

There is the potential for additional costs to provide services outside on weekends. Please refer to the labor and material handling pages for rates and schedules.



If you only have hand-carry set-up requirements, when can I move in?

Sunday, February 26 – 8:00 am – 5:00 pm (Booths that are 400 sq. ft and larger and have filled out the early request form)

Monday, February 27 – 8:00 am – 10:00 am

Time Saving Tip: Monday between 7:00 am – 10:30 am is the preferred move-in time for this scenario.



How can I save money on shipping my products to the show?

Money Saving Tip: Make sure to use Advance Shipping warehouse labels as additional fees apply to onsite deliveries.



How can I save money when ordering all items needed through Hargrove?

Time and Money Saving Tips: Always pre-order all items and services (hand-washing station if sampling and food or beverage products from booth) needed from Hargrove as placing orders on site will not only cost you more, but you will end up waiting to receive.



What is the Advance Order Deadline and why is it important?

Money Saving Tip: Orders placed prior to the Advance Order Deadline will receive discounted pricing. Pricing is outlined in the online exhibitor manual.



How do I cancel or change an order?

Time Saving Tip: Cancellation or exchanges of ordered products and services must be in writing and received by Hargrove at least 14 calendar days or 10 working days (whichever is earlier) prior to the first day of exhibitor move-in. Any cancellations received by Hargrove after such time will be charged a cancellation fee of 100% of the total order. Rental items found and in use in your booth are subject to "Standard" pricing.



Can I cancel my labor order?

Money Saving Tip: Orders canceled with more than 72 hours or 3 business days (whichever is earlier) written notice will be charged a one (1) hour cancellation fee per worker scheduled. Cancellations received after such time will be subject to a cancellation fee of up to 100% of the total order. If the Exhibitor fails to use the workers at the time confirmed, a minimum of a four (4) hour "No Show" charge per worker will apply.



What is "Material Handling/Drayage"?

The term "drayage" is the moving of exhibit materials from one location to another. Whether you ship to Hargrove's advance warehouse or directly to the show site, your materials still need to get to your booth location. Drayage services include the accepting of your material either at the warehouse or at the show site, delivery to your booth, storage of empty containers during the show, returning empty containers at the close of the show, picking up your packaged materials, returning them to the dock, and loading on the carrier of your choice.



How are rates determined?

Money Saving Tip: Drayage charges are based on several factors including labor rates, facility dock access, and the show schedule, to name just a few. These rates vary from city to city.



How can I save money on shipping, drayage, and material handling?

Money Saving Tip: Read the shipping and material handling section of your service kit carefully. Be aware of any surcharges that may be assessed for special handling or late shipments. Pay special attention to deadline dates. If you ship in advance to our warehouse and your shipment arrives after the published deadline date, you may be assessed a surcharge. Crated materials are the easiest to unload, therefore, have the least expensive drayage charge. Loose, pad-wrapped, and uncrated materials require more labor time and therefore may be assessed a special handling fee. It may be cost-effective for you to build crates for any portion of your exhibit that is not crated.



Can I carry my own materials to my booth?

Money Saving Tip: Usually, an exhibitor may bring in his own materials; providing such materials can be hand carried by one person in one trip, without the use of dollies, hand trucks, or any other equipment. Read the Union Rules & Regulations in the online exhibitor manual for the specific rules regarding the show/facility.



How is the weight of my shipment determined?

Money Saving Tip: Certified weight tickets, which should be attained by all drivers for materials prior to arrival at the warehouse or show site dock, are used to determine billable weight. Hargrove reserves the right to determine weights for all shipments for which weight tickets are not provided with delivery. When Hargrove weighs the shipment, the exhibitor will be charged for double handling.



What is the difference between small shipments and large shipments?

Money Saving Tip: Most/all Service Contractors have a minimum of 200 lbs. per shipment. It is best to send your freight as one large shipment versus several small shipments. For instance, if you send one 45 lb. and one 55 lb. package separately, you are charged the minimum on each shipment. If you plan to ship items from various locations, you may want to consolidate them at a central location and then forward them to the Service Contractor's warehouse or show site. However, if you ship your materials in one shipment and the carrier makes multiple deliveries, you will be charged for each delivery to the dock, regardless of whether the materials were shipped together as one shipment.



Is it better to use advance shipments or direct (to show site) shipments?

Time & Money Saving Tip: In general, it is best to ship your materials to the "advance shipment" address. The charge for this may be slightly higher than shipping direct to the show site but the benefit far outweighs the cost. You can (and should) confirm that we have received your materials well in advance of the show installation; if there is a problem it can then be solved prior to the show. When shipping direct, if there is a problem there is seldom time to resolve the problem prior to the show opening. Another advantage to advance shipments is that your materials will be in your booth when you arrive and you can begin installation immediately, thus saving you time and frustration at the show site.