

# Exhibitor Manual

## Raleigh Convention Center



This Exhibitor Manual is designed to help you and your staff with complete details about exhibiting in the Downtown Raleigh Home Show!

Enclosed you will find helpful information to make your participation in our show successful. If you have questions, please do not hesitate to reach out to your show team.

We are here to help you have a *great* show, from move-in to move out!

We strongly urge that you go over this manual with **ALL involved** in designing, setting up, and working your booth at the show.

**[DowntownRaleighHomeShow.com](http://DowntownRaleighHomeShow.com)**

**MARKETPLACE | EVENTS**  
Largest Home Show Producer in North America

# SHOW MANAGEMENT

The Downtown Raleigh Home Show is produced and managed by:

Marketplace Events

590 New Waverly Place Ste 210

Cary, NC 27518

Chiara Renella-Brooks, Show Manager

P: (919) 334-0051 x 201

[ChiaraRB@mpeshows.com](mailto:ChiaraRB@mpeshows.com)

[www.marketplaceevents.com](http://www.marketplaceevents.com)

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# SHOW FACILITY

The Downtown Raleigh Home Show is held at the Raleigh Convention Center

500 South Salisbury St

Raleigh, NC 27601

P: 919-996-8500

[www.raleighconvention.com](http://www.raleighconvention.com)

Lindsay Clapp, Event Manager

[Lindsay.Clapp@raleighconvention.com](mailto:Lindsay.Clapp@raleighconvention.com)

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# UTILITIES

Electricity, Telephone, Internet, Water, etc.

The Raleigh Convention Center is happy to provide utilities and services at prevailing rates. Current rate sheets for labor, equipment rental and services are available on request. For safety reasons, RCC personnel must perform installation of all utility services.

Please submit all service order forms with full payment enclosed to the RCC. They cannot provide the service until payment is received. To receive the lower advance rate, your forms must be received two weeks prior to your first scheduled move-in day.

Utilities Forms can be found under the [Exhibitor Kit](#) section of our website, which is located at the bottom of the Home Page.

Main: 919-996-8500

Fax: 919-996-8526

For Electric: 919-996-8526

Internet Assistance: 919-996-8652

**IMPORTANT NOTE:** Wifi is available at no cost throughout the convention center; however, if you require internet service to transact business, we recommend ordering dedicated internet service through the facility.

# MOVE-IN | MOVE-OUT DAYS AND HOURS

**MOVE-IN HAS CHANGED!** Please refer to the new Drive-In Schedule for your day and time to move into the show. Move-out procedures remain unchanged and are listed below.

As a reminder, as of Fall 2017 we are no longer using the lot across Lenoir St from the Red Hat Amphitheater for marshaling/check-in or parking during move-in or the show. It has been sold for development and we are no longer able to rent it. The new check-in lot is Lot G, formerly exhibitor parking, located on W South St near the corner of S Dawson St. Please refer to the Parking section of this manual for information on parking.

**PLEASE NOTE:** All accounts must be paid in full prior to move-in. For safety reasons, no one under the age of 16 is permitted in the halls or dock areas during move-in/out.

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## Move-In Dates/Time

If you need to drive into the convention center in order to move into your booth, you must check the Drive-In Schedule for your assigned window (posted on the Exhibitor Kit section of the website under Move-In). If you do not need to drive into the convention center and hand carry or cart your items in, you may enter the building between 8:00am and 7:00pm on Wednesday and Thursday. At 7:00pm, the convention center doors will be locked and once you leave the building, you will not be able to get back in. If you're in the building by 7:00pm, you may stay to work until 9:00pm. If you need to be in the building past 9:00pm, you must check in with the Show Office in room 206 (or call/text Erin Calabritto at 386-334-1713) for permission-- otherwise security will ask you to exit the building.

### Tuesday, September 11, 2018 | 1:00pm-5:00pm

**Move-in for show staff, decorator, and large exhibits ONLY;** no exhibitors will be permitted to enter the building if you have not been scheduled for Tuesday afternoon move-in.

### Wednesday, September 12, 2018 | 8:00am-7:00pm

General Move-In (drive-in access ends at 5:00pm sharp, refer to move-in schedule for your scheduled time)

### Thursday, September 13, 2018 | 8:00am-7:00pm

General Move-In (drive-in access ends at 5:00pm sharp, refer to move-in schedule for your scheduled time)

All exhibits must be show-ready on Thursday night. No move-in will be allowed on Friday morning. You may come in Friday morning TWO hours prior to show opening, and Saturday and Sunday ONE hour prior to show opening.

