

WE BELIEVE IN THE POWER OF **HUMAN CONNECTION**

2024 NRPA ANNUAL CONFERENCE EXHIBITOR WEBINAR

YOUR HARGROVE TEAM

- Hargrove Exhibitor Services
 - Courtney Caro, Manager Exhibitor Services
 - Rhyanna Cleckley, Lead Exhibitor Services Representative
 - Jamilla Keene, Exhibitor Services Representative
- Hargrove Shipping
 - Shara Kennedy, Exhibitor Services Coordinator
 - Stephanie Williams, Exhibitor Services Coordinator
- Contact Information
 - Email – exhibitorservice@hargroveinc.com
 - Phone – 301.306.4627

NAVIGATING THE ONLINE STORE

If you have not received your login information, please either

- Go to www.hargroveinc.boomerecommerce.com and click the Help button to request login assistance



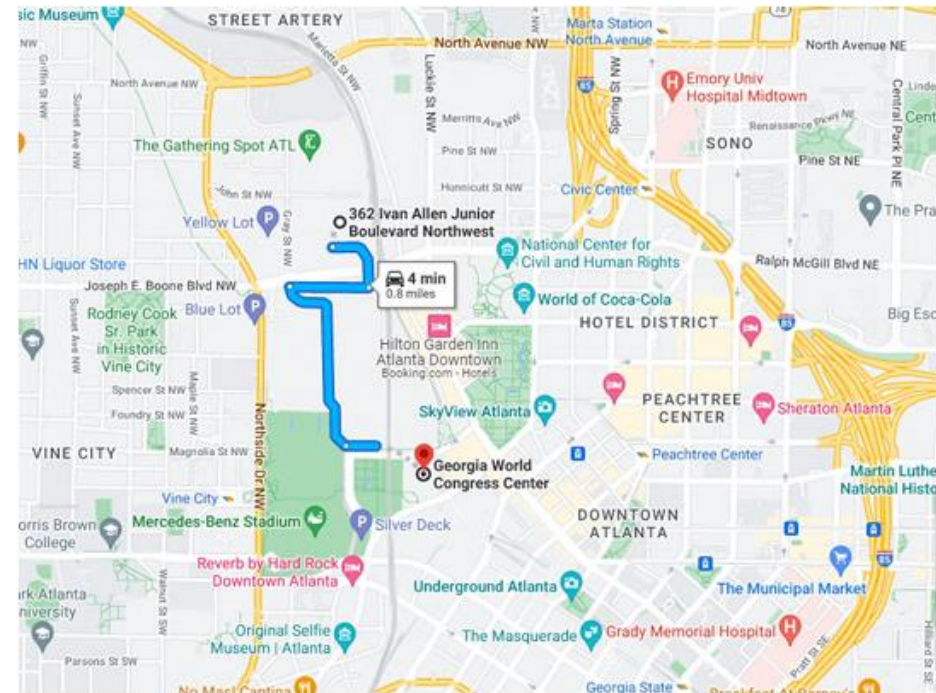
- Email exhibitorservice@hargroveinc.com to request login assistance
- Once logged in you will have full access to the exhibitor manual and online ordering.
- Ordering is as easy as selecting on the product you wish to order, adding it to your cart and checking out.
 - An order is not placed until you check out
 - Credit card payment is required at time of ordering

IMPORTANT DATES

- Tuesday, September 3 - Advance Warehouse Opens
- Wednesday, September 11 – Advance Ordering/Discounted Pricing Ends
- Wednesday, September 25 – Online Ordering Closes/Carpet Order Deadline
 - Per show management, exhibitors must carpet their booth space(s) at their own expense; carpeting may be ordered from Hargrove. If you are providing your own floor covering, please submit the Carpet Affidavit found in the online store.
 - Orders can be placed after September 25 by contacting Exhibitor Services
 - exhibitorservice@hargroveinc.com
 - 301.306.4627
- Wednesday, October 2 – Advance Warehouse Closes
- Sunday, October 6 – Direct Shipping Begins
- Exhibitor Move In
 - Sunday, October 6, 8:00am – 4:30pm
 - Monday, October 7, 8:00am – 7:30pm
- Show Hours
 - Tuesday, October 8, 10:30am – 4:30pm
 - Wednesday, October 9, 10:30am – 3:00pm
- Exhibitor Move Out
 - Wednesday, October 9, 3:00pm – 9:00pm
 - Thursday, October 10, 8:00am-4:30pm

