

# EXHIBITOR SERVICE MANUAL

## MAIN MENU

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**Welcome** to the National Pavement Expo 2022 Exhibitor Services Manual! The information in the pages below is designed to help guide exhibitors through the planning process of exhibiting at National Pavement Expo. Schedules and deadlines as well as links to additional information, online ordering sites, and downloadable printable order forms are included for your convenience.

The **Main Menu** is designed so clicking on a topic will automatically transport you to that section of the manual. Also, each page includes linked tabs at the top to help you navigate back to the Main Menu or another section of the manual.

We encourage you to thoroughly review this document, especially those areas that pertain to you and your booth and ask questions for any areas you need further clarification on.

## GENERAL INFO

### DATES & TIMES

#### Move-in

Monday, February 21	1:00 PM – 5:00 PM	Targeted Move-In by Appointment Only (email request to <a href="mailto:targets@shepardes.com">targets@shepardes.com</a> )
	8:00 AM – 1:00 PM	Targeted Move-In by Appointment Only (email request to <a href="mailto:targets@shepardes.com">targets@shepardes.com</a> )
Tuesday, February 22	8:00 AM – 6:30 PM	<i>Registration open for Exhibitors</i>
	1:00 PM – 5:00 PM	General Move-In
Wednesday, February 23	7:30 AM – 5:00 PM	<i>Registration open for Exhibitors</i>
	8:00 AM – 3:00 PM	General Move-In

#### Show Day

Wednesday, February 23	4:30 PM – 6:30 PM	Opening Night Reception
Thursday, February 24	11:00 AM – 5:00 PM	
Friday, February 25	11:00 AM – 3:00 PM	

#### Move-out

Friday, February 25	3:00 PM – 11:00 PM
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### EXHIBIT HALL LOCATION

Charlotte Convention Center  
501 S College St  
Charlotte, NC 28202  
This is a non-smoking building.

### SHOW MANAGEMENT CONTACTS

Available online. [Click here](#)

National Pavement Expo 2022 EXHIBITOR SERVICE MANUAL

### VENDORS

Click on vendors to get more information.



SHEPARD EXPO

[ORDER ONLINE](#)

[EMAIL](#)

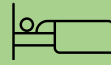


ELECTRICAL

Smart City – Charlotte  
Convention Center

[ORDER FORM](#)

[WEBSITE](#)



HOTEL RESERVATIONS:  
EVENT SPHERE

[ONLINE RESERVATIONS](#)

[EMAIL](#)



INTERNET

Smart City

[FORM](#)



BADGE REGISTRATION

Maritz Global Events

[ONLINE FORM](#)



CATERING

[MENU](#)

[EMAIL](#)

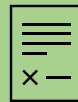


FLEETWASH

[EMAIL](#)

(803) 457-4555

Will Summerall



INSURANCE

Marsh/Total Event Insurance

[ONLINE APPLICATION](#)



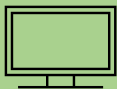
LEAD RETRIEVAL

Maritz Global Events

[ORDER ONLINE](#)

[EMAIL](#)

[ORDER FORM](#)



SMART SOURCE

AUDIO / VISUAL

[ORDER FORM](#)

[EMAIL](#)



RIGGING

Encore

[ONLINE ORDER FORM](#)

Due 14 days prior to set up



BUSINESS CENTER

[WEBSITE](#)

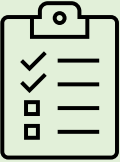
[EMAIL](#)

(704) 339-6036

## SHOW PLANNER

Click on items to get more information and link to the website or form.

**JAN 24**




WAREHOUSE SHIPPING BEGINS

**DEC 15 – JAN 26**

ORDER LEAD RETRIEVAL (TIERD DISCOUNTED PRICING)


**FEB 2**



SHEPARD EARLY BIRD DEADLINE FOR [ONLINE ORDERS](#)

Furniture  
Labor  
Confirm Package Structure  
Wastebasket Form






**FEB 9**








CHARLOTTE CONVENTION CENTER ORDER DEADLINE

[ELECTRICAL](#)  
[CLEANING](#)  
[PLUMBING](#)

### BEFORE YOU ARRIVE TO SHOWSITE

-  [Submit Certificate of Insurance](#)
-  [Coordinate Hotel & Travel](#)
-  [Register Booth Personell in Advance](#)
-  [Update Show Directory Exhibitor Profile and/or listing](#)
-  [Submit EAC Notification Form & EAC Certificate of Insurance](#)

### OPTIONAL SERVICES

-  [RIGGING](#)
-  [AV](#)
-  [CATERING](#)
-  [INTERNET](#)
-  [FLEETWASH](#)

### SHOW MANAGEMENT REQUEST

- [CERTIFICATE OF INSURANCE](#)
- [EXHIBITOR APPOINTED CONTRACTOR \(EAC\)](#)
- [HANGING SIGN REQUEST](#)

### ONCE YOU ARRIVE

- [PICK UP BADGE](#)
- [CONFIRM FREIGHT DELIVERY](#)
- [CONFIRM ADVANCED ORDERS](#)
- [PLACE ONSITE ORDERS](#)

## INSURANCE

National Pavement Expo does not provide any type of insurance coverage for the property and/or personnel of exhibiting companies. Exhibitors must maintain insurance that meets the requirements below and provide proof to National Pavement Expo before the show.

An exhibitor shall, at their own expense, secure and maintain through the term of this contract, including move-in and move-out days, the insurance listed below. All such insurance shall be primary of any other valid and collectible insurance of the exhibitor and shall be written on an occurrence basis. Claims-made policies are not acceptable and do not constitute compliance with the exhibitor's obligations under this paragraph.

The following three types of insurance are required:

- **Workers' Compensation** insurance, unless you are the sole proprietor. A sole proprietor is a business entity that is owned and run by one individual. If you have even one other person in the booth working with you, you will need worker's compensation coverage.
- **Comprehensive General Liability** insurance with limits not less than \$1,000,000 each occurrence, \$2,000,000 aggregate, combined single limit for bodily injury and property damage, including coverage for personal injury, contractual, and operation of mobile equipment, products, and liquor liability (if applicable).
- **Automobile Liability** insurance with limits not less than \$500,000 for each occurrence combined single limit for bodily injury and property damage, including coverage for owned, non-owned, and hired vehicles, including loading and unloading operators. Auto coverage is only required if there is a vehicle in your booth or if you are using a designated loading/unloading area i.e. POV area.

