

# Exhibitor Manual

## Raleigh Convention Center



**February 17<sup>th</sup> – 19<sup>st</sup>, 2017**

Welcome to the Downtown Raleigh Home Show!  
**Thank you** for exhibiting with us!

This Exhibitor Manual has been compiled to help you and your staff with complete details about all phases of the exhibition process at the Downtown Raleigh Home Show.

Enclosed you will find helpful information to make your participation in our show successful.

**We strongly urge that you give this manual to those having responsibility for your participation in the show.**

**[DowntownRaleighHomeShow.com](http://DowntownRaleighHomeShow.com)**

# SHOW MANAGEMENT

The Downtown Raleigh Home Show is produced and managed by:

Marketplace Events

2500 Regency Parkway Ste 216

Raleigh, NC 27518

Chiara Renella-Brooks, Show Manager

P: (919) 306-9463

[ChiaraRB@mpeshows.com](mailto:ChiaraRB@mpeshows.com)

[www.marketplaceevents.com](http://www.marketplaceevents.com)

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# SHOW FACILITY

The Downtown Raleigh Home Show is held at the:

Raleigh Convention Center

500 South Salisbury Center

P: 919-996-8500

[www.raleighconvention.com](http://www.raleighconvention.com)

Lindsay Clapp, Event Manager

[Lindsay.clapp@raleighconvention.com](mailto:Lindsay.clapp@raleighconvention.com)

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# UTILITIES

Electricity, Telephone, Internet, Water, etc. are provided by the Raleigh Convention Center.

The order form and pricing is available on the [Exhibitor Kit](#) section of our website.

Main: 919-996-8500

Fax: 919-996-8526

For Electric: 919-996-8526

Internet Assistance: 919-996-8652

# MOVE-IN | MOVE-OUT DAYS AND HOURS

**ALL ACCOUNTS MUST BE PAID IN FULL BEFORE YOU MOVE-IN.**

All exhibitors may move in on Wednesday and Thursday. In order to enter the loading dock, please check-in at the marshalling yard that is across the street from the loading dock entrance. We will have 2 dock managers working the lines to ensure they move as quickly as possible. Most often, late morning move-ins (10:30am to 11:30am) and late afternoon move-ins (2pm – 4pm) experience the shortest lines, so plan accordingly.

***For safety reasons, no one under the age of 16 is permitted in the halls or dock areas during move-in/out.***

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## General Move-In Dates/Time

Wednesday	February 15, 2017	8:00am - 5:00pm
Thursday	February 16, 2017	8:00am - 5:00pm

You will be allowed to work in the building on move in days after 5:00pm but you must arrive before 4:30pm in order to drive onto the floor. You must be in the building no later than 7:00pm in order to stay till 11:00pm. All exhibitors must be out of the building no later than 11:00pm.

**YOU MUST BE COMPLETELY SET UP BY 11:00PM ON THURSDAY. NO SETUP IS PERMITTED ON FRIDAY.**

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## General Move-Out Dates/Time

Sunday	February 19, 2017	6:30pm - 10:00pm
Monday	February 20, 2017	8:00am - Noon

**YOU MAY BEGIN BREAKING DOWN YOUR BOOTH IMMEDIATELY FOLLOWING THE CLOSE OF THE SHOW; HOWEVER DRIVE-ON ACCESS WILL NOT BE PERMITTED UNTIL ALL AISLE CARPET HAS BEEN ROLLED UP.**

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**You may use your own carts, hand trucks, dollies, etc.**



**Dismantling your booth prior to show close at 6:00pm on Sunday is strictly prohibited. Your cooperation is appreciated.**



## SHOW HOURS

Friday	February 17, 2017	11:00am - 9:00pm
Saturday	February 18, 2017	10:00am - 9:00pm
Sunday	February 19, 2017	10:00am - 6:00pm

Exhibitors may enter the show one hour before opening.

