

Exhibitor Manual

Raleigh Convention Center



To our Valued Exhibitors,

This Exhibitor Manual is designed to help you and your staff with details about exhibiting in the 2024 Downtown Raleigh Home Show!

We strongly urge that you go over this manual with **ALL involved** in designing, setting up, *and* working your booth at the show.

Please let us know how we can be of service to you. Our team is here to help you have a successful show!

Our show's complete Exhibitor Kit can be found at:

DowntownRaleighHomeShow.com/Exhibitor-Kit

SHOW MANAGEMENT CONTACT INFO

The Downtown Raleigh Home Show is produced and managed by Marketplace Events. *****NEW for 2024*** The show office will be located at the front of the exhibit hall on Tuesday and Wednesday (look for signs). We will move to our usual office location on the mezzanine level in room #206 Thursday-Sunday.**

Marketplace Events

2000 Auburn Drive Suite 200

Beachwood, OH 44122

www.marketplaceevents.com

Tina Robinson, Show Manager | P: 904-622-9140 | C: 480-290-1197 | tinar@mpeshows.com

You can visit the [Contact Us](#) page of our show's website to reach individual team members by phone and email.

SHOW FACILITY

The Downtown Raleigh Home Show is held at the Raleigh Convention Center.

Raleigh Convention Center

500 South Salisbury St

Raleigh, NC 27601

P: 919-996-8500

www.raleighconvention.com

SHOW DECORATOR

Southern Exhibition Services (SES) provides show decorator services for exhibiting in the Downtown Raleigh Home Show. For services including, but not limited to rental items (tables, chairs, booth carpeting, etc), forklift services, drayage and shipping, please refer to their complete service manual, and pricing linked on our Exhibitor Kit under Decorator Service Manual. www.SES.cool

ALL EXHIBITORS PLEASE NOTE:

FOR 2024, SHOW HOURS AND MOVE-IN & MOVE-OUT HAVE CHANGED SIGNIFICANTLY FROM PRIOR YEARS. READ THOSE SECTIONS CAREFULLY AND ADHERE TO ALL CHANGES.

THANK YOU IN ADVANCE!

MOVE-IN & MOVE-OUT INFORMATION

All accounts must be paid in full prior to move-in. No exceptions. Checks will not be accepted less than ten days prior to move-in.

For safety reasons, no one under the age of 16 is permitted in the halls or dock areas during move-in/out.

Do not park in Lot G during move-in, show days, or during move-out. Lot G is the dirt lot located at the corner of W South St and S Dawson St for staging and marshaling only. You will see cars parked in this lot; however, they are not home show exhibitors. It is used by Raleigh Convention Center staff only for parking by permit only. Vehicles parked in this lot without a permit will be towed at the vehicle owner's expense. Refer to the parking section of this manual for paid lots around the venue where you may park vehicles.

Move-In

Everyone must review the Move-In Schedule linked on the Exhibitor Kit for your assigned day and time to set up.

Tuesday, February 13, 2024 | 1:00pm-5:00pm

PINK SECTION ONLY: Refer to Move-In Schedule for your scheduled move-in time.

Move-in for show staff, decorator, and large exhibits 400 sq. ft. and larger ONLY; no unauthorized exhibitors will be permitted to enter the building.

Wednesday, February 14, 2024 | 8:00am-9:00pm

YELLOW SECTION AND GREEN SECTIONS ONLY: Refer to Move-In Schedule for your scheduled move-in time.

Thursday, February 15, 2024 | 8:00am-9:00pm

BLUE SECTION ONLY: Refer to Move-In Schedule for your scheduled move-in time.

All exhibits must be show-ready on Thursday night. No move-in will be approved on Friday morning.

Hand-Carrying & Unloading

You may use your own carts, hand trucks, dollies, etc. There are also a limited number of carts available to borrow from SES; a check-out table is located near the front of the exhibit hall. Labor to assist with unloading/loading may be arranged at an additional charge at the SES Service Desk on the front wall of the show floor.

Move-Out

*****NEW FOR 2024*** There is no move-out on Monday this year. All exhibits must be moved out on Sunday night by 10:00pm. No exceptions. All exhibitors, please refer to the Move-Out Schedule for full details.**

Sunday

NO MONDAY MOVE-OUT

February 18, 2024

NO MONDAY MOVE-OUT

5:01pm - 10:00pm

NO MONDAY MOVE-OUT

We are closing the show one hour earlier than usual to allow extra time for move-out on Sunday evening. Do not break down your booth prior to 5:00pm. Breaking down your booth while the show is still open is a serious safety concern for attendees and extremely discourteous to your neighboring exhibitors trying to conduct business.

