

THE INSPIRED HOME SHOW 2020 EXHIBITOR INFORMATION BULLETIN

Show Hours

Saturday, March 14	10:00 a.m. - 5:30 p.m. *
Sunday, March 15	8:30 a.m. - 5:30 p.m. *
Monday, March 16	8:30 a.m. - 5:30 p.m. *
Tuesday, March 17	8:30 a.m. - 3:00 p.m.

* IHA is promoting a "Power Hour" from Saturday – Monday. This will give attendees an opportunity to extend their meetings an additional hour after the 5:30 p.m. close.

Reminders

- Exhibitors should have booths set by 5:00 p.m. on Friday, March 13. If you need additional time on Friday, Exhibitors can work until 10:00 p.m., but you must complete an [Extended Work Authorization Form](#). You may do so prior to the Show by submitting the form to your Sales Manager or on-site at any Help Desk. For all other move-in dates, once you leave the Show floor past 6:00 p.m., you will not be allowed to return to the floor.
- The Lakeside Center Lobby (Hall of Global Innovation) will open one hour before Show open each day. Exhibitors, Manufacturers' Reps and approved vendors will be allowed access to the Grand Concourse Lobby and all Exhibit Halls starting 7:00 a.m. on Show days.

McCormick Place Emergency

Dial 312-791-6060 or dial 6060 from any house phone. Calls are recorded.

Security Office (Non-Emergency Issues)

Should you have any non-emergency issues that requires assistance from Show security, please call 312-791-6615.

Lost and Found

If an Exhibitor or Attendee finds or loses an item, please direct them to the Show Office in N426ab. The Show Office phone number is 312-791-6600.

Key Locations and Phone Numbers

Lakeside Center

Floor Manager Help Desk	Level 3 – Near Booth L12302	312-949-3259
FedEx Kinkos (Business Center)	Level 2 – Lobby	312-949-2100

North Building / Grand Concourse Lobby

Show Office (Operations + Sales)	Level 4 – Room N426ab	312-791-6600
Association Office	Level 4 – Room N426c	312-791-6601
Marketing Office	Level 4 – Room N427d	312-791-6602
Floor Manager Help Desk	Level 3 – Near Booth N7700	312-808-2104
	Level 3 – Front of Hall B2 (East)	312-808-2100

South Building

Floor Managers/Help Desk	Level 3 – Near Booth S400	312-791-6611
	Level 3 – Near North Food Pod	312-791-6612
	Level 3 – Near South Food Pod	312-791-6613
International Business Center	Level 3 – Near Booth S3581	312-791-6605
FedEx Kinkos (Business Center)	Level 2.5 – Off the Grand Concourse	312-949-2100
News Center	Level 4 – Room S401	312-791-6603

On-site Instant Feedback Program

Once on-site, please share your feedback to help IHA assess and improve Show operations. Let us know about transportation, coat check, food service outlets or send kudos to a convention employee that positively impacted your Show experience. Should any improvements need to be made, IHA would like the opportunity to rectify.

Text: +1-312-723-4030

E-Mail: operations@housewares.org

Registration Information

ALL registrants will have to pick-up their individual badge once in Chicago and should be prepared to present a government-issued photo ID. In order to expedite the badge pick-up process, please bring your Express Badge Pick-Up Confirmation E-mail with scannable barcode to one of the locations listed below.

February 27 – All **exhibitors** who registered through February 26 will receive an Express Badge Pick-Up Confirmation e-mail (with Bar Code) on this date.

Reminder - A \$100 registration fee begins at 12:01 a.m., Saturday, March 14 for all new registrants.

McCormick Place Convention Center

Locations: South Building – Level 1, S103
Lakeside Center – Level 2, Lobby
North Building – Level 2, Lobby

<u>Date</u>	<u>Hours</u>
Monday, March 9	10:00 AM – 3:00 PM (Only S103; limited to Express Badge Pick-Up)
Tuesday, March 10	8:00 AM – 5:00 PM
Wednesday, March 11	8:00 AM – 5:00 PM
Thursday, March 12	8:00 AM – 5:00 PM
Friday, March 13	8:00 AM – 7:00 PM
Saturday, March 14	7:00 AM – 5:30 PM
Sunday, March 15	7:30 AM – 5:30 PM
Monday, March 16	7:30 AM – 5:30 PM
Tuesday, March 17	7:30 AM – 2:00 PM

- For those arriving prior to Monday, March 9, there will be an Express Badge Pick-Up mobile cart in the Grand Concourse beginning on Thursday, March 5 at 8:00 AM.