Comprehensive General Liability and Automobile Liability insurance policies shall name as additional insured, Emerald (Show Management), Charlotte Convention Center (Facility), and Shepard Expo (General Service Contractor). If requested, copies of additional insured endorsements, primary coverage endorsements, and complete copies of policies satisfactory to Emerald, shall be furnished to Emerald sixty (60) days before the first day of the event. Certified copies of the Certificates of Insurance or policies shall provide that they may not be canceled without a 30-day advance written notice to Emerald.

The following MUST be contained on the certificate: [CLICK HERE FOR AN EXAMPLE](#)

"Producer" – Name, Address, and Phone Number of the insurance carrier

"Insured" – Company Name, Address, Phone Number, and Booth Number

"Description of Special Items" – "Emerald – National Pavement Expo 2022, Shepard, Charlotte Convention Center and each of its subsidiaries, affiliates, officers, employees, agents, and representatives" must be listed as additional insured for the dates [Feb 21 – 25, 2022]



Submit your insurance documents online. Be sure the name of the attachment reflects the name of the insured exhibiting company

### NEED GENERAL LIABILITY INSURANCE?

Marsh/TotalEvent Insurance offers General Liability Insurance for \$65 plus tax. [Click Here](#)



#### *Certificate Holder Information should be listed as:*

National Pavement Expo  
31910 Del Obispo, Ste 200  
San Juan Capistrano, CA 92675

## REPORTING

In the event of damage or loss of property, or an accident or injury, it is your responsibility to contact your insurance broker or carrier immediately.

## BOOTH REGULATIONS

### CONSTRUCTION/DESIGN

Show Drape Color(s): Black, White

Aisle Capret Color: Tuxedo

Linear, Corner and Perimeter booths

- 8' high pipe and drape back wall with 3' high pipe and drape side rails.
- 7" x 44" booth identification sign with the company name and booth number.

Peninsula and End-Cap booths

- 8' high pipe and drape back wall.
- 7" x 44" booth identification sign with the company name and booth number.

Split Island booths

- 8' high pipe and drape back wall.
- 7" x 44" booth identification sign with the company name and booth number.

Island booths

- Island booths do not come with back drapes or ID signs. If desired, they may be ordered from Shepard.

All other equipment and services are the responsibility of the exhibitor. Online ordering (where available) and printable order forms are located within this kit.

#### **Exposed Surfaces**

All exposed exhibit components extending above the 3' high pipe and drape sidewalls and/or the 8' high pipe and drape backwall must be completely finished, painted, and with no exposed wires or framing visible. Show management reserves the right to determine whether a wall is finished and may order draping of exposed sides at the exhibitor's expense.

#### **Multi-Level Exhibits**

A Multi-Level exhibit consists of a display fixture comprised of two or more levels. A multi-level exhibit requires prior approval by the exhibit facility and/or relevant local government agency because it is deemed to be a "structure" for building purposes.

All Multi-Level exhibits require a plan that is signed, sealed (with official seal) and dated by a registered architect or engineer and a certificate of flame retardant materials submitted to the facility at least sixty (60) days in advance of move-in.

#### **Covered Exhibits**

A Covered exhibit consists of a display fixture with something placed over or upon the exhibit (e.g., roof, ceiling, tenting, lattice, fabric, plastic) to cover the ground level and/or support decorative structures. The upper portion of a Covered exhibit is not occupiable.

All Covered exhibits with 300 sq. ft. or more of covered space require a plan that is signed, sealed (with official seal) and dated by a registered architect or engineer and a certificate of flame retardant materials submitted to the facility at least sixty (60) days in advance of move-in.

Inline Booth Guidelines

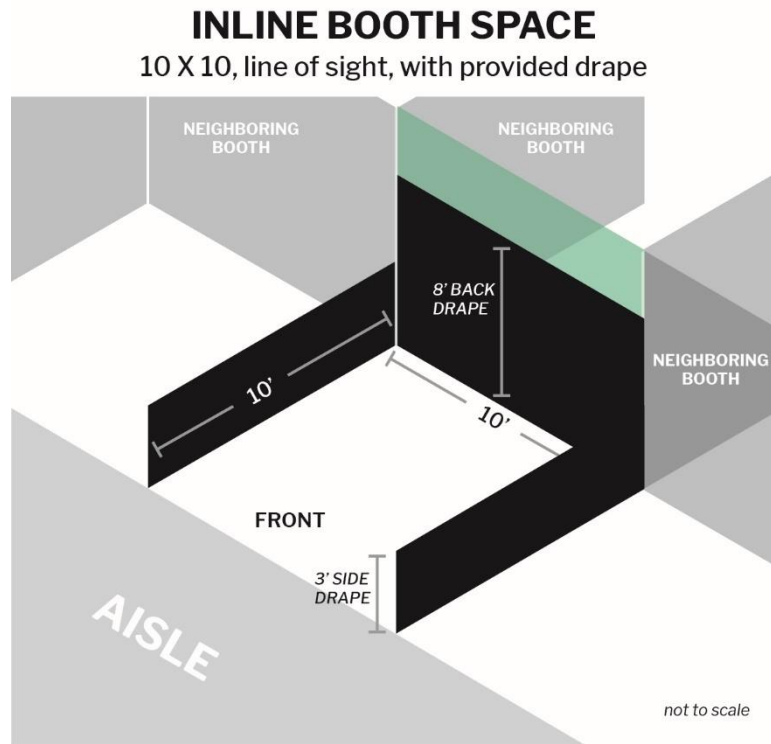
**Definition and/or Dimension**  
 Linear booths, also called “in-line” booths, are generally arranged in a straight line and have neighboring exhibitors on their immediate right and left, leaving only one side exposed to the aisle

Booths are commonly ten feet (10') wide and ten feet (10') deep, i.e., 10' x 10'.

**Use of Space - Line of Sight**  
 A maximum height of 8' with a 4' height restriction imposed on all materials in the remaining space forward to the aisle. Materials within the booth must be constructed so not to obstruct sight lines of neighboring exhibitors. *Special consideration:* When three or more linear booths are used in combination as a single exhibit space, the 4' height limitation is applied only to that portion of the exhibit space which is within 10' of an adjoining booth.