Dismantling your booth prior to show close at 5:00pm on Sunday is strictly prohibited and may result in your company being prevented from exhibiting in future shows with Marketplace Events.

You must clean up and clear out everything that came in with you and dispose of all trash properly—if you have questions about disposal of large items, crates, or boxes, see the Southern Exhibition Service Desk at the front wall of Hall A or call/text MPE Operations Manager Erin Calabritto at (386) 334-1713.

If you leave behind anything that requires cleanup by show management or any exhibits left past the end of move-out at 10:00pm Sunday, you may be charged a cleaning fine starting at \$500. This includes any stone, lumber, mulch, pallets, etc or debris left in the stone cutting area.

Move-Out Procedures and What to Expect:

- The rollup doors to the loading dock will not open until all QR codes have been removed from the aisle carpet and aisle carpet is rolled up (approximately 45 minutes after the close of the show.) To expedite this process, **please keep all equipment and materials off the aisle carpet** as you break down your booth.
- Once all aisle carpet is rolled, the loading dock doors will open. **The easiest way to move-out is to avoid the loading dock altogether** and carry or cart your items to your vehicle (if possible). There are street-level parking spaces and nearby paid lots around the RCC on McDowell St and Cabarrus St. Bring a cart or hand carry items to the consumer elevators/escalators in the exhibit hall and exit to the street from the McDowell/Cabarrus doors. If this is not possible:
- The next easiest way is to breakdown and completely pack your display. Once this is accomplished, visit the Southern Exhibition Services (SES) desk at the front wall of the exhibit hall to obtain a dock pass. A representative from SES will visually confirm that your exhibit space is ready to go and will issue a dock pass. **Do not ask for a pass before your booth is completely ready to go.** Large, constructed booths (landscapers, sheds, hot tubs, etc) may ask for a dock pass when you have a trailer load ready to go.
- **Once you have your dock pass, all vehicles report to Lot G** (same lot as you reported to at move-in, located at the corner of W South St and S Dawson, look for Home Show Check-In signs) to be held in the staging lot until dock space or aisle space becomes available. Dock passes from move-in are not valid for move-out.
- With your cooperation, we will try to expedite the move-out process and make it as easy as possible for everyone. We also must take into consideration safety on the show floor, maintain clear city streets, and avoid staging lot and traffic congestion. **If we all work together, we can make the moveout run as smooth as possible for everyone!**

SHOW HOURS

*****NEW FOR 2024*** Hours have changed to better accommodate the Sunday only move-out.**

Friday	February 16, 2024	10:00am - 8:00pm
Saturday	February 17, 2024	10:00am - 8:00pm
Sunday	February 18, 2024	10:00am - 5:00pm

Exhibitors may enter at 8:00am on Friday and 9:00am on Saturday and Sunday; you will be required to show your Exhibitor Badge.

EXHIBITOR BADGES

Exhibitor badges are NOT mailed out prior to the show. Badges can be picked up in the Show Office (Wednesday at our desk at the front of the exhibit hall and Thursday-Sunday in our usual location room #206) during move-in and

show hours. Pin-on badge holders are provided. Exhibitors will not be allowed access to the show floor during show days without showing a badge.

Six (6) exhibitor badges are provided for each 100 sq. ft. of space purchased, with a maximum allotment of 24 badges per company. If you have different staff members working your booth on different days, you are encouraged to drop off your badge each night in the Show Office (room #206), so that your company does not run out of badges during the show.

Exhibitor Badges must not be used as admission passes for guests and may not be left at Will Call for attendees. Please use your complimentary Exhibitor Tickets to invite guests to the show.

SHOW OFFICE

Show Management will maintain a show office in the Raleigh Convention Center for the duration of our event. On Wednesday we will be at a desk at the front of the exhibit hall. Thursday-Sunday we will be in our usual room #206 (on the mezzanine level near the show entrance). Look for the show office sign.

COMPLIMENTARY EXHIBITOR TICKETS

Each exhibitor will receive one custom complimentary ticket link by email three weeks prior to the show to send to customers, prospects, friends, and family you wish to invite. The link can be used up to 40 times, up to four tickets per transaction. Ticket links will be emailed to the primary contact email address on file. **All you have to do is send your guests the link—they do the rest!** Once they click the link, tickets will be sent to their email and they can print or simply show the QR code on their phone at the show entrance. Your guests will be sent a confirmation and a reminder email with helpful info on dates/times, parking, and show features.