O’Hare International Airport

Location: Baggage Claim in Terminals 1, 3 and 5

<u>Dates</u>	<u>Hours</u>
Friday, March 13	8:00 AM – 7:00 PM
Saturday, March 14	8:00 AM – 7:00 PM

Hotel Partners

<u>Location:</u>	Chicago Marriott Downtown:	540 North Michigan Avenue, Chicago, IL 60611
	Hilton Chicago:	720 South Michigan Avenue, Chicago, IL 60605
	Hyatt Regency Chicago:	151 East Wacker Drive, Chicago, IL 60601

<u>Dates</u>	<u>Hours</u>
Friday, March 13	8:00 AM – 7:00 PM
Saturday, March 14	8:00 AM – 7:00 PM

FREE Lead Retrieval

Exhibitors reserving CompuLEAD Mobile, a hand-held badge scanner, may pick up their unit at the following locations:

- South Building, Room S104a
- North Building, Room N230
- Lakeside Center, Room E251

Exhibitor Services Center

Exhibitor Services Centers are in each building. Utilize the center to obtain assistance with orders for electrical, plumbing, gas, labor, cleaning, furniture, audio / visual, internet, telephones, photography, hostesses, floral, product donations and freight.

<u>Locations</u>	<u>Freeman</u>	<u>Freeman Electrical</u>	<u>Freeman Cleaning</u>
Lakeside Center, Level 2 (Room E252)	773-473-8196	312-791-7096	312-791-6640
North Building, Level 2 (Room N230)	773-473-8195	312-791-7097	312-791-6640
South Building, Level 2.5 (Under food pods)	773-473-8194	312-791-7098	312-791-6640

Exhibitor Technical Services - Internet, Telephone, Cable Access Television

McCormick Place’s Exhibitor Technical Service (ETS) will still be responsible for providing internet, telephone and cable access. ETS has a service desk in the North and South Buildings within the Exhibitor Services Center as well as their own counter at Gate 37 in the Lakeside Center.

The on-site telephone numbers are:

Lakeside Center, Level 2 (Gate 37 – near mtg. room E253a)	312-791-6208
North Building, Level 2 (Room N230)	312-808-3030
South Building, Level 2.5 (Under food pods on Exhibit Floor)	312-567-8240

Complimentary Wi-Fi Service

The International Housewares Association is proud to offer complimentary Wi-Fi at the McCormick Place Convention Center. Wireless internet access is available for laptops, tablets, phones and other mobile devices. This service is offered as a convenience for light web browsing, it should not be used for “mission critical” purposes in your booth.

For best results, your device / computer must have an 802.11 b/g/n Wireless Network Interface Card (Integrated, PCMCIA or USB). Security is, as always, a major concern, so please ensure that you have anti-virus and firewall software installed and updated.

The SSID (network name) to look for on your mobile device is: “HOUSEWARES2020”

Freeman Concierge Service

Available during move-in, Freeman Concierges will be on the Show floor carrying iPads to easily retrieve orders placed with Freeman including electrical and plumbing. For your convenience, the status of orders can be checked immediately on the Show floor and new orders can also be taken at your booth. Use [Freeman’s Online Mobile app](#) to place orders, receive notifications, track freight and much more, all in the palm of your hand!

TIHS Mobile App

The free [TIHS mobile app](#) puts the power of Housewares Connect 365 on your phone. Download the free app on iTunes or Google Play by searching “ih+hs 2020” and you can:

- Search for Exhibitors by name, categories or product
- Create a personalized agenda of Exhibitors to visit or sessions to attend
- View your customized floor plan and create a path to optimize your time on-site
- Learn about Show events, scroll through educational sessions in the Innovation Theater or obtain a list of celebrity chefs appearing in the Cooking Theater

The mobile app includes all the information in the printed Show directory plus up-to-date details, descriptions and schedules for all Show events.

