



## EXHIBITOR SERVICE MANUAL

Save Time and Money! Pre-Order by Feb. 10<sup>th</sup>  
and receive substantial discounts!

828 East Ferry Street - Buffalo, NY 14211  
Phone: (716) 896-6170 | Fax: (716) 896-8908 | Toll Free: (800) 333-4253  
[www.haleexpo.com](http://www.haleexpo.com) | email: [csr@haleexpo.com](mailto:csr@haleexpo.com)

### Buffalo Home Show

Buffalo Niagara Convention Center

March 3-5 & March 10-12, 2023

Hale Northeastern, Inc. is pleased to have been selected as the official service contractor for the **Buffalo Home Show** to be held at the **Buffalo Niagara Convention Center** in Buffalo, NY. 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](mailto:csr@haleexpo.com) or 800-333-4253 and we will do our best to assist you with all your show needs. We appreciate the opportunity to serve you.

## SHOW SCHEDULE

### Market Place Events will provide a move in schedule

#### MOVE-IN DATES AND TIMES

Tuesday, February 28, 2023	8:00 AM - 5:00 PM (Scheduled / Timed Move in will be published by MPE for all days.)
Wednesday, March 1, 2023	8:00 AM - 5:00 PM
Thursday, March 2, 2023	8:00 AM - 5:00 PM

#### SHOW DATES AND TIMES

Friday, March 3, 2023	& Friday, March 10, 2023	10:00 AM - 9:00 PM
Saturday, March 4, 2023	& Saturday, March 11, 2023	10:00 AM - 9:00 PM
Sunday, March 5, 2023	& Sunday, March 12, 2023	11:00 AM - 6:00 PM

#### MOVE-OUT DATES AND TIMES

Sunday, March 12, 2023	6:01 PM - 9:00 PM
Monday, March 13, 2023	8:00 AM - 12:00 PM (All Freight must be off the floor by 12 PM)

## ONLINE ORDERING IS NOW AVAILABLE

Please send an email to [csr@haleexpo.com](mailto:csr@haleexpo.com) with the show name, company name and an email address that you would like a link to be sent to and our Customer Service Department will send a command to our online ordering server to send a secure email link and temporary password to the email address provided.

## EXHIBIT SPACE DETAILS

### Standard Inline Exhibit Booths

Each standard inline pipe and drape exhibit booth(s) will be defined by 8' tall **SOLID BLACK** back drape with 32" tall **SOLID BLACK** dividing drape and will be identified by a 4" x 7" booth number.

### Peninsula / End-Cap Exhibit Booths

Each peninsula bulk area or end-cap exhibit booth will be defined by tape lines on the floor and will have a 10' wide wall of **SOLID BLACK** back drape centered at the rear of the exhibit space. A 4" x 7" booth number will be installed on the back drape to identify the space.

Please note, peninsula / end-cap exhibit booths do not have a full wall of back-drape. Exposed unfinished booth structures (i.e. back side of a popup display, unfinished wall structure or any other unfinished surface) facing adjacent exhibit booths is not permitted. It is the responsibility of the exhibitor who has an unfinished booth structure to provide suitable masking of the unfinished surface. Masking drape is available on enclosed Carpet/Special Background Drape order form for this purpose.

## **Bulk Exhibit / Island Booths**

Each island bulk area exhibit booth will be defined by tape lines and will be identified by a number written in chalk on the floor. Please note, bulk exhibit spaces do not come with any pipe and drape. Masking drape is available on enclosed Carpet/Special Background Drape order form for this purpose.

## **Booth Carpeting / Flooring & Table Skirting**

Marketplace Events requires all exhibit spaces to be carpeted or have approved professional flooring and all tables to be covered or skirted with approved skirting. Approved carpeting and table skirting can be ordered with the enclosed order forms.

### **Carpeted Areas:**

- Room 101 will contain the 100 Series of Booths. This room is permanently carpeted.
- The Ballroom will contain the 200 Series of Booths. This room is permanently carpeted.
- Room 106 will contain the Decorating Ideas Center and 300 Series of Booths. This room is permanently carpeted.
- The Main Exhibit Floor, located on the upper level of the BNCC, will contain booths 400-1100. **These booths do not include carpeting. Aisles only will be carpeted in SPECKLED BLUE. Note: Carpeting or Professional Flooring, approved by Marketplace Events, is required in each exhibit space.**

## **AISLE CARPET DETAILS**

All aisles will be carpeted in [Speckled Blue](#).