Your guests can opt-in (not required) to receive future communications such as show reminders and ticketing discounts from Marketplace Events regarding our events in Raleigh, NC. We never sell or share their information at any time with anyone—**any call or email you receive regarding the sale of “home show attendee information” or “attendee lists” for our events is a common scam.**

Printed tickets are not mailed out. A limited number of printed tickets are available to pick up during move-in in the Show Office on a first come, first serve basis.

These complimentary tickets are **not permitted to be distributed at the show entrance.**

WILL CALL

If you need to leave tickets for a guest at Will Call, please prepare individually marked envelopes with your guest's first and last name on the front and the number of tickets needed (we have a limited number of envelopes at Will Call if needed). They will be filed by last name at Will Call in the Show Office for guests to pick up (tell guests to look for Show Office sign near show entrance).

IMPORTANT NOTE: Exhibitor Badges must not be used as admission passes for guests and may not be left at Will Call for attendees. Please use your complimentary Exhibitor Ticket link to invite guests to the show.

UTILITIES

The Raleigh Convention Center is happy to provide utilities and services at prevailing rates. Current rate sheets for labor, equipment rental and services are available on request. For safety reasons, RCC personnel must perform installation of all utility services.

Please submit all service order forms with full payment enclosed to the RCC. They cannot provide the service until payment is received. To receive the lower advance rate, your forms must be received two weeks prior to your first scheduled move-in day. Utilities Forms can be found under the Exhibitor Kit section of our website.

Main: 919-996-8500

Fax: 919-996-8526

Internet Assistance: 919-996-8652

IMPORTANT NOTE: Wifi is available at no cost throughout the convention center; however, if you require internet service to stream or transact business, we recommend ordering dedicated internet service through the facility.

PARKING

Paid parking is available in the parking garages and open air lots surrounding the convention center. Please refer to the parking map linked on our Exhibitor Kit for locations. Box trucks, trailers, and oversized vehicles may not be permitted in the parking garages can find parking in paid open air lots. **Do not park in Lot G at any time** (the move-in and out staging lot at the corner of W South St and S Dawson St). It is reserved for RCC employees only; unauthorized vehicles will be towed at owner's expense.

FOOD AND BEVERAGE SAMPLING

All food sampling must be approved by Centerplate, The Official Caterer of the Raleigh Convention Center, prior to the show. Food & Beverage sampling is limited to 2 oz. A written description that outlines the product and portion size to be sampled shall be submitted in advance to Centerplate. Approval of sampling arrangements will be provided to the company or organization in writing from Centerplate.

The Raleigh Convention Center holds and maintains a full-service liquor license and abides by all rules and regulations set forth by the North Carolina Alcoholic Beverage Control Commission. **Outside alcoholic beverage sales, sampling, and consumption are prohibited.**

Forms for all the above services can be found on the Exhibitor Kit section of our website.

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 prior to bringing the vehicle onto the show floor.

- Visqueen must be put down on the floor before the vehicle is driven into place.
- 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 (1/8 of a tank for large vehicles).
- 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.

BOOTH INFORMATION, RULES & REGULATIONS

Inline exhibit booths will have an 8' high draped back wall. Island booths may request one 10' wide section of 8' high drape, if desired. End cap booths will have a 10' wide section of 8' high back drape centered on the back wall. A 3' high drape divider will separate inline booths (not open sides). The drape color is black. Additional drape can be rented through SES at the exhibitor's expense. **Flooring, tables, chairs, parking and utilities are not included with the cost of your exhibit booth.**

Flooring

Flooring is not included in the cost of your exhibit booth. **It is mandatory that all booths have clean, professional-looking, safely installed flooring that covers 100% of the booth's square footage.** You may rent carpet through the show decorator or purchase your own flooring. Many exhibitors purchase the rolled commercial carpet from Home Depot or Lowe's and have it cut to size. Foam flooring tiles are also a popular option as they add cushioning for standing and install and store easily. **The only kind of tape you may use to secure your flooring to the convention center concrete floor is double-side carpet tape.** Any other kind of adhesive may result in damage and a cleaning fee starting at \$500. If you need carpet tape, see the show office or SES service desk.

Table Skirting

It is mandatory that all tables are properly skirted (this excludes finished furniture). Skirting must go from the edge of the table to the floor on all visible sides. All skirting must be wrinkle-free and neat. Use of plastic tablecloths, sheets, shower curtains or any type of makeshift tablecloths is not permitted.