Chicago Concierge

Chicago Concierge is a free service for Attendees and Exhibitors of The Inspired Home Show 2020 that offers personalized recommendations and reservations. Local concierge professionals are on call to help plan your trip, book reservations at Chicago’s top restaurants, plan private or corporate parties, and secure event tickets.

Two on-site concierge desks will be set up during the Show:

Grand Concourse Lobby, Level 3	312-791-6270
South Building, Level 2.5	312-791-6270

Desks will be staffed on:

Friday, March 13	9:00 a.m. – 5:00 p.m. (at south location only)
Saturday, March 14 – Monday, March 16	9:30 a.m. – 5:45 p.m.
Tuesday, March 17	9:30 a.m. – 3:00 p.m.

Housewares Cares Dine + Donate Program

The Housewares Charity Foundation is pleased to present a new initiative called [Housewares Cares Dine + Donate](#). Whether you are looking for private event space or simply need a reservation, please consider choosing one of our Housewares Cares Dine + Donate restaurant partners. In addition to your support, these restaurants will be collecting donations from diners throughout the Show’s convention period. All proceeds from the 2020 Housewares Cares Dine + Donate restaurant campaign will directly support our 2020 gala beneficiaries.

Food Options

McCormick Place is surrounded by a growing community called “McCormick Square”, which now includes several hotel options and new culinary experiences. Please see the list below of walkable food options:

McCormick Square

- Il Culaccino (Italian) – 2134 S. Indiana Avenue
- Subway Sandwich Shop – 126 E. Cermak Avenue
- Pizano’s Pizza and Pasta (Italian) – 2106 S. Indiana Avenue
- Chicago Oyster House (Seafood) – 1933 S. Indiana Avenue

Hyatt Regency McCormick Place

2233 S. Martin Luther King Drive.

- Sixes & Eights (Japanese/Chinese Grab-and-Go)
- Third Star (Restaurant)
- Arc Bar (Full Menu)
- Market (Grab-and-Go)

Marriott Marquis

2121 S. Prairie Avenue

- Woven + Bound (Restaurant & Bar)
- Showroom Food Hall (Five Food Concepts)
- 2121 Pantry (Grab-and-Go)

Hiltons at McCormick Place

123 E. Cermak Rd

- VU Skyward Bev & Eat (Small Bites & Bar)
- Fatpour Tapworks (Pub & Grill)
- Starbucks (Coffee House)

Below are local restaurants who are familiar with delivering to McCormick Place and would welcome your exhibitor orders throughout the entire convention period. Please see Page 5, Bullet 4 of this document for delivery locations.

[Corner Bakery Café](#)

[La Cantina Grill](#)

[Kroll’s South Loop](#)

[Papa John’s Pizza](#)

[Pizano’s Pizza & Pasta](#)

[Windy City Ribs](#)

Hardware Supplies Now Available at McCormick Place

McCormick Place will have various hardware supplies available for purchase starting on Monday, March 9. If you need last minute items for your booth set up and tear down, save time by purchasing them at the FedEx Office located in the South Building, Level 2.5. Commonly used items such as tool kits, batteries, tape, cleaning products, hanging supplies, light bulbs, ladders, shelving, etc. will be available.

Exhibitor-Appointed Contractors (EACs)

For questions or problems related to union labor work rules and Exhibitor-Appointed Contractors (EACs) while at McCormick Place, please call Tom Cassell at 312-617-0115. If your EAC needs to pick-up their wristbands on-site, they go to the Grand Concourse EAC desk between the North and South Halls:

Thursday, March 5	8:00 a.m. – 2:00 p.m.
Friday, March 6	8:00 a.m. – 12:00 p.m.
Saturday, March 7	Halls are Dark
Sunday, March 8	Halls are Dark

Beginning **Monday, March 9**, they will need to go to the Show Office N426ab.

Labor Reform / Expanded Exhibitor Rights / Cost Savings

1. **Install / Dismantle** - Exhibitors can set up and dismantle their own booth of ANY SIZE or you can work side by side labor and assist. However, Exhibitors setting and dismantling their own booth structure must be full time employees and employed with the exhibiting company for at least six months.
2. **Display Labor Rates** - Make sure to check the display labor rates your company is being charged. If you are not using the Show's General Contractor, Freeman, as your booth installer, please review the rates your company is being charged to see if they are comparable to the advance rates listed below that IHA has negotiated.