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## Move-Out Dates/Time

Sunday	September 16, 2018	6:01pm - 10:00pm
Monday	September 17, 2018	8:00am – NOON

**PLEASE NOTE:** Dismantling your booth prior to show close at 6:00pm on Sunday is strictly prohibited and may result in your company being prevented from exhibiting in future shows with Marketplace Events.

## Hand-Carrying/Unloading

You may use your own carts, hand trucks, dollies, etc. There are also a limited number of carts available to borrow from Hale; a check-out table is located near the loading dock doors.

## SHOW HOURS

Friday	September 14, 2018	11:00am - 9:00pm
Saturday	September 15, 2018	10:00am - 9:00pm
Sunday	September 16, 2018	10:00am - 6:00pm

Exhibitors may enter at 9:00am each day of the show; you will be required to show your Exhibitor Badge.

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## EXHIBITOR BADGES

Exhibitor badges are NOT mailed out prior to the show. Badges can be picked up in the Show Office (room #206) during move-in and during show hours. Plastic badge holders are provided.

Exhibitor badges are required to identify you as an authorized exhibitor. Exhibitors will not be allowed access to the show floor during move-in or show days without a badge.

Six (6) exhibitor badges are provided for each 100 square feet of space purchased, with a maximum allotment of 24 badges per company.

If you have different staff members working your booth on different days, you are encouraged to drop off your badge each night in the Show Office (room #206), so that your company does not run out of badges during the show.

**IMPORTANT NOTE:** Exhibitor Badges must not be used as admission passes for guests and may not be left at Will Call for attendees. Please use your Exhibitor Tickets to invite guests to the show.

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## SHOW OFFICE

During move-in, show hours and move-out, Show Management will maintain a show office in the Convention Center. The office is located in meeting room 206 (on the mezzanine above the exhibit hall). Look for the show office sign.

## EXHIBITOR ENTRANCES DURING SHOW HOURS

During show hours, exhibitors may use the main entrances to the Raleigh Convention Center. An exhibitor badge will be required to enter the show floor. The main entrance is for attendees and gets very crowded prior to opening

each morning. You will not be allowed to bring in exhibit supplies through this entrance, including hand-carried items.

## COMPLIMENTARY TICKETS

Each exhibitor will receive 10 complimentary tickets for each 100 square feet of space purchased with a maximum allotment of 40 tickets. These will be mailed out three weeks prior to the show. Tickets will only be mailed out if your account has been settled in full. If your mailing address has changed since the last time you exhibited with us, please be sure to notify your Exhibit Sales Consultant at least 30 days prior to the show. We are not responsible for replacing tickets mailed to previous addresses.

**PLEASE NOTE:** These complimentary tickets are **not permitted to be distributed at the show entrance**. Use your tickets to invite potential customers to the show, as a thank you to good customers or for friends and family.

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## WILL CALL

Will Call will be set up in the show office, which will be utilized by consumers to pick up the tickets that have been reserved for them. Staff will be at Will Call at all times to hand out complimentary tickets for exhibitor family, friends and prospects. Please plan to leave your tickets in individually marked envelopes with your guest's first and last name on the front and the tickets inside. They will be filed by last name at Will Call.

**IMPORTANT NOTE:** Exhibitor Badges must not be used as admission passes for guests and may not be left at Will Call for attendees. Please use your Exhibitor Tickets to invite guests to the show.

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## DECORATOR SERVICES

Hale Northeastern is the show decorator and provides carpet, tables, chairs, cleaning, signage, etc. Please order these items directly from them. The forms are available on the [Exhibitor Kit](#) section of our website.

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## PARKING

Paid parking is available in the parking decks surrounding the convention center. Please refer to the parking map on page 12. **Cost for the parking deck is \$7/day.** Please note – commercial trucks, trailers and oversized vehicles that cannot fit in standard parking spaces are not permitted in the parking deck. Please refer to parking maps at the end of this manual. There is no parking available at the McLaurin Lot, as it has been sold for development and was unavailable for rental as it has been in the past. **Please do not park in the McLaurin Lot or you may be towed at your expense.** A map of available parking lots around downtown is available on the [Exhibitor Kit](#) section of our website.