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## EXHIBITOR BADGES

Exhibitor badges are NOT mailed out prior to the show. Badges can be picked up in the Show Office (room #206) during move-in and during show hours. Plastic badge holders are provided.

Exhibitor badges are required to identify you as an authorized exhibitor. Exhibitors will not be allowed access to the show floor during move-in or show days without a badge.

Six (6) exhibitor badges are provided for each 100 square feet of space purchased, with a maximum allotment of 24 badges per company.

If you have different staff members working your booth on different days, you are encouraged to drop off your badge each night in the Show Office (room #206), so that your company does not run out of badges during the show.

**EXHIBITOR BADGES MUST NOT BE USED AS ADMISSION TICKETS AND CANNOT BE LEFT AT WILL CALL.**

## SHOW OFFICE

During move-in, show hours and move-out, Show Management will maintain a show office in the Convention Center. The office is located in meeting room 206 (on the mezzanine above the exhibit hall). Look for the show office sign.

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## EXHIBITOR ENTRANCES DURING SHOW HOURS

During show hours, exhibitors may use the main entrances to the Raleigh Convention Center. An exhibitor badge will be required to enter the show floor.

The main entrance is for attendees and gets very crowded prior to opening each morning. You will not be allowed to bring in exhibit supplies through this entrance, including hand-carried items.

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## COMPLIMENTARY TICKETS

Each exhibitor will receive 10 complimentary tickets for each 100 square feet of space purchased with a maximum allotment of 40 tickets. These will be mailed out three weeks prior to the show. Tickets will only be mailed out if your account has been settled in full.

**COMPLIMENTARY TICKETS ARE NOT PERMITTED TO BE DISTRIBUTED AT THE ENTRANCE TO THE SHOW.** Use your tickets to invite potential customers to the show, as a thank you to good customers or for friends and family.

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## MARKETING OPPORTUNITIES FOR EXHIBITORS

Please visit the [Marketing Opportunities](#) section of our website to take advantage of our many affordable marketing opportunities that will maximize your investment in the show, and drive traffic to your booth. You may also contact your Exhibit Sales Consultant directly. [Sponsorship Opportunities](#) are also available; please reach out to our show manager and sponsorship expert, Chiara-Renella Brooks, for more information.

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## WILL CALL

Will Call will be set up in the show office, which will be utilized by consumers to pick up the tickets that have been reserved for them. Staff will be at Will Call at all times to hand out complimentary tickets for exhibitor family, friends and prospects. **\*NEW\*** Please leave your tickets in INDIVIDUALLY marked envelopes with FIRST AND LAST NAME on the front of the envelope at Will Call for your guests.

**EXHIBITOR BADGES ARE FOR EXHIBITORS, THEY ARE NOT TICKETS TO THE SHOW. THEY SHOULD NOT BE LEFT AT WILL CALL TO BE PICKED UP BY ATTENDEES.**

## DECORATOR SERVICES

Hale Northeastern is the show decorator and provides carpet, tables, chairs, cleaning, signage, etc. Please order these items directly from them. The forms are available on the [Exhibitor Kit](#) section of our website.

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## PARKING

Exhibitor parking is located in Parking Lot G. It can fit oversize vehicles and is an open air lot. **There is no cost to park in Lot G.** We have also rented the open lot located on the corner of Lenoir and McDowell Street during MOVE-IN and MOVE-OUT DAYS ONLY. This lot is managed by McLaurin Parking and you will not be towed during move in/move out on Wednesday, Thursday, Sunday, or Monday. **On Friday and Saturday, there is NO PARKING in the McLaurin Lot or you will be towed.** These two lots are on a first come first serve basis. You may also use the Parking Deck located across the street from the Raleigh Convention Center (at the corner of Lenoir and McDowell Streets). **Cost for the parking deck is \$7/day.** Please note – commercial trucks, trailers and oversized vehicles that cannot fit in standard parking spaces are not permitted in the parking deck. Please refer to parking maps at the end of this manual.

