SAN ANTONIO HOME +GARDEN SHOW

EXHIBITOR MANUAL






February 26 - February 28, 2027

This Exhibitor Manual has been compiled to help you and your staff with complete details about all phases of the exhibition process at the San Antonio Home + Garden Show.

Enclosed you will find helpful information to make your participation in our show successful.

We strongly urge you give this manual to those having responsibility for your participation in the show.

sanantoniospringhomeshow.com

MARKETPLACE EVENTS
Largest Home Show Producer in North America

SHOW MANAGEMENT

The San Antonio Fall Home & Garden Show is produced and managed by:

Marketplace Events
2000 Auburn Dr. Ste. 200
Beachwood, Ohio 44122
888.604.5938

SHOW FACILITY

The San Antonio Home & Garden Show is held at:
Alamodome
100 Montana St.
San Antonio, TX 78203
210.207.3663

SHOW DECORATOR

Booth Furnishings: rental of tables, chairs, booth carpeting, signs, & labor
GEMS: 12002 Corporate Dr Dallas, TX 75228
P:214.388.5722 X 1
F: 214.388.5442
https://gemsevents.boomerecommerce.com

UTILITIES

Telephone, Internet & Electricity

- Electricity will be provided by EDLEN ELECTRICAL.
  (Please see Electricity kit on our show site for details)
  PHONE: 210.662.9450 WEBSITE: www.edlen.com
- WIFI will be provided by The Alamodome free of charge.
  Internet hardlines are also available through the Alamodome for a fee of $950.00, Phone Lines for $250.00
  PHONE: 210.207.3663 WEBSITE: www.alamodome.com

MOVE-IN | MOVE-OUT DAYS AND HOURS

MOVE-IN DAYS AND HOURS

Tuesday	February 23, 2027	1PM – 6PM
Wednesday	February 24, 2027	8AM – 7PM
Thursday	February 25, 2027	8AM – 2PM 2PM – 7PM **NO Drive in Permitted after 2pm**

Move in DRIVE TIME varies based on booth location. Please refer to the colored move in schedule with map on the exhibitor kit page.

Exhibitors requiring forklift service should order directly with the Show Decorator prior to move in. Order online at
https://gemsevents.boomerecommerce.com/Pages/Security/Login.aspx?ReturnUrl=%2f

Move-in must be completed by 11:00 am on Friday, February 26, 2027.
Make sure to clear all trash, boxes, crates, etc. from the aisles prior to the beginning of the show.
If you need additional time, please make special arrangements with Show Management.

MOVE-OUT DAYS AND HOURS

Sunday	**Feb 28, 2027**	**6PM – 9PM** • **NO DRIVE IN UNTIL 8PM OR UNTIL AISLE CARPET IS CLEAR.** • **NO MOVE OUT PRIOR TO 6 PM**
Monday	**March 1, 2027**	**8AM – 12PM**

Drive-in will not be allowed prior to 8pm to allow for the aisle carpet to be rolled up. Once that is complete, we will allow drive in up to your booth.

NO EXHIBIT CAN BE REMOVED, EVEN IN PART, UNTIL THE PUBLIC HAS CLEARED THE BUILDING AFTER 6PM ON SUNDAY

During Move-Out everything that your company brought to the Show must be removed or disposed of after the Show. If not, there will be a charge to your company for cleanup. Any damage to the facility floor will be charged to your company.

SHOW HOURS

Friday	February 26, 2027	12:00pm – 8:00pm
Saturday	February 27, 2027	10:00am – 8:00pm
Sunday	February 28, 2027	11:00am – 6:00pm

***You must man your booth each day from show open to show close. Leaving early is a violation of your signed contract.**

ENHANCED LISTING

Your basic listing will be uploaded to the website when you book your booth. Within 24 hours you will receive an automated email to enhance your listing. This link can be used multiple times and you can make updates and changes to your listing until ONE day after the show commences. If you have any questions regarding the online exhibitor listing or do not receive the link, please email HannahG@mpeshows.com.

Need help with your listing?
View the tutorial video here

ACCOUNT BALANCES

Final payment for exhibit space must be made by ***February 5, 2027.*** Show management reserves the right to refuse entry to any exhibitor whose account has not been paid in full. **Badges and complimentary tickets will not be available until the account has been paid in full.**

PARKING

Ge era Public - $10 per space (No in & out) **Lots B&C**

Exhibitor Parking - $45 per space for weekend (3 day pass). Single Day Passes @ $15.00. (In & Outs permitted) **Lot A**
Exhibitor Parking will be sold 9 am-3 pm on Tuesday, Wednesday and Thursday at east 50 tunnel next to exhibitor registration. **Only card payment will be accepted.**

EXHIBITOR BADGES

Exhibitor badges can be picked up at the show office during move-in. Badges are required to identify yourself as an authorized exhibitor. Exhibitors will not be allowed access during show days without a badge. Exhibitor badges are not required during move-in.

Five (5) exhibitor badges are provided for 100 -300 square feet
Ten (10) exhibitor badges are provided for 400+ square feet of space.

EXHIBITOR BADGES MAY NOT BE USED AS ADMISSION TICKETS.

