

## FREQUENTLY ASKED QUESTIONS

### Who are the ICSC contacts for this event?

Lorraine Mazza	Staff Vice President & Managing Director of RECon	<a href="mailto:lmazza@icsc.org">lmazza@icsc.org</a>
Peter Bordes	Trade Exposition Planner (South Hall 1 & 2)	<a href="mailto:pbordes@icsc.org">pbordes@icsc.org</a>
Eddie Emeric	Trade Exposition Planner (Central Hall)	<a href="mailto:eemeric@icsc.org">eemeric@icsc.org</a>
Douglas E. Lugo	Senior Trade Exposition Planner (South Hall 3 & 4)	<a href="mailto:dlugo@icsc.org">dlugo@icsc.org</a>
Rita Malek	Global Trade Show Sales Manager	<a href="mailto:rmalek@icsc.org">rmalek@icsc.org</a>

### Are there hotel rooms available?

Yes. Please visit <http://www.icsc.org/housing2.php?meeting=2011SC&code=UYW>

### Where can I view the floor plan?

You can view the online floor plan by clicking the "Expo Hall" link located at <http://exhibits.icsc.org/2011sc/public/FloorPlan.aspx>

### What are the Exhibit Hall Days & Time?

Monday, May 23, 2011	8:00 A.M. – 6:00 P.M.
Tuesday, May 24, 2011	8:00 A.M. – 5:00 P.M.
Wednesday, May 25, 2011	8:00 A.M. – 2:00 P.M.

### What is included with my exhibit space?

#### Leasing Mall

Four (4) exposition only staff badges minimum  
 Hard wall exhibit structure  
 Standard Carpet  
 First night booth cleaning

#### Product Suppliers/Green Zone

Four (4) exposition only staff badges per 10' x 10' space  
 8' high white hard wall & 3' high side returns  
 Standard Carpet  
 First night booth cleaning

### Is a badge included with my exhibit space?

Yes. Leasing Mall exhibitors receive a minimum of four (4) exposition only badges for up to 400 square feet of space. An additional badge is supplied for each additional 10' x 10' space (100 square feet) rented.

Product Supplier & Green Zone exhibitors receive four (4) exposition only badges per 10' x 10' exhibit space.

### What does "Exposition Only" badge mean?

These badges allow access to the Exhibit Hall only. They do not provide access to any educational sessions, Receptions, Special Interest Groups, etc.

### What is the price for Full Conference badge registration cost?

You can view pricing at <http://www.icsc.org/2011SC/register.php>

### Do I need a photo for my badge?

Yes. All exhibitors and attendees are required to submit a photo for their badge. You can upload the photo during the badge assignment process or email the photo to [memberphotos@icsc.org](mailto:memberphotos@icsc.org). In the body of the email please state the following:

- Badge recipient's name
- Email address
- Company Name
- Event Name – RECon 2011

### **How do I receive my badge?**

All exhibitors and attendees registered by Thursday, March 31, 2011 will receive their badge in the mail. A badge will not be mailed if a photo has not been provided. Anyone with a photo already in our records are not required to submit a photo. Badges will be mailed out approximately the end of April.

### **What happens if I miss the March 31<sup>st</sup> deadline?**

You can still register online and pick your badge up onsite at the Registration Area.

### **How do I assign my exhibitor staff badges?**

To submit names for your exhibitor staff badges, please visit <http://exhibits.icsc.org/2011sc/public/MainHall.aspx>

1. Go to "Exhibitor Login"
2. Enter the "Password" provided in your confirmation letter
3. select "Edit" from the "Booth Personnel" box, a new web page will appear.
4. select a name from the drop down list in Section A or select Section B to add a new name
5. once finished submitting names, hit "Complete staff badge registration"
6. each person assigned a badge will receive a confirmation email.

### **Why was my booth relocated?**

There are two possible reasons why your exhibit space may have been relocated.

- A. The application for exhibit space was not received by the August 20, 2010 deadline.
- B. Your exhibit space may have been relocated for the overall benefit of the show and maximization of the floorplan, we had no other alternative than to relocate your exhibit space.

### **Can I request a relocation?**

Yes. Relocation request **must** be submitted via email to Eddie Emeric at [eemeric@icsc.org](mailto:eemeric@icsc.org). Relocation requests will not be accepted via telephone. A member of the Trade Exposition Team will call you within 72 hours to discuss your request and the available options.

### **If the space is available, will I automatically be relocated to the space I want?**

Not necessarily. Relocation requests will be granted on a "first-come-first-serve" bases. Although the space may be shown as still available, a request for that particular space may have been sent prior to your request.

### **What is your advice regarding relocation requests?**

Our advice would be to submit your top 4-5 choices. We will try to fulfill your request.

### **When can I set up my booth?**

Due to the size of this event, exhibitor are allowed access to their exhibit spaces depending on the location of the space. A detailed "Targeted Move-In/Out" map showing everyone's move-in/out dates will be available online at <http://exhibits.icsc.org/2011sc/public/MainHall.aspx>? by March 18, 2011.