Inventory

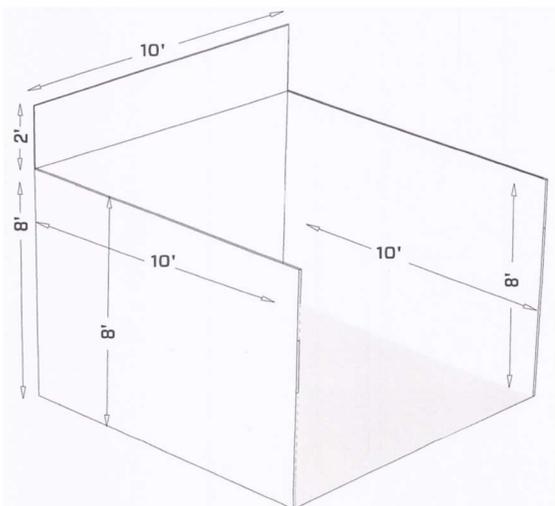
All inventory and personal items must be stored completely out of sight. Your booth should look professional and inviting to the attendee.

Staffing Your Booth

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

Booth Guidelines

Exhibitors are allowed to build their booth to the maximum height of 8 feet. This includes back wall and sidewalls. 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 extend higher than 2' from the top of the 8' drape line (10' high maximum)
- Sign must be single sided
- Professionally finished on all visible sides (as a courtesy to your neighboring booths)
- No PVC pipe allowed
- **Tents and canopies are strictly prohibited—do not set them up; you will be required to take them down. The only exception you may see is if canopies or tents are the exhibitor's actual product.**

- Side walls must be completely finished on BOTH sides. No logos, exposed wires, frames, wood must be exposed for the public or your neighbor to see.

SECURITY

Security is provided through the Raleigh Convention Center. Every reasonable precaution will be taken to protect exhibitors' property, but Show Management assumes no responsibility for any losses due to fire, theft, robbery, damage, accident or other causes.

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. Please refer to your exhibitor contract/application or contact Show Management if you have questions.

SHIPPING INFORMATION

Please refer to the Southern Exhibition Services Decorator Service Manual linked on the Exhibitor Kit for shipping information, associated fees, addresses, and timelines.

RALEIGH CONVENTION CENTER RULES AND REGULATIONS

- Metal-wheeled carts are not permitted on the stone floors.
- Bicycles and carts are allowed only on the Exhibit Hall floor and in service corridors.
- Exhibitors may not distribute stickers, decals, advertisements or similar items with adhesive backing in the building.
- Canned string, serpentine spray (e.g. Silly String), or similar products may not be used in the building.
- Glitter and confetti may not be used in the building.
- The use of helium-filled balloons or Mylar balloons is not allowed in the building.
- Only RCC personnel may move plants, lobby furniture and other RCC equipment in the public areas.
- No decorations or signage may be attached to the building walls, ceilings, columns, windows or other painted surfaces using nails, tacks, screws, wire, adhesive tape, etc.
- Sand, gravel, dirt, mulch and other loose materials may not be brought into the building without prior approval of RCC management.
- Brick, stone and other similar materials may not be cut on the premises unless a vacuum is used to prevent dust and debris from entering the air or remaining on the floor. These materials may not be glued or otherwise adhered to the facility floor.
- Holes may not be drilled, cored or punched in the building without prior written approval from your RCC Event Manager.
- Painting or applying any covering to the walls, ceilings, floors or other areas of the Convention Center, its furnishings or fixtures is not permitted.



- Spray painting, touch-up painting or use of cleaning materials (e.g. Armor All) on equipment may be done only after the exhibitor has provided adequate protection for surrounding surfaces. Exhibitors who fail to provide the protection are billed for cleanup at prevailing rates with a one-hour minimum. No painting will be permitted in any carpeted area — no exceptions.
- Drains are intended for water and sanitary waste only. Dumping of paints, food or chemical waste into sinks, toilets or other drains is strictly prohibited.

CONTINUED ON NEXT PAGE

LOT G LOCATION & PARKING MAP

For move-in and move-out, Lot G is located at the corner of W South S and S Dawson St (look for Home Show Check-In signs). The lot entrance is on W South St. It is used for marshaling only. **No parking in Lot G at any time;** find a paid open-air lot, parking garage, or street parking nearby. Parking options are indicated by a green "P" on the map.

