



Exhibitor FAQs

Q. Is electricity included with my booth?

A. No, exhibitors can purchase electrical from the convention center- Find form in Shepard Exhibitor Kit- Page 63

Q. Is WiFi provided complimentary in the exhibit hall?

A. No, WiFi must be purchased through Smart City Networks for all devices requiring internet. Smart City information can be found in the Shepard Exhibitor Kit- Page 66

Q. What's included in my basic booth rental?

A. Carpet, pipe and drape, a company sign and waste basket are all included in every level of booth rental.

Q. Are tables and chairs included in booth rental?

A. No, all that is included is a company sign and waste basket. Furniture can be rented - refer to Shepard Exhibitor Kit- Pages 11-40

Q. Can I bring my own tables and chairs or must it be rented through Shepard Expo?

A. Yes, you may bring your own furniture to place in your booth.

Q. If needed, would I be able to rent furniture or order electrical onsite at the event?

A. Yes, exhibitors may order items through Shepard Expo onsite or purchase electrical; although rates will be significantly higher onsite than pre-order costs.

Q. May alcohol be provided at the booth?

A. Yes, as long as it is purchased through Centerplate; the convention center's exclusive catering company. **NO ALCOHOL SHALL BE PERMITTED THAT IS BEING OFFERED OUTSIDE OF CENTERPLATE.** Any exhibitor offering alcohol outside of Centerplate will be asked to leave the show.

Q. How do exhibitors transfer items from vehicles to the exhibit hall during the move-in process?

A. There are several options; IAA offers move-in times through loading docks that are located near the exhibit hall. There are also several entrances around the convention center with circle drives that exhibitors may use to haul materials from vehicles to the trade show hall.

Q. As an exhibitor, where do I park during show hours?

A. There are many parking garages surrounding the convention center; check out all parking options in this packet. Pages 17-19.

Q. When is the earliest I can access my booth space?

A. Exhibitors will have access to the trade show hall at 7am on the first day of the show. It will not be available for exhibitor move-in any time prior.

Q. Can I have Helium Balloons at my booth?

A. No, Helium is not allowed inside the trade show. See Regulation Compliance in this packet- page 9.

Q. I need to catch a flight, can I teardown early?

A. No, early departure is not allowed from the trade show floor. See Teardown in this packet- page 12.