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## UTILITIES AND SERVICES POLICY

The Raleigh Convention Center is happy to provide utilities and services at prevailing rates. Current rate sheets for labor, equipment rental and services are available on request. For safety reasons, RCC personnel must perform installation of all utility services.

Please submit all service order forms with full payment enclosed to the RCC. They cannot provide the service until payment is received.

To receive the lower advance rate, your forms must be received two weeks prior to your first scheduled move-in day.

Utilities Forms can be found under the [Exhibitor Kit](#) section of our website, which is located at the bottom of the Home Page.

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## FOOD AND BEVERAGE SAMPLING

All food sampling must be approved by Centerplate, The Official Caterer of the Raleigh Convention Center, prior to the show. Food & Beverage sampling is limited to 2 oz. A written description that outlines the product and portion size to be sampled shall be submitted in advance to Centerplate. Approval of sampling arrangements will be provided to the company or organization in writing from Centerplate.

The Raleigh Convention Center holds and maintains a full-service liquor license and abides by all rules and regulations set forth by the North Carolina Alcoholic Beverage Control Commission. Outside alcoholic beverages are prohibited.

Forms for all the above services can be found on the [Exhibitor Kit](#) section of our website.

# VEHICLES IN EXHIBITS

If you plan on having a vehicle in your booth as part of your display, please contact Show Management for approval and move-in instructions.

- Visqueen must be put down on the floor before the vehicle is driven into place.
- All vehicles must have a locking gas cap or gas cap sealed with tape and no more than 1/4 tank of gas in the vehicle.
- A set of keys must be left with Show Management for the duration of the show.
- All vehicle batteries must be disconnected and cables taped.

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## BOOTH INFORMATION, RULES & REGULATIONS

Exhibit booths will have an 8' draped back wall. On each side, a draped side rail will extend from the back of the booth to the front of the booth at a height of 32". The drape color is black. **Tables, chairs, electricity etc. are not included with the cost of your exhibit booth.**

### Flooring

Flooring is not included in the cost of your exhibit booth. **It is mandatory that all booths are carpeted** or have some type of clean, professional-looking floor covering that covers 100% of the booth's square footage.

### Table Skirting

**It is mandatory that all tables are properly skirted.** Skirting must go from the edge of the table to the floor on all four sides. All skirting must be pressed and neat. Use of plastic table cloths, sheets, shower curtains or any type of "makeshift" table cloths is **not permitted**. We strictly enforce this and will skirt all incorrectly skirted tables at the exhibitor's expense.

All inventory and personal items must be stored COMPLETELY OUT OF SIGHT. Your booth should look professional and inviting to the attendee.

### Staffing Your Booth

All exhibitors are expected to be in their booths during all published show hours, as we do receive consumer complaints about un-manned displays. **Our visitors pay an entrance fee and expect to be able to do business with our exhibitors at any time during show hours. If you are in violation of this rule, your company may not be permitted to exhibit with us in the future.**

Working in the aisles or distributing brochures, etc. from any other area other than your booth is prohibited. All activity must take place inside your contracted space.

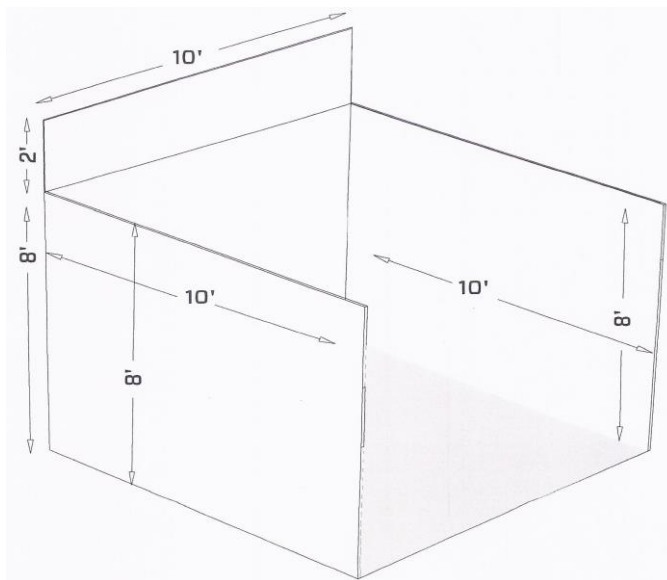
**\*\*\*TENTS AND CANOPIES ARE NOT ALLOWED\*\*\***

