



EXHIBITOR SERVICE MANUAL

Save Time and Money! Pre-Order by Sept. 2nd
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 | email: csr@haleexpo.com

Fall Capital Home Show

Dulles Expo Center
September 23 - 25, 2022

Hale Northeastern, Inc. is pleased to have been selected as the official service contractor for the **Fall Capital Home Show** to be held at the Dulles Expo Center in Chantilly, VA. 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 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

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, September 20, 2022

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, September 22nd after 1:00PM.

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

MOVE-IN DATES AND TIMES

Monday, September 19, 2022
Tuesday, September 20, 2022
Wednesday, September 21, 2022
Thursday, September 22, 2022

For all exhibitors who DO NOT fit into any of the above descriptions.

12:00 PM - 5:00 PM
8:00 PM - 5:00 PM
8:00 AM - 5:00 PM
8:00 AM - 5:00 PM

SHOW DATES AND TIMES

Friday, September 23, 2022
Saturday, September 24, 2022
Sunday, September 25, 2022

10:00 AM - 9:00 PM
10:00 AM - 9:00 PM
10:00 AM - 6:00 PM

MOVE-OUT DATES AND TIMES

Sunday, September 25, 2022
Monday, September 26, 2022

6:01 PM - 10:00 PM
8:00 AM - 12:00 PM (**All freight MUST be off the floor by 12 NOON**)

ONLINE ORDERING NOW AVAILABLE

Please send an email to 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

Each standard inline pipe and drape exhibit booth(s) will be defined by 10' x 10' tall **BLACK** back drape with 36" tall **BLACK** dividing drape.

AISLE CARPET DETAILS

All aisles will be carpeted in **BLACK**.

VERY IMPORTANT: 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.

Addendum - Only the following carpet tape is allowed on show floor: **Echo-Double Coated Carpet Tape (DC-W188F) or Shur-Residue Free (DF-545)**. No high tack tape or duct tape. This tape can be purchased at the Hale Service Desk for your convenience. Tape used for carpet installation must be removed immediately following the show.

BUILDING CHARACTERISTICS

The Hall is serviced by (4) loading docks and one drive-in overhead door. The floor is concrete and the ceiling height is 25' high. The building lighting is provided by overhead mercury vapor lamps.

Bulk areas will be defined by chalk marks on the floor.

EXHIBITOR SERVICE DESK

Hale Northeastern, Inc. will maintain a service desk with a professional staff to assist you when requested during the set-up and dismantling of the exhibit hall. If you have any special requirements or questions concerning our services, please do not hesitate to call Customer Service at 800-333-4253.

MATERIAL HANDLING

Hale Northeastern, Inc. has partnered with ABF Freight as the Official Show Carrier of this event.

ABF may be reached directly at 800-654-7019.

You do not have to use ABF as your carrier; you can use a Common Carrier of your choice.

Be sure that your insurance coverage is in effect from the time your equipment leaves its point of origin until its return to its final destination after the show. Your public liability insurance should be in effect and adequate to protect you against any claims arising out of the operation of your exhibit. **Hale Northeastern, Inc.'s policy DOES NOT include any coverage for individual exhibitors and Hale Northeastern, Inc. cannot be held liable.**

POSITIONING EQUIPMENT

Positioning, unskidding and assembly of equipment is NOT COVERED by the free drayage service. Exhibitors will be charged on a time and materials basis for this assistance. Our charge will be based on a one-hour minimum for labor and equipment.

EXHIBITOR MOVE OUT & CLEAN UP

At the close of the show, it is the exhibitors' responsibility to make sure that all debris and waste are removed from the area which their exhibit booth occupied during the show. Waste must be disposed of properly in the appropriate containers that will be distributed around the show floor. Exhibitors neglecting to tidy their exhibit area at show-close will be billed for cleaning on a per-hour basis.

OUTBOUND SHIPPING

To ensure proper handling, all outbound shipping Bills of Lading must be turned into the Hale Service Desk whether or not the Official Show Carrier will be used. If the shipment will be going outbound on a carrier other than the Official Show Carrier, exhibitors must make arrangements to have the shipment picked up before 12:00 Noon, Monday, September 26. To ensure the floor is clear for the next event, shipments not picked up by 12:00 Noon, Monday, September 26 will be force-shipped on the Official Show Carrier. Any charges resulting from a forced shipment will be the responsibility of the exhibitor.

Please note, outbound FedEx or UPS shipments must now be scheduled by the shipping party. There is a charge for FedEx and UPS to pick up outbound shipments from convention and exhibiting facilities. Failure to schedule with FedEx or UPS will result in the shipment being forced onto the Official Show Carrier and will be forwarded to the addressed recipient. Any charges resulting from a forced shipment will be the responsibility of the exhibitor.