**Advance Permission Requests for the Following layouts**

- Bridging Aisles
- Catwalks or Raised Walkways
- Hanging Signs Heavy or Unusual Structures
- Motor Vehicle Displays
- Open Flame and/or Propane rd
- Special Lighting (such as Lasers or Ultraviolet)



**“Wiggle Room” Factor**

The width and depth of your booth structure should be designed so any side adjacent to another exhibitor’s booth is 3 inches less than the dimensions of your booth space. This is to allow space for the dividing drape and utility cables/hoses that must be run between booths.

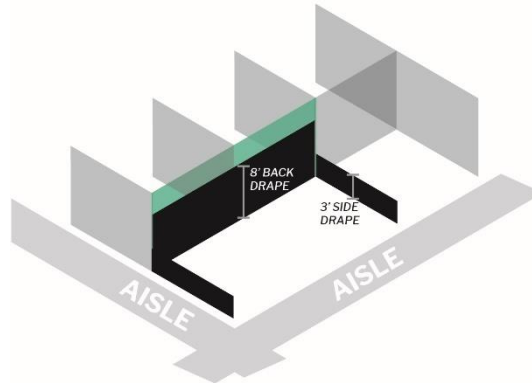
**Additional Information**

- [Labor/Union Laws](#)
- [Demonstration Guidelines](#)
- [Building Rules/Guidelines](#)
- [Americans with Disabilities Act](#)
- [Display Guidelines](#)

**Inline Booth Guidelines Variations**

**Corner** booths must adhere to the same guidelines as linear booths with the exception that two sides will be exposed to an aisle. Maximum height of 8’  
 Corner booths are commonly a minimum of twenty feet (20’) wide and ten feet (10’) deep, i.e., 10’ x 20’.

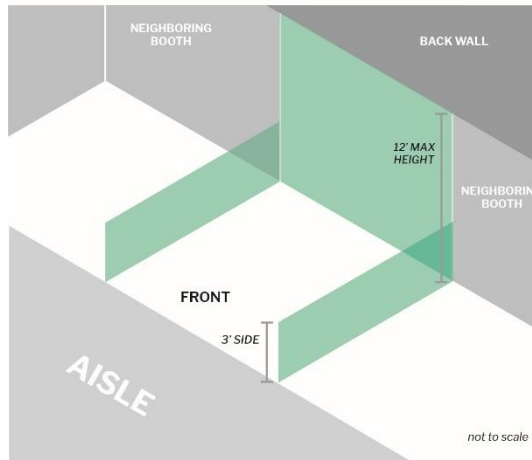
**CORNER BOOTH SPACE**  
 aisles on 2 sides; line of sight w/ provided drape



not to scale

**Perimeter** booths are linear booths that back up against a wall of the facility, not to another line of exhibits, and have a maximum height of twelve feet (12’).

**PERIMETER BOOTH SPACE**  
 booth backs up to wall in event space, max height 12’

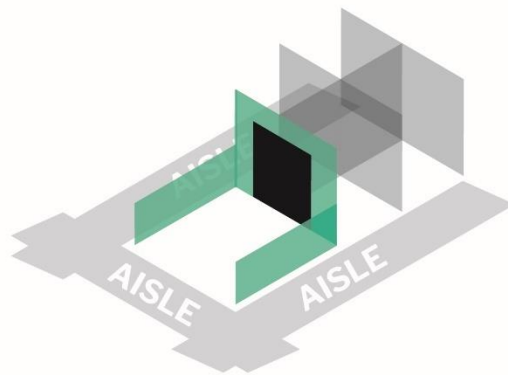


not to scale

**End-Cap** booths are exposed to an aisle on three sides and comprised of two adjacent 10’x10’ booth spaces.

Maximum height of 8’ only in the rear half of the exhibit space and within 5’ of the two side aisles, with a 4’ height restriction imposed on all materials in the remaining space forward to the aisle.



**PENINSULA BOOTH SPACE**  
 line of sight, aisles on 3 sides, with provided drape



not to scale



## Island & Split Island Booth Guidelines

<p><b>Definition and/or Dimension</b>  <b>Island</b> booths are any size booth exposed to an aisle on all four sides.                   Island booths are typically twenty feet (20') by twenty feet (20') or larger, although may be configured differently.   <b>Split Island</b> booths are booths which share a common backwall with another booth. Each booth are exposed to aisles on three sides and comprised of a minimum of four booths</p>	<div style="text-align: center;"> <p><b>ISLAND BOOTH SPACE</b> aisles on 4 sides</p>  <p><i>not to scale</i></p> </div> <div style="text-align: center; margin-top: 20px;"> <p><b>SPLIT ISLAND BOOTH SPACE</b></p>  <p><i>not to scale</i></p> </div>
<p><b>What's Provided / Included</b>                  Island and Split Island booths do not come with drapes or ID signs.</p>	
<p><b>Use of Space</b>                  The entire cubic content of Island and Split Island booths may be used up to the maximum allowable height of 16'. Double-sided signs, logos and graphics shall be set back 10' from adjacent booths.   <b>Towers</b>                  A tower is considered a freestanding exhibit component separate from the main exhibit fixture that is used for identification and display purposes only. Towers will be permitted to a height and depth that correspond to the height regulations for the appropriate exhibit configuration of which they are a part. For example, towers that are part of a exhibit will not exceed 20 feet (5 meters) in height.</p>	
<p><b>Hanging Signs / Graphics</b>                  Hanging signs may be hung to a maximum height of twenty-five feet (25') from the floor to the top of sign.                   If a hanging sign is used, there must be an empty space that is a minimum of five feet (5') between the highest point of the ground supported structure and the lowest point of your hanging sign. This empty space must be continuous throughout the entire cubic space of the booth.</p>	
<p><b>Additional Information</b>  <a href="#">Labor/Union Laws</a>  <a href="#">Demonstration Guidelines</a>  <a href="#">Building Rules/Guidelines</a>  <a href="#">Americans with Disabilities Act</a>  <a href="#">Display Guidelines</a>  <a href="#">Hanging Sign</a></p>	<p><b>Variance Requests</b>                  Variance requests can be submitted to Show Management for the Following:</p> <ul style="list-style-type: none"> <li>• Bridging Aisles</li> <li>• Catwalks or Raised Walkways</li> <li>• Hanging Signs</li> <li>• Heavy or Unusual Structures</li> <li>• Motor Vehicle Displays</li> <li>• Open Flame and/or Propane rd</li> <li>• Special Lighting (such as Lasers or Ultraviolet)</li> </ul>

## Hanging Signs & Airborne Objects

Hanging signs and graphics are permitted in all standard peninsulas, split island and island booths 20'x20' or larger to a maximum height of 20 feet from the floor to the top of the sign. The distance is measured from the floor to the top of the sign. Whether suspended from above, or supported from below, signs should comply with all ordinary use-of-space requirements.



