



# CHICAGO BUILD EXPO EXHIBITOR FAQ'S

If you need additional assistance, please contact us at [questions@theshowhelper.com](mailto:questions@theshowhelper.com)

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### **I have not had my Exhibitor Manual**

- You can access the exhibitor manual online. <https://www.chicagobuildexpo.com/ezone-login>

### **Have I submitted all my forms?**

- Please work your way through the forms and deadlinespage on your exhibitor manual and make sure you have submitted all your compulsory forms. Check your email inbox for a confirmation of your formsubmission which will have automatically been sent to you on completion of your form (please also check your spam folder if it does not arrive in your inbox).

### **What work CAN exhibitors do themselves within their booth?**

- Exhibitors may install and dismantle their own exhibit and lay their own carpet in their own exhibit area if the booth size is 250 sq. ft or less and the following conditions are met:
- No tools are used in the assembly or dismantle; Individuals performing the work must be full time employees of the exhibiting company and carry identification to verify this fact. Exhibitors can unpack and repack their own products (if in cartons, not crates)and are allowed to do technical work on their machines,such as balancing, programming, cleaning of machines, etc.
- Exhibitors may “hand carry” or use nothing larger than a two-wheel baggage cart (rubber or plastic wheels only) to move their items.
- Exhibitors may move a “pop-up” display (equal or less than 25' in length) capable of being carried by hand by one person.
- The individuals moving the items must be full time employees of the exhibiting company and must carry identification to verify this fact.

We hope the above will help you. If you are in doubt, do not wait until you get to the show to ask questions. Call the Event Organizer or contractor. When unsafe set-up or dismantle conditions exist, the venue may elect to suspend the exceptions listed above and exhibit building labor will complete the set up at the exhibitors expense. To order labor through our official contractor, please refer to the Freeman Kit. More information on this can be found in the site rules section of the manual.

### **Can I carry items to my booth myself without any union labor?**

- There is a hand carry option at the venue but there are strict rules for this. Please refer to the directions, arrival and shipping instructions section of the manual for more information on this. Hand Carry is ONLY during scheduled move in times.

### **What is the process for unloading items from the marshaling yard?**

- All vehicles that need to unload in the marshaling yard will be subject to material handling charges. Charges willbe based on the weight of your shipment. Please visit the Freeman Kit for more information and to get a quote.

### **Can I use a different contractor (EAC) to help design my raw space / space only booth ?**

- If your company plans to use a firm which is not the general contractor (Freeman) please make sure this is indicated in the raw space / space only form and you agree to the terms and conditions.
- They will also need to upload a copy of their General Liability Insurance Certificate
- Exhibit Appointed Contractors (EAC's) are hired by exhibitors to build and dismantle exhibits. EAC's



supply their own on-site management and hire exhibit building labor employed by the venue. To hire labor directly from the Center, EAC's must open an account, which requires, among other things, the posting of a guarantee of payment bond or letters of credit and the fulfillment of certain insurance requirements.

#### **Where can I pick up my Exhibitor Badges?**

- Exhibitors can collect their passes from registration onsite at Exhibitor Registration located in the lobby. You can pre-register your Badges. Badges are not required for move in, only for show days. Exhibitor personnel are permitted to access the show floor on show days starting at 8:30 am.

#### **What time can I access the halls to set up?**

- Please refer to your exhibitor manual – show time table section for specific timings.

#### **Where can I park?**

- Please refer to <https://www.mccormickplace.com/getting-here/>

#### **Can I get my items delivered to the venue?**

- Freeman will receive shipments at the venue during scheduled move in times ONLY. Shipments arriving before this date will be refused by the facility.
- Certified weight tickets must accompany all shipments.
- Please note deliveries direct to show site will not be accepted outside of the published move in times, all deliveries MUST arrive during the published schedule – NO EXCEPTIONS
- If you require earlier shipment or freight options, refer to the Freeman kit or contact them directly at [exhibitorsupport@freeman.com](mailto:exhibitorsupport@freeman.com)

#### **How much is electric & lighting?**

- Please visit the Freeman kit online ordering system for prices.

#### **What can I attach to a pipe & drape booth?**

- NOTE: To avoid fees do NOT tape, glue or attach anything to the pipe and drape provided by Freeman Decorating. If you wish to hang anything off the support structure, speak to Freeman directly about your options. [exhibitorsupport@freeman.com](mailto:exhibitorsupport@freeman.com)

#### **Can I give away food and drink from my booth?**

- Sampling: An exhibitor will be permitted to sample on their booth as long as it adheres to the sampling guidelines found in the A-Z of the exhibitor manual and food or alcohol is their main point of business.
- Catering Should food or alcohol NOT be your main point of business you will need to order this via venue catering or face concession/ corkage fees.

#### **Is there somewhere I can store my boxes / stock / luggage?**

- We do not have exhibitor storage onsite so please do make arrangements to create your own storage in your booth or speak to Freeman directly.
- Exhibitors are also able to replenish stock each morning between the hours of 8am-9am ONLY

#### **Is there exhibitor WIFI?**



- McCormick Place does offer wifi, please refer to the below link more details  
[www.mccormickplace.com/exhibitors/service-guidelines](http://www.mccormickplace.com/exhibitors/service-guidelines)

**Can I have my children onsite during move in and move out?**

- It is against the law for children under the age of 16 to be onsite during move in and move. This is because the hall is classed as a construction site with building and vehicle movement.
- Children however are welcome in the hall during show hours.

**Can I bring an animal onsite?**

- The venue allows service animals (as defined by the ADA). Owners take full responsibility for their animals.  
<https://www.mccormickplace.com/attendees/ada/>

**What is the dress code?**      The dress code is business attire.