We hope this will be a successful marketing event and encourage you to call if we can help in any way. Please note: orders can be accepted by mail, fax or may be scanned and emailed to csr@haleexpo.com. Full payment must accompany your order to qualify for the pre-order discount. **Please remember, there are substantial savings if you pre-order by September 2, 2022.**

Yours Very Truly,
HALE NORTHEASTERN, INC.
Exhibitor Services Department



PAYMENT POLICY
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and receive substantial discounts!

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**PLEASE BECOME FAMILIAR WITH THIS POLICY
BEFORE ORDERING ANY SERVICES**

GENERAL INFORMATION

Telephone orders will not be accepted. Please mail, fax (716-896-8908) or scan and email your order to csr@haleexpo.com.

Payment MUST accompany your order. If payment is not received the order will be placed on hold and this may result in the item not making the truck.

If you have any questions or special requirements, please contact our Exhibitor Services Department at csr@haleexpo.com.

Items cancelled at show site will be charged 50% of the original price. Refunds cannot be processed until 24 hrs. after the original charge.

Failure to pay within the terms of this Payment Policy will cause service charges to be assessed on all unpaid balances. The service charge rate is 2% per month or 24% per annum. In the event of default, the customer agrees to pay all costs of collections, including attorney fees and court costs.

PAYMENT FOR SERVICES

Hale Northeastern, Inc. requires payment at the time services are ordered. Hale also requires that all exhibitors using our services provide a credit card authorization with their initial order. The credit card authorization will be used to cover all services not paid for by the initial payment and balances left unpaid at the closing of the show. This may include labor, material handling and/or other onsite services.

METHOD OF PAYMENT

Hale Northeastern, Inc. accepts cash, company checks, Visa, MasterCard, American Express and Discover. A service charge of \$55.00 will be assessed to individuals or companies for returned checks or chargebacks.

PRE-ORDER DISCOUNTED PRICING – SAVE TIME & MONEY!

To qualify for the pre-order prices, your forms must be received on or before the pre-order date with payment in full. Late orders and orders without payment will be charged standard prices and placed on hold until payment is received.

TAX EXEMPT

If your company is tax exempt, a copy of your Tax Exempt Certificate (*not* Resale Certificate) must accompany your order. Your exemption MUST be issued in the state the show takes place in.

QUESTIONS AND ADJUSTMENTS

Any discrepancy in items ordered and items received or any complaint or question concerning services must be reported to the Hale Service Desk immediately. Your problems will be resolved and any valid adjustments in your account will be made at that time. Credits and adjustments will not be made based on information received after the show closes.



Close of Show Guidelines & Outbound Shipping

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Close of Show Guidelines

The Hale Northeastern Service Desk will re-open approximately one (1) hour prior to show close to assist you with Outbound questions. The Hale Northeastern Service Desk will be in the same location as it was at set-up.

Exhibitors are asked not to place any items on the aisle carpet once the show closes until the carpet is rolled out of the aisle. The aisle carpet will be rolled up immediately upon notice from Show Management that the show is officially closed or when the general announcement has been made. The Hale staff will have the carpet rolled in about (1) hour IF all exhibitors assist by keeping the aisles clear of their booth items.

No storage items (boxes or crates, etc.) will be returned to exhibitors until the aisle carpet is rolled. Hale's priority is to roll the carpet immediately upon show-closing. No forklifts will be used until aisle carpet is rolled. You may schedule forklift service by stopping at the Hale Service Desk. No exit doors / roll-up doors will be opened until aisle carpet is rolled.

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UPS Shipments: UPS has very specific rules for shipping. *If you must use UPS, please be sure you have current, OFFICIAL UPS Labels affixed to your shipment.* Also, UPS does not allow us to call in a pick-up for you. **It is critical that you, as the UPS account holder, call UPS THE DAY BEFORE materials are supposed to be picked up from the show floor.**

ABF can be contacted at 800-654-7019.

[Here is the address your carrier needs to pick up your freight.](#)

**Dulles Expo Center
C/O Capital Home 2021/ Hale Expo
4320 Chantilly Shopping Center
Chantilly, VA 20151**

ALL ITEMS MUST BE CLEARED FROM THE SHOW FLOOR BY THE PUBLISHED DISMANTLE DATES AND TIMES.
AFTER THAT TIME, THEY ARE SUBJECT TO DISPOSAL AS ABANDONED ITEMS.
NO ITEMS ARE TO BE LEFT FOR PICK UP AT A LATER TIME.