



**CARSTAR 2019
BUSINESS PARTNERS EXPO**

Exhibitor Handbook

Thursday, July 11, 2019

**Hilton Chicago
720 S Michigan Avenue
Chicago, IL 60605**

In keeping with our Green Meeting Strategy, this Exhibitor Handbook has been produced electronically. Links to all order forms are embedded in the document and many suppliers now offer secure on-line ordering.

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QUICK REFERENCE

| | | |
|----------------------------|---|-----------------------|
| Trade Show Location | Hilton Chicago – Salon D LL 720 S Michigan Avenue Chicago, IL 60605 | |
| Exhibitor Move-in & Set-up | Thursday, July 11, 2019 | 7:00 am to 12:00 noon |
| Show Hours | Thursday, July 11, 2019 | 1:00 pm – 4:00 pm |
| Dismantle & Move-Out | Thursday, July 11, 2019 | 4:00 pm – 7:00 pm |

Note: All exhibits must be removed from the show floor by 7:00 pm on Thursday, July 11, 2019. If any display is not taken down by 7:00 pm on Thursday, July 11, 2019, Show Management reserves the right to dismantle the display and charge the exhibitor accordingly.

GENERAL INFORMATION

Draw Prizes

If you plan to have a prize draw from your booth, each exhibiting company will be responsible for providing their own ballot box, ballots and orchestrating the draw. You will also be responsible for advising the winner and delivering a prize to them within 2 weeks following the Convention. Exhibitors are not eligible to win.

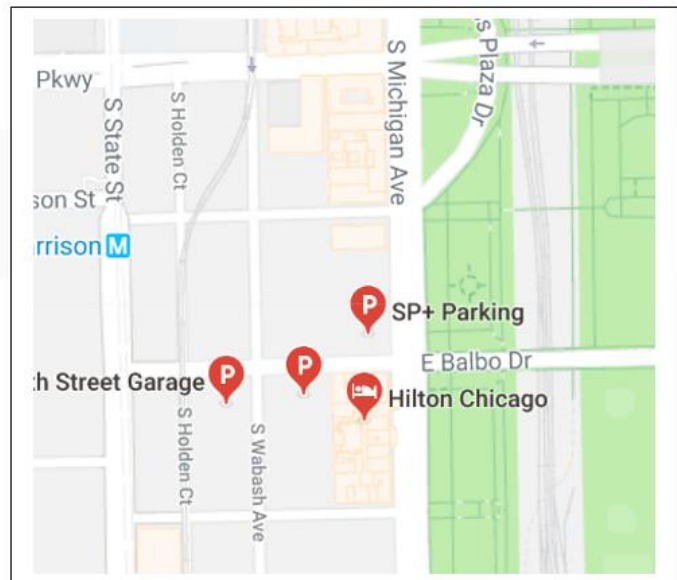
PARKING

Hilton Chicago Parking
721S S Wabash Ave
+1 312-922-4400 ext. 4143

Hilton Chicago
720 S Michigan Ave
+1 312-922-4400

7th Street Garage
710 S Wabash Ave
+1 312-427-4044

SP+ Parking
The Blackstone, Autograph Collection
636 S Michigan Ave
+1 312-296-9615



YOUR BOOTH SPACE

Your specific display area will be defined with pipe and black drape – 8ft. high back & 3ft. high side:

| | |
|-------------------|---------------------------|
| Single booth size | 10 ft. wide x 10 ft. deep |
| Double booth size | 20 ft. wide x 10 ft. deep |

Items included with your booth space:

- 8' high back wall, 3' high side drape
- 6' draped table
- 2 contour chairs
- wastebasket,
- 7" X 44" ID sign
- Electrical outlet
- WiFi code

Note: The exhibit hall at the Chicago Hilton is carpeted

Items NOT included with your booth space:

- Booth components (Freeman) see *Contacts, Suppliers and Deadline Dates*
- Audio visual equipment rentals (PSAV) see *Contact, Suppliers and Deadline Dates*
- Booth décor (Freeman)
- Customized booth design (Freeman)
- Florals and plants (Freeman)
- Shipping and Customs (Freeman)
- Storage and Warehouse Services (Freeman)

Booth numbers

You will be notified well in advance of the event of the exact booth number for your exhibit. When shipping exhibit materials, proper identification of your materials, with your company name and booth number, will ensure it is delivered to the right location on the show floor.