Straight Time:	\$116.00
Time-and-a-Half:	\$174.00
Double Time:	\$232.00

3. **Utility Services / Labor Rates** - IHA has chosen Freeman to provide all electrical and plumbing services for the 2020 Show. Please see the advance rates below.

<u>Electrical Labor</u>		<u>Plumbing Labor</u>	
Straight Time:	\$101.70	Straight Time:	\$112.00
Time-and-a-Half:	\$147.50	Time-and-a-Half:	\$165.85
Double Time:	\$195.90	Double Time:	\$219.20

Be sure to review [IHA's Electrical FAQ](#) for additional ways to cut costs. The Exhibitor Bill of Rights is the protection of your rights and the right to request a review of your invoices. If you have any questions or feel that your Exhibitor rights are not being complied with, please contact the following McCormick Place personnel via e-mail or telephone. Be prepared to discuss the details of your experience and provide a written report with any corresponding documentation.

Exhibitor Rights Hotline:	312-791-7299	No E-mail
Alicia Johnson:	312-791-7186	ajohnson@mpea.com
Patrick Allen:	312-791-6551	pallen@mpea.com
Tom Cassell:	312-617-0115	tcassell@mccormickplace.com

4. **Food Service** – SAVOR...Chicago is the exclusive food service provider at McCormick Place. SAVOR offers an improved quality and variety of food offerings as well as the speed of delivery within McCormick Place.
 - Exhibitors can bring their own food and beverage items into McCormick Place. However, any items brought in from the outside must only be for the Exhibitors' personal consumption.
 - If using a local restaurant, delivery personnel cannot leave their vehicles. The Exhibitor MUST meet the driver at designated locations to hand carry the food back to their booth.
 - Lakeside Center – Gate 30
 - South Building – Gate 4
 - North Building – Gate 22
5. **Reduce Material Handling/Drayage Charges** – The Automobile and Small Utility Vehicle (ASUV) Program allows Exhibitors to unload and load automobiles and small utility vehicles at designated locations without hiring union labor. This is an option for Exhibitors that have small shipments. Utilizing this program will eliminate any material handling/drayage charges.
 - There are no weight restrictions and Exhibitors will be able to use their own manual carts and 2-wheel dollies to transport their materials. Cart and dollies will not be available on-site.
 - Exhibitors will have a maximum of 20 minutes to unload and load their materials. Vehicles cannot be left unattended, so it is recommended to work as a 2-person team.
 - ASUV Program hours are:

	<u>Dates</u>	<u>Hours</u>
Inbound:	Thursday, March 12 & Friday March 13	8:00 a.m. – 4:00 p.m.
Outbound:	Tuesday, March 17	3:00 p.m. – 9:00 p.m.

IMPORTANT – Reduce your material handling/drayage costs by eliminating special handling charges. Special handling charges can increase your expenses by 23% but can be avoided if shipments are packed correctly and do not require special handling when unloaded.

For more shipping information, please go to the "Shipping Information" section of the online Exhibitor Services Manual.

Free Meeting Rooms on Exhibit Floors

Complimentary meeting rooms are on each Exhibit floor. The rooms are soundproofed and can comfortably fit up to ten people conference style. No food or beverage is allowed in these rooms and there is a two-hour maximum. Only registered Buyers and Exhibitors of the Show may use these rooms. An attendant outside the room will reserve rooms in two-hour increments.

If you require a meeting room during move-in, please contact Dawn Wittmann at dwittmann@housewares.org for more information on a McCormick Place meeting room rental.

Demonstration Clean-Up Areas

For Exhibitors that prepare food at the Show, clean-up areas with a working utility sink and cleaning supplies are available on each Exhibit floor. Please report any operation issues to your Help Desk/Floor Manager.

