

# THE INSPIRED HOME SHOW 2023

## EXHIBITOR INFORMATION BULLETIN

### Show Hours

Saturday, March 4	10:00 a.m. - 5:30 p.m. *
Sunday, March 5	8:30 a.m. - 5:30 p.m. *
Monday, March 6	8:30 a.m. - 5:30 p.m. *
Tuesday, March 7	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. Show music will begin at 6:30 p.m.

### Reminders

- Exhibitors should have booths set by 5:00 p.m. on Friday, March 3.
- Exhibitors who work before 7:00 a.m. or work past 6:00 p.m. during move-in or move-out will need to complete an [Extended Work Authorization Form](#). You may do so prior to the Show by submitting the form to [Cari Langley](#) or complete once on-site at your Floor Manager's Help Desk.
- The Grand Concourse, Grand Concourse Lobby and 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 all exhibit halls starting 7:00 a.m. on Show days.
- After Show close on Tuesday, March 7, exhibitors do have in-and-out privileges 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.

### 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 of the Show 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 (Mike Marano)	Level 3 – Near Booth L12502	+1-312-949-3259
FedEx Kinkos (Business Center)	Level 2 – Lobby	+1-312-949-2100

#### **North Building / Grand Concourse Lobby**

Show Office (Operations + Sales)	Level 4 – Room N426ab	+1-312-791-6600
Association Office	Level 4 – Room N426c	+1-312-791-6601
Marketing Office	Level 4 – Room N427d	+1-312-791-6602
International Business Center	Level 3 – Booth N6760	+1-312-808-2109
Floor Manager Help Desk (Phil Spitale)	Level 3 – Near Booth N7700	+1-312-808-2104
Floor Manager Help Desk (Annie Der)	Level 3 – Hall B2, East Side	+1-312-808-2106

#### **South Building**

Floor Manager Help Desk (Sharon Vojtek)	Level 3 – North Food Pod, East Side	+1-312-791-6613
Floor Manager Help Desk (Rob Bailey)	Level 3 – Near Booth S400	+1-312-791-6611
FedEx Kinkos (Business Center)	Level 2.5 – Off the Grand Concourse	+1-312-949-2100
News Center	Level 4 – Room S401	+1-312-791-6603

### 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: +1-312-874-1079

Email: [operations@housewares.org](mailto:operations@housewares.org)

**Registration Information**

- Badges are not mailed in advance of the Show. ALL registrants will have to pick-up their individual badge once in Chicago and should be prepared to present a government-issued photo ID. Badge re-prints are not allowed.
- In order to expedite the badge pick-up process, please bring your individualized Express Badge Pick-Up E-mail (on personal device or a print-out) which was sent on February 20.
- A \$100 fee will be charged for new registrants on-site. Be sure to register all your team members prior to Saturday, March 4 to avoid the fee.

**Full-Service Registration (Including Express Badge Pick-Up)**

- **South Building – Level 1, Room S103**  
Extended hours to accommodate exhibitor badges.

DAY	DATE	TIME	NOTES
Monday	February 27	10:00 AM – 8:00 PM	Limited Service
Tuesday	February 28	8:00 AM – 8:00 PM	
Wednesday	March 1	8:00 AM – 8:00 PM	
Thursday	March 2	8:00 AM – 8:00 PM	
Friday	March 3	8:00 AM – 10:00 PM	
Saturday	March 4	7:00 AM – 5:30 PM	
Sunday	March 5	7:30 AM – 5:30 PM	
Monday	March 6	7:30 AM – 5:30 PM	
Tuesday	March 7	7:30 AM – 2:30 PM	

- **North Building – Level 2, Lobby**
- **Lakeside Center – Level 2, Lobby**  
North and Lakeside exhibitors that need badges after hours will need to go to South.

DAY	DATE	TIME	NOTES
Tuesday	February 28	8:00 AM – 5:00 PM	
Wednesday	March 1	8:00 AM – 5:00 PM	
Thursday	March 2	8:00 AM – 5:00 PM	
Friday	March 3	8:00 AM – 5:00 PM	
Saturday	March 4	7:00 AM – 5:30 PM	
Sunday	March 5	7:30 AM – 5:30 PM	
Monday	March 6	7:30 AM – 5:30 PM	
Tuesday	March 7	7:30 AM – 2:30 PM	

**Express Badge Pick-Up Only**

- **South Building, West Transportation Lobby**  
Available Show days only.

