



First Time Exhibitor **Frequently-Asked Questions**

Exhibitor Listings & Primary Contact Changes

Q. The primary exhibitor contact has left our company/my colleague is now taking over responsibilities for the show. How do I update our contact information for Show Management?

A. Use the [Contact Change form](#) to update the primary exhibitor contact's details for billing and WEF communications purposes. It does NOT update anything for your directory listing.

Q. Where do I go to update my company's Exhibitor Listing and product categories?

A. You need to submit the [Exhibitor Directory Listing Update Form](#) where you can select up to 20 product categories.

Q. After submitting my listing changes, how long will it take before the changes reflect online/in the Mobile App?

A. Please allow 5 business days for the changes to reflect.

Booth Services

Q. What's Included in my booth space?

A. Inline and Perimeter Spaces have 8' high back drape, 3' high side drape and (1) 7" x 22" company sign. Shared Islands have 8' high back drape, and Islands do not include drape or furnishings. Review Booth Types under Booth/Show Information in the [Exhibitor Service Manual](#) for more details.

Q. Is electricity provided for my booth?

A. Electricity will need to be ordered through [Freeman](#).

Q. Do I need carpet for my booth?

A. All booths are required to have carpeting or other appropriate floor covering the complete rented booth area.

Q. How soon do I need to order booth services to get discount pricing?

A. Order discount deadlines are listed in the Deadline Checklist. You can also find deadlines, order forms and contact information for each booth service under Order Booth Services in the [Exhibitor Service Manual](#).

Move-in/Out & Shipping

Q. Where can I find move-in dates and times?

A. See the Move-In/Out & Shipping section of the Exhibitor Service Manual for full details.

Q. Where do I ship my booth materials?

A. Materials can be shipped to the Freeman Advance Warehouse or directly to the show site. Shipping addresses and deadlines are posted in the Move-In/Out & Shipping section.

Q. What is the Target Delivery Schedule?

A. This schedule is for the move-in of your exhibit and display equipment. It refers to the time your freight carrier has been assigned to check-in at the Marshalling Yard and placed in line for unloading. When freight is shipped in advance to the Freeman Warehouse, it will be delivered to your booth by your targeted freight date at 8:00am. When shipping direct to show site, use the target schedule to determine how to schedule your carrier. You are not required to begin setting up your display at this time.

Q. Can I bring my booth materials in a Privately-Owned Vehicle?

A. Yes. McCormick Place allows exhibitors to do so using through the Automobile and Small Utility Vehicle (ASUV) Program. You can either hand-carry items from the parking lot ([parking permits must be purchased](#)) or you can self-loading/unloading at the Exhibition Hall. For rules, vehicle criteria and designated dates for the ASUV program, see the Privately-Owned Vehicles section under Move-in/Out & Shipping.

Q. Do I need to use labor during set-up and tear-down?

A. This varies depending on the city we are in. In the *Move In/Out & Shipping* section of the [Exhibitor Service Manual](#), under Exhibitor Booth Set-up/Dismantle Information, you will find outlined the rights for exhibitors in the current city.

Q. Do we need to use Freeman for Material Handling (Drayage)?

A. Yes.

Registration & Housing

Q. When does Exhibitor Registration open?

A. June 4, 2019.

Q. How do I order badges for booth personnel and how many can I get?

A. You receive 4 badges per 100 square feet of booth space booked. Our registration vendor, Experient, will send login details for the registration portal once booth fees have been paid in full.

Q. I didn't receive login information for the registration portal/I need help with registering my booth personnel.

A. Contact Experient at WEFTEC@experient-inc.com or call (US toll-free) 1-800-462-9420 or 1-240-439-2954 for direct assistance.

Q. Can exhibitors attend sessions?

A. Booth personnel receive access to the exhibit hall and to technical sessions at no additional cost. Workshops, tours etc. will need to be purchased.

Q. How do I access the WEFTEC 2019 Attendee list?

A. The attendee list will be available for download through the Exhibitor Registration Portal after June 4, 2019.

Q. What are the official WEFTEC hotels and how can I reserve a room?

A. View the list of official WEFTEC hotels and links to reserve rooms on the [Exhibitor Lodging](#) page. For assistance with housing, contact Convention Management Resources (CMR), Monday - Friday, 9 a.m. - 9 p.m. (Eastern Time) at weftecsupport@cmrus.com or call 1-888-301-4933 (Toll Free U.S. & Canada) or 415-979-2298 (Outside U.S. & Canada).

Q. I received an unsolicited email from an agency offering hotel rooms and/or attendee lists for WEFTEC. Is this legitimate?

A. No. These solicitations come from companies that are unaffiliated with WEF.

Attendee Lists: The pre- and post-show attendee list is available for free to fully paid exhibitors. Visit the [relevant toolkit page](#) to access the current and prior year download pages.

WEF is aware of soliciting agencies that contact exhibitors and affiliates directly, offering to sell registration data or lists. The official registration list is exclusively offered and available for exhibitors only from Experient or WEF. Lists obtained from outside parties are not legitimate and WEF does not authorize, offer, or sell registration list information to any outside organization for its use in marketing or solicitation. WEF is unable to assist should you choose to do business with such an agency for the purpose of obtaining unofficial lists.

Housing: WEF's official housing provider is CMR. Housing should only be contracted directly through CMR. [View our housing page here.](#)

A note about impostors: CMR and WEF routinely receive word about other agencies soliciting business from WEFTEC registrants and exhibitors. Any housing service or travel bureau that directly solicits your business should be considered suspect because WEF has not shared our registrants' information with any such agency. Reservations made through other agencies are not guaranteed by CMR or WEF, and could result in inflated room rates; additional service charges; placement in a hotel outside of the official block that is not serviced by the WEFTEC shuttle; unconfirmed/lost reservations upon arrival at the hotel; and/or lost deposits or pre-payments. Neither WEF nor CMR can assist you with reservation problems if you book through another agency.

[Need a Question Answered? Ask it here.](#)