Submit your hanging sign request, include a rendering of the sign and placement. Requests due by January 24, 2022

## Signs & Banners

Only exhibitors in island, split island, and peninsula booths that are 400 square feet or larger may have a hanging sign over their booth. For more information on the regulations pertaining to hanging signs, please refer to the *Show Rules & Regulations* section of this manual.

## Lighting/Truss

- No lighting, fixtures, lighting trusses, or overhead lighting are allowed outside the boundaries of the exhibit space.
- Lighting, including spotlights and gobos, should be directed to the inner confines of the exhibit space. Lighting should not project onto other exhibits or exhibition aisles.
- Lighting which is potentially harmful, such as lasers or ultraviolet lighting, should comply with facility rules and be approved by show management.
- Lighting that spins, rotates or pulsates and other specialized lighting effects should be in good taste and not interfere with neighboring exhibitors or otherwise detract from the general atmosphere of the exhibition.
- Currently, some facilities do not allow quartz halogen lighting fixtures in exhibits due to potential fire hazards. Check with show management for rules specific to the event facility.
- Reduced lighting for theater areas should be approved by the event facility.
- Droplights or special lighting devices must be hung at a level or positioned so as not to prove to be an irritant or distraction to neighboring exhibit booths or guests.
- Use of halogen rules vary by facility and should be verified prior to booth construction. To ensure safety, halogen lamps are limited to 75-watts and must be of the sealed variety which prevents direct handling of the bulb. The use of any stem mounted halogen or other fixtures employing either a linear quartz bulb or a non-shielded halogen bulb is strictly prohibited.

## Balloons or Inflatables

Helium balloons are not allowed inside the Charlotte Convention Center at any time.

## FREIGHT & DELIVERIES

### Freight & Machinery Rates

#### Freight (Material Handling)

Material Handling is the process of receiving a shipment from your carrier and managing on-site handling of the shipment through the event cycle. It is a standard event procedure with associated costs typically based on shipment weight.

Consolidate. Whether you ship to the advance warehouse or directly to show site, it is in your best interest to consolidate your shipment as much as possible.

Freight will be charged at a single rate per pound. For more information visit Shepard.

## Machinery Rates

National Pavement Expo has arranged with Shepard to have special material handling rates for machinery only shipments. Look in the Shepard order forms online for more information.

Use of these specially discounted rates are for your machinery shipments only, all other freight will be billed at standard Material Handling Rates.

- Certified weight tickets are required for all shipments.
- Mixed load shipments without separate weight tickets do not qualify for the machinery rates and will be invoiced at the regular material handling rate. Adjustments will not be made.
- When shipping a mixed load, separate weight tickets are required to distinguish between machinery and exhibit materials.
- All shipments must have proper inbound bill of lading or carrier bill with weight breakdowns.

## Warehouse Address

Exhibiting Co. Name & Booth Number

National Pavement Expo

TForce - Shepard Exposition Services

5204 N Graham St

Charlotte, NC 28269

## Direct to Site Address

c/o Shepard Exposition Services

Exhibiting Co. Name & Booth Number

National Pavement Expo

Charlotte Convention Center

501 S College St

Charlotte, NC 28202

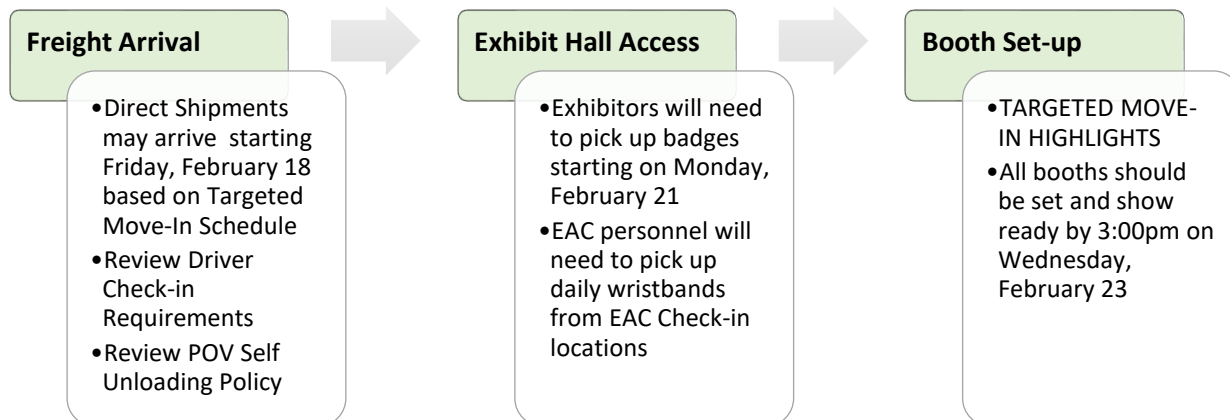
## Marshaling Yard Directions & Map

Starnes Pallet Service

4017 Chesapeake Dr.

Charlotte, NC 28216

## Move-in/out Procedures



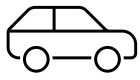
## Self-Unloading / Hand Carry Policy

Exhibitors may self unload at the designated POV ramps. See below for the type of vehicles that would qualify. 2-wheel or 4-wheel hand carts and pallet jacks are not allowed.

Shepard will also have a cartload services available for a fee to assist in unloading POV's.