FOOD AND BEVERAGE AT YOUR BOOTH

Should you wish to offer an incentive of food and beverage service from your booth (e.g. snacks, coffee, cappuccino, ice cream, canapés, etc.), these items must be ordered from the Chicago Hilton Catering Department. Please contact Rachel Zeidman, Senior Catering & Events Sales Manager. Outside caterers are not permitted.

Click here for Chicago Hilton on-line ordering portal – **available after Monday, June 3, 2019.**

BOOTH STAFF

If you did not know the names of your representatives at the time of completing the on-line registration, please email their names to CARSTARConference@andlogistix.com by Friday, June 28, 2019. This will ensure that all representatives are properly registered and expedite the process when arriving on-site.

Exhibitor Identification

- All exhibitor personnel must register prior to booth set-up and wear an identification badge to gain admittance to the Exhibit Hall area.
- All exhibitors can collect their exhibitor identification badge from the CARSTAR Registration Desk.

Set-up Personnel

- Set-up personnel will be allowed access to the Exhibit Hall during the stated set-up hours. 'Set-Up Only' badges will be available at the Exhibitor Information Desk.
- Exhibitors requiring access earlier than the scheduled move-in times must make arrangements in advance with the Exhibits Manager, Jan Raeburn jraeburn@andlogistix.com or call 416.425.7287.

Dress Code

Attire for the Exhibit Program is Business Casual. No jeans please!

SHIPPING & DELIVERIES

To the Advanced Warehouse

Freeman will accept crated, boxed and skidded material at their warehouse beginning Thursday, June 13, 2019. All shipments must be accompanied with a **Certified Weight Ticket**. "Full Load" trailers without a Certified Weight Ticket may be refused and sent to obtain requested documents. To avoid additional late arrival charges, **materials must arrive by Wednesday, July 3, 2019** (premium charged for materials received after this date). The warehouse will receive shipments Monday through Friday between 8:00 AM and 3:30 pm. To check on the arrival of your freight, please call Exhibitor Services Department at 773-473-7080. See *Contacts, Suppliers and Deadline Dates* to access the **Freeman Exhibitor Kit** for additional information.

Warehouse Shipping Address:

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| CARSTAR CONFERENCE AND LOGISTIX < Your Company Name > < Your Booth Number > c/o Freeman 2500 West 35 th Street Chicago, IL 60632 |
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Do NOT ship advance FREIGHT to the Chicago Hilton. The hotel has NO storage facilities and the freight will be returned to the sender.

FREEMAN will ONLY accept DIRECT shipments at the Chicago Hilton on THURSDAY, JULY 11, 2019

Shipping FREIGHT directly to the Chicago Hilton for arrival on THURSDAY, JULY 11, 2019 from 7:00 am.

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| CARSTAR CONFERENCE & EXPO Salon A Chicago Hilton Hotel 725 South Wabash Avenue Chicago, IL 60605 |
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Shipping Packages (boxes and smaller booth components)

The FedEx office at the Chicago Hilton will accept packages 3 or 4 days in advance of the conference date. THEY WILL NOT ACCEPT FREIGHT (i.e. skidded shipments). Please refer to the Package Shipping Instructions [here](#) for details.

Outbound shipping

Please make the appropriate arrangements with your preferred carrier for shipping following the close of the show. You are responsible for clearly marking and labelling each piece of freight to be shipped. Overnight storage space is not available at the Chicago Hilton.