IMPORTANT INFORMATION

- Per show management, exhibitors must carpet their booth space(s) at their own expense; carpeting may be ordered from Hargrove. If you are providing your own floor covering, please submit the Carpet Affidavit found in the online store.
- Marshaling Yard Information
 - All drivers must check-in at the Marshaling Yard to be placed in queue for unloading and/or reloading. The map below can also be downloaded via the online store under Additional Information > Additional Links > Marshaling Yard Information
 - Marshaling Yard Address
 - 362 Ivan Allen Jr. Blvd. NW, Atlanta, GA 30313
 - Hours of Operation
 - Inbound
 - Sunday, October 6 7:00am – 3:30pm
 - Monday, October 7 7:00am – 3:30pm
 - Outbound
 - Wednesday, October 9 2:00pm-8:00pm
 - Thursday, October 10, 7:00am-3:30pm



EXHIBITOR APPOINTED CONTRACTORS (EACs)/CERTIFICATES OF INSURANCE (COIs) & THIRD PARTIES

■ What is an exhibitor appointed contractor (EAC)?

- An Exhibitor Appointed Contractor (EAC)/ is an Install and Dismantle Company (I&D) used by exhibitors to set up and dismantle booth properties and submit Material Handling Agreements at the close of the show.
- Hargrove require exhibitors to submit the Notice of Intent to Use an EAC form (NOI) contains information on what qualifies as an approved EAC and requirements for the Certificate of Insurance (COI). The NOI must include the exhibitor's signature and is due 30 days prior to Exhibitor Move-In. The exhibitor is responsible for initiating this document with the EAC and submitting the form. The NOI is not to be sent to the contractor.
- The Notice of Intent to Hire form can be found in the online store under Exhibitor Appointed Contractors (EACs) & Third Parties
- Certificates of Insurances are only accepted electronically and must be submitted to CertFocus by Vertikal for compliance checking. There is a fee of \$21 and COI must be submitted no later than 14 days prior to move in
- In some cases, Show Management will include an EAC form of their own in the service kit. The two forms are not interchangeable. We can only accept the Hargrove EAC form.

■ What is a Third Party?

- An exhibitor may arrange for an exhibit house or such other third party to handle their billing by choosing that option in the Notice of Intent to Hire form. As the exhibitor, you are responsible for all charges incurred at the show should your third party fail to meet the required payment terms.

MATERIAL HANDLING

- What is Material Handling/Drayage?

The term "drayage" is the moving of exhibit materials from one location to another. Whether you ship to Hargrove's advance warehouse or directly to show site, your materials still need to get to your booth location. Drayage services include the accepting of your material either at the warehouse or at show site, delivery to your booth, storage of empty containers during the show, returning empty containers at the close of the show, picking up your packaged materials, returning them to the dock, and loading on the carrier of your choice.

