



## EXHIBITOR FREQUENTLY ASKED QUESTIONS

**What comes with my booth?** Pipe and drape back and side panels, one six foot skirted table, one 72" x 4" black and white ID sign with company name; and one waste basket. (Chairs and carpet are not included.)

**What are the height restrictions for a standard space?** The back five feet of your booth cannot exceed EIGHT (8) feet tall. Your display in the front five feet of the booth may not exceed four feet tall. (Twenty by twenty foot islands have a 16 foot height maximum.) See Prospectus for complete set up guidelines and diagrams.

**How do I order additional services such as carpet, electricity, chairs, etc.?** The floor is concrete so if you need flooring you will have to order through the show decorator or bring it yourself. You cannot hire an outside contractor to install carpet or padding for you. If you need electric, internet, or any other decorating or exhibit services, you will be provided with order forms in the exhibitor services kit to be emailed 45 days prior to the show. Beginning August 1st, visit [www.haaexpo.org](http://www.haaexpo.org) and click on "Exhibitors" for the full exhibitor kit. **Shepard Exposition Services** is our show decorator and can be found at [www.shepardes.com](http://www.shepardes.com).

**How many representatives can we have on the show floor at a time?** Due to COVID, capacity restrictions are three (3) for a standard 10 x 10 space at any given time. If you have a double booth eight (6) representatives are allowed at one time. Twenty by twenty Islands are allowed up to twelve (14) representatives at a time. Guests or hired contractors are considered part of your representative total. If there are more than your allotted reps in the show hall, they will be asked to leave the show floor.

exhibitor faq's

**When can I move in?** The day before from 6 - 10:00 pm. All large freight must come in the day before. Move in continues the morning of the show from 8 am - 11:00 am but only "HAND CARRY" items are allowed. The large freight doors will NOT be open on the day of the show. **ALL DOORS AT THE BACK LOADING DOCK WILL BE CLOSED AND LOCKED AT 11 AM.** Anyone arriving after 11 am must come through the front entrance of NRG Center. All booths must be completely set up by Noon.

**Where do I register for Exhibitor Badges?** A link will be sent out to exhibiting companies to register their teams for their badges. Instructions will be sent to all registrants.

**What are the show hours?** From 1:00 – 6:00 pm. Shifts for attendees will be 1 – 3 pm and 3 – 6 pm.

**What is the theme/show colors?** Orange /Grey/White

**When is move out?** The day of the show as soon as the show officially closes until 10:00 pm and the next morning from 7 – 9 am. Absolutely no break-down is allowed before 6:00 pm to keep within the integrity of the show and for safety reasons. Violators are subject to lose the option to exhibit the following year.

**How do I reserve my booth for next year?** A renewal form will be sent from HAA 30 days prior to the show. You will also receive a renewal form the morning of the show. **First right of refusal will expire at 4:30 pm the day of the show.** All unreserved booth spaces will go up for sale at the "Pre-Sales" counter at the front of the hall. If you lose your space or want to move to a new location, we will sell open spaces by "lottery."

**Where can I purchase beverage tickets?** Beverage tickets can be purchased at the front of the hall. Beer, wine and liquor tickets are one set price and bottled water and soft drink tickets are another price. (*Aramark will set the price.*)

**Can I have food or beverage in my booth?** NO outside food or beverages are allowed. Any food or beverage including water and alcohol must be purchased from Aramark. Per ARAMARK rules, no alcohol type "giveaways" or prizes are allowed at the show.

**Can I announce contest winners for my prizes?** HAA does not announce winners for specific booths or companies over the PA system. You can contact HAA if you would like to announce your giveaway winner in the ABODE magazine.

*This information is current as of July 27, 2021*

**Will there be COVID-19 Protocols in place?** Yes. Below is a list of restrictions and requirements that may be subject to change. The protocols are as of the date of this document.

## COVID-19 EVENT & VENUE PROTOCOLS

- Maximum attendance on the floor at one time is 1,300
- Masks will be encouraged for nonvaccinated persons
- Touchless registration counters
- Schedule expo attendance times – attendees will have to preregister for Shift A: 1 – 3:00 pm or Shift B: 3:00 – 6:00 pm
- Different colored badges/lanyards for shift A and B
- One-way aisles will be enforced
- Increased hand sanitizer stations
- Increased Floor Marshals to enforce compliance
- Temperature checks will not occur

For further questions, contact Amanda Sherbondy at [asherbondy@haaonline.org](mailto:asherbondy@haaonline.org) or 713-595-0316.