Lakeside Center:	Booth L11046 + Booth L13345
North Building:	Booth N8757 (Level 3)
South Building:	Booth S3131 + Booth S3081

In-Booth Events and Buyer Appointments

If you wish to hold a press event, meeting, or reception at your booth prior to the official opening or after Show hours with non-Exhibitor personnel who do not have an Exhibitor or Manufacturers' Rep badge, you will need to make special arrangements in advance. You must also use IHA approved vendors for event requirements such as catering or security. Buyer Appointments can only be held on Show days – arrange to have Buyers enter the Show floor up to one and a half hours before opening (8:30 am on Saturday and 7:00 am on Sunday through Tuesday). Review the [Meeting Rooms and In-Booth Special Events](#) documents within the Online Exhibitor Services Manual for more information.

Transportation Services

Show transportation information is provided on our [Transportation Webpage](#).

- Complimentary shuttle bus service will be provided between the official Show hotels and McCormick Place during morning and evening hours on Saturday, March 14 – Tuesday, March 17.
 - **NEW** – Shuttle service will **NO longer drop-off or pick-up at the North Building** of McCormick Place.
- On Friday, March 13 complimentary shuttle service will **ONLY** be provided from the South Building from 3:00 p.m. – 8:00 p.m. and have limited stops up Michigan Avenue.
- Taxi service will be provided to and from each building. Ride share is encouraged.
- Take advantage of the free Metra train to and from McCormick Place. Access from the South Building, Level 2.5. Downtown stations are near the block hotels. Free Metra train passes are available at all information counters and in the Show app.
- Airport Express to O'Hare and Midway Airports is **ONLY** available in the South Building, Gate 3 and Lakeside Center, Gate 37.
- Rideshare companies, such as Uber and Lyft, can pickup and drop-off at McCormick Place. Below are the designated pickup and drop-off locations:
 - South Building: Gate 4
 - Lakeside Center: Gate 38

Security Measures

IHA has made every effort to schedule maximum security for perimeter areas and has hired off-duty police officers during move-in and move-out. However, remember the following security tips:

- Store your valuables in the complimentary security lock-up area provided on each exhibit floor.
 - South Building – East side of Hall, Near Booth S130
 - North Building, Level 1 – Near Booth N16739
 - North Building, Level 3 – Back of Hall (East Side)
 - Lakeside Center – Near Booth L12702
- Keep purses, bags and other packages in a safe place. Consider renting a security cage for your booth.
- Always wear your badge. Badges must not be loaned or given to other people and should NOT be discarded. This will help prevent others from using your identity to remove product from the Show floor.
- Store valuable items in locked rooms or boxes. Hiring a booth guard is also an option.
- If at all possible, Exhibitors should designate one of your personnel or hire a booth guard to remain at your booth until the final pick-up of your shipment is complete.

No Cash Sales

IHA is a not-for-profit organization committed to protecting our tax-exempt status. To ensure we follow all city, local and state taxing authorities and their regulations, with the support of the Board of Directors, we prohibit “cash sales” during the Show. “Cash sales” is defined as the purchase of goods where money transfers hands for the exchange of product. Violation of this policy may result in your company being barred from participation in future Shows. As the selling of product continues to be an issue, IHA will be more vigilant in the policing of this policy. Please note that Trade Guests and Industry Affiliates are **NOT** approved to remove any product from the Exhibit floor. Security will confiscate product given to Trade Guests or Industry Affiliates.

Product Donation Program (Charity Donations)

Since selling product at the Show is prohibited, IHA has approved five charities to collect products from Exhibitors at the close of the Show as part of our [Product Donation Program](#). We encourage Exhibitors to donate their products to one of the five charities listed below:

Family Shelter Services	Salvation Army	Together We Cope
K9's for Veterans	Sertoma Centre	

Those Exhibitors who wish to dispose of all or part of their merchandise to these charities must obtain the appropriate forms at the Exhibitor Services Center in their building, starting Sunday, March 15 (after 12:00 noon).

If you are solicited by a charity other than the ones listed above, please immediately call the Show Office at 312-791-6600.

Photography Policy

During Show hours, Exhibitors are responsible for monitoring the photography or videotaping of their booth and product by attendees. Only IHA, an approved photography company, or credentialed news media with a photography ribbon, will be allowed to photograph exhibits during Show hours. If you are hiring a company to photograph or film in your booth, please register them as an Exhibitor-Appointed Contractors. Once approved, they will receive a vendor badge and photography ribbon in the Show Office, N426ab.