## **Booth Guidelines**

Exhibitors are allowed to build their booth to the maximum height of 8 feet. This includes back wall and sidewalls. If your display includes a sign attached to the back wall, you must get approval from show management and the following rules apply:

- TOTAL HEIGHT OF SIGN MUST NOT EXCEED 2 FEET FROM TOP OF DRAPE LINE
- Sign must be single sided
- Professionally finished
- No PVC pipe allowed

If you are using side walls as part of your display they must be completely finished on BOTH sides. No exposed wires, frames, wood must be exposed for the public or your neighbor to see.



## **SECURITY**

Security is provided by the Raleigh Convention Center and guards will be on duty throughout the event. Every reasonable precaution will be taken to protect exhibitors' property, but Show Management assumes no responsibility for any losses due to fire, theft, robbery, damage, accident or other causes.

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## **INSURANCE**

Show Management is insured against public liability and property damage claims arising out of the conduct of the show. This insurance does not cover exhibitors' property, which is placed on display at the exhibitor's risk. Please refer to items #4 and 5 on your exhibitor contract/application or contact Show Management if you have questions.



# SHIPPING INFORMATION

Hale Northeastern charges a drayage fee for handling any materials delivered to the convention center. Deliveries without company name and booth number will be declined. Contact Hale Northeastern if you are sending shipments ahead of your arrival. Marketplace Events and Raleigh Convention Center are not authorized to accept your shipment. Delivery address:

Hale Northeastern  
c/o Raleigh Convention Center  
500 South Salisbury Street  
Raleigh, NC 27601

**Company name and booth number**

**\*ALL DELIVERIES COMING TO THE RALEIGH CONVENTION CENTER FOR YOUR COMPANY MUST BE PICKED UP THE SAME DAY AS DELIVERED!**

**Shipping in advance of show move-in can be sent to the warehouse listed below:**

ABC Freight  
c/o Hale Northeastern – Raleigh Home Show  
208 Muldee Street  
Durham, NC 27703

**Company name and booth number**

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# SHOW HOTEL INFORMATION

## Raleigh Marriott City Center



Reservations: 888.236.2427

500 Fayetteville Street | Raleigh, North Carolina 27601 | <http://www.marriott.com/hotels/travel/rdumc-raleigh-marriott-city-center/>