## Privately Owned Vehicles (POV)

The types of vehicles listed below are considered POV's and will be allowed to unload/load in the designated POV ramp area after checking in at the marshalling yard



Passenger Automobile  
Mini Van  
SUV  
Pick-up truck

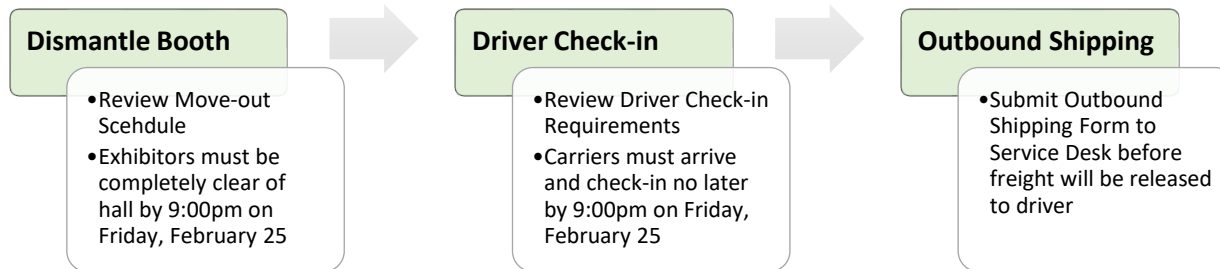
*A POV, or Privately Owned Vehicle, is any vehicle primarily designated to transport passengers and not cargo or freight. .*

Vehicles listed below **will not be allowed** access to the dock spaces for self unload/load. These will be unloaded by dock personnel at the material handling rate.



Trailers of any kind  
No Step Van/Box Truck  
Full Size Vans

## Outbound Shipping



You must complete a Shepard Material Handling Agreement (MHA) for all outbound shipments. A MHA will be distributed at show site if all services have been paid in full, or you can request one at the customer service desk.

Upon completion of packing and labeling of your materials, complete the bill of lading (MHA) with all required information, and return to the customer service desk. If you have questions on how to complete your bill of lading (MHA), please ask a Shepard customer service representative located at the customer service desk.

If you are NOT using the designated show carrier, you must call your carrier with pick-up information. If your carrier fails to pick up your shipment, Shepard Logistics will either reroute your freight through the carrier of our choice or return to the local warehouse (whichever is indicated on your MHA).

## Storage

The Fire Marshal absolutely prohibits the storage of empty containers in the exhibit hall. Arrangements have been made with Shepard Exposition Services to store empty crates and accessible storage.

## INSTALL/DISMANTLE & LABOR REGULATIONS

### Targeted Move-in Map

You can find a copy of the targeted move-in map [here](#).

### Late Set-up

If you need to work in your booth longer than the posted set up hours, please reach out to show management.

### Labor/Union Laws

North Carolina is a "right-to-work" state. Exhibitor personnel may set up their own exhibits using their own tools and company personnel. Union Labor is available to assist in the installation and dismantling of exhibit booths. Exhibit labor, freight and rigging labor, electricians and plumbers can be arranged for at established rates.

Shepard Exposition Services has the responsibility of receiving and handling all exhibit materials and empty crates that comes in via over the road carriers. It is Shepard's responsibility to manage docks and schedule vehicles for the smooth and efficient move-in and moveout of the exhibition. Shepard will not be responsible for materials they do not handle.

Exhibitors may deliver their own materials into the exhibit facilities; however, the use or rental of pallet jacks, and other mechanical equipment is not permitted. Shepard Exposition Services will control access to the loading docks in order to provide a safe and orderly move in/move out. Vehicles cannot be left unattended at the loading areas.

### Forklifts

Exhibitors may deliver their own materials into the exhibit facilities; however, the use or rental of pallet jacks, and other mechanical equipment is not permitted.

Forklifts with operators are available at the prevailing rates. Arrangements must be made with the general service contractor at least 14 days prior to setup for special requests, such as cranes or forklifts with over 5,000-pound lift capacity for special handling of large equipment or machinery.

### Tipping

Tipping is expressly prohibited. This includes such practices as giving money, merchandise, or other special consideration for services rendered. Do not give coffee breaks other than mid-morning and mid-afternoon, when the union has a 15 minute paid break. Meal breaks are one hour. Any attempt to solicit a gratuity by an employee for any service should be reported immediately to Shepard Exposition Services

### Building Rules/Guidelines

For a full list of the Charlotte Convention Center Event Regulations follow this [link](#).

It is understood that exhibitors shall neither injure, nor mar, nor in any manner deface the premises.

Exhibitors will not be permitted to drive nails, hooks, tacks or screws into any part of the building, put up decorations or adhesives that would deface the premises.

Exhibitor shall promptly pay for any and all damages to the facility, booth equipment or the property of others caused by the exhibitor or any of its employees, agent's contractors or representatives.

### Safety

#### Fire Marshal Requirements & Permitting

All exhibit spaces must be in full compliance with all facility, fire marshal, show management, and exhibit guidelines including all local, state and federal laws.

#### Fire & Safety

- The travel distance within the exhibit to an exit access aisle shall not exceed 50 feet (15.25 meters).
- Cardboard, crepe paper, corrugated paper or other combustible materials are prohibited.
- Exhibitors that have fire alarms, fire extinguishers, fire strobe lights or fire hose cabinets within the exhibit space must have them visible with an unobstructed path from the aisle to the fire device location.
- Spray painting is prohibited.
- Welding is allowed with written permission of show management, and provided exhibitor procures all necessary permits and licenses and provides evidence of the requisite permits to the facility prior to the event.
- Helium and gas cylinders used for refilling must be secured in an upright position on American National Standards Institute (ANSI) approved safety stands with the regulators and gauges protected from damage. Overnight storage of cylinders in the building is prohibited.
- Exhibitors should dispose of any waste products they generate during the exhibition in accordance with guidelines established by the Environmental Protection Agency (EPA) and the facility.

### Flammable and Toxic Materials

- All materials used in display construction or decorating should be made of fire-retardant materials and be certified as flame retardant.
- Samples should also be available for testing.
- Materials that cannot be treated to meet the requirements should not be used.
- A flame-proofing certificate should be available for inspection.
- Exhibitors should be aware of local regulations regarding fire/safety and environment which must be adhered to.
- Exhibitors should dispose of any waste products they generate during the exhibition in accordance with guidelines established by the Environmental Protection Agency and the facility.

### OSHA Regulations

All exhibitors must be in compliance with environmental laws and OSHA regulations. To facilitate this compliance, the Organizer strongly urges all exhibitors who give samples of any chemicals, cleaners, or inks to include a Material Safety Data Sheet (MSDS) with each sample given.