VERY IMPORTANT: Because the aisles and the aisle carpet are exactly 9' wide, it is very important that all items are kept entirely within the exhibit space defined by tape lines on the floor and / or pipe and drape boundaries. This will ensure that aisle carpet can be rolled out without encountering any obstruction from exhibits protruding outside of their designated exhibit area. Exhibits extending beyond their space will be assessed a cut and lay charge for any aisle carpet that will be destroyed because of this infraction.

## **MOVE-OUT / CLOSE OF SHOW DETAILS & PROCEDURES**

Immediately after the show closing announcement, all children must vacate the show floor before any move-out can begin. Hale Northeastern, Inc. will immediately begin to roll aisle carpet as soon as all children are off the show floor. To expedite removal of the aisle carpet, please do not place any items on the aisle carpet as this will delay the move-out procedure for everyone. As soon as the aisle carpet is rolled, overhead and dock basin doors will be open at which time move-out can begin. Please note, the "all clear" for door opening can take as long as 30 minutes to an hour after the closing of the show. It will significantly shorten the time of the process if all exhibitors and exhibit material remain inside the exhibit space(s) until the overhead and dock basin doors are open. Once the doors have been opened, Hale Northeastern will begin to distribute the empty containers for those exhibitors who had empty containers stored during the show. Depending upon the amount of items in storage, this process can take one to three hours after empty container distribution begins.

All items must be removed from the show floor by 12:00 PM on **Monday, March 13, 2023**. The Buffalo Niagara Convention Center, with Hale Northeastern, Inc. reserves the right to confiscate any displays still on property after this time. Marketplace Events, Hale Northeastern, Inc. and the Buffalo Niagara Convention Center are not responsible for exhibit items left on the show floor after this time.

At the close of the show, it is the exhibitors' responsibility to make sure that all debris and waste is removed from the area occupied by their exhibit space. Waste must be disposed of properly in the appropriate containers that will be distributed around the show floor or loading dock area. Exhibitors that fail to comply will be billed for cleaning on a per hour basis.

## **MATERIAL HANDLING**

Hale Northeastern, Inc. has partnered with ABF Freight as the official Show Carrier of this event. If you would like a no-obligation quote, please contact ABF directly at 800-654-7019.

**All shipments arriving on show site from UPS, FedEx, Common Carrier or any other over the road shipping provider fall under the category of Material Handling. All fees and material handling instructions are detailed on the enclosed Freight Handling Form. To remain compliant with Insurance and OSHA regulations, onsite deliveries sent without acknowledgment will be refused.**

## **Advance Shipping Information**

Hale Northeastern, Inc. is the warehouse for shipments that need to be sent in advance. Shipments arriving in advance will only be accepted from **Monday, February 13, 2023** through close of business on **Monday, February 27, 2023** at the advance shipping warehouse. Shipments arriving in advance should be addressed as follows:

Hale Northeastern, Inc.  
c/o Buffalo Home Show  
828 East Ferry St.  
Buffalo, NY 14211  
Exhibiting Company Name - Booth # \_\_\_\_\_

- The advance warehouse will accept freight shipments Monday through Friday, 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 28, 2023** until 5:00 PM at the loading dock of the Buffalo Niagara Convention Center. Shipments arriving at the exhibit facility should be addressed as follows:

Buffalo Niagara Convention Center  
c/o Hale Northeastern, Inc. / Buffalo Home Show  
153 Franklin Street  
Pearl Street Loading Dock  
Buffalo, NY 14202  
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.
- To ensure all exhibitor materials are removed from the exhibit facility by the exhibitor move-out deadline please have all carriers check-in by **9:00 AM on Monday, March 13, 2023**.

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 policies DOES NOT include any coverage for individual exhibitors and Hale Northeastern, Inc. cannot be held liable.

**Electric, Water, Telephone & Internet Services** are provided by the Buffalo Niagara Convention Center. Order forms for these services are included for your convenience. **Please return any Electric, Water, or Internet order forms directly to the BNCC. Hale Northeastern cannot process or take payment for BNCC services.**

### 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 10, 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](mailto:csr@haleexpo.com). Full payment must accompany your order to qualify for the advance order discount. Telephone orders will not be accepted. 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