

# FREQUENTLY ASKED QUESTIONS

## What are the Exhibit Showcase hours?

Thursday, September 13: 12:00 PM – 7:00 PM  
Friday, September 14: 9:00 AM – 7:00 PM  
Saturday, September 15: 8:00 AM – 1:00 PM

## What is the Exhibit Hall Load In & Out Schedule?

### EXHIBITOR LOAD-IN

Tuesday, September 11 1:00 PM to 5:00 PM  
Wednesday, September 12 9:00 AM to 5:00 PM

### EXHIBITOR LOAD-OUT

Saturday, September 15:  
1:00 PM to 4:00 PM – Dismantle/move-out

Sunday, September 16:  
8:00 AM to 1:00 PM  
(For exhibits that cannot complete their move-out on Saturday)

## What is included in my exhibitor registration package?

Exhibitor Conference Registration Includes: Conference portfolio, access to Issue Forums/ Braintrusts, National Town Hall Meeting and Lunch Vouchers

Exhibitor Registrations Badge Allotment (per 10'x10' booth):  
(4) four complimentary - up to (15) fifteen vouchers allotted.

## What is included in my booth package?

Exhibit Booth Package: The exhibit fee includes an 8-foot-high back wall drape, 3-foot-high side dividers, 6-foot draped Table, two (2) chairs, and (1) wastebasket and (1) booth identification sign measuring 7" x 44" Printed with the company name and booth number (signage for in-line booths only) and conference registration as outlined on the Exhibitor Registration Package.

## Where can I order trade show services, arrange shipping, booth add-ons such as extra chairs, tables, power and/or internet?

CBCF Inc. has appointed Hargrove Inc., as the official general services contractor for the ALC Exhibit Showcase. Once your application is approved and process, please allow 3-5 business days and you can access the ordering link using the email address on the application to access the on-line Exhibitor Service Kit to order Furniture & Accessories and/or Material Handling & Labor price lists.

## Where can I find parking at the convention center?

There are over 3000 parking spaces in a three-block radius of the facility. These spaces are available on a first come, first serve basis.

## Which Metro is located nearest to the Convention Center?

Yellow/Green Line: Mt Vernon Square / 7th Street Convention Center

## Where is the loading dock at the convention center?

Upon arrival at the Washington Convention Center, check in with the Dock Master to receive a POV Dock Permit and directions to the proper loading dock. Due to local union regulations, Hargrove must unload all privately-owned vehicles (POVs). Please review the Hargrove – Exhibitor Service Manual for pricing.

For exhibitors, there is a hand carry entrance: The entrance at the southwest corner of 9th St and Mt. Vernon Place has been designated as the hand-carry entrance. Exhibitors may use this entrance to transport materials they can carry in one trip to their booths. Vehicles cannot stage outside of this entrance. Examples of acceptable hand-carry materials include: boxes, suitcases or fiberboard shipping cartons, portable displays on wheels and small luggage racks. The following items are NOT acceptable: items: two-wheel dolly loads, hotel Bellman's carts, boxes or crates requiring two people to carry.

## Where can I get something to eat at the convention center?

A complimentary Continental Breakfast is served daily in the Exhibitor Lounge located in the exhibit hall and at the lunch cafe (purchased) in the exhibit hall, or at the nearby restaurants and coffee shops.

## For FULL POLICIES - REFER TO TERMS & CONDITIONS

### How are booth numbers assigned?

Booth numbers are assigned by the Priority Points system until July 13. After July 13, space assignments are on a first-come, first-served basis to paid exhibitors, with priority selection given to sponsors and 2017 exhibitors in good standing. CBCF reserves the right to change booth assignments when deemed necessary. While changes to booth assignments are rare, CBCF will notify the exhibitor in writing before any such change is made. Booth assignments will be announced beginning July 20. Exhibitors may request their pavilion location based on their product or service offering; however, CBCF reserves the right to determine all booth placement.

### How do I obtain badges for my booth personnel?

Each fully paid exhibiting company will receive (4) four exhibitor or standard registrations for every 100 square feet of exhibit space contracted up to fifteen (15) badges. Exhibit-only personnel badges up to ten (10) badges are provided at no additional cost to confirmed exhibitors. Installation and dismantle (I&D) personnel not participating in the Exhibit Showcase will receive passes to enter the hall during booth set-up and tear-down.

### Am I permitted to share my booth space with another company?

Vendors are not permitted to share booth space at any time, for any reason.

### Can food taste samples be offered to my booth attendees?

Companies offering taste samples of their food products must obtain permission from the Walter E. Washington Convention Center. For further information, please refer to the catering order form in the Exhibit Service Manual.

### Am I required to carpet my booth area?

All exhibiting companies are required to have a floor covering (i.e. carpet, hardwood tile, etc.) in their booths. Floor coverings can be ordered through the general contractor using the carpet form in the Exhibit Service Manual - or you may bring your own.

### May I set-up a small table outside of the exhibit hall to share information?

ALC vendors are only permitted to exhibit within their contracted booth space in Hall E of the Walter E. Washington Convention Center. No other rooms or locations will be provided for exhibits of any type. Any tables or displays set-up outside of the exhibit hall will be removed by CBCF at the owner's expense.

### May I cancel my booth at anytime?

August 1 is the last day to cancel exhibit space and receive a refund less a \$50 administrative processing fee. Cancellations made after 5:00 p.m. EST on August 1, will be processed without refund. For cancellations eligible for refund, CBCF will issue refunds within 30 days of the conclusion of ALC. Cancellation requests will only be accepted in writing. Phone and faxed cancellation requests cannot be accepted. Cancellation requests must be sent via email to VFore@CBCFinc.org.

### Will my company be permitted to dismantle our booth one day early or a few hours before the show ends due to special travel arrangements?

ALC vendors are NOT permitted to dismantle for any reason prior to the end of the Exhibit Showcase. Dismantling must occur on the days and times as specified in the exhibitor's contract. Exhibitors who dismantle early will be subject to a penalty fee of \$200 and loss of priority booth selection for the 2019 Exhibit Showcase.

### Is the Job Fair open to the general public?

The Job Fair is open to conference attendees and to the general public. Attendees are instructed to bring resumes and be ready for on-the-spot interviews.

### Is the Exhibit Hall open to the general public?

The Exhibit Hall admission is FREE!!!! Open to conference attendees and to the general public.

### What are the exhibiting terms and conditions?

CBCF will have the right to decline application if another vendor providing the same product has already registered or if capacity is reached with vendors selling the same products/services.