



# Vendor Manual

## 2023 Greater Cincinnati Holiday Market

The Duke Energy Convention Center



**November 9-12, 2023**

This Vendor Manual has been compiled to help you and your staff with complete details about all phases of the exhibition process at the Greater Cincinnati Holiday Market Show.

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

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

[CincinnatiHolidayMarket.com](http://CincinnatiHolidayMarket.com)

**MARKETPLACE | EVENTS**  
Largest Home Show Producer in North America

## SHOW MANAGEMENT

The Greater Cincinnati Holiday Market Show is produced and managed by:

### Marketplace Events

2000 Auburn Drive, Suite 200 | Beachwood, OH 44122  
P: 440.591.6974

---

## SHOW FACILITY

The Greater Cincinnati Holiday Market Show is held at:

### The Duke Energy Convention Center

525 Elm Street | Cincinnati, OH 45202  
P: 513.491.7317

---

## SHOW DECORATOR

Booth Furnishings: rental of tables, chairs, booth carpeting, signs, & labor

### Fern Exposition Services

645 Linn Street | Cincinnati, OH 45203  
P: 1.800.774.1251 ext. 1

**ADVANCE ORDER DISCOUNT DEADLINE:** Friday, October 20, 2023 – subject to change

---

## UTILITIES, WIFI & PARKING

### Electric:

Duke Energy Convention Center

Melissa Hephner | [Melissa.hephner@oakviewgroup.com](mailto:Melissa.hephner@oakviewgroup.com) | (513)-419-7317

### Spectra Food Services – Food Sampling and Selling Requests

Kathy Heyman | Director of Catering Sales | (513) 419-7262

### Smart City – Internet (Wi-Fi) and Telecommunications

(513) 419-7202

### Prestige AV & Creative Services - Booth/Banner hanging and AV Equipment Rentals

[DECC@prestigeav.com](mailto:DECC@prestigeav.com) | (513) 419-7326

**ADVANCE ORDER ELECTRIC DISCOUNT DEADLINE:** Tuesday, October 17<sup>th</sup>, 2023

## QUESTIONS?

**Contact Kelly Scott, Show Manager**

P: 571.814.4949 | Email: [kellys@mpeshows.com](mailto:kellys@mpeshows.com)

**Contact Alex Sawatzki, Show Coordinator**

P: 440.591.6979 | Email: [AlexSa@mpeshows.com](mailto:AlexSa@mpeshows.com)

**Contact Sarah Carr, Customer Service Manager**

P: Toll Free 866.941.0673 Ext 212 | Email: [SarahC@mpeshows.com](mailto:SarahC@mpeshows.com)

## HOLIDAY DÉCOR



**IT IS REQUIRED FOR ALL VENDORS TO INCORPORATE HOLIDAY DÉCOR IN YOUR BOOTH**

# MOVE-IN | MOVE-OUT DAYS & HOURS

- Due to the set up of the venue, we have a scheduled move-in with designated times based on booth location. Our team will send out move-in/out communication with advanced notice. We ask that you do your best to stick to those times – we understand it's not possible for everyone's schedule, and we will accommodate accordingly.

## GENERAL MOVE IN HOURS:

Monday, November 6: 2:00 p.m. to 7:00 p.m. (**\*BY APPOINTMENT ONLY\***)

Tuesday, November 7: 8:00 a.m. – 7:00 p.m.

Wednesday, November 8: 8:00 a.m. – 8:00 p.m.

\*Again, please reference your move-in time once it's given to you by our team – your move-in information will also include which overhead door to enter (A, B, or C) – please make sure to go to the correct overhead door. Please note the MAIN DOCK entrance is overhead door B. Large signs will be out on 6<sup>th</sup> street to help guide you\*

All exhibits **MUST** to be set-up by Wednesday, November 8<sup>th</sup> at 8:00 p.m. Thursday you can enter to finalize your booth at 8:00 a.m.

## MOVE OUT:

Sunday, November 12: 5:00 p.m. - 10:00 p.m.

Monday, November 13: 8:00 a.m. - NOON

- Vendors may not begin to move-out or dismantle any part of their exhibit before 5 p.m. Any vendor whose display is not intact at 5:00 p.m. will not be invited to return the following year.

Dock area is **NOT** for parking during your move in/move out privileges, **for unloading and loading only**. Must be moved quickly to get other companies in and out.

## NOTES:

PLEASE DO NOT BLOCK THE FIREHOUSE LOCATED ON FIFTH STREET AT CENTRAL.