- Material Handling rates and Information and Hints can be found in the Shipping & Material Handling section of the online exhibitor manual. [Additional Information > Material Handling > Material Handling Information & Hints](#)

- Tips that can save you money:

- Read the shipping and material handling section carefully as it explains surcharges that may be assessed for special handling or late shipments.
- Pay attention to deadline dates. If your shipment arrives to the advance warehouse after the published deadline date surcharges will apply.
- Loose, pad wrapped and uncrated materials require more labor time and special handling fees may be assessed.
- It is best to send your freight as one large shipment versus several small shipments. For instance, if you send one 45 lb. and one 55 lb. package separately you are charged the minimum on each shipment

UNION RULES AND REGULATIONS

■ Booth Set-Up & Dismantling

- The Local Union claims jurisdiction over all of the work classified as convention and tradeshow decorating. This includes booth/exhibit installation and dismantling, floor coverings, displaying of merchandise and advertising materials, and other booth/exhibit items used by exhibitors. All hired labor, whether hired through the Official Service Contractor – Hargrove, LLC – or an Exhibitor-Appointed Contractor (EAC), must belong to the Local Union.
- Three options for I/D labor exist for Atlanta, GA. Labor may be:
 - Hired through the Official Service Contractor – Hargrove (Submit the Labor Order Form included in this manual.)
 - Hired through an Exhibitor-Appointed Contractor (Submit the EAC Form included in this manual.)
 - Performed by full-time, permanent employees of the exhibitor. (Spouses, children, friends and temporary help/labor are not permitted in the I/D activities.)
 - Exhibitors requiring the assistance of forklifts, cranes and/or other power/motorized I/D equipment would order same from the Official Service Contractor. Exhibitors may not “borrow” tools from the exhibit facility and/or the Official Service Contractor. Hargrove will have qualified union members available to assist you in setting-up and dismantling your exhibit and equipment.

■ Material Handling

- The Local Union also claims jurisdiction on the operation of all material handling equipment on and between the dock area and the exhibit space. Union personnel will operate forklifts, cranes and all other equipment for the unloading and reloading of all display materials, machinery, products and equipment. Please see the Material Handling Estimate form for charges that will apply.
- EXCEPTION: Exhibitors may unload materials from personal vehicles and move such materials provided that [1] such is done by full-time, permanent employees and [2] the materials can be hand carried (i.e., without the use of dollies, hand trucks, or other mechanical equipment). When exhibitors choose to hand carry in accordance with the foregoing, they will not be permitted access to loading dock area(s). Also, exhibitors cannot borrow forklifts, dollies, hand trucks, carts, etc. from the convention facility or the Official Service Contractor to uncrate, unskid, move, position, assemble, reskid, recreate, etc. their equipment, products or displays.
- Hargrove shall be the sole authority on all matters in the dock area. This shall include, but not confined to, items such as assignment of dock space and loading or unloading of all materials and equipment in order to ensure a smooth and efficient move-in and move-out of the convention/show.

HANGING SIGNS

- Hanging Signs are only permitted for island booths 400 square feet or larger
- Hargrove labor is required for all hanging signs not requiring truss or motors and can be ordered via the online store under Labor > Forklift & Machinery Labor
 - The Hanging Signs & Overhead Structures Request form must be filled out and submitted with your labor order
 - Structure diagrams/drawings are also required
 - Assembly and Disassembly labor to build and dismantle the sign are also available

ANCILLARY SERVICES

Ordering links for ancillary services such as electric and internet can be found in the online store under Additional Information > Additional Services

Additional Information

EXHIBITOR SERVICE MANUAL

[Download Manual PDF](#)

GENERAL INFORMATION

[Quick Facts](#)
[General Information](#)
[Hargrove Ordering & Payment Guide](#)
[Union Rules & Regulations](#)
[Move-Out Information](#)
[Security Guidelines](#)
[Exhibitor Terms & Conditions](#)

SHIPPING SERVICES

[Request a Shipping Quote](#)
[Shipping Labels: Advance](#)
[Shipping Labels: Direct](#)
[Shipping Labels: Hanging Signs](#)

MATERIAL HANDLING

[Material Handling Information & Hints](#)
[Marshaling Yard](#)

LABOR SERVICES

[Exhibitor-Appointed Contractor \(EAC\) Information](#)
[Hanging Signs/Structures Form](#)

ADDITIONAL SERVICES

[Additional Services](#)



Q & A