Take advantage of complimentary [“No Photography” signs](#) provided by IHA. An order form is available in the online Exhibitor Services Manual, under General Information / Show Guidelines icon. Once on-site, there is a limited number of signs available at your Floor Managers/Help Desks.

Designated Smoking Areas

Smoking is prohibited in all enclosed areas of McCormick Place, including Exhibit halls, meeting rooms, lobbies, food service areas, hallways, stairwells and parking garages. Smoking is also prohibited within 15 feet of any entrance to a smoke-free facility. There will be security at all exit doors to ensure smoking does not take place in unauthorized areas. For more information, please review a map of the [outdoor designated smoking areas](#).

Move-In Schedule

Thursday, March 5	8:00 a.m. – 4:30 p.m.	Lakeside Center
Friday, March 6	12:00 p.m. – 4:30 p.m.	South Building & North Building
Friday, March 6	8:00 a.m. – 4:30 p.m.	Lakeside Center
Saturday, March 7	DARK	All Buildings
Sunday, March 8	DARK	All Buildings
Monday, March 9	8:00 a.m. – 4:30 p.m.	South Building, North Building & Lakeside Center
Tuesday, March 10	8:00 a.m. – 4:30 p.m.	All Buildings
Wednesday, March 11	8:00 a.m. – 4:30 p.m.	All Buildings
Thursday, March 12	8:00 a.m. – 4:30 p.m.	All Buildings
Friday, March 13	8:00 a.m. – 4:30 p.m.	All Buildings

Move-In Reminders

- “KEEP CLEAR - NO FREIGHT” aisles (fire aisles) MUST be kept clear during move-in.
- Century Maintenance will do sweeps throughout move-in and move-out, focusing on cardboard boxes, corrugated materials, visqueen, metal and trash. For your trash to be removed, please:
 - Break down and flatten all cardboard boxes and place them at the edge of your booth, not in the aisles. You make it easier to handle and prevent recyclable boxes from becoming trash receptacles.
 - Stacked boxes may be construed as “empties” to be placed in storage and may not be removed. If you do want any boxes/containers returned at Show close, pick-up “Empty” stickers at the Exhibitor Services Center and adhere them on your items
 - Place all metal banding and wood materials separate from other trash at the edge of your booth.

Move-In Reminders (Continued)

- If there is excess trash in the aisles, please contact the Help Center in your building.
- Exhibitors or Exhibitor-Appointed Contractors wanting to work before 7:00 a.m. or past 6:00 p.m. must complete an [Extended Work Authorization Form](#) that should be submitted to your Sales Manager prior to the Show or from the Floor Manager / Help Desks located on each Exhibit floor.
- Storage behind Exhibit structures is prohibited. Items will be removed by the Fire Marshal and possibly discarded.
- Exhibitors should have their Exhibits and products completely set by **Friday, March 13 at 5:00 p.m.**
- No vacuuming can be done after 10:00 a.m. on Saturday, March 14.
- No one under 18 years of age is allowed on the Exhibit floor during move-in and move-out.
- Arrangements for special handling of product containers must be made in advance at the Freeman Service Desk to assure storage and delivery of the containers back to your booth at the close of the Show.
- Pick up "Empty Labels" at the Exhibitor Services Center or Help Center / Floor Manager Desk. Place a label on each container. Labeled containers will be picked up periodically and stored in non-accessible storage during the Show.
- Utility services will be supplied at the rear of the booth. Exhibitors should allow a one-foot corridor in the rear and six inches on one side of their booth to allow passage for utility personnel.
- To ensure maximum traffic flow on the Exhibit floor, Exhibitors building contiguous displays along main number aisles should have a 10' opening / entrance for every 30' of contiguous display.

Show Break

- Do not begin packing your booth or product until 3:00 p.m., the Show's official close.
- There should be no cash sales at the Show. Writing orders are encouraged but selling product on the exhibit floor is not allowed. Attendees will **NOT** be able to exit the exhibit floor with product purchased at the Show.
- As an exhibitor, you cannot leave the show floor with product unless a government issued photo I.D. is presented and matches your official Show badge.
- Do not leave your booth unattended after the Show closes. There are thousands of people on the exhibit floor after Show close. Product theft could occur if your booth is left unattended. Consider hiring a security guard or staggering break times.
- After Show close, exhibitors do have in-and-out privileges to the exhibit halls until 10:00 p.m., but only with proper identification defined as a government issued photo I.D. that matches your official Show badge. After 10:00 p.m., exhibitors are no longer allowed back on the exhibit floors. However, if exhibitors are already in the hall at 10:00 p.m., they may continue working.