**ANY VEHICLES BLOCKING FIREHOUSE WILL BE TOWED IMMEDIATELY.**

- ALL BOOTHS MUST BE COMPLETED BY 8:00 PM, Wednesday, November 8.
- There is **NO** storage behind the pipe and drape in the raceways
- We urge you to avoid Downtown traffic between 3:00 - 5:00 PM.

## SHOW DATES + HOURS

**NEW! Thursday, November 9, 2023: Noon – 7:00 p.m.**

**Friday, November 10, 2023: 11:00 a.m. - 7:00 p.m.**

**Saturday, November 11, 2023: 11:00 a.m. - 7:00 p.m.**

**Sunday, November 12, 2023: 9:00 a.m. - 5:00 p.m.**

**NEW! VIP Shopper Morning:** Thursday only 9:00 a.m. - 12:00 p.m.

**Early Bird Admission:** Friday and Saturday only 9:00 a.m. - 11:00 a.m.

**Girls Night Out:** Both Friday & Saturday from 4:00 - 7:00 p.m.

---

## ADMISSION

**Adults (at the door):** \$14

**Adults (online only):** \$12

**Children Ages 12 & Under:** FREE

## SPECIAL ADMISSION OFFERS

**VIP Shopper Morning\*:** Thursday, November 9 ONLY from 9:00 a.m. - 12:00 p.m.

Admission (Online only): \$30

**Early Bird Admission\*:** Friday, November 10 and Saturday, November 11 ONLY from 9:00 a.m. - 11:00 a.m.

Admission (Online only) \$20

**Girls Night Out:** Friday OR Saturday ONLY from 4:00 - 7:00 p.m.

Admission (Online or at the door) \$7

*\*No strollers, wagons or carts allowed on VIP Shopper Morning or Early Bird Admission hours.*

---

## HOTEL INFORMATION

### Hilton Cincinnati Netherland Plaza

35 West Fifth Street, Cincinnati OH 45202

Vendor Room Rate: \$135 + tax

Reservations: 1-800-HILTONS

**Book Your Group Rate for the Cincinnati Holiday Market**

*\*Book by October 17, 2023*

### Fairfield Inn & Suites Newport | Cincinnati Riverfront

420 Riverboat Row, Newport, KY 41071

Vendor Room Rate: \$119 + tax

Reservations: 859.322.9887 \*Reference the Cincinnati Holiday Market

## ACCOUNT BALANCES

Final payment for the show must be made by **October 15, 2023**. Vendors should be on a payment plan including, pay in full, pay 50/50, or monthly payments. Show management reserves the right to refuse entry to any vendor whose account has not been paid in full. Badges and complimentary tickets will not be available until the account has been paid in full.

---

## SHOW OFFICE

The Show Office and **Vendor Registration** will be located in the Elm Street lobby at the Hall A entrance of the Duke Energy Convention Center. The **Show Office** is convenient to the Vendor Entrance. Our show office will open on Monday, November 6th at 2:00 p.m. The Show Office will remain open through the end of the Show, on Sunday, November 12th.

## REGISTRATION

Registration/Vendor Check In (during set-up and Show) will be conducted from the Show Office. During the Show, it will be open one hour prior to Show opening until closing. An entrance for vendors will be open at the loading dock for the one hour prior to the Show opening. This is a pass only gate. Any vendor needing more than one hour prior to opening, to work on display, must fill out an early-entry form one (1) day in advance. Forms will be available online at <https://www.cincinnatiholidaymarket.com/vendor-kit> and the Vendor Registration/Entrance and must be approved by Show Management.

There will also be a WILL CALL station available at Vendor Registration/Entrance.

---

## VENDOR BADGES

Vendor badges are required to identify yourself as an authorized vendor. Vendors will not be allowed access during show days without a badge. Vendor badges are not required during move-in.

**100 sq. ft. receives:** 3 badges

**200 sq. ft. receives:** 5 badges

**300 or more sq. ft. receives:** 8 badges

**VENDOR BADGES MAY NOT BE USED AS ADMISSION TICKETS AND CANNOT BE LEFT AT WILL CALL.**

---

## COMPLIMENTARY TICKETS

Complimentary tickets that can be used for additional staff, customers, friends and family, or promotional incentives are also included. **4 complimentary tickets will be sent out digitally to all vendors.**

If you have any questions, please contact Alex Sawatzki at [AlexSa@mpeshows.com](mailto:AlexSa@mpeshows.com) or 440.591.6979

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

## WILL CALL

Will Call will be located in the lobby of the show entrance.

Please leave your tickets in INDIVIDUALLY marked envelopes with FIRST AND LAST NAME for your guests.

