

EXHIBITOR'S MANUAL



**September 12-15, 2019
EXPO CENTER**

**BRIEFLY WRITTEN TO ADVISE YOU OF YOUR RIGHTS,
RESTRICTIONS AND REQUIREMENTS. PLEASE READ
CAREFULLY AND SAVE FOR REFERENCE.**

PRODUCED BY:

**O'LOUGHLIN
TRADE SHOWS**

A DIVISION OF TO-RO ENTERPRISES, INC.

503/246-8291 or 800/343-6973

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SCHEDULE

FINAL PAYMENT – AUGUST 9, 2019

Final payment is due on or before August 9, 2019. No exhibitor passes will be given out until payment has been received in full.

MOVE-IN DAYS – SEPTEMBER 9-11, 2019

Monday, September 9 – 10:00a.m. - 8:00p.m. (**Earlier if buildings are clean and marked**)

Tuesday, September 10 - 8:00a.m. - 8:00p.m.

Wednesday, September 11 - 8:00a.m. - 8:00p.m. **NO DRIVE IN TRAFFIC AFTER 2:00P.M.**

It is very important that you adhere to the move-in schedule so as not to cause a problem for the other exhibitors and yourself. Anything brought on for your display on Thursday morning (opening day) must be hand carried.

SHOW DAYS – SEPTEMBER 12-15, 2019

Thursday, September 12 – 11:00a.m. – 8:00p.m.

Friday, September 13 – 11:00a.m. – 8:00p.m.

Saturday, September 14 – 10:00a.m. – 8:00p.m.

Sunday, September 15 – 10:00a.m. – 6:00p.m.

EXHIBITOR'S HOURS – SEPTEMBER 12-15, 2019

The Building and Show Office will be open to the Exhibitor one (1) hour prior to daily public hours. Should a situation arise where the Exhibitor requires admittance to the Building earlier, special permission must be granted by stopping by the Show Office before closing **the night before**. Please be advised that when the Building is open to the public, all areas are available to them. Booths and bulk space should be manned for protection of product.

MOVE-OUT DAY – SEPTEMBER 16, 2019

You may begin moving out of the Expo Center on Sunday at approximately 6:30p.m. after the general public has cleared the Building and the aisle carpet has been rolled up. You may work in the Building as late as you wish that night. **Exhibitors must be out of the building by 2PM on Monday, September 16.**

ORDERING SHOW SERVICES

DECORATOR

The show will be using silver and black drapes and green aisle carpet. If an Exhibitor requests a special color other than the one Show Management furnishes, a charge will be made by the Decorator to the Exhibitor. For rental of carpets, furniture, sign making and cleaning of displays, please fill out the enclosed forms or contact Trade Show Supply House (360/624-4498). If not ordered in advanced, services and equipment will be subject to “floor order” rates.

ELECTRICIAN

Each Exhibitor is furnished with one fused 120-volt duplex receptacle outlet of up to 500 watts capacity without charge. If more than 500 watts of power are drawn, the Exhibitor will have to arrange for power at their own expense. For any additional electrical requirements, see enclosed forms or contact the Show Electrical Contractor, Edlen at (702) 385-6911. If not ordered in advance, services and equipment will be subject to “floor order” rates.

TELEPHONES & HIGH SPEED INTERNET LINES

Individual telephone lines & high speed internet lines are rented from the Expo Center through their website www.expocenter.org.

ORDERING: Ordering at the Expo website with a credit card is highly recommended and active until Sunday, September 8th at 11:59 p.m. Go to www.expocenter.org, hover over EXHIBITORS and click on Online Exhibiting Ordering. Scroll down to September and click on Fall RV and Van Show and continue with prompts.

Beginning Monday, September 9th, print and complete an order form from the website. Go to www.expocenter.org, hover over EXHIBITORS, select Amenities, Forms and Agreements, and click on Telecom Service Order Form. For credit card payments, scan and email the completed form to exhibitors@expocenter.org, fax to 503/736-5201 or bring to the Expo Administration office on the 2nd floor of Hall D. For check and cash payments, bring completed form and payment to the Expo Office.

Rates: The Expo Center has two rate categories, Advanced and Floor. Advanced rates are in effect until Thursday, August 29th at 5 p.m. Floor rates apply beginning August 29th at 5:01p.m.

GET YOUR ORDER IN EARLY! Orders submitted after the first load-in day are subject to approval by Expo Management.

We would appreciate you advising the Show Office of your exhibit telephone number so we may forward any calls that come in for you. The Show Office is in the lobby of Hall D and the phone number is 503/736-5247. It is for incoming calls only and not for exhibitors use. The Show Office does not have any extra phones for use, so please inform your workers accordingly. The Show Office **will not page** for individuals or firms during public show hours.