### **What exactly does "targeted move-in" date mean?**

The "targeted move-in" date is the first day you will have access to your exhibit space and materials you have shipped to the show. You can set up your exhibit anytime **on or after** the date provided on the "Targeted Move-in" map.

### **The "targeted move-in" date says my move-in date is Friday, May 20, 2011. I don't arrive until Sunday, May 22, 2011. Can I still set up my booth?**

Yes. Anything you have shipped to GES for the show will be at your exhibit space waiting for you as of Friday, May 20, 2011.

### **When does my booth have to be finished and ready for the show?**

All booths must be complete and ready for the show by Sunday, May 22, 2010 at 8:00 P.M. Any exhibit spaces not complete and show ready will be considered a “no show” and the exhibit space forfeited back to ICSC.

### **Are there specific Rules and Regulations/Design Criteria regarding exhibit design?**

Yes. For the Rules and Regulations and the Exhibit Design Criteria, please visit

<http://exhibits.icsc.org/2011sc/public/MainHall.aspx?>

**Note – Exhibitors using the same exhibit design used in 2010, are not required to submit the Exhibit Design Submission Form. If the exhibit design has been modified or is a new exhibit design, an Exhibit Design Submission Form will be required.**

### **I would like to have an after hour reception in my booth. Are there any requirements?**

Yes. Exhibitors may host after hour receptions in their exhibit space provided ICSC receives written notification of the event. Notifications should be sent via email to Douglas E. Lugo at [dlugo@icsc.org](mailto:dlugo@icsc.org) no later than Friday, April 15, 2010. All food and beverage for your event must be ordered through ARAMARK Catering, the exclusive caterer of the Las Vegas Convention Center. If the event is extending past official exposition hours, exhibitors must contact TSE (Trade Show Electric) at the GES Service to schedule late booth power.

### **I have an additional company in my exhibit space. Can they be listed in the printed Program Directory?**

Yes. Additional listings in the print Program Directory can be purchased for a fee of \$500 per listing. You can download the “Additional Listing Form” from <http://exhibits.icsc.org/2011sc/public/MainHall.aspx?>. All “Additional Listing Forms” must be submitted to Peter Bordes at [pbordes@icsc.org](mailto:pbordes@icsc.org) no later than Friday, February 18, 2010 to be included in the printed Program Directory. This form will be available in early January.

### **How many “Host/Hostess” badges are provided with my exhibit space?**

“Host/Hostess” badges are no longer provided with the exhibit space.

### **When can I begin to dismantle my booth?**

Booth dismantle can begin on Wednesday, May 25, 2011 at 2:00 PM.

**Per ICSC policy – No one can begin to dismantle during the show. Anyone dismantling their exhibit prior to 2:00 PM on Wednesday, May 25, 2011 may be penalized regarding their booth location in 2012. A violation for this offense of the Rules & Regulations will be issued.**

### **I am not using an Exhibitor Appointed Contractor, do I still need to submit a Certificate of Insurance.**

Yes, all Exhibitors must submit a Certificate of Insurance. For more information regarding Insurance and Liability requirements, please visit <http://exhibits.icsc.org/2011sc/public/MainHall.aspx?>. The information is located in the “Exhibitor Information” tab.

Note – all Certificates of Insurance must be submitted to Tony Garcia to [tgarcia@icsc.org](mailto:tgarcia@icsc.org) by Friday, April 15, 2011. **We highly recommend sending this Certificate of Insurance via email.**

### **How do I update my Company’s online profile?**

Step 1: Please visit Go to “Exhibitor Login”

Step 2: Enter the “Password” provided in your confirmation letter

Step 3: Select “Exhibitor Login” from the menu on the left side

Step 4: Enter your “Company Password”. This password was provided in the Booth Confirmation letter.

Step 5: Update your information

**Note: To be included in the printed Program Directory, all information must be updated by Friday, February 18, 2011.**

### **How do I order electrical, graphics, furniture, etc?**

You can order these services and more through GES. The forms can be found online under Exhibitor Information at <http://exhibits.icsc.org/2011sc/public/MainHall.aspx?>.

**Are there Sponsorships Opportunities available?**

Yes. If you would like to learn more about the sponsorship opportunities available, please visit <http://www.icsc.org/2011SC/sponsorship.php> or email Rita Malek at [rmalek@icsc.org](mailto:rmalek@icsc.org)

**Are there Advertising Opportunities available?**

Yes. If you would like to learn more about the advertising opportunities available, please visit <http://www.icsc.org/2011SC/sponsorship.php> or contact

**Suzanne Tanguay**

(East Coast/South/Canada/Latin America)

Phone: + 1 646 728 3475

[stanguay@icsc.org](mailto:stanguay@icsc.org)

**Sally Stephenson**

(West Coast/Midwest/Europe/Asia)

Phone: + 1 847 835 1617

[sstephenson@icsc.org](mailto:sstephenson@icsc.org)

**What is the cancellation policy?**

There is a no refund/non-transferable policy.

If your question has not been answered above, please email your question to [boothconfirmation@icsc.org](mailto:boothconfirmation@icsc.org).

Thank you