Move-Out Schedule

Tuesday, March 17	3:01 p.m. - 10:00 p.m.	All Exhibit Halls
Wednesday, March 18	8:00 a.m. - 4:30 p.m.	All Exhibit Halls
Thursday, March 19	8:00 a.m. - 4:30 p.m.	All Exhibit Halls
Friday, March 20	8:00 a.m. - 4:30 p.m.	Lakeside Center
Friday, March 20	8:00 a.m. - 12:00 Noon	North and South Buildings
Saturday, March 21	8:00 a.m. - 12:00 Noon	Lakeside Center

South Building + North Building Exhibitors - All materials must be packed, Material Handling Agreements (MHA) turned into the Exhibitor Services Center and freight removed by 12:00 Noon, Friday, March 20, 2020. Shipments will start being rerouted at 12:00 Noon on Friday, March 20, 2020.

Lakeside Center Exhibitors - All materials must be packed, Material Handling Agreements (MHA) turned into the Exhibitor Services Center and freight removed by 12:00 Noon, Saturday, March 21, 2020. Shipments will start being rerouted at 12:00 Noon on Saturday, March 21, 2020.

Crate Return Schedule

The Show closes at 3:00 p.m. on Tuesday, March 17. The anticipated schedule to return cardboard boxes, fiber cases and empty crates for products will be as follows:

Tuesday, March 17, 2020

- 3:01 p.m.** Begin removal of aisle carpeting.
- 4:00 p.m.** Begin returning cardboard boxes, fiber cases, specially marked product containers and all empty crates. *Reminder: Empty containers will be returned to booths in random order.*

Wednesday, March 18, 2020

- 1:00 a.m.** Anticipated completion of returning all crates

Move-Out Reminders

- The dismantling process begins at 3:01 p.m., Tuesday, March 17. If Exhibitors are observed tearing down early at the 2020 Show, they will receive a \$1,000 violation fee or may be barred from future Shows.
- At the close of the Show, the empty containers will be returned to booths in random order.
- Exhibitors should not give the labor crew gratuities or products to receive their empty crates or cartons first. Please report any violations to IHA at (312) 791-6600.
- Fire regulations require that booth power be disconnected at 3:30 p.m., Tuesday, March 17. Electrical service to exhibits will be turned off at this time, unless a special request for power has been placed with Freeman Electrical Service Desk prior to 1:30 p.m. on Tuesday, March 17.
- At Show close, telephones should be disconnected and returned to the McCormick Place Exhibitor Technical Services Service Desk located in the Exhibitor Services Center. All telephones must be returned prior to 12:00 noon on Wednesday, March 18, to avoid being charged a service fee.
- Exhibitors are to arrange with their Exhibitor-Appointed Contractor to remove all trash from the booth area after dismantling. If not done, the Exhibitor will be charged for the removal of excess trash.
- If rented, be sure to return your lead retrieval unit within one hour after the Show closes to avoid CompuSystems, Inc. (CSI) charging a \$100 late fee to the credit card used for deposit.
- Freeman requires a Material Handling Agreement for all items that are being taken to the dock for outbound shipping. Exhibitors can begin preparing this document on the Freeman website through the Concierge Elite app or at the Exhibitor Services Center during move-in or during Show hours. A completed agreement will be given to Exhibitors prior to move-out. Once your shipment is packed and ready to be picked up, please return the Material Handling Agreement to the Exhibitor Services Center. Before Freeman will schedule your pick-up, all your orders through the general contractor must be paid in full.
- Special arrangements can be made through Freeman to transport Exhibitor merchandise to the warehouse.
- Exhibitors will be responsible for making all arrangements with transportation companies for the prompt pickup of their shipments. If the Exhibitor does not designate a carrier, Freeman will be forced to use the designated Show carrier and reroute at the Exhibitor's expense.