

## ArchLIGHT Exhibitor FAQ

1. Not an Exhibitor yet? How do I reserve a booth?  
There are two booth options for ArchLIGHT Summit exhibitors: 10x10 (3m x 3m, limit one per brand) and 6x10 (2m x 3m, limit two per brand). Until space is no longer available, booths may be reserved here: <https://archlightsummit.com/exhibit/>
2. When and how will booth numbers be assigned?  
As much as possible, booth locations will be assigned based on local agency representation. Official Agency Partners will have the ability to set booth locations for specific brands within their area on the show floor. Final booth locations should be assigned by mid-July.
3. When can I move in to our booth?  
Move-in begins on September 20, 2021 from Noon to 8pm.
4. Will late access to the exhibit hall be allowed?  
Move-in officially ends at 8pm and any late access will need to be handled on a case by case basis and is not guaranteed. Please contact show management if there might be a need for late move-in.
5. Does ArchLIGHT Summit have a “clean floor policy”? When do my crates and skids need to be clear from the show floor?  
Yes, all “empties” (crates, skids, boxes, and luggage) must be removed from the show floor or booth spaces absolutely no later than 9pm. Any Exhibitors that have not labeled their empties or are not ready by 9pm will incur a late removal fee. If there are extenuating circumstances that require more time at move-in please contact show management in advance to discuss.  
Empty labels can be picked up from the GES Service Center. GES will collect the labeled items and store them until the show ends. All empties will be delivered to booths at 3pm when the show closes. Please make sure you allow 2 – 3 hours in your breakdown plans for empty delivery. While it does not always take this long we cannot guarantee a time limit and do not want to interfere with travel plans.
6. What are the Expo show hours?  
Tuesday, September 21, 2021      10am – 7pm  
Wednesday, September 22, 2021    9am – 3pm
7. Where do I ship my booth materials?  
Exhibitor Name & Booth Number Hold For: ArchLIGHT Summit  
c/o Global Experience Specialists  
World Trade Center, Dock 2  
2050 Stemmons Freeway Dallas, TX 75207  
NOTE THAT USPS DOES NOT DELIVER FREIGHT/MAIL TO DALLAS MARKET CENTER DOCKS
8. Can I use my own dolly/hand truck and move my stuff into my booth myself?  
Yes, Exhibitors can do that at Dallas Market Center. If you wish to hire roundtrip cart service to help unload and load your vehicle you can do so through GES.

9. Can I set up my own booth?

Yes, Exhibitors can set their own booths. Note that if you are installing a custom booth and need help GES is available for decorator services for a fee and you can bring in your own Exhibitor Appointed Contractor, but paperwork and fees must be filed before doing this.

10. Where can I find the ArchLIGHT Summit Exhibitor Services Kit?

You can visit the GES website here: [https://ordering.ges.com/042601205/nav\\_info](https://ordering.ges.com/042601205/nav_info)

Note that the discount deadline for additional items is September 3, 2021.

11. What equipment and services are included with my booth?

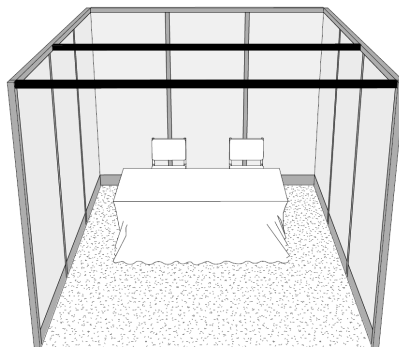
The Complimentary Booth Package includes the following:

- 8' Walls
- (2) Flat Rails for Lighting- GES to provide rails only for exhibitors to hang their own lights from
- (2) White Chairs
- 6' White Skirted Table
- 10 Amps of Electricity for Exhibitor Lighting (one quad box per booth)
- White Booth Carpet
- Wastebasket

NOTE: BOOTH PACKAGES MUST BE PRE-ORDERED VIA THE GES ORDERING WEBSITE BY SEPTEMBER 3, 2021. You must login to the GES website to opt in or out of the package. If nothing is submitted your package will be automatically defaulted and any changes at show site will incur fees.

The 8' walls are built out of a modular steel framing system with white panel inserts. The walls cannot be pierced by anything (no hammering or drilling). If you wish to hang things from the wall we suggest "s" hooks over the steel frame or command strips that can be peeled off without damaging the steel or panel.