## Sheraton Raleigh Hotel



Reservations: 888.974.3068

421 South Salisbury Street | Raleigh, North Carolina 27601 | <http://www.sheratonraleigh.com/>

# RALEIGH CONVENTION CENTER

## RULES AND REGULATIONS



- Metal-wheeled carts are not permitted on the stone floors.
- Bicycles and carts are allowed only on the Exhibit Hall floor and in service corridors.
- Exhibitors may not distribute stickers, decals, advertisements or similar items with adhesive backing in the building.
- Canned string, serpentine spray (e.g. Silly String), or similar products may not be used in the building.
- Glitter and confetti may not be used in the building.
- The use of helium-filled balloons or Mylar balloons is not allowed in the building.
- Only RCC personnel may move plants, lobby furniture and other RCC equipment in the public areas.
- No decorations or signage may be attached to the building walls, ceilings, columns, windows or other painted surfaces using nails, tacks, screws, wire, adhesive tape, etc.
- Sand, gravel, dirt, mulch and other loose materials may not be brought into the building without prior approval of RCC management.
- Brick, stone and other similar materials may not be cut on the premises unless a vacuum is used to prevent dust and debris from entering the air or remaining on the floor. These materials may not be glued or otherwise adhered to the facility floor.
- Holes may not be drilled, cored or punched in the building without prior written approval from your RCC Event Manager.
- Painting or applying any covering to the walls, ceilings, floors or other areas of the Convention Center, its furnishings or fixtures is not permitted.
- Spray painting, touch-up painting or use of cleaning materials (e.g. Armor All) on equipment may be done only after the exhibitor has provided adequate protection for surrounding surfaces. Exhibitors who fail to provide the protection are billed for cleanup at prevailing rates with a one-hour minimum. No painting will be permitted in any carpeted area — no exceptions.