COMPLIMENTARY TICKETS

Twenty (20) complimentary E-tickets will be provided.
If you need additional e-tickets, these can be purchased at half price for $5 each prior to the show or at the show office any time during the show.

Use your e-tickets to invite potential customers to the show, as a thank you to good customers and for friends and family.

COMPLIMENTARY E-TICKETS ARE NOT PERMITTED TO BE DISTRIBUTED AT THE ENTRANCE TO THE SHOW.

SHOW OFFICE

Our show office will open on Tuesday, February 23 at 1 pm. When you arrive to move-in, please check in and pick up your exhibitor badges. The Show Office will remain open through the end of the Show.

WILL CALL

Will Call will be located at the box office.
Please leave your tickets in INDIVIDUALLY marked envelopes with FIRST AND LAST NAME for your guests.

EXHIBITOR BADGES ARE FOR EXHIBITORS, THEY ARE NOT TICKETS TO THE SHOW. THEY SHOULD NOT BE LEFT AT WILL CALL TO BE PICKED UP BY ATTENDEES. THEY MAY ONLY BE LEFT FOR PEOPLE WORKING YOUR BOOTH.

FLOORING

Flooring is required. Please know flooring is not included in the cost of your exhibit booth. Carpeting, Astroturf, hardwood, tile, vinyl flooring etc., may be used.

Visqueen must be placed on the floor before laying bricks, patios, mulch, etc. Do not drill holes, paint, nail glue or affix flooring to the Alamodome flooring.
Any damage to the flooring will be repaired at the exhibitor's expense.

TABLE COVERINGS

It is mandatory that all tables are properly skirted. Skirting must go from the edge of the table to the floor on all VISIBLE sides. All skirtings must be pressed and neat. **Use of plastic tablecloths, sheets, shower curtains or any type of "makeshift" tablecloths is not permitted**. We strictly enforce this and will skirt all incorrectly skirted tables at the exhibitor's expense.

All inventory and personal items must be stored COMPLETELY OUT OF SIGHT. Your booth should look professional and inviting to the attendee.







VEHICLES IN EXHIBITS

If you plan on having a vehicle in your booth as part of your display, please contact Show Management for approval and move-in instructions. All vehicles, boats and equipment containing fuel must meet and comply with the following requirements before entry into the facility:

a. There is to be no more than five (5) gallons of fuel or ¼ the capacity of the fuel tank, whichever is less.

b. Fuel tanks used for storage of excess fuel must meet applicable Federal, State and Local fuel storage
requirements.

c. Fuel tanks are to be locked and all portable tanks removed. Locking the vehicle will be sufficient for cars in which the gas cap cover can only be detached from inside the vehicle.
d. Ignition keys are to be removed and placed in a central location on-site.
e. Vehicles, boats and similar exhibited products with more than a hundred square feet (100 sq. ft.) of roofed area are to have a smoke detector.

BOOTH INFORMATION, RULES & REGULATIONS

Staffing Your Booth

All exhibitors are expected to be in their booths during all published show hours, as we do receive consumer complaints about unmanned displays. Our visitors pay an entrance fee and expect to be able to do business with our exhibitors at any time during show hours. If you are in violation of this rule, your company may not be permitted to exhibit with us in the future.

Demonstrations and handouts

Exhibitors demonstrating products and/or distributing marketing materials, product samples or souvenirs are not permitted to do outside the confines of their rented exhibit area. Working in the aisle is strictly prohibited and will be enforced by show management. This includes any mascots.

ALL FOOD SAMPLING MUST BE INDIVIDUALY PACKAGED AND APPROVED BY SHOW MANAGEMENT, VENUE, & HEALTH DEPARTMENT

Product Display

Only products agreed upon in the signed contract can be sold and displayed in your booth. Only one (1) product per 100 sq. ft. or smaller.

Working in the aisles or distributing brochures, etc. from any other area other than within your booth space is prohibited. All activity must take place inside your contracted space only.

Booth Guidelines

MPE provides each inline exhibitor with a back curtain 8 feet in height, two side curtains, each 3 feet in height and an ID sign with company name and booth number. A corner booth has only back drape. An island booth, opens on all sides, does not have any pipe and drape or ID sign.



8’ high x 10’ wide x 3’ front to back sides

Booth Regulations

- Signs and exhibit space displays may not exceed 8 feet in height unless the space is against an exterior wall or is 400 square feet or more.
- All unfinished portions of displays must be draped or finished to be pleasant to the public view. Show Management may require exhibitors to purchase drape if display is not finished adequately.
- No balloons allowed. Helium or otherwise.
- **NO TENTS OR CANOPIES ALLOWED**
- Signs **MAY NOT** exceed 8 Feet. This is the height of the back drape provided to you in your booth space
- Rotating, flashing, strobe or projection lights are not permitted.
- No flag poles above 8 feet. (Unless prior approval has been given by show management)
- No tear-drop flags, paper banners, or hand-written signs allowed. All signs must be professionally made.
- No hay or hay bales are allowed inside the Alamodome

BUILDING REGULATIONS

Smoking Regulations

Smoking is not permitted inside the Alamodome.

