



# EXHIBITOR FAQ'S



### Where can I find updated Safety Regulations?

Go to [www.hh-americas.com](http://www.hh-americas.com) and click on the “Health & Safety” tab at the top of the page.

### What are h+h americas exhibit hall hours?

Wed, June 22, 5:00pm - 7:00pm *Opening Reception*  
Thur, June 23 9:00am - 5:00pm  
Fri, June 24 9:00am - 4:00pm

### When can I set up my booth?

Mon, June 20 12:30pm - 5:00pm *(by appointment only)*  
Tue, June 21 9:00am - 5:00pm  
Wed, June 22 9:00am - 3:00pm

\*All booths must be completely set up and freight removed by 3pm on Wednesday

### Will late access to the exhibit hall be allowed during setup?

Contact show management at [services@koelnmessenafra.com](mailto:services@koelnmessenafra.com) to request access to the exhibit hall outside of the appointed move-in times.

### Where can I find the h+h americas Exhibitor Service Manual?

Go to [www.hh-americas.com](http://www.hh-americas.com) and look for the manual under the “For Exhibitors” tab at the top of the page. Our General Services Contractor is Rosemont Exposition Services (RES) and you can order all services through them. Place orders using PDF forms or the RES online order platform. RES can be contacted at [customerservice@rosemontexpo.com](mailto:customerservice@rosemontexpo.com) or +1-847-595-2208.

### What equipment and services are included with my standard booth?

#### Linear, Corner and Perimeter Booths

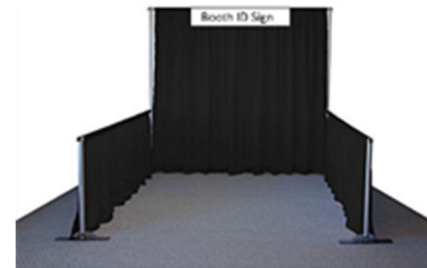
- Gray booth carpet
- 8 ft high pipe and drape back wall *(white/gray)*
- 3 ft high pipe and drape side rails *(white/gray)*
- 7 in x 44 in booth ID sign with company name/booth number

#### Peninsula and End-cap Booths

- Gray booth carpet
- 8 ft high pipe and drape back wall *(white/gray)*
- 7 in x 44 in booth ID sign with company name/booth number

#### Island Booths

- Gray booth carpet
- Island booths do not come with drape or ID signs. You can order these from the General Services Contractor.



Pipe & Drape Booth

## What equipment and services are included with my Hardwall Package Add-on?

Each package is for a 100 sqf (9 sqm) space.

- Gray booth carpet
- 8 ft high hard wall panels
- Booth sign
- (1) Information Counter
- (1) Bar stool
- (1) Wastebasket
- (3) Spotlights
- (2) Outlets



## What are the restrictions for my booth structure?

- Linear Booths: May not extend beyond 8ft (2.44m) tall. For pipe & drape booths, display materials should be arranged to not obstruct sight lines of neighboring exhibitors.
- Perimeter Booths: Guidelines for linear booths apply but maximum backwall height is 12 ft (3.66m)
- Island Booths: Height limit is 16ft (4.88m). This includes hanging signs.
- Booth materials may not extend beyond the dimensions of the booth space.

Any planned structures exceeding 8ft (3.35m) must be approved in advance by Show Management in writing. Please send plans to [services@koelnmessenaftha.com](mailto:services@koelnmessenaftha.com) by May 7, 2022.

## Can I have a hanging sign over my booth?

Hanging signs are only available for peninsula and island booths at a maximum height of 16ft (4.88m) from the top of the sign to the floor. All hanging signs must be approved in advance by Show Management in writing. Email [services@koelnmessenaftha.com](mailto:services@koelnmessenaftha.com).

## Can I set up my own booth?

Exhibitors are allowed to set up and dismantle their booth provided the staff is employed full-time by the exhibiting company. If you are using an Exhibitor Appointed Contractor or Booth Builder (EAC), please complete the [Exhibitor Appointed Contractor Form](#) on page 13 of the Service Manual (PDF version). The EAC's certificate of insurance must also be submitted as an attachment when submitting this form.

If you have any questions about EAC requirements, please contact RES at [customerservice@rosemontexpo.com](mailto:customerservice@rosemontexpo.com).

## How do I get my equipment and materials to the show floor?

Please find all freight related information on pages 66-74 of the Exhibitor Service Manual (PDF version). This includes carriers, rates, maps, shipping labels and delivery times.