MASTER PASSES

The master pass allows the Exhibitor to enter the Building **ONCE EACH DAY**. The gate attendant will punch your pass when you enter the Building. If you wish to leave the Building and then return, have the doormen stamp your hand upon leaving. This stamp will be your re-entry ticket. If Master Passes are used by persons other than those immediately connected with the staffing of exhibits, they will be withdrawn.

The following number of passes will be issued:

- Five (5) Master Passes for the first 100 square feet of exhibit space.
- One (1) additional Master Pass for each 300 square feet of exhibit space thereafter – maximum Master Passes not to exceed 30.
- Exchange passes not to exceed 75 per dealer.

Passes can be picked up at the Show Office between 9:00 a.m. and 6:00 p.m. during move-in, except the first day of move-in, which opens at Noon.

WILL-CALL INSTRUCTIONS

1. Passes/Tickets must be in a sealed envelope (furnished by yourself). No loose passes or tickets will be accepted.
2. Each envelope is for a single pick-up and ALL contents will be given to the person requesting the envelope.
3. The person's name and company who is to receive the ticket(s) is to be printed on the envelope.
4. No passes/tickets will be held in the Show Office after move-in. You are entirely responsible for their distribution. The Show will not be held responsible for passes/tickets once they have been picked up and signed for.
5. WILL CALL is located outside at the South drive lane in front of E Hall.

“BE MY GUEST” TICKETS

This is a special ticket available to the Exhibitor for use in pre-show promotions or at the Show when an interested customer would like to return to your display to further discuss your products, services, etc. Tickets may be purchased in advance by sending a check to our main office or at the Show Office for the cost of \$5.00 each - NO REFUNDS.

PRE-SHOW PROMOTING

To get the most out of shows today you cannot just rent space, show up, set up your booth and wait for people to come to you. You must promote your presence prior to the show. While there are many good reasons to use pre-show promotions, here are two critical reasons:

REASON #1. The typical show attendee has changed - A recent survey found that 76% of today's show attendees are coming to shows with specific agendas of whom they plan to see and what they are looking for. Keep in mind attendees need to justify in their minds their investment of time and money.

REASON #2. Your Competitors are promoting - One out of five people you see on the show floor are there because of an exhibitor's promotion. Research conducted by the Tradeshow Bureau found that close to 18% of visitors are there as a result of an exhibitor's invitation!

What's the best way to attract customers? Sending out personal invitations to a targeted list with guest tickets enclosed.

RECEIPT OF EXHIBITS

Goods delivered by commercial carrier will be received at the Expo Center from Noon – 4:00p.m. Monday, September 9, Tuesday, September 10 and Wednesday, September 11, 2019. Shipments should be addressed as follows:

Exhibitor's Name and Space Number
C/O Trade Show Supply House
2060 North Marine Drive
Portland, OR 97217

All shipments are to be PREPAID. Any shipment sent before Monday, September 9, 2019 may be refused and sent back to sender. If the shipment is accepted, you may be charged fees by the Expo Center.

If you have an item to display requiring special handling due to size, weight, etc., and feel there will be problems during your move-in, contact Show Management now.

EXHIBITOR PARKING

Exhibitor parking is \$32.00 per vehicle, per space and covers the four (4) event days. Parking passes may be purchased the same days you receive your Master Passes. The Expo Center will be selling parking passes in Hall D or upstairs in the administration office. The parking pass allows the exhibitor to have in/out privileges for the duration of the show.

OVERNIGHT PARKING

Overnight parking for Exhibitors is available for \$32.00 per vehicle, per space and covers the four (4) event days. This applies to ALL vehicles, including demonstration units, being left on the premise overnight. No utilities are furnished. There is no security in the parking lots and management will not be held responsible for anything left in the lot. Parking areas will be determined by Expo Center Management and communicated to show management.

MOVE-IN

Doormen will be manning the roll-up doors during move-in to assist you in getting to your exhibit areas. When you arrive at the Expo Center, proceed to the Show Office in the lobby of Hall D and sign for your Master Passes. If you need help finding your booth, we will be happy to direct you.

The Show Office will be open at Noon on Monday, September 9, 2019. The Show Office telephone number at that time will be 503/736-5247. The Decorator and Electrician service desks are located next to the Show Office. When you get to your booth, make sure that everything you pre-ordered is in the booth. If anything is missing, go immediately to the service desk – we do not want to delay your move-in in any way.

It is the Exhibitor's responsibility to see that no RV's are brought in with propane in accordance to Fire Marshal Rules and Regulations. Also, if you are using stabilizing jacks, you are required to put wooden blocks under any part touching the floor as not to damage the floor.