DAY	DATE	TIME	NOTES
Saturday	March 4	7:00 AM – 5:30 PM	
Sunday	March 5	7:30 AM – 5:30 PM	
Monday	March 6	7:30 AM – 5:30 PM	
Tuesday	March 7	7:30 AM – 2:30 PM	

**Early-Arrival Exhibitors Only**

- **North Building, Level 4, Meeting Room N426ab (Show Office)**  
One-day option for exhibitors arriving early.

DAY	DATE	TIME	NOTES
Friday	February 24	11:30 AM – 4:30 PM	

**Lead Retrieval**

Exhibitors reserving XPress Leads equipment from Convention Data Services (CDS) may pick up their unit at the following locations:

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

When exhibitors placed their XPress Leads order, they received login information and instructions on how to access their real-time, on-site leads.

**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.

**Locations**

Lakeside Center, Level 2 (Room E252)  
 North Building, Level 2 (Room N230)  
 South Building, Level 2.5 (Under food pods)

**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:

**Locations**

Lakeside Center, Level 2 (Gate 37 – Near Room E253a)  
 North Building, Level 2 (Room N230)  
 South Building, Level 2.5 (Under food pods on Exhibit Floor)

**Number**

+1-312-791-6208  
 +1-312-808-3030  
 +1-312-567-8240

**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:

Show Floor: "TIHS2023"

Meeting Rooms and Public Areas: "The Inspired Home Show"

**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!

**Hardware Supplies Now Available at McCormick Place**

McCormick Place will have various hardware supplies available for purchase starting on Monday, February 27th. 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.

**Free Meeting Rooms on Exhibit Floors**

Complimentary meeting rooms are on each exhibit floor. Rooms are soundproof and can comfortably fit up to ten people conference style. No food or beverage is allowed and there is a two-hour maximum. Only registered buyers and exhibitors of the Show may use these rooms. You may arrange in advance by contacting Joe Clark at [jclark@housewares.org](mailto:jclark@housewares.org). Otherwise, an attendant stationed outside the room will be able to reserve the room in two-hour increments.

If you require a McCormick Place meeting room, please contact Sarah Wilson at [swilson@housewares.org](mailto:swilson@housewares.org).

**TIHS Mobile App**

The free [TIHS mobile app](#) puts the power of Connect 365 (online directory) on your phone. Download the free app on iOS App Store or Google Play by searching “IHA Housewares” or you can use the below QR code.



This app is helpful to:

- Search for exhibitors by company name, categories or product
- View customized floor plans and create a path to optimize your time on-site (for buyers)
- Learn about Show events, scroll through educational sessions in the Innovation Theater or obtain a list of celebrity chefs appearing in the Cooking Theater
- Review important show information

**Walkable Food Service Options:**

McCormick Place is surrounded by a growing community called “McCormick Square” which now includes several hotel options and new culinary experiences. Please review the list of [walkable food options](#).

**Exhibitor Personal Consumption**

If ordering delivery from a restaurant for staff member consumption, 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

More information can be found on McCormick Place’s [Exhibitor Personal Consumption Policy](#) document.

**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 L11042

North Building: Booth N8758

South Building: Across from Booth S3230

**Transportation Services**

Transportation information is provided on our [Transportation Webpage](#) and within the “Hotels & Transportation” tile within the Show’s mobile app. Once on-site, information can be found at any information counter as well as the dedicated transportation counter just outside the Metra train station entrance in the South Building, Level 2.5.

**FREE Transportation Service:****Shuttle Bus:**

- On Show days during morning hours (7:00 am – 10:30 am), complimentary shuttle bus service will be available to South and Lakeside.
  - Route 1-3 will drop-off in the South Building ONLY
  - Route 4-6 will drop-off in the Lakeside Center ONLY
- On Show days during afternoon hours (3:00 p.m. – 7:00 p.m. Saturday through Monday and 1:00 p.m. – 5:00 p.m. on Tuesday), complimentary shuttle bus service will be available from South and Lakeside.
  - Route 1-3 will pick-up in the South Building ONLY
  - Route 4-6 will pick-up in the Lakeside Center ONLY
- Shuttle bus service will NO LONGER pick-up or drop-off at the North Building of McCormick Place.
- Mid-day shuttle service is not available.

**Metra Train:**

- 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 in the Show app and via a scannable QR code at the Show’s information counters.