### Cleaning

#### Clean Floor Policy

All crates and skids must be tagged and removed from the exhibit floor no later than 12:00 pm on Wednesday, February 23, 2022. This will allow Shepard sufficient time to complete the laying of the aisle carpet and the overall cleaning of the exhibit hall as well as provide exhibitors the space to complete their booth set up by keeping aisles clear. There will be no exceptions to this policy. Crates without empty or access storage stickers will be tagged by the area floor managers or Shepard and removed from the exhibit hall – whether full or empty. Exhibitors may request product to be returned to their booth at the exhibitor's expense. Depending on where the crates are located, it may not be possible to access the crates prior to move-out.

#### Booth and/or Material Abandonment

Exhibitors that leave excessive literature and/or display materials in their booth at the end of the published move-out time will be deemed to be guilty of "material abandonment". Any charges incurred on behalf of show management to remove the abandoned materials to ensure that show management can comply with the published move-out schedule of the facility as stated in their license agreement for the event will be billed to the exhibitor directly. Show Management & the facility will NOT be responsible for the recovery of abandoned materials that are left in an exhibitor's booth past the move-out dates/times as published.

## EXHIBITOR APPOINTED CONTRACTOR

If exhibitors wish to use an Exhibitor Appointed Contractor (EAC), the following rules and regulations must be adhered to by the exhibitor and the EAC. **These rules will be strictly enforced.** Completion of the required EAC/I&D form qualifies as acceptance that the EAC will abide by all rules and regulations, especially those as contained herein for EAC.

The EAC/I&D contractor must be licensed, insured, and authorized to work in the Charlotte Convention Center. Contractors must adhere to all rules and regulations of National Pavement Expo, the Charlotte Convention Center, and the local unions. This includes keeping “no freight aisles” clear, clearing empty crates off the show floor, abiding by the Early Teardown Policy, and being properly badged.

All contracted personnel must check-in at Exhibitor Registration before admission to the exhibit floor. Personnel must have proof of company affiliation and a photo I.D.

The EAC shall refrain from placing an undue burden on the official service contractors by interfering, in any way, with the official contractor’s work.

The EAC will not solicit business at the event and must wear badges at all times. It is the exhibitor’s responsibility to make sure that all independent contractors are properly badged before arrival.

If the EAC, in any way, disrupts the orderly conduct of business by any of the official contractors or impairs the smooth installation and dismantling of the event, the EAC will immediately cease such disruption or be removed from the event site. Show Management will have the final decision in such instances.

The Charlotte Convention Center (Facility), Emerald (Show Management), and Shepard (General Service Contractor) must be named as additionally insured by all contractors working in the hall. Show Management must receive the certificate of insurance no later than 30 days before the commencement of installation. Show Management will give authorization to the EAC to provide installation and dismantling services to the exhibiting firm upon receipt of:

- Certificate of insurance for workers’ compensation and employers’ liability, comprehensive general liability, and automobile liability insurance.
- The workers’ compensation and employers’ liability insurance must provide a minimum limit of (recommended \$500,000 USD) and meet the requirements established by the state in which the event is being held.
- Comprehensive general liability coverage must provide at least (recommended \$1 million USD per occurrence /\$2 million USD general aggregate) in coverage and shall name Show Management, the sponsoring associations, the event owners, the official contractor, and the facility as additional insured.
- Automobile liability should include all owned, non-owned, and hired vehicles with limits of (recommended \$500,000 USD) bodily injury and (recommended \$500,000 USD) property damage liability.

In performing work for their clients, the EAC shall cooperate fully with the official contractors and shall comply with existing labor regulations or contracts as determined by the commitments made and obligations assumed by Show Management in any contracts with the official contractors. Failure to comply with these regulations will result in refusal or loss of authorization to perform services and immediate removal from the event site.

Services ordered on behalf of exhibitors by EAC’s or other third parties must be so authorized in writing by the exhibitor. Payment for all services will be the responsibility of the exhibitor.



Exhibitors using an installation and dismantling contractor (I&D), and/or an exhibitor appointed contractor (EAC) to set-up or teardown their exhibit, must complete the EAC/I&D form in the Exhibitor Console by Feb 2.

Complete this form **only** if you are using the services of an outside contractor to install or dismantle your display. Please fill out the form completely.

## UTILITIES

### ELECTRICAL REGULATIONS

Wall, column and permanent building utility outlets are not part of booth space and are not to be used. Electrical panels and other equipment in column recesses may not be blocked at any time.

All material and equipment furnished by the Convention Center for electrical service orders shall remain the Convention Center's property and shall be removed only by Convention Center personnel at the close of the show.

For a full list of Electrical Rules & Regulations follow this [link](#).

### CLEANING SERVICE - FLEETWASH

If you are interested in having truck washing you can order with Fleetwash by emailing Will Summerall at [will@fleetcleanusa.com](mailto:will@fleetcleanusa.com) or calling 803-457-4555.

### INTERNET SERVICES

Smart City is the exclusive provider for wired and wireless services for the Facility and has in operation a comprehensive wireless 802.11 network. The actual maximum bandwidth available depends on how many users are accessing the network simultaneously at any given time dependent upon the type of service purchased. Router, Streaming Applications, VoIP, DHCP, NAT or Proxy Servers are not allowed with this connection. Smart City can engineer custom dedicated network(s) to achieve your company objectives. Follow this [link](#) for more information.

### LIGHTING

- No lighting, fixtures, lighting trusses, or overhead lighting are allowed outside the boundaries of the exhibit space.
- Lighting, including spotlights and gobos, should be directed to the inner confines of the exhibit space. Lighting should not project onto other exhibits or exhibition aisles.
- Lighting which is potentially harmful, such as lasers or ultraviolet lighting, should comply with facility rules and be approved by show management.
- Lighting that spins, rotates or pulsates and other specialized lighting effects should be in good taste and not interfere with neighboring exhibitors or otherwise detract from the general atmosphere of the exhibition.
- Currently, some facilities do not allow quartz halogen lighting fixtures in exhibits due to potential fire hazards. Check with show management for rules specific to the event facility.
- Reduced lighting for theater areas should be approved by the event facility.
- Droplights or special lighting devices must be hung at a level or positioned so as not to prove to be an irritant or distraction to neighboring exhibit booths or guests.
- Use of halogen rules vary by facility and should be verified prior to booth construction. To ensure safety, halogen lamps are limited to 75-watts and must be of the sealed variety which prevents direct handling of the bulb. The use of any stem mounted halogen or other fixtures employing either a linear quartz bulb or a non-shielded halogen bulb is strictly prohibited.



## ONSITE BOOTH GUIDELINES

### DISPLAY

#### **Animals**

Only service animals will be allowed into the Convention Center. All other animals are prohibited.

