



EXHIBITOR SERVICE MANUAL

Save Time and Money! Pre-Order by Feb. 3rd
and receive substantial discounts!

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Capital Remodel & Garden Show

Dulles Expo Center
February 24 - 26, 2023

Hale Northeastern, Inc. is pleased to have been selected as the official service contractor for the **2023 Capital Remodel & Garden Show** to be held at the Dulles Expo Center. This exhibitor service manual contains information and order forms for many of the services we offer. We have found it most efficient if this manual gets to the person who is responsible for what happens in your booth. Please take time to read through it, complete the necessary forms and return them to us. Our goal is to help make your show participation a success.

Please contact Hale's Customer Service Department with any questions at csr@haleexpo.com or 716-896-6170 and we will do our best to assist you with all your show needs. We appreciate the opportunity to serve you.

SHOW SCHEDULE

The move-in schedule is based on the location of your booth on the show floor. Approximately, two weeks before you move in, you will receive a call from a member of our team informing you of your date and time. While there may be some exceptions, we ask that you arrive as close to your designated time as possible to keep wait times to a minimum.

INSTALLATION

Tuesday, February 21, 2023 8:00 AM - 5:00 PM Exhibit booths 400 sq. ft. or larger MUST move-in on Tuesday

Please Note: If your exhibit booth is located in front of or near a loading dock door you cannot move-in until Thursday, February 23rd after 1:00pm

You will be contacted by Show Management if this pertains to your company.

MOVE-IN DATE AND TIME

Tuesday, February 21, 2023	12:00 PM - 5:00 PM
Wednesday, February 22, 2023	8:00 AM - 5:00 PM
Thursday, February 23, 2023	8:00 AM - 5:00 PM

SHOW DATES AND TIMES

Friday, February 24, 2023	10:00 AM - 9:00 PM
Saturday, February 25, 2023	10:00 AM - 9:00 PM
Sunday, February 26, 2023	10:00 AM - 6:00 PM

MOVE-OUT DATE AND TIMES

Sunday, February 26, 2023	6:01 PM - 10:00 PM
Monday, February 27, 2023	8:00 AM - 12:00 PM

EXHIBIT SPACE DETAILS

Each 10' x 10' exhibit booth(s) will be defined by 8' tall **BLACK** back drape with 32" tall **BLACK** dividing drape and will be identified by a booth number.

MATERIAL HANDLING

All shipments arriving at the advance warehouse and show site from UPS, FedEx, Common Carrier, or any other over-the-road shipping provider fall under the category of Material Handling. There is a charge for this service. The charge covers the signing and handling of shipments received at the advanced warehouse or at the exhibition facility. All fees and material handling instructions are detailed on the enclosed Freight Handling Form.

Advance Warehouse Information

Capital Remodel & Garden Show

ABF Freight / Hale Expo

7850 Wellingford Drive

Manassas, VA 20109

Exhibiting Company Name - Booth # _____

- The advance warehouse will accept freight shipments **Monday, January 30th through Monday, February 20th** except holidays. No appointment is necessary.
- Shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise and total weight.
- Certified weight tickets must accompany all shipments.
- Collect shipments will be returned to the delivery carrier.
- Shipments arriving at the advance warehouse will be delivered to the exhibit booth prior to the first day of setup.

Show Site Shipping Information

Shipments arriving at the exhibit facility will be accepted on or after **Tuesday, February 21st**. Shipments arriving at the exhibit facility should be addressed as follows:

Capital Remodel & Garden Show

c/o Dulles Expo Center / Hale Expo

4320 Chantilly Shopping Center

Chantilly, VA 20151

Exhibiting Company Name - Booth # _____

- Freight will be accepted only during the scheduled exhibitor move-in hours.
- Shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise and total weight.
- Certified weight tickets must accompany all freight.
- Collect shipments will not be accepted and will be returned to the delivery carrier.

Hale will not be responsible for theft or damage of shipments received onsite prior to the arrival of a representative from the exhibiting company. However, Hale will take every precaution possible to protect your shipment.

Insurance coverage of your shipment must be effective from the time your equipment leaves its point of origin until its return to its final destination after the event. The exhibitor's public liability insurance should be in effect and adequate to protect against any claims arising out of the operation of the exhibit. Hale Northeastern, Inc.'s policy DOES NOT include any coverage for individual exhibitors and Hale Northeastern, Inc. cannot be held liable.

DISCOUNT PRICE DEADLINE DATE

Ordering in advance enables you to take advantage of special discounted pricing. The deadline for the pre-order discount pricing is **February 3, 2023**.

HALE SERVICE DESK

Hale Northeastern, Inc. will have a service desk staffed with a customer service representative to handle any last-minute equipment needs or questions you may have. The desk will be operating during setup, show hours and dismantling of the show and will be located on the exhibit floor of the facility.

Please note: Orders can be accepted by mail, fax (716-896-8908) or may be scanned and emailed to csr@haleexpo.com. Full payment must accompany your order to qualify for the advance order discount.

We hope this will be a successful marketing event and encourage you to call if we can help in any way!

Yours Very Truly,

HALE NORTHEASTERN, INC.
Exhibitor Services Department