



EXHIBITOR FAQ'S



What are h+h americas exhibit hall hours?

Wed, June 21 10:00am – 6:00pm
Thurs, June 22 10:00am – 6:00pm
Fri, June 23 10:00am – 3:00pm

**Exhibitors are allowed in the hall 1 hour prior and 1 hour after show hours.*

When can I set up my booth?

Mon, June 19 9:00am – 6:00pm
Tues, June 20 8:00am – 6:00pm

Exhibitor registration will be open during all setup hours.

**All booths must be completely set up and freight removed by 6pm on Tuesday.*

When can I break down my booth?

Fri, June 23 3:00pm – 8:00pm

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

Contact show management at services@koelnmesse.us 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 and select “For Exhibitors” in the top menu, then find the Manual under “Plan your onsite presence.” 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 or +1-847-595-2208.

What equipment and services are included with my standard booth?

Linear, Corner and Perimeter Booths

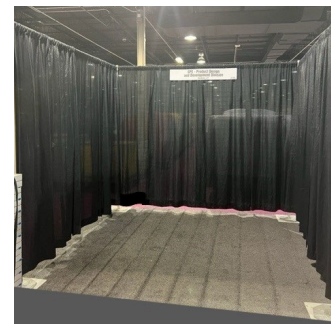
- Gray booth carpet
- 8 ft high pipe and drape back wall (*black*)
- 8 ft high pipe and drape side walls (*black*)
- 7 in x 44 in booth ID sign with company name/booth number

Peninsula and End-cap Booths

- Gray booth carpet
- 8 ft high pipe and drape back wall (*black*)
- 8 ft high pipe and drape side walls (*black*)
- 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



Pipe & Drape Booth

What if I want hardwall instead of pipe & drape?

We have two available hardwall packages.

Silver Package

(per 10 x 10 space)

- Gray booth carpet
- 8 ft white hardwall
- Company name
- (4) Hanging shelves
- (3) Spotlights
- Electrical outlet
- Wastebasket

Bronze Package

(per 10 x 10 space)

- Gray booth carpet
- 8 ft white hardwall
- Company name
- (3) Spotlights
- Electrical outlet
- Wastebasket



Silver Package



Bronze Packag

Furniture Packages are also available.

To place an order go to <https://www.hh-americas.com/boothpackage/>

What are the restrictions for my booth structure?

- Linear Booths: May not extend beyond 8ft (2.44m) tall.
- 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@koenmesse.us by May 12, 2023.

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@koelnmesse.us.

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.

For questions about EAC requirements, please contact RES at 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 the front_entrance door. You can also pull into the main entrance outside Hall A and temporarily park to unload. The vehicle must be manned while temporarily parked.

CARTLOAD SERVICES: Special freight service for small vehicle deliveries. This service is for those who have small and carry items to drop of by vehicle 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.

When can we break down our booth?

Exhibitors may begin dismantling their displays immediately after the show closes at 3:00pm on Friday, June 23. In agreement with the contract Terms and Conditions, **exhibitors may not dismantle or remove any portion of their exhibit prior to the 3:00pm 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 www.hh-americas.com/sponsorships/. To discuss options, contact:

- Jessica Boweak (Fiber Products) - j.boweak@koelnmesse.us
- Nadine Schwartz (General Crafts) - n.schwartz@koelnmesse.us.

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. We recommend you use the h+h americas Community platform to discover, network and schedule meetings with everyone who registers for event.

How do I register my booth personnel and how many badges can I get?

You will receive a link and code to register for exhibitor badges and tickets from show management. If you have not received a link, please contact services@koelnmesse.us. Each exhibitor will receive 3 comp exhibitor badges per 100 sq ft. Additional badges are \$55 each.

Exhibitor registration will open on Monday, June 19 from 8:00am – 6:00pm and will be open the remainder of the show.

How do I make hotel reservations?

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

Is there parking at the convention center?

There is a parking garage located off River Road on Williams Street, across from the convention center.

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.

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 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 21-23, 2023

www.hh-americas.com

Booth Space / Sponsorship:

sales@hh-americas.com

Exhibitor Services:

services@koelnmesse.us

Managed by Koelnmesse Inc.

info@koelnmesse.us

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