**VENDOR BADGES ARE FOR VENDORS, THEY ARE NOT TICKETS TO THE SHOW. THEY SHOULD NOT BE LEFT AT WILL CALL TO BE PICKED UP BY ATTENDEES OR PEOPLE WORKING IN YOUR BOOTH.**

---

## SHIPPING INSTRUCTIONS

Shipments to arrive **PRIOR** to Wednesday, Nov. 8<sup>th</sup> should be sent **PREPAID** to the following address:

TO: (Exhibit Name)  
c/o Fern Exposition Services  
645 Linn Street  
Cincinnati, OH 45203

FOR: The Greater Cincinnati Holiday Market  
Booth # \_\_\_\_\_

Shipments to arrive **ON** or **AFTER** Wednesday, Nov. 8<sup>th</sup> should be sent **PREPAID** to the following:

TO: (Exhibit Name)  
Duke Energy Convention Center c/o Fern Exposition Services  
525 Elm Street  
Cincinnati, OH 45203

FOR: The Greater Cincinnati Holiday Market  
Booth # \_\_\_\_\_

**PLEASE MAKE SURE BOOTH NUMBER IS ON ALL BOXES, CRATES, ETC.**

---

## HANDLING

For shipments consigned to the Duke Energy Convention Center or reaching the dock by your transportation, will be accepted on or after Wednesday, Nov. 8, 2023. Any items shipped via U.P.S., overnight carrier or common carrier is subject to drayage charges. The Show Decorator is also available for freight handling. Contact their office if you would like them to handle your drayage. (Fern Exposition Services, 800.774.1251 ext. 1).

**EXHIBITS ARRIVING PRIOR** to November 8<sup>th</sup> will automatically be sent to the George Fern Company and **WILL BE CHARGED** for shipping and handling.

## FOR YOUR INFORMATION

The Fern Exposition Services hours are 8:00 a.m. - 4:00 p.m. If a forklift or any other special attention is needed, please plan your move-in and move-out schedules in advance.

---

### FLOORING

Flooring is not included in the cost of your exhibit booth. **It is mandatory that all exhibit booths are carpeted or have some type of clean, professional-looking floor covering that covers 100% of the booth's square footage.** Carpeting, Astroturf, hardwood, tile, vinyl flooring etc., may be used.

Protective material must be placed on the floor before laying bricks, patios, mulch, etc. Do not drill holes, nail glue or affix flooring to the Duke Energy Convention Center flooring. **Any damage (including unremoved tape) to the Duke Energy Convention Center flooring will be repaired at the vendor's expense.**

---

### TABLE COVERINGS

It is mandatory that all tables are properly skirted. If your table is decorative, there is no need to cover. Skirting must go from the edge of the table to the floor on all VISIBLE sides. All skirting 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 vendor's expense.

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



### Staffing Your Booth

All vendors are expected to be in their booths during all published show hours, as we do receive consumer complaints about un-manned displays. Our visitors pay an entrance fee and expect to be able to do business with our vendors 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

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



## **Booth Guidelines**

Vendors are allowed to build their booth to the maximum height of 8 feet. This includes back wall. If your display includes a sign attached to the back wall, you must get approval from show management and the following rules apply:

- TOTAL HEIGHT OF SIGN MUST NOT EXCEED 2 FEET FROM TOP OF DRAPE LINE
- Sign must be single sided, professionally finished on the back side and no PVC pipe allowed.
- No tents without consent of Show Management

If you are using side walls as part of your display, they must be completely finished on BOTH sides. No exposed wires or frames must be visible to your neighbor. Unfinished sides will be covered at the vendor's expense.

---

## **SECURITY**

Show Management provides 24-hour security for the show floor during move-in, move-out, show hours and overnight. **However, neither Show Management nor the Duke Energy Convention Center are 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. Each company should have Insurance Coverage.**

---

## **BOOTH DECORATION/CONSTRUCTION**

8-foot-high white back drapes, 3-foot-high white side drapes, Madison (black & white spec) aisle carpet and an ID sign are provided for the Show (if contracted by the cutoff date). You are responsible for your own floor covering and tables. Decorating your booth is a requirement. Holiday decorations add character & ambiance to the overall theme of the Show. Those who do not decorate won't be invited back the following year.

---

## **FIRE/EMERGENCY PLAN**

- 1) An announcement will be made by security in the event of a fire emergency.
- 2) In the event an emergency announcement is made, you and your staff are to proceed and exit through the nearest fire exit.
- 3) If at all possible, encourage everyone exiting to do so in a calm and orderly fashion.
- 4) Do not exit the building via elevators. Use emergency exit steps which are well-marked on upper levels of the Duke Convention Energy Center.
- 5) Once the emergency is over, vendors will be re-admitted prior to the public through the Vendor Registration area in the front lobby (Elm Street).