- All booths must be removed from the Exhibit Hall by 7:00 pm.
- Any items left on the show floor after 7:00 pm will be “forced” and the vendor will be billed accordingly.
- If you have arranged for a pick-up with an independent courier, please ensure that **someone remains with the shipment until the courier has arrived.**
- FedEx have an office at the Chicago Hilton – see [Package Shipping Instructions](#) for more information.
- To ensure all exhibitor materials are removed from the show floor by the Exhibitor Move-Out deadline, please have all carriers check-in by **6:00 pm on Thursday, July 11, 2019.**

Freeman, aNd Logistix and the Chicago Hilton will not be responsible for the security of unlabelled items left following the show.

ON SITE SERVICES

Exhibitor Service Desks

Freeman) and the Chicago Hilton will staff Exhibitor Service Desks during Move-In & Set-Up on Thursday, July 11, 2019. On-site orders will be processed at that time as long as items are available. Please see *Contacts, Suppliers and Deadline Dates* and [save money by ordering before the listed discount deadline dates.](#)

INSURANCE

Exhibitors should arrange their own commercial general liability insurance, including personal and bodily injury liability. If you already have insurance coverage for these items, ask your insurer to issue a Certificate of Insurance naming the Chicago Hilton and aNd Logistix as co-insured. Click [here](#) for more information regarding Chicago Hilton liability insurance information.

VERY IMPORTANT: Please ensure that the Certificate of Insurance indicates the exhibitor’s name and that the policy is extended to cover you during your participation at the CARSTAR Business Partners Expo. Your booth personnel should have a copy on-site.

CONTACTS, SUPPLIERS AND DEADLINE DATES

NOTE: Please order by the indicated deadline dates on the forms to take advantage of advance order discounts.

| SERVICE | CONTACT | Due Date |
|--|--|---|
| <p>Exhibits Coordinator General inquiries related to Trade Show logistics</p> | <p>Jan Raeburn aNd Logistix Direct line: 416.425.7287 Email: jraeburn@andlogistix.com</p> | |
| <p>Registration General enquiries related to Registration</p> | <p>Candace Preston aNd Logistix Tel: 416-309-9217 / 1-855-847-6200 Email: CARSTARConference@andlogistix.com</p> | |
| <p>Hilton Chicago On-line Ordering System Information Click here for Chicago Hilton on-line ordering portal – available after Monday, June 3, 2019.</p> | <p>Jackie Washington Senior Events and Tradeshow Manager Chicago Hilton Phone: 416.235.2372 Email: Jacqueline.Washington@hilton.com</p> | |
| <p>Show Services Furniture, booth accessories and other exhibit booth components</p> <p>Show Services Exhibitor Kit Click here for Freeman On-line ordering link If you need assistance with Freeman Online, please call their Customer Support Centre at 888-508-5054.</p> | <p>FREEMAN 8201 West 47th Street McCook, IL 60525 Phone: 773-473-7080 Email: FreemanChicagoES@freeman.com</p> | <p>June 20, 2019 Order early to take advantage of the discount rates.</p> |

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| <p>Electrical and Sign Hanging Your booth will be equipped with one standard duplex electrical outlet. Only order electrical if you need additional power.</p> <p>Click here for Chicago Hilton on-line ordering portal – available after Monday, June 3, 2019.</p> | <p>Jackie Washington Senior Events and Tradeshow Manager Chicago Hilton Phone: 416.235.2372 Email: Jacqueline.Washington@hilton.com</p> | |
| <p>Audiovisual, Computers & Internet</p> <p>AV and Internet Order Form</p> | <p>Grady Gillam PSAV Tel: 312-786-6271 Email: ggillam@psav.com</p> | |
| <p>ACCOMMODATIONS</p> <p>Rate: \$189 to \$229 + taxes and fees subject to room choice Book by June 17, 2019</p> | <p>Jacklyn Novak Chicago Hilton 720 S Michigan Avenue Chicago IL 60605</p> <p>Email: Jacklyn.Novak@Hilton.com</p> <p>or</p> <p>Click here to make your reservation on-line.</p> | <p>Book by June 17, 2019</p> |