# FOOD AND BEVERAGE SAMPLING

All food sampling must be approved by Centerplate, The Official Caterer of the Raleigh Convention Center, prior to the show. Food & Beverage sampling is limited to 2 oz. A written description that outlines the product and portion size to be sampled shall be submitted in advance to Centerplate. Approval of sampling arrangements will be provided to the company or organization in writing from Centerplate.

The Raleigh Convention Center holds and maintains a full-service liquor license and abides by all rules and regulations set forth by the North Carolina Alcoholic Beverage Control Commission. Outside alcoholic beverages are prohibited.

Forms for all the above services can be found on the [Exhibitor Kit](#) section of our website.

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## VEHICLES IN EXHIBITS

If you plan on having a vehicle in your booth as part of your display, please contact Show Management for approval and move-in instructions.

- Visqueen must be put down on the floor before the vehicle is driven into place.
  - All vehicles must have a locking gas cap or gas cap sealed with tape and no more than 1/4 tank of gas in the vehicle.
  - A set of keys must be left with Show Management for the duration of the show.
  - All vehicle batteries must be disconnected and cables taped.
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## BOOTH INFORMATION, RULES & REGULATIONS

Exhibit booths will have an 8' draped back wall. On each side, a draped side rail will extend from the back of the booth to the front of the booth at a height of 32". The drape color is black. **Tables, chairs, and utilities are not included with the cost of your exhibit booth.**

### Flooring

Flooring is not included in the cost of your exhibit booth. **It is mandatory that all booths are carpeted** or have some type of clean, professional-looking, safe floor covering that covers 100% of the booth's square footage.

### Table Skirting

**It is mandatory that all tables are properly skirted.** Skirting must go from the edge of the table to the floor on all four sides. All skirting must be pressed and neat. Use of plastic table cloths, sheets, shower curtains or any type of "makeshift" table cloths is **not permitted**. We strictly enforce this and will skirt all incorrectly skirted tables at the exhibitor's expense.

## Inventory

All inventory and personal items must be stored completely out of sight. Your booth should look professional and inviting to the attendee.

## Staffing Your Booth

All exhibitors are expected to be in their booths during all published show hours, as we do receive consumer complaints about un-manned displays. Our visitors pay an entrance fee and expect to be able to do business with our exhibitors at any time during show hours. If you are in violation of this rule, your company may not be permitted to exhibit with us in the future.

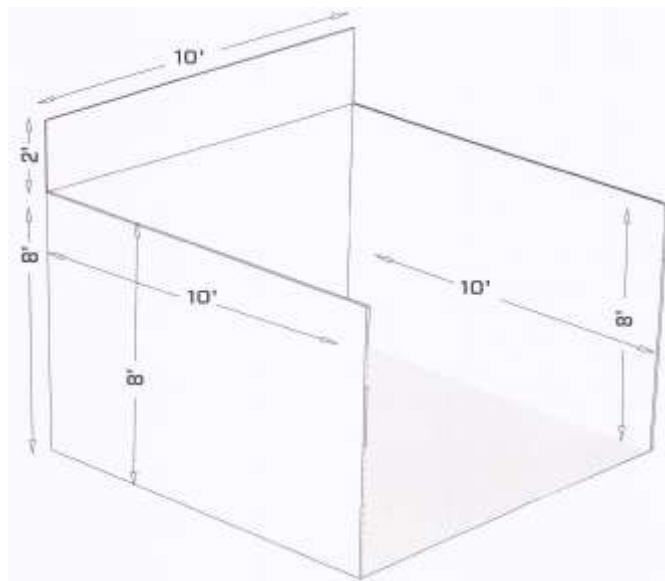
Working in the aisles or distributing brochures, etc. from any other area other than your booth is prohibited. All activity must take place inside your contracted space.

## Booth Guidelines

Exhibitors are allowed to build their booth to the maximum height of 8 feet. This includes back wall and sidewalls. If your display includes a sign attached to the back wall, you must get approval from show management and the following rules apply:

- Total height of sign must not extend higher than 2' from the top of the 8' drape line (10' high maximum)
- Sign must be single sided
- Professionally finished (as a courtesy to your neighboring booths)
- No PVC pipe allowed
- **Tents and canopies are strictly prohibited**

If you are using side walls as part of your display they must be completely finished on BOTH sides. No exposed wires, frames, wood must be exposed for the public or your neighbor to see.