## FIRE PREVENTION CODE + VEHICLE DISPLAYS

ALL materials used for decorations MUST BE FLAME RESISTANT, capable of meeting a MATCH FLAME TEST. No HAZARDOUS equipment or material is permitted in the exhibit area without written approval from the Fire Prevention Bureau. (Includes open flame, hot coals, toxic liquid or gasses, flammable chemicals, liquid, solid or gas, LP cylinder, etc.) ALL COMBUSTIBLES (cartons, crates, packing materials, etc.) MUST BE REMOVED from exhibit area. Storage will be provided. For special approval form or information, contact the Cincinnati Fire Prevention Bureau at 513.352.2301.

Vendors who bring anything flammable as part of their exhibit (drapery, table skirting, artificial plants, etc.) should make sure that each item has been recently fireproofed. There are various solutions on the market that are acceptable; retailers such as Amazon and Home Depot sell this fire-resistant spray. Be advised the fire marshal does check all exhibits prior to our Show opening.

### Vehicles in Exhibit Space

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. **Contact Show Management no later than October 1, 2023.**

- All vehicles must have a locking gas cap or gas cap sealed with tape and no more than 1/4 tank of gas in the vehicle.
- A set of keys must be left with Show Management for the duration of the show.
- All vehicle batteries must be disconnected, and cables taped.

---

## FIRST AID STATION

The First Aid Station is located off the main lobby (street level) near the Fifth & Elm Streets entrance. An EMT is on duty during Show hours.

---

## HANGING SIGNS

Hanging signs over booths is not permitted. All sign sizes, sign copy and sign locations are at the discretion of Marketplace Events. Marketplace Events reserves the right to make changes in sign specifics without prior notice. No other type of signs may be suspended from the ceiling other than show directional and feature signs except in the sole discretion of Show Management.

---

## INSURANCE REQUIREMENTS

ALL vendors MUST furnish public liability insurance. Affidavits or other evidence of coverage must be sent to Marketplace Events. This is an important safeguard for your company while exhibiting at a public show. This insurance does not cover vendors property, which is placed on display at the vendor's risk. Every reasonable precaution will be taken to protect vendors properties but Show Management nor The Duke Convention Center assume responsibility for any losses due to fire, theft, robbery, damage, accident or other causes. Please refer to items #4 and 5 on your vendor contract/application or contact Show Management if you have questions.

---

## LIQUOR CONTROL POLICY

ALL agents, employees, guests, or vendors are prohibited from selling, giving away or bringing upon the premises, any intoxicating liquor, liquids or compounds. (Sec. 4301.62) This section does not apply to liquor lawfully purchased through the liquor license holder of the building (concessionaire).

## **PUBLICITY + PROMOTION**

Publicity starts with interesting and newsworthy releases and captioned photos. Alert us now of plans involving unique or exclusive products, history of invention or development of your product or a visiting VIP or celebrity. Highlight your participation in your TV, radio, newspaper, advertising, general mailings, newsletters or fliers. Treat it with the excitement it deserves!

---

## **RAFFLE REGULATIONS**

Ohio law prohibits the sale of raffle tickets or the conducting of raffles by any company, corporation, non-profit organization, or any other entity in a facility which holds a liquor license. The Duke Energy Center holds such a license, thus prohibiting this type of activity.

---

## **SERVICE ORDER FORMS**

A complete service package will be sent to the Vendor by the Official Decorator, Fern Exposition Services, approximately six weeks prior to the Show. All building service forms (i.e., electric, sample food form, etc.) can be found at [Cincinnati Holiday Vendor Kit](#).

---

## **TRANSIENT VENDORS LICENSE**

The State of Ohio requires a transient vendor's license when the person who, in the usual course of his business, transports inventory, stock of goods, or similar personal property to a temporary place of business in a county in which he has no fixed place of business, for the purpose of making retail sales of such property. Please find Ohio Transient Vendor's License Information here: [Transient Vendor License Information](#)

---

## **USE OF SPACE REGULATIONS**

All sales, taking of orders for future delivery, conferences, lectures, displays and distribution of literature will be in a dignified manner consistent with the overall theme of the Show within the confines of leased space. No noise making devices, public address systems and/or sound systems of any type shall be allowed without specific prior written approval of Show Management. All exhibits must have attendants during the Show hours unless other arrangements are made with Show Management. All rubbish must be moved into the aisles at the end of each day of the Show. No helium filled balloons or placement of stickers on persons or Center grounds will be permitted.

