



## FAQs

**1) Questions?**

*The entire Healthcare Facilities Symposium & Expo (HFSE) team is working hard to make this show a great success. Please contact Melissa (203-371-6322, [Melissa@jdevents.com](mailto:Melissa@jdevents.com)) with any questions you might have. There are no questions too simple to answer.*

**2) I am an exhibitor; do I need a Certificate of Insurance?**

*Yes, all exhibitors are required to have insurance. For more information see the **"General Information"** document under **"Information from Show Management"** on the online [Exhibitor Services Manual](#).*

**3) Help!!!! This is my first trade show what do I need to know?**

*There are many resources available to you to make this as easy as possible. The best place to start is the online [Exhibitor Services Manual](#). There you should read through the documents listed under **"Information from Show Management"**.*

**4) I am making plans for staff travel out of Chicago, when can my booth personnel expect to get their crates back during 'teardown' on September 21<sup>st</sup>?**

*Show management expects the first crates to be returned to the floor around 3:00 PM. Remember the carpet and miscellaneous furniture needs to be removed first. The last crate should be delivered around 5:30 PM. It is highly recommended that if you have a detailed booth, you leave either on a late flight Wednesday, September 21<sup>st</sup> or Thursday September 22<sup>nd</sup>.*

**5) I noticed I need my booth number to place orders, etc. Where can I find this?**

*The [Exhibitor List](#) on the HFSE website or you can contact Melissa ([Melissa@jdevents.com](mailto:Melissa@jdevents.com) or 203-371-6322) and she will look up your booth number for you.*

**6) What does my Exhibitor Badge give me access to?**

*As a registered exhibitor, all personnel can attend Learning Lounge sessions, Keynotes, and Exhibit Floor Receptions.*

**7) What comes standard with my booth?**

*Each booth comes with a company listing on the website, 5-Exhibitor Personnel Registrations, a company listing in the printed Event Guide, standard drapery, company id sign (7"x44") and exhibit hall security.*

**8) What are a few things I need to bring or order for my booth?**

*Carpet is not provided but it mandatory. Electricity, signage, promotional material/business cards, etc.*

**9) What do I do if I need to update my company information (description on the web, logo, exhibitor contact, etc)?**

*Contact Melissa ([Melissa@jdevents.com](mailto:Melissa@jdevents.com) or 203-371-6322) and she will help you.*

**10) Is there an advantage to Advanced Warehouse vs. Direct Shipping to Navy Pier?**

*HFSE recommends using Advanced Warehouse shipping. This is the most effective method as your freight will be in your booth on the first day of move-in. The unloading of Direct Shipments at HFSE is based upon dock space at Navy Pier, #of shippers at that moment and size of shipments on a truck, overall efficiencies/inefficiencies and the marshalling yard. Direct shipments do not start to be handled until 2:00 PM Monday, September 19<sup>th</sup>. There are variables beyond your control so delays are often experienced from this shipping method. BE SAFE, SEND YOUR SHIPMENT TO **ADVANCED WAREHOUSE!***

**11) Wow!!! How can I stay organized?**

*Our [Exhibitor Timeline](#) will provide you with deadlines and contact info on all the outside vendors we are using to make your show successful.*

**12) What marketing opportunities do I have to invite my clients and/or prospects?**

*We have developed several **complimentary marketing opportunities** for you to help drive additional traffic to your booth and promote your brand, products and services! Visit the [Marketing Opportunities](#) webpage for more information.*