Alcohol/Drugs Regulations

No alcohol may be consumed on show site other than during designated times and locations as specified in this Exhibitor Service Manual and/or on posted signage by the show facility. Alcohol consumption is strictly forbidden during all move-in and move-out hours. Additionally, the use or distribution of illegal drugs is strictly forbidden. Any persons including exhibitors, service providers, employees, attendees, or anyone else working at or attending the show that does not comply with this policy will be removed from the show and their credentials will be revoked.

Outside Food & Beverages

No outside food or beverage including coffee will be allowed inside the Alamodome on show days.

Sale of Merchandise at the Show

All Exhibitors are reminded that to sell products "cash and carry" during the show, you must comply with all the rules and regulations of Marketplace Events. Exhibitors are responsible for obtaining any such permits as required. Only merchandise approved by the show may be sold. No food or drinks may be sold without the approval of show management and The Alamodome.

Animals/Pets

Service animals are allowed inside the building during event hours of the event**.**

Personal pets are not allowed unless preauthorized by show management and Alamodome.

Aerial items

No exhibitor will be permitted on the roof of the building for the purpose of installing aerials or for any other reason.

Fire Regulations

No flammable products, open flames, or flammable display materials, etc. are permitted in the exposition hall by order of the Fire Department and the Facility Security Department. Enclosed structures under 300 sq.ft. must have a fire extinguisher and smoke detector. Enclosed structures of over 300 sq.ft. must install a sprinkler system inside the structure. No cartons, boxes, or crates may be stored behind booth curtains.

Pine straw is not allowed unless treated.

All material used in the construction and decoration of an exhibit must be flame retardant. This includes scenery, backdrops, drapes, table and dust covers.

NO HAY BALES ALLOWED AS PART OF BOOTH DÉCOR!

No hazardous material will be permitted in an exhibit.

No vehicles or other apparatus, which has a fuel tank, will be permitted as a display without written permission from show management.

THE FIRE MARSHALL OF THE STATE OF TEXAS RESERVES THE RIGHT TO MAKE ANY FINAL DECISION REGARDING THE ABOVE REQUIREMENTS

Microphone, Audio Equipment & Music

Use of microphones, audio equipment and musical instruments is permitted, however, sound levels must be kept at a volume that management deems reasonable. Violators will receive one warning. If there are more problems with volume, Show Management reserves the right to prohibit the exhibitor from using sound equipment for the remainder of the show.

Music, Photographs & Other Copyrighted Materials

Each exhibitor is responsible for obtaining all necessary licenses and permits to use music, photographs or other copyrighted material in the exhibitor's booth or display. No exhibitor will be permitted to play, broadcast or have performed any music or use any other copyrighted material, such as photographs or other artistic works, without first presenting to Marketplace Events proof that the exhibitor has, or does not need, a license to use such music or copyrighted material. Marketplace Events reserves the right to remove from the exhibit all or any part of any booth or display which incorporates music, photographs, or other copyrighted material and for which the exhibitor fails to produce proof that the exhibitor holds all required licenses. The exhibitor shall remain liable for all claims, causes of action, suits, damages, liability, expenses, and costs, including reasonable attorney's fees, arising from or out of any violation of infringement (or claimed violation or infringement) by exhibitor, exhibitor's age or employees of any patent, copyright or trade secret rights or privileges.

SECURITY

Show Management provides security for the show floor during move-in, move-out, show hours and overnight. However, neither Show Management nor the Alamodome is responsible for lost, damaged or stolen articles. We encourage you to take all valuables with you when the show closes each evening. A tarp/sheet covering your booth after show hours goes a long way in securing your belongings.

Most thefts happen during move-in, move-out and within 30 minutes of show closing. Staff your booth accordingly and when the show does close, wait for the attendees to clear out.

Report anything of a suspicious nature to Show Management and/or Security. Leads can be followed up to avoid incidents of theft.

Ensure you are adequately insured.

INSURANCE

Show Management is insured against public liability and property damage claims arising out of the conduct of the show. This insurance does not cover exhibitors' property, which is placed on display at the exhibitor's risk. Every reasonable precaution will be taken to protect exhibitors' properties, but Show Management assumes no responsibility for any losses due to fire, theft, robbery, damage, accident or other causes. Please refer to items #4 and 5 on your exhibitor contract/application or contact Show Management if you have questions.

SHIPPING INFORMATION

All shipments must go through GEMS, please contact them for pricing on handling shipments.

Direct Shipment Address **Cannot be delivered prior to October 3rd, 2023**
Alamodome **c/o GEMS** **[Exhibiting Co. Name & Booth #]** **Home & Garden Show** **100 Montana St.** **San Antonio, TX 78203**

All shipments must be prepaid and should be clearly marked with your company name, booth number and Building Name. Special arrangements may be made with GEMS on items that need special care. Shipping items to the venue may incur additional charges.

Show Management is not responsible for your packages; please do not send packages before your arrival as you <u>MUST</u> be present to sign for them.
Please make arrangements to dispose of/or store shipping crates with the show decorator

We thank you for exhibiting in the show and are here to help you have a great experience! Please let us know how we can be of service to you.