Do not bring children during move-in and move-out as you personally will be responsible if your children are injured or if they damage another person's merchandise.

No pets are allowed in the Building during move-in and move-out.

No vehicle will be allowed in the Building after 2:00p.m. Wednesday, September 11, at which time the Building will be swept and aisle carpet laid. It is mandatory that all packing cases be removed by this time.

OUT OF STATE DEALERS

If you are coming from out of state contact the Billing Codes Agency at 503/373-1235 and let them know that you will be bringing RV's to the Show. They will want to make sure that the units are properly registered for sale in Oregon.

MOVE-OUT

DO NOT MOVE OUT UNTIL THE SHOW IS OVER!! The public pays to see an entire Show. No exhibits or part of the exhibit may be removed until **AFTER 6:00p.m. Sunday, September 15, 2019.**

You may begin moving out Sunday after the doors are secured, the general public is out of the Building and the aisle carpet is rolled up. Truck entrances will be opened at approximately 6:30p.m.

At no time may vehicles block truck entrances. This is especially important closing day as some displays must be removed before any vehicles and/or trailers can come into the Building.

**GENERAL MOVE-OUT WILL COMMENCE AT
8:00A.M. MONDAY, SEPTEMBER 16, 2019 AND ALL
MATERIALS MUST BE OUT OF THE BUILDING BY
2:00P.M. THAT SAME DAY!**

If you have freight and need shipping labels, contact the Decorator before move-out. It is recommended that the dealers stage their units in the lower parking lot during move-out. This not only clears the building, but saves time in the aisles and in front of the roll up doors.

EXHIBIT SPECIFICATIONS

BOOTH SPACE

Standard booths are 9' to 10' X 10' and furnished with one 500-watt electrical outlet. A booth consists of cloth drapes on aluminum bars. 8' high in back with 3' high sides. Total height at the rear shall not exceed 10', including sign, without the permission of Show Management.

When constructing a booth, be sure any part showing into your neighbor's booth looks professional. Any portion of your booth that looks unfinished will have to be fixed or Show Management will have the Decorator fix it at your expense.

BULK SPACE

No Space dividers or drapes are furnished. The cost of adding drapes will be at the Exhibitor's expense.

PROPER AISLE FLOW

The aisles are the property of the Show Management and must be free for easy flow of traffic throughout the entire Show. The Aisles must not be obstructed at any time.

SOUND

Noise level from any demonstration or sound systems **must be kept to a minimum**. The right to use amplified sound is an exception to the rules and Show Management reserves the right to determine at what point sound constitutes interference with other exhibitors.

EXHIBITING SUCCESS TIPS

Regardless of your company's reputation, the quality of your product or service, or the size of your booth, the people working your booth make or break your company's success at a Show. Here are 10 tips to help you put your best foot forward and make the most from your exhibiting experience.

- 1. Know exactly why you are in the booth** – Are you there to get sales leads, write orders, meet with current customers, do demonstrations, or what?
- 2. Set activity and results goals** – having a clear goal provides focus, motivation, energy and makes time pass fast.
- 3. Watch your non-verbal communications** – Don't stand behind or lean on tables or counters with your arms or legs crossed or your hands in your pockets. Try to maintain a positive, open bodied posture.
- 4. Stand up while in the booth** – It is impolite to be sitting when a customer walks into your booth and makes you seem unapproachable.
- 5. Put a smile on your face** – It's almost impossible not to look at a person with a big smile on their face. It also makes you feel better.
- 6. Greet people as they pass by** – In some cases, the person in the aisle might not know what is in your booth. By greeting them, it forces them to at least take a look at your booth. If they have an interest, they will stop.
- 7. Don't hang with the gang** – How easy do you find it to approach a gang of strangers, especially when you know they are salespeople?
- 8. Invite people into your booth** – Sometimes visitors just need an invitation to cross the carpet line.
- 9. Don't start "pitching" your product/service right away** – Ask a few questions to qualify visitors before wasting their time or yours.
- 10. Keep your presentations short, interactive and benefit focused** – Always remember, time and short visitor attention span are your key enemies at a show.

SOUVENIRS

No helium balloons or gummed stickers will be allowed in the Building. Also, to avoid possible injury, we ask that you do not distribute yardsticks, or any other items in this category.

MERCHANDISE REMOVAL

If you are selling items that can be hand-carried, please see that your customer receives a Bill of Sale. This will serve as proof of ownership in the event the person is questioned by a doorman.