#### **Booth Appearance**

All open or unfinished sides of the exhibit which may appear unsightly must be covered or show management will have them covered at exhibitor's expense.

Any portion of the exhibit bordering another exhibitor's space must have the backside of the exhibit finished and not incorporate any identification signs, lettering or graphics that would detract from the adjoining exhibit.

#### **Vehicles on Display**

- All vehicles on display will require spotting service from the general service contractor, at the exhibitor's expense.
- Display vehicles must have battery cables disconnected and taped, alarm systems deactivated, fuel tanks no more than 1/4-tank full or five gallons (include metric), whichever is less, and fuel tank filler caps locked and/or sealed.
- Fueling or de-fueling of vehicles on the facility premises is prohibited.
- Display vehicles are permitted to occupy no more than 80 percent of the contracted exhibit space and must conform to cubic content rules.
- Tractor/Trailer/Rigs/RVs/Trailers and oversize vehicles are not permitted as exhibits in the exhibit hall unless on the perimeter of the exhibit hall exhibition floor and must be approved by show management.
- Booth vehicles must be set back 10 inches (.26 meters) from the aisle to prevent damage from aisle carpet installation.
- Once placed, display vehicles cannot be started or moved without the approval of show management and the direction of the general service contractor. No battery charging is permitted inside the building.
- Auxiliary batteries not connected to engine starting system may remain connected.
- External chargers or batteries are allowed for demonstration purposes.

### DEMONSTRATIONS

As a matter of safety and courtesy to others, exhibitors shall conduct sales presentations and product demonstrations in a manner which assures all exhibitor personnel and attendees are within the contracted exhibit space and not encroaching on the aisle or neighboring exhibits. It is the responsibility of each exhibitor to arrange displays, product presentations, audio visual presentations, and demonstration areas to ensure compliance. No activities should be planned, or products displayed in a manner that would require an audience to gather in the aisles. Show management reserves the right to determine if a demonstration interferes with adjacent exhibit spaces and when it must be discontinued.

#### **Exhibitor Conduct /Good Neighbor Policy**

Exhibitors are required to keep all booth activities within the confines of their exhibit space and not interfere with aisle traffic flow or access to neighboring exhibits. Activities may not disturb neighboring booths. Demonstrations, booth giveaways and literature must directly relate to the exhibiting company product, business or mission and not be offensive in any manner.

Exhibitors are required to conduct themselves and operate their exhibit so as not to annoy, endanger or interfere with the rights of others at the show. Show management reserves the right to deny access to the exhibition floor to exhibitors not conducting themselves in a professional, ethical and otherwise appropriate manner. Unsportsmanlike, unethical, illegal or disruptive conduct, such as tampering with another party's exhibit or engaging in corporate espionage is strictly prohibited.

Exhibitor's personnel and their representatives may not enter the exhibit space or loiter in the area of another exhibitor without permission from that exhibitor, and at no time may anyone enter an exhibit space that is not staffed. Violators may be ejected from the event and the exhibitor additionally penalized by the loss of priority points at the discretion of show management.

## Food Demonstration

All food and beverage distributed from your booth must be ordered from the [Charlotte Convention Center](#), the exclusive food and beverage provider.

## Hospitality & Networking Events

No exhibitor, or any affiliate thereof, shall conduct any off-site activity during official event hours that would encourage attendees to leave the officially scheduled event activities. Hospitality suites shall not be open during event hours.

Meeting and hospitality rooms – only exhibiting companies will be permitted to have meeting rooms or hospitality/business suites at any of the official hotels or exhibit facilities. Exhibitors must inform show management of any hospitality suites, functions, classes, seminars or exhibits being held at venues other than the exhibition floor and must receive express written consent from show management for said activities prior to the show. Such activity must be for internal business or staff meetings. Exhibitors who are found to be in violation of outside activities rules and regulations will be subject to the loss of priority points.

## Noise / Music

In general, exhibitors may use sound equipment in their booths so long as the noise level does not, in the exclusive judgment of show management, disrupt the activities of neighboring exhibitors. Speakers and other sound devices should be positioned so as to direct sound into the booth rather than into the aisle.

Sound and noise should not exceed 85 decibels when measured from the aisle immediately in front of a booth.

Exhibitors should be aware that music played in their booths, whether live or recorded, may be subject to laws governing the use of copyrighted compositions. ASCAP, BMI, and SESAC are three authorized licensing organizations that collect copyright fees on behalf of composers and publishers of music. Show management does not have a license with any licensing agencies; therefore, exhibitor is responsible for obtaining licensing directly. Adherence to these mandated copyright licensing laws is of critical importance.

## Raffles, Drawings, and Contests

Raffles, drawings and contests, if permitted by law, are allowed in an exhibitor's booth but will be regulated by show management. Show management reserves the right to limit the promotional activity anywhere on the exhibition floor as they see fit to ensure a professional and safe atmosphere. These activities include and are not limited to, hand outs, contests, lotteries, promotional activities, entertainment, raffles and drawings.

## ADDITIONAL

### Americans with Disabilities Act (ADA)

Exhibiting companies are required to be in compliance with the Americans with Disabilities Act (ADA) and are encouraged to be sensitive and as accommodating as possible. For additional information, go to: [www.usdoj.gov/crt/ada/infoline.htm](http://www.usdoj.gov/crt/ada/infoline.htm).

### Distribution of Promotional Items

Circulars, catalogs, magazines, folders, promotional, educational or other giveaway matter may be distributed only at the exhibitor's display and must be related strictly to the products and/or services on display or eligible for display and for products which are directly available from the exhibitor. Distribution from booth to booth or in the aisles is forbidden and exhibitors must confine their exhibit activities to the space for which they have contracted.

Only literature published or approved by show management may be distributed in the registration area, meeting rooms, exhibit hall (outside the individual displays) or on transportation provided by show management. Canvassing on any part of the facility property is strictly prohibited and any person doing so will be requested to leave the premises and their material will be removed at the same time. The only exception to this rule is for authorized survey organizations that have obtained show management approval.

## Photography

Only official photographers and audio/video producers appointed by show management are permitted to photograph or record audio/video of the entire event.

Photography or video recording of any area outside an exhibitor's booth (including but not limited to Registration Areas, General Sessions, and Meeting Rooms) is prohibited, except by members of the press who received pre-approval. Conference sessions may not be photographed, or video/audio recorded.