### Options for Moving in Your Materials

**NO COST:** Carry your boxes into the convention center from the hotel or parking garage. You can hand-carry or use a cart that will fit through a SINGLE-WIDE entrance door. **THERE ARE NO DOUBLE DOORS!**

**CARTLOAD SERVICES:** Special freight service for small vehicle deliveries. This service is for those who have small and carry items and must fit on a 3ft x 4ft pushcart in one trip only - \$125 per trip. See page 66 of the manual.

**ADVANCE/ONSITE SHIPPING:** Ship to advance warehouse by June 17 or ship directly onsite. **Material handling charges will apply.** See service manual forms for rates and deadlines.

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### *When can we break down our booth?*

Exhibitors may begin dismantling their displays immediately after the show closes at 4:00pm on Friday, June 24. In agreement with the contract Terms and Conditions, **exhibitors may not dismantle or remove any portion of their exhibit prior to the 4:00pm closing time.**

### *Can my staff leave the booth unattended?*

Your booth must be staffed by at least one representative for the duration of the event.

### *Do I need to order booth cleaning?*

Each booth will be vacuumed prior to the show opening on Wednesday. Any additional booth cleaning must be ordered. General hall cleaning and aisle vacuuming will be done nightly.

### *Will there be security in the exhibit hall?*

Show management will provide perimeter security during setup, show and move-out. Beyond this, Management and the facility will not be responsible for the safety or property of the exhibitor. Please secure your property and do not leave items in the booth overnight.

### *What insurance coverage do I need and who should be listed as additional insured?*

Exhibitor is required to obtain liability insurance in the minimum amount of \$1,000,000 and to list Koelnmesse Inc, 8770 W Bryn Mawr Ave, Suite 1300, Chicago, IL 60631 as additional insured. A certificate of insurance must be provided to show organizer if requested. Please review this information in your Terms & Conditions that were signed with your booth contract.

### *How do I update my Online Exhibitor Profile?*

You can update your exhibitor profile by using your log-in data included in your “Confirmation” email. Add additional information, update contact information and your social media channels.

### *Are there Sponsorship & Promotional opportunities to enhance my show presence?*

Take advantage of our [Sponsorship & Marketing Opportunities](#). Find more information at <https://www.hh-americas.com/sponsorships/> and contact Jessica Boweak to discuss options at [j.boweak@koelnmessenافتا.com](mailto:j.boweak@koelnmessenافتا.com).

You can also find FREE promotional tools at <https://www.hh-americas.com/hha-promo-tools/>.

### *Can I get an attendee list?*

For privacy purposes, attendee lists are not available.

### *How do I register my exhibitor booth personnel?*

Coming soon!

### *How do I make hotel reservations?*

You can find hotel information and reservation links at [www.hh-americas.com](http://www.hh-americas.com) under the “Attendees” tab at the top of the page. The listed hotels offer special convention rates and room blocks.

### *How do I get an international visa letter of invitation?*

When you register your booth personnel, if a country outside of the United States is selected, you will have the option of requesting an invitation letter to be emailed to you.

### *Is there parking at the convention center?*

There is a parking garage located off River Road on Williams Street, across from the convention center. The price is \$15/day.

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## *What expenses should I keep in mind when budgeting for the show?*

- Exhibit space rental
- Additional furnishings, equipment and graphics
- Marketing materials, give-aways, etc.
- Shipping and material handling fees
- Electric, internet, audio visual
- Staff expenses: hotel, travel, meals

## *How can I cut down on my overall costs?*

- ORDER IN ADVANCE TO GET THE DISCOUNTED PRICES
- Avoid sending multiple shipments—material handling rates are per shipment
- If shipping multiple pieces make sure they are crated/palletted and shrink wrapped to be charged as one shipment
- Schedule any necessary labor on straight time

## *Where can I go onsite if I forgot to order something for my booth or need assistance?*

The Exhibitor Services Desk is located at the back of Hall A by the restaurant area. They are open from 8:00am-4:30pm during setup and show days.



h+h americas

June 22-24, 2022

[www.hh-americas.com](http://www.hh-americas.com)

*Booth Space / Sponsorship:*

[sales@hh-americas.com](mailto:sales@hh-americas.com)

*Exhibitor Services:*

[services@koelnmessenافتا.com](mailto:services@koelnmessenافتا.com)

*Managed by Koelnmesse Inc.*

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