# SECURITY

Security is provided by the Raleigh Convention Center and guards will be on duty throughout the event. Every reasonable precaution will be taken to protect exhibitors' property, but Show Management assumes no responsibility for any losses due to fire, theft, robbery, damage, accident or other causes.

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# INSURANCE

Show Management is insured against public liability and property damage claims arising out of the conduct of the show. This insurance does not cover exhibitors' property, which is placed on display at the exhibitor's risk. Please refer to items #4 and 5 on your exhibitor contract/application or contact Show Management if you have questions.

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# SHIPPING INFORMATION

Hale Northeastern charges a drayage fee for handling any materials delivered to the convention center. Deliveries without company name and booth number will be declined. Contact Hale Northeastern if you are sending shipments ahead of your arrival. Marketplace Events and Raleigh Convention Center are not authorized to accept your shipment. Delivery address:

Hale Northeastern  
c/o Raleigh Convention Center  
500 South Salisbury Street  
Raleigh, NC 27601

**Company name and booth number**

**PLEASE NOTE:** All deliveries coming to the Raleigh Convention Center must be picked up the same day as delivered.

**Shipping in advance of show move-in can be sent to the warehouse listed below:**

ABC Freight  
c/o Hale Northeastern – Raleigh Home Show  
208 Muldee Street  
Durham, NC 27703



# SHOW HOTEL INFORMATION

## Most Economical:



### [Hampton Inn Glenwood South](#)

- 10+ minute walk to convention center, walking distance to Glenwood South area nightlife and restaurants

## Closest Proximity:



### [Raleigh Marriott City Center](#)

- Attached to convention center, walking distance to downtown nightlife and restaurants on and around Fayetteville St
- Starbucks in this hotel—access from street level



### [Sheraton Raleigh Hotel](#)

- Short walk from convention center, walking distance to downtown nightlife and restaurants on and around Fayetteville St

# RALEIGH CONVENTION CENTER RULES AND REGULATIONS

- Metal-wheeled carts are not permitted on the stone floors.
- Bicycles and carts are allowed only on the Exhibit Hall floor and in service corridors.
- Exhibitors may not distribute stickers, decals, advertisements or similar items with adhesive backing in the building.
- Canned string, serpentine spray (e.g. Silly String), or similar products may not be used in the building.
- Glitter and confetti may not be used in the building.
- The use of helium-filled balloons or Mylar balloons is not allowed in the building.
- Only RCC personnel may move plants, lobby furniture and other RCC equipment in the public areas.
- No decorations or signage may be attached to the building walls, ceilings, columns, windows or other painted surfaces using nails, tacks, screws, wire, adhesive tape, etc.
- Sand, gravel, dirt, mulch and other loose materials may not be brought into the building without prior approval of RCC management.
- Brick, stone and other similar materials may not be cut on the premises unless a vacuum is used to prevent dust and debris from entering the air or remaining on the floor. These materials may not be glued or otherwise adhered to the facility floor.
- Holes may not be drilled, cored or punched in the building without prior written approval from your RCC Event Manager.
- Painting or applying any covering to the walls, ceilings, floors or other areas of the Convention Center, its furnishings or fixtures is not permitted.
- Spray painting, touch-up painting or use of cleaning materials (e.g. Armor All) on equipment may be done only after the exhibitor has provided adequate protection for surrounding surfaces. Exhibitors who fail to provide the protection are billed for cleanup at prevailing rates with a one-hour minimum. No painting will be permitted in any carpeted area — no exceptions.
- Drains are intended for water and sanitary waste only. Dumping of paints, food or chemical waste into sinks, toilets or other drains is strictly prohibited.