The below rendering provides an example of what a standard 3mx3m (each panel is 1m) inline booth looks like.



12. Can I have a hanging sign over my booth?

You can hang signage inside your booth, but it cannot exceed an 8' height limit. Again, note that any hanging of signage etc. in the booth must not damage booth or equipment surfaces.

13. How do I know if my booth meets all regulations?

All exhibitor displays must remain within their leased space parameters. Nothing can exceed 8' in height and nothing can be displayed in the aisle ways to disrupt the flow of traffic.

An exhibitor can opt out of the whole complimentary booth package or just items within it on the GES website. **Note you must submit that you do or do not want items to receive or not receive them.** If you are bringing a custom booth please select that option and alert show management of any special needs to accommodate this set. If a booth shares back or side walls with neighboring booths you must use the shell walls of the booth and any custom pieces must fit within the metered space.

If you wish to rent different carpet, additional or specialty furniture, or add any additional electrical you can do this through the GES website.

14. What is the power source?

Each booth space comes with a 10amp or 4 quad outlet. If you need additional power please rent through GES. Also, if you require a special electrical layout in your booth contact GES with a diagram of this.

15. Do you require an electrician or labor to install?

No, this is a non-union facility and exhibitors can install items themselves; however, if you wish to hire GES services or bring in an Exhibitor Approved Contractor (paperwork and fees required) you can arrange this through the GES ordering site.

16. What insurance coverage do I need and who should be listed as additional insured?

We do require that all exhibitors have commercial general liability insurance coverage. This includes, but is not limited to personal injury caused by water spills, leakage or display breakdowns, property damage to other exhibitors' (either other temporary exhibitors or permanent exhibitors of Landlord) or Landlord's property, exhibit space or premises caused by water spills, leakage or display breakdowns. As well as, theft and/or damage to Exhibitor's property or products. Upon Request, Exhibitor shall provide a certificate of insurance to Landlord evidencing the required coverage. All personal property belonging to an Exhibitor that is in or on any part of the Leased Premises or on the Dallas Market Center complex shall be there at the risk of the Exhibitor only. If exhibitors need temporary insurance to exhibit in the show, we do work with Rainprotection Insurance to provide this service: <https://www.rainprotection.net/>

17. How do I register my exhibitor booth personnel?

A badge form can be found in the Exhibitor Kit, attached to your confirmation e-mail. Please list all personnel (first and last names as they appear on a picture ID) that need

badges. Upon arrival, all badges can be retrieved from any registration desk on campus. Exhibitors must have a picture ID to access their badges.

18. Can I register on-site?

Yes, you can register on-site. You will just need a picture ID to obtain a badge at any registration desk.

19. What are the on-site registration hours?

Registration desks are available between 8am and 5pm before the show begins or 8am to show close when the show has commenced.

20. When will I receive my badge?

Badges are not mailed in advance. All badges must be picked up on-site upon your arrival. No access to the building will be granted without a badge.

21. How many exhibitor badges do I get for my company?

(6) Badges are allowed per booth.

22. How do I get an International Visa letter of recommendation?

If needed, please contact show management.

23. How do I make sure my company is listed properly in the Show Directory?

Be on the lookout for an e-mail from [exhibitorhelp@dallasmarket.com](mailto:exhibitorhelp@dallasmarket.com) with the subject line "Temp Welcome Letter". This will provide you a link to your online profile that was created with the general information provided on your Exhibitor Registration. If you need any help with accessing the profile or have questions once you are in and updating everything please contact Helen Smith at [hsmith@dallasmarketcenter.com](mailto:hsmith@dallasmarketcenter.com)

24. What opportunities are available for promoting my company?

A number of sponsorships and marketing options are available to suit any budget or objective. Click this link to download information <https://archlightsummit.com/sponsor/> or contact Greg Joselove at [gjoselove@dallasmarketcenter.com](mailto:gjoselove@dallasmarketcenter.com).

25. Can I reserve a private meeting room on-site or in one of the hotels in the show block?

Depending on demand and availability it is possible on-site meeting spaces could be available for a fee. If this is something you are interested in doing, please contact Laura Van Zeyl ([lvanzeyl@dallasmarketcenter.com](mailto:lvanzeyl@dallasmarketcenter.com)) to arrange this with our on-site team. Any meeting room off-site will need to be directly arranged with your hotel.