## Selling at Booth

Selling merchandise from your booth during the show is strictly prohibited.

Any display items sold during the show cannot be removed from the show floor until after closing on the final show day. Exhibitors who choose to sell their display items must work jointly with the purchasing party to arrange for removal of the items from the show floor, while following all move-out and labor regulations. Exhibitors must also escort the purchaser to the exhibit hall exit and confirm with security that the purchaser is authorized to remove the items from the exhibit hall.

## Sharing of Exhibit Space

An exhibitor may not bridge an aisle, whether by a physical structure, carpeting, banners, etc., in order to connect their exhibit space with one across the aisle without permission from show management.

## Strolling Entertainment

Strolling entertainment or moving advertisements (robots, persons carrying or wearing signs, scooters, etc.) outside an exhibitor's space are not permitted. Repeat violations will result in the confiscation of materials/promotion items involved in the violations and loss of priority points.

Suitcasing is defined as any activity designed to solicit or sell products or services to delegates attending a meeting, conference, or event without the proper authorization by show management or in ways that violate the rules of the event. Any attendee who is observed to be soliciting business in the aisles or other public spaces, in another company's booth, or in violation of any portion of this policy, is subject to removal without refund and additional penalties.

The selling or solicitation of product or services may only be conducted by companies in good standing, within their exhibit space, confirmed meeting or conference space or within the event as authorized by show management. Companies conducting business outside the confines of the exhibit hall, booth location or in unauthorized properties within 5 miles of the exhibit facility without the permission of show management are in violation of this clause.

## SECURITY INFORMATION

National Pavement Expo Show Management makes every effort to protect exhibitors' merchandise and displays. Show Management will provide perimeter guard service on a 24-hour basis to include move-in, show days, and move-out. While Show Management will implement security measures to safeguard your property, neither Show Management, the Charlotte Convention Center, agents nor employees assumes any responsibility for such property, loss, or theft.

Exhibitors are solely responsible for the care, custody, and control of their own exhibit space and material. Exhibitors should carry insurance for covering loss or damage to their exhibit material.

Small electronic equipment such as video players, monitors, cameras, etc., should never be left unattended. In cases where valuable equipment may not be removed to storage daily, the services of a private booth guard are available.

When shipping your equipment, do not list contents on the outside of crates or cartons. Do not ship computers, monitors, tablets, or other electronic equipment in the manufacturer's cartons. Place these cartons inside larger crates or have special packaging made, which does not indicate contents.

At the close of the show, when your materials have been packed and bills of lading have been prepared, turn in your completed bills of lading at the general service contractor's service desk. Do not leave bills of lading in your booth or attached to your crates.

### ***Tips To Help Protect Your Product***

- Monitor your booth when your product is being delivered.
- Hire a security guard to watch your booth overnight.
- Perform an inventory after your product has been delivered and note any damages or missing items.
- Do not list the contents on the outside of your shipping crates/boxes. Use a code to indicate contents.
- After show hours cover your displays with a tarp or other solid material to discourage potential theft.
- Do not leave valuable exhibit materials or proprietary information under tables or behind displays when the show is closed, or your booth is unattended.
- Always staff your booth during show hours (required).
- Staff your booth until your product and/or the floor is cleared during move-out. Once the show has closed, pack as quickly as possible and do not leave your display unattended.



**Review the Security Form  
for more information on  
booth guards.**

## REGISTRATION

### STAFF BADGES

National Pavement exhibitors are allowed 4 staff badges per 100 net sq. ft. of exhibit space at no charge. Additional staff may be registered for an additional fee per person.

Booth personnel may be registered online.

All exhibitor personnel must have and visibly wear their Exhibitor badge while in the exhibit hall during move-in, move-out and official show hours.

Badges are the property of show management and are non-transferable. The lending/sharing of badges is prohibited and will result in confiscation.

Exhibitor badges do NOT automatically receive access to conference sessions. If exhibiting staff desire to attend conference sessions, this can be added to their registration for a fee at Exhibitor Registration.

### ADMISSION POLICY

#### Children

Children under the age of 16, including infants, are not allowed on the exhibit floor or in the conference sessions at any time, including move-in and move-out.

## GETTING THERE

### HOTELS

EventSphere is the official hotel agency for NPE and the best way to book hotel reservations. Hotel arrangements can be made online [Exhibitor Housing Reservations](#) page.

With EventSphere you will receive descriptions, photos, and maps to help you choose the perfect hotel. An acknowledgment of your hotel reservation will be sent to you immediately via email upon completion of the online process or within 24 hours for reservations received via phone, fax, or mail.

Reservations are accepted on a first-come, first-served basis and require a first night's room and tax deposit guaranteed by check or credit card. All deposits are due when the initial reservation is made. All new reservations, changes, substitutions, and cancellations must be made through EventSphere. Please refer to your hotel confirmation for individual cancellation policies.

### PARKING

Centrally located in the Queen City's Uptown, the Charlotte Convention Center is easily accessible from Interstate 85, Interstate 77 and U.S. Highway 74. Plus, with the building's two entrances, College Street and East Martin Luther King Jr. Boulevard, you can find convenient parking in a garage or lot close to or connected to the Convention Center.

Map of [parking lots](#).

### RIDESHARE / TAXI

Taxis, Uber, and Lyft are available for anyone choosing to use their services. Drop-off and pick-up will be in designated areas at the Charlotte Convention Center.

### CITY RESOURCES

Explore Queen City! [Click here](#) to see all Charlotte has to offer!

## BUSINESS CENTER

A full-service business center, the Charlotte Convention Center's in-house [UPS Store](#) caters all printing and shipping needs, including freight packing and shipping, luggage boxes, postal and mailbox services, and printed meeting supplies. Convenient and fast, the store welcomes walk-ins as well as advance orders, which save time and money.

- In-bound/outbound shipping and receiving service
- Printing, copying and faxing at 24/7 work station kiosks
- Online printing and shipping orders plus tracking

## SPONSORSHIP OPPORTUNITIES

For a complete list of sponsorship opportunities, visit the [show website](#).

## ONSITE EXHIBIT SPACE RENEWALS

Prior to the show, you will receive a space selection appointment for National Pavement Expo 2023. During your assigned space selection appointment, please go to the National Pavement Sales Office to select your booth space for the 2023 event.