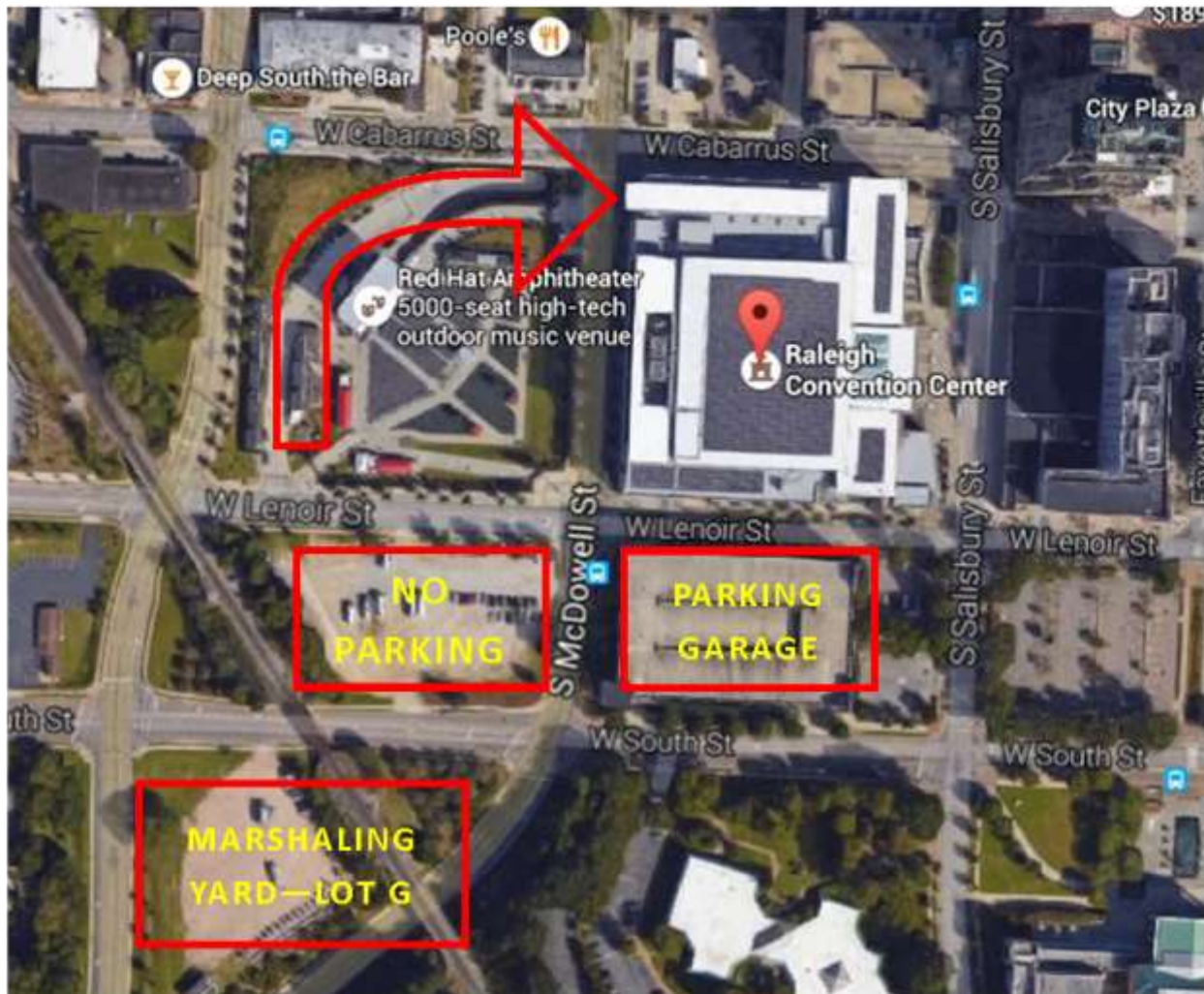
# RED HAT AMPHITHEATER



## LOCATION MAP



## Unloading & Parking at the Raleigh Convention Center



### **PLEASE READ: PARKING & UNLOADING PROCEDURES HAVE CHANGED**

**Step 1:** Check in at Lot G (new marshaling yard). You will wait here until it is your turn to drive into the Raleigh Convention Center.

**Step 2:** When it is your turn, you will drive from Lot G to Lenoir Street and enter behind the Red Hat Amphitheater into the loading docks underneath the convention center.

**Step 3:** **The McLaurin Lot is NOT available for parking as it has been sold for development and is no longer available for us to rent.** There is metered parking available on the street surrounding the convention center, or in the nearest **parking garage** (Performing Arts Deck, typically \$7 per day). Additional paid parking is available at the downtown parking garages surrounding the facility. **Please do not park in Lot G during move-in or move-out, as it is being used as the new marshaling yard.** Thank you for your patience with these changes!