**PAID Transportation Service:**

- Taxis are available to and from each building. Ride share is encouraged.
- Rideshare companies, such as Uber and Lyft, can pick up and drop off at McCormick Place. Below are the designated pickup and drop-off locations:
  - South Building: Gate 4
  - Lakeside Center: Gate 38

**Labor Reform / Expanded Exhibitor Rights / Cost Savings**

- **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.
- **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: \$129.25  
 Time-and-a-Half: \$194.00  
 Double Time: \$258.50

- **Utility Services / Labor Rates** - IHA has chosen Freeman to provide all electrical and plumbing services for the 2023 Show. Please see the advance rates below.

<u>Electrical Labor</u>		<u>Plumbing Labor</u>	
Straight Time:	\$113.25	Straight Time:	\$125.00
Time-and-a-Half:	\$170.00	Time-and-a-Half:	\$185.00
Double Time:	\$226.50	Double Time:	\$244.25

- 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 email or telephone. Be prepared to discuss the details of your experience and provide a written report with any corresponding documentation.

<b>Exhibitor Rights Hotline:</b>	<b>312-791-7299</b>	<b>No Email</b>
Alichia Johnson:	312-791-7186	<a href="mailto:ajohnson@mpea.com">ajohnson@mpea.com</a>
Patrick Allen:	312-791-6551	<a href="mailto:pallen@mpea.com">pallen@mpea.com</a>
John Race:	773-709-7076	<a href="mailto:jrace@mccormickplace.com">jrace@mccormickplace.com</a>

- **Food Service – SAVOR...**Chicago is the 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
- **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:

Inbound:  
 Thursday, March 2 8:00 a.m. - 12:00 p.m. & 12:30 p.m. - 4:30 p.m.  
 Friday March 3 8:00 a.m. - 12:00 p.m. & 12:30 p.m. - 4:30 p.m.

Outbound:  
 Tuesday, March 7 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 Kit.

### **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 John Race at 773-709-7076. If your EAC needs to pick up their wristbands on-site, they will need to go to the Show Office, N426ab beginning on February 27 and see Joe Clark.

### **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 3 – Hall B2 (East Side), Across from Booth N10905
  - Lakeside Center – Near Booth L12902
- 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 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:

- **NEW** - Habitat for Humanity ReStore Chicago
- K9's for Veterans
- Salvation Army
- Sertoma Centre
- Together We Cope

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 5 (after 12:00 noon).

### **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 Kit, under the “Security, Health & Safety” section.

### **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**

Friday, February 24	12:00 p.m. – 4:30 p.m.	South Bldg. (Hall A) & North Bldg. (Hall B)
Monday, February 27	8:00 a.m. – 4:30 p.m.	South Bldg. (Hall A) & North Bldg. (Hall B)
Tuesday, February 28	8:00 a.m. – 4:30 p.m.	South Bldg. (Hall A) & North Bldg. (Hall B)
Tuesday, February 28	12:00 p.m. – 4:30 p.m.	Lakeside Ctr. (Hall D)
Wednesday, March 1	8:00 a.m. – 4:30 p.m.	All Buildings
Thursday, March 2	8:00 a.m. – 4:30 p.m.	All Buildings
Friday, March 3*	8:00 a.m. – 4:30 p.m.	All Buildings

\* All booths must be set by Friday, March 3 at 5:00 p.m. Exhibitors may work later Friday, March 3, if necessary.

**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.
- 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 [Cari Langley](#) prior to the Show or at your Floor Manager’s Help Desk.
- 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 3 at 5:00 p.m.
- No vacuuming can be done after 10:00 a.m. on Saturday, March 4.
- 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 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 7	3:01 p.m. - 10:00 p.m.	All Exhibit Halls
Wednesday, March 8	8:00 a.m. - 4:30 p.m.	All Exhibit Halls
Thursday, March 9	8:00 a.m. - 4:30 p.m.	All Exhibit Halls
Friday, March 10	8:00 a.m. – 12:00 noon	All Exhibit Halls

**South Building, North Building & 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, Friday, March 10. Shipments will start being rerouted at 12:00 Noon on Friday, March 10.

**Crate Return Schedule**

The Show closes at 3:00 p.m. on Tuesday, March 7. The anticipated schedule to return cardboard boxes, fiber cases and empty crates for products will be as follows:

**Tuesday, March 7**

**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 8**

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

**Move-Out Reminders**

- The dismantling process begins at 3:01 p.m., Tuesday, March 7. If Exhibitors are observed tearing down early at the 2023 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 7. 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 7.
- 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 8.
- 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 a 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.