- Drains are intended for water and sanitary waste only. Dumping of paints, food or chemical waste into sinks, toilets or other drains is strictly prohibited.



## EXHIBITOR RULES AND REGULATIONS CHECK LIST

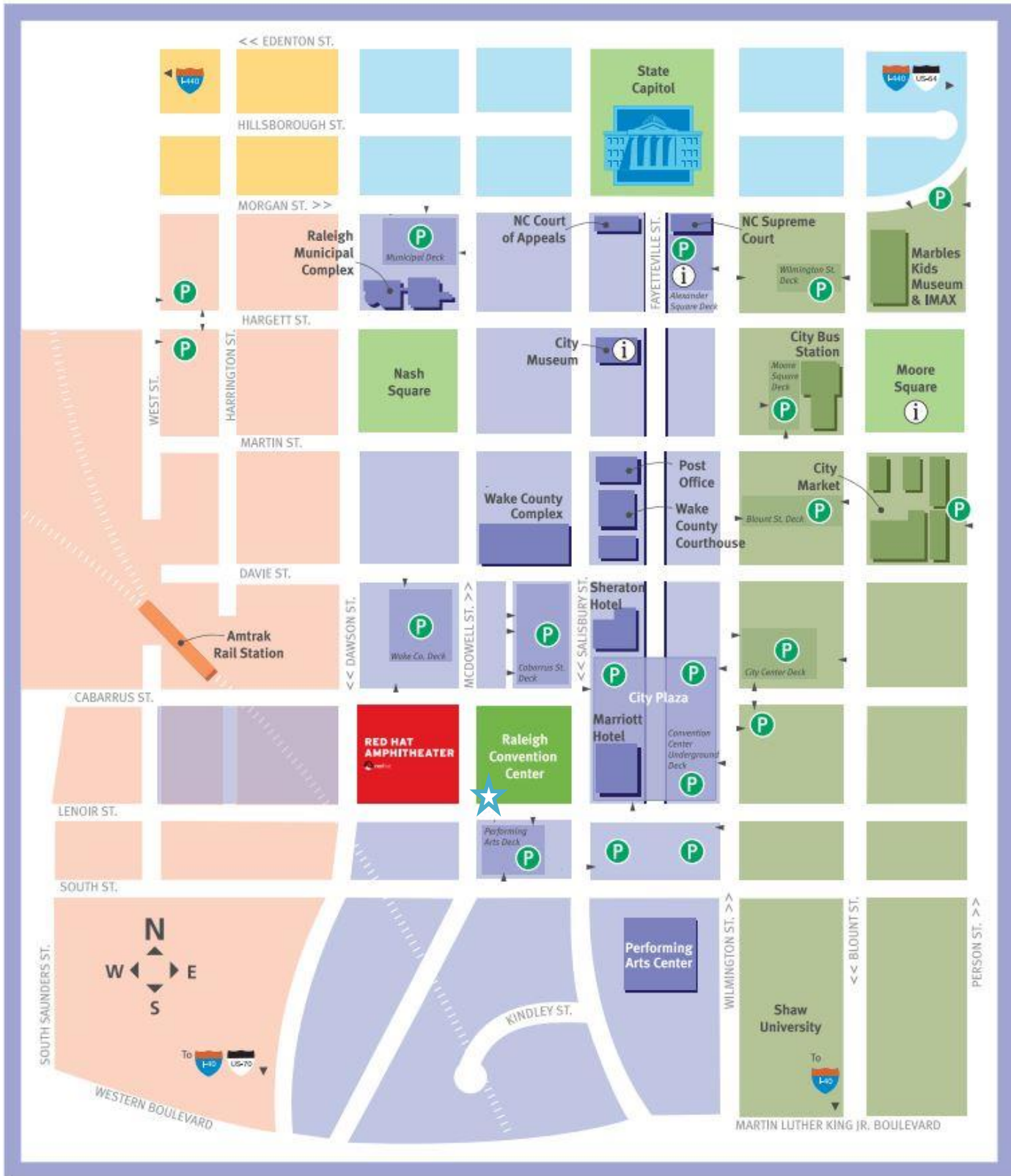
- All booths must have floor covering in entire booth area.
- No signs above 8'. All signs must be professional. "Homemade" or handwritten signs are not allowed.
- If the height of your display exceeds 8' you need to notify management for approval. **Electric, tables, chairs, carpeting, water, telephone, etc. are not included with the price of your exhibit space.** These items can be ordered through Hale Northeastern and the Raleigh Convention Center.
- Tables are to be professionally skirted with floor-length skirting. Absolutely no paper or plastic table skirts! Fine furniture is acceptable without skirting.
- Exterior of display or structure facing adjacent exhibitor or aisle must be finished or suitably decorated. You can order masking drape from the Raleigh Convention Center.
- Improve exhibit with live flowers and plants.
- Stickers, pressure adhesive and helium balloons are not permitted in the booth.
- No food or beverages may be distributed by exhibitors unless approval has been obtained from Marketplace Events and the Raleigh Convention Center.
- All exhibitors are expected to be in their booths during all published show hours. If Show Management sees that you are in violation of this rule, your company may not be permitted to exhibit in future shows.
- All exhibiting companies must have an executed space agreement with Marketplace Events. Exhibitors are not permitted to assign, sublet or share booth space.
- Admission with an exhibitor badge is required.
- Exhibitors are allowed on the show floor one hour before the show opens to the public and are encouraged to arrive early and be prepared for the crowds.
- What you bring in, take out. Leave the Raleigh Convention Center floor in broom-clean condition.

