



EXHIBITOR FAQ'S 2025



What are h+h americas exhibit hall hours?

Wed, May 7	10:00am– 5:00pm
Thurs, May 8	10:00am– 5:00pm
Fri, May 9	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, May 5	9:00am– 6:00pm
Tues, May 6	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, May 9 3:00pm– 8:00pm *Break down before 3:00pm is not allowed.*

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?—available Jan. 6, 2025

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

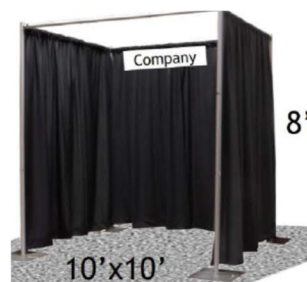
- Gray booth carpet
- 8 ft high black pipe and drape back wall
- 8 ft high black pipe and drape side walls
(standard corner booths have only one side wall)
- 7 in x 44 in booth ID sign with company name/booth number

Peninsula/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
- No drape or ID sign provided. You can order these from the General Services Contractor.



What if I want hardwall instead of pipe & drape?

We have three available hardwall packages.

Silver Package

(10x10 to 10x30 booths)

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

Bronze Package

(10x10 to 10x30 booths)

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

Copper Package

(5x10 to 5x20 booths)

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



Silver



Bronze



Copper

Furniture Packages are also available.

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

What are the restrictions for my booth height and structure?

- Linear, Corner & Peninsula Booths: Components of booth may not extend beyond 8ft (2.44m) high.
- 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 (2.44m) in height must be approved in advance by Show Management in writing. Please send plans to services@koelnmesse.us by March 21, 2025.

Can I have a hanging sign over my booth?

Hanging signs are only available for island and peninsula 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 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. For questions about EAC requirements, please contact RES at customerservice@rosemontexpo.com.

How do I ship my equipment and materials and get them to my booth?

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 and Moving out Your Materials

NO COST: Use our Courtesy Service to move in on **Tuesday, May 6 ONLY**. Drive onto the show floor and unload your items during booth setup. If you need assistance, we will also provide a complimentary labor team to help you unload and get things to your booth. You can also drive onto the show floor to load your items after the show closes, but must pay for any labor help needed.

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/load. The vehicle must be manned while temporarily parked.

ADVANCE/ONSITE SHIPPING: Ship to advance warehouse or directly onsite. **RES will charge material handling to receive, store and deliver freight to your booth.** See service manual forms for rates and deadlines.

Can we break down the booth earlier than 3:00 pm on Friday?

Exhibitors may begin dismantling their displays immediately after the show closes at 3:00pm on Friday, May 9. 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 Floorplan Exhibitor Profile?

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

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/.

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

Can I get an attendee list?

To protect the privacy of our attendees, we do NOT share or sell their contact information. This complies with the GDPR regulations, which are stricter than the federal and state laws in the US. However, you can still connect with other participants through the h+h americas community platform, where you can find, network, and arrange meetings with anyone who registers for the 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 do not receive a link by March 1, 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, May 5 from 1:00pm – 6:00pm and will be open the remainder of the show.

As an exhibitor, can I attend the education sessions at the show?

The education program will begin on Tuesday, May 6 and continue through Friday, May 9. All exhibitors are invited to take part in the complimentary sessions and can sign up for any sessions with registration fees. Be sure to explore our Tuesday programs, which feature the Content Creator Summit, Masterclasses, and the Product Academy sessions.

Find a complete overview of courses on the h+h website under “For Attendees/Events Program”.

Is there an opportunity to present my products in an educational setting?

The Product Academy on Tuesday provides you with the chance to present your products, services, and expertise to a highly engaged audience eager to learn from you. Sessions should focus on topics such as products, product sales, and product uses, with an emphasis on education rather than strictly sales-oriented content.

Find more information under our Sponsorship Programs at <https://www.hh-americas.com/sponsorships>.

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 with walkways to the building. The price per day is \$15 (as of July 1, 24). The garage height limit is 10 ft.

Exhibitors can leave their trailers in the lot behind Hall D and large trucks can be parked in the Marshalling Yard at no charge. Find more information and a map in the Exhibitor Service Manual shipping section.

How do I get an international visa letter of invitation?

Invitation letters can be issued to registered exhibitors. Please email l.fleck@koelnmesse.us if you need an invitation letter and include the following information: name as on passport, company address, job title, passport # and date of birth.

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
May 7-9, 2025
www.hh-americas.com

Booth Space/Sponsorship:
sales@hh-americas.com

Exhibitor Services:
services@koelnmesse.us

Managed by Koelnmesse Inc.
info@koelnmesse.us
+1 773-326-9920