

2016 EXPO FREQUENTLY ASKED QUESTIONS

June 20 - 22
FireKeepers Casino Hotel

What forms are required to reserve booth space?

- MCA Space Reservation Form
- FireKeepers Casino Hotel Exhibitor Equipment Request Form
- Credit Card Authorization Form (if you are requesting power and/or shipping packages)

Once all forms are received space will be confirmed on a first-come, first-served basis within 72 hours (3 business days).

What comes with my booth space?

Each 10x10 booth includes

- Black 8-foot high draped background and 3-foot high draped side rails
- 1 skirted table with 2 chairs (per 10x10 space)
- Booth ID sign
- Each space will also receive four name badges for booth reps and
- Digital floor tickets to pass out to customers
- 1 dinner ticket for Tuesday Dinner (if requested)
- 2 lunch tickets for Tuesday lunch (if requested)

Can I request additional materials/furniture for my booth space?

You can request additional tables on a first-come, first-serve basis using the FireKeepers Casino Hotel Exhibitor Equipment Request form. The ballroom is already carpeted – additional booth carpet is prohibited. Any additional booth items must be arranged by the exhibitor.

- Additional tables are \$10.00 each (*based on availability*)
- Power is \$25.00 per booth

Is internet available on the show floor?

High speed wireless internet is complimentary throughout the show floor. *FKCH – Guest / Open Internet Browser / www.firekeeperscasino.com / Accept the Terms and Conditions*

What do the charges on the FireKeepers Casino Hotel Shipping Request form cover?

Shipping charges cover inbound and outbound handling. Charges will be applied on the first day of the event once all packages are received. All shipments will be held until payment is received.

Will shipped boxes/pallets be delivered to my booth space?

Yes, packages will be delivered to your exhibit space if you paid shipping charges to FireKeepers. *If items are large they must be shipped on pallets in order for FireKeepers Casino Hotel to deliver them to*

your booth space. Items on a pallet should not overhang the pallet edges by more than 4 inches on any side.

Return Shipping / Outbound Handling: All packages and / or skids should be left in the booth. Each package must have a pre-paid shipping label attached and a completed FireKeepers Casino Hotel Outbound Shipping form. If the package(s) are being shipped through a carrier other than UPS, the vendor is responsible for contacting the carrier and arranging a specific pick up time.

Where can equipment be unloaded during set-up?

Equipment brought on trucks can be unloaded at the loading doors that enter directly into the ballroom. The loading door is level with the ground - **ALL TRUCKS MUST HAVE A LIFT OR OTHER MEANS TO GET LARGE ITEMS OFF THEIR TRUCK.** The loading door will only be available during specific times (check exhibitor materials). Materials brought in by hand may be brought through the main hotel doors at any time during set-up.

Will forklifts, hi-lows or dollies be available for unloading?

FireKeepers has one hi-low which is rated for use on the ballroom carpet. You must bring your own forklift or skid - all lifts and skids being used must be prepped for indoor use to enter the ballroom. A limited number of hand carts will be available – it is suggested that you bring your own carts where possible.

How should I prepare equipment for the show?

All equipment must be prepped for indoor exhibition (no fluids, oil, etc.) and any large equipment must have a barrier between it and the carpet in the ballroom (ie. cardboard/padding).