**Our sincere thanks for your support and participation in the Downtown Raleigh Home Shows produced by Marketplace Events each Spring & Fall!**

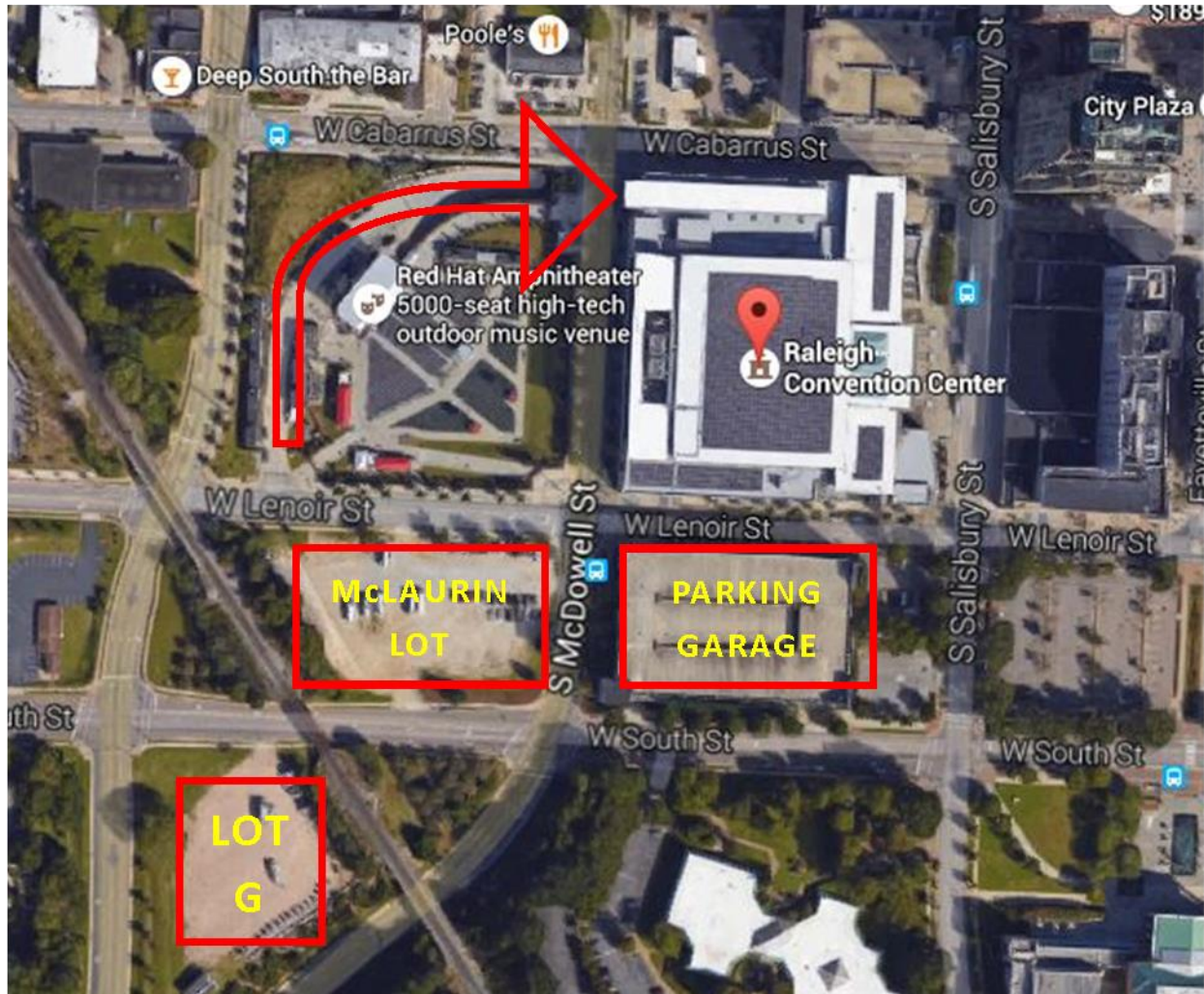
# RED HAT AMPHITHEATER



## LOCATION MAP



## Unloading & Parking at the Raleigh Convention Center



**Step 1:** Check in at the **McLaurin Lot** (marshalling yard). You will wait here until it is your turn to drive into the Raleigh Convention Center.

**Step 2:** When it is your turn, you will drive across Lenoir Street and drive behind the Red Hat Amphitheater into the loading docks underneath the convention center. If you need to drive onto the show floor to unload, you will be directed to do so.

**Step 3:** **Lot G** is free parking for exhibitors on a first come, first serve basis during move-in, move-out, and during the show. **The McLaurin Lot is NOT available for parking on Friday or Saturday; you will be towed.** There is metered parking available on the street surrounding the convention center, or in the nearest **parking garage** (Performing Arts Deck, typically \$7 per day). Additional paid parking is available at the downtown parking garages surrounding the facility.

# DOWNTOWN RALEIGH HOME SHOW

**FEB. 17-19, 2017**

Raleigh Convention Center



**CALL TODAY!**

**TINA ROBINSON**

Exhibit Sales Consultant  
480-290-1197 (Alpha #, A-L)  
tinar@MPeshows.com

**MICHELE OPPENHIMER**

Exhibit Sales Consultant  
919-306-3545 (Alpha M-Z)  
micheleo@MPeshows.com