26. My display and/or goods will be going to Lightfair after ArchLIGHT Summit. Are there cost-effective options for shipping from/to these events?

Yes, a shipping caravan service for freight delivery between these shows has been arranged. The charge for this caravan is by space, per leg of transportation. One pallet spot, defined as 48" in length, 48" in height and 94" in height, will cost \$300 and there is a minimum charge of \$300. The deadline for signing up for this service is September 22, 2021. Contact Beth Kyle, [bkyle@ges.com](mailto:bkyle@ges.com) or 201.538.1808 for more information and to sign up.

27. Can I get an attendee list?

No, but Greg Joselove ([gjoselove@dallasmarketcenter.com](mailto:gjoselove@dallasmarketcenter.com)) can provide information about marketing opportunities, including e-mails to our attendee list.

28. How do I get equipment to scan badges?  
Contact Gateway Events: [www.gatewayevents.com/DMC](http://www.gatewayevents.com/DMC) . Scanner orders are due by September 3, 2021.
29. Who do I contact for Internet service?  
Our complimentary DMC Buyer Wifi is not reliable or secure for business use. We recommend that exhibitors processing credit cards, livestreaming or requiring a secure connection provide a hotspot connection or purchase RealCom Solutions services. Contact [teamDMC@realcomsolutions.com](mailto:teamDMC@realcomsolutions.com) or call 214-390-3030 for pricing and information.
30. Can I provide food or beverages in my booth?  
Yes, you can provide packaged food and non-alcoholic beverages in your booth space. If you wish to provide unpackaged food items or alcoholic beverages you must use our In house food service, Levy Restaurants. All on site food service and catering must be with Levy. For further information contact Michael Como at (214) 749-5493 or [mcomo@levyrestaurants.com](mailto:mcomo@levyrestaurants.com)
31. How can I make hotel arrangements?  
Secure your accommodations as soon as possible. Special rates have been negotiated with several hotels – call 214.744.7444 or book at <https://book.passkey.com/event/50214170/owner/14227/home>
32. Is shuttle service available between hotels and Dallas Market Center?  
Updates to shuttle service/available schedules or discounted ride share services here: <https://www.dallasmarketcenter.com/hotelandtravel/transportation/> Note that Dallas Market Center hosts many events throughout the year and this page may reference dates prior to the ArchLIGHT Summit event. Hotels with shuttle service available are indicated in our full list here: <https://connectionshousing.us/dallasmarketcenter/>
33. How do I get to Dallas Market Center if I am driving?  
Use the below address on any mapping website for directions:  
Dallas Market Center  
2100 Stemmons Freeway  
Dallas, TX 75207
34. Is parking available at Dallas Market Center?  
Yes, please visit our website for maps and details relating to your show: <https://www.dallasmarketcenter.com/markets/parkingandshuttles/parkingmaps/>
35. Will food be available during the show?  
Yes, please visit [www.dallasmarketcenter.com](http://www.dallasmarketcenter.com) for available on-campus food options during your show and suggested dining options off campus as recommended by our CEO Cindy Morris and others: <https://dallasmarketcenter.com/hotelandtravel/restaurants/>
36. Are wheelchair or scooter rentals available at Dallas Market Center?  
Yes, please visit our site for more information: <https://www.dallasmarketcenter.com/exhibitors/detail.aspx?exhibitor=5965>

37. When is the next ArchLIGHT Summit event at Dallas Market Center?

Watch [www.ArchLIGHTSummit.com](http://www.ArchLIGHTSummit.com) or our [Facebook](#), [Twitter](#) and [Instagram](#) pages for the latest information about future events.

38. Can I reserve a booth for the next ArchLIGHT Summit? Can I select my booth location?

Watch [www.ArchLIGHTSummit.com](http://www.ArchLIGHTSummit.com) for 2022 Exhibitor Registration information. Just as in 2021, booth locations will be preferentially assigned based on local agency representation, so specific locations cannot be reserved in advance.

39. Who are the approved vendors for the ArchLIGHT Summit?

Although full-time employees of exhibitors and exhibitor-appointed contractors may be authorized to gain access to exhibit areas, exhibitors are urged to obtain required services and labor from our official contractors:

Decorator/Freight: GES

Electrical Service: GES

A full list of approved contractors can be found here:

<https://dallasmarketcenter.com/contractors/>

A list of approved caterers can be found here:

<https://dallasmarketcenter.com/leasing/operations/caterers/>