LIABILITY

The Exhibitor is entirely responsible for the space leased by him and agrees to reimburse the Expo Center or OTS for any damage to the floors, walls, or equipment occurring in the space leased by the Exhibitor. Automobiles, trucks and similar conveyance shall have a drip pan and/or protective material under them to safeguard the floor from dirt, oil stains, etc.

If you are using stabilizing jacks for your units, please use a block of wood under each to distribute the weight over a wider area. Failure to do so will damage the floor.

NO SPRAYS ON TIRES - IT MAKES THE FLOORS SLIPPERY!!

FIRST AID

There will be an EMT on duty during regular public show hours. The first aid room is located in the Hall D lobby. Please report ANY injuries immediately to the EMT or Show Management.

THE WATCHMEN

The Management will provide watchmen during the life of the Show. No persons will be permitted into the Building after the closing hour. Management and the Expo Center cannot guarantee Exhibitors against loss of any nature. (See your insurance policy) It is your responsibility to see that small and valuable exhibit materials are packed away or covered each night.

Move-out is an especially difficult time to watch everything, so please do not leave your materials unattended and try to take with you anything that is easy to carry out.

LIQUOR

Your attention is respectfully called to the fact that Oregon State Liquor Laws prohibit the use of alcoholic beverages in public buildings unless specific licenses have been issued with expressed permission from the Expo Center.

MUSIC

Exhibitors may not play music in any form without the proper license of copyrighted music. Exhibitors shall protect, defend, indemnify and hold harmless the Management and the Expo Center from and against any and all claims, damages, losses and expense including attorney's fees arising out of or resulting from performance of live or recorded music or other copyrighted works with the exhibit, or the officers, contractors, licenses, agents, employees, guests, invitee or visitors of an exhibit.

SWEEPING

The Expo Center crew will sweep out the Building each night after closing. They will not sweep into any Exhibitors displays. All debris, such as cartons and other materials, should be placed in the aisles before leaving for the night.

CONCESSIONS AND CATERING

Pacific Wild / Aramark is the catering company for the Expo Center. They are a national company that has the contract for most of the facilities in the Portland area. They are the only people allowed to serve food and/or beverages at the facility.

All materials not covered in these conditions are subject to other decisions of the Management.



CITY OF
PORTLAND, OREGON

FIRE PREVENTION DIVISION

**PLEASE SIGN AND RETURN
THIS FORM WITH YOUR
CONTRACT TO O'LOUGHLIN
TRADE SHOWS**

"YOUR SAFETY IS YOUR RESPONSIBILITY"

***DISPLAYING OF VEHICLES, RECREATION VEHICLES,
TRAILERS, BOATS, ATV's, MOTORCYCLES,
OR SIMILAR, IN BUILDINGS***

The following requirements apply:

1. Shall not obstruct exits, fire extinguishers, fire hose cabinets, or fire alarm pull boxes.
2. Shall have a properly mounted working smoke detector in every enclosed structure, more than 100 square feet of inside space.
3. Security to be on-duty 24 hours, until all vehicles are removed from the building. Security are to make 30 minute patrols of all vehicles for fire and have quick access to a telephone to report a fire.
4. A door or window to each vehicle is to be left open.
5. Vehicles equipped with liquefied petroleum gas containers, shall have such containers emptied and reduced to atmospheric pressure **BEFORE** bringing them into the building. The 10% valve shall be in the open position.
6. Any vehicle with a gasoline or alcohol stove must have such stove completely emptied and reduced to atmospheric pressure, prior to display.
7. Each vehicle fuel tank shall not be more than one-quarter full, and shall be equipped with a gas cap or cover either locking or taped in place. Gasoline or other fuels shall not be drained from, or added to, any vehicle within a building.
8. Battery cables shall be disconnected and taped or the cables or batteries removed.
9. Vehicles with battery cut-off switches, can have the switch in the off position, with the switch handle either removed or taped in the off position.
10. Vehicles with batteries that run the vehicle motor, shall have the battery cables either removed or the cut-off switch in the off position. The batteries that supply the inside lights, stove, etc., that cannot be disconnected or the vehicle cannot run on electrical service that is supplied by the building, shall have the building supplied power and this cut-off switch turned off at the close of each show day.
11. Vehicle keys are to be on-site during event or the vehicle door left unlocked.

4/00

YOUR SIGNATURE BELOW SIGNIFIES THAT YOU HAVE READ THE ABOVE REQUIREMENTS AND UNDERSTAND THAT YOUR FAILING TO ADHERE TO THESE REQUIREMENTS MAY RESULT IN A FINE BY THE FIRE MARSHAL.

COMPANY NAME: (PRINT) _____ DATE: _____

SIGNED BY: _____

PRINT NAME: _____