

# FAQ's

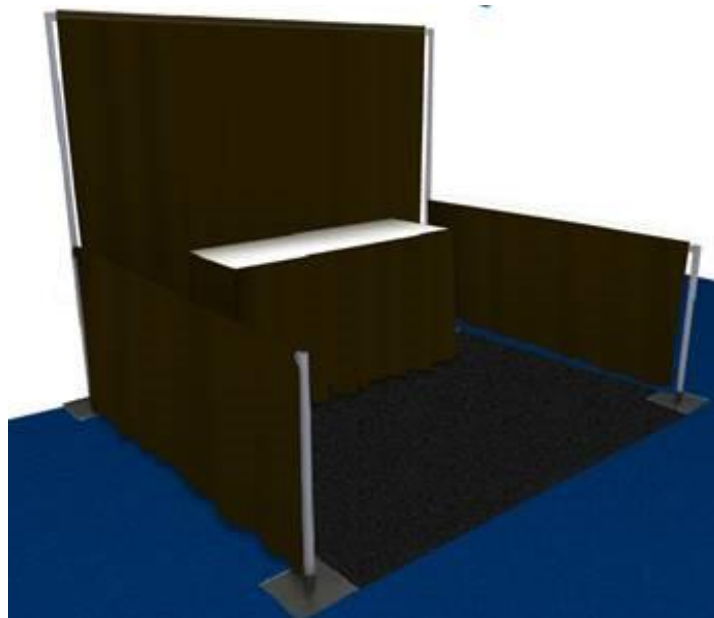
## Registration/ Name Badges

- **How do I register my staff for the show?**
  - Through the exhibitor registration link. Username is the primary contact email. Registration emails are sent around February 15<sup>th</sup>.
- **I made a mistake when registering. How do I correct it?**
  - Contact Customer Service at (401) 354-7555 X 1 or by email [CustomerService@MJBizDaily.com](mailto:CustomerService@MJBizDaily.com).
- **If my employee can't make it, can I transfer their badge to another employee?**
  - Yes, transfers between employees are permitted. Email [AliciaF@mjbizdaily.com](mailto:AliciaF@mjbizdaily.com) before show or visit the Badge Assistance counter to make the transfer on show site before Day 1 of setup.
- **Can I give my customers a discount to attend the show?**
  - Yes, discount codes will save \$50 off current price of NEXT Experience Pass. Discount code: NEXTEXPO50.
- **Can I have extra passes?**
  - Unfortunately, no. Company policy is we do not provide any exhibitor additional passes (complimentary or discounted) above the allotted amount.
- **Can I pick up badges onsite for the rest of my staff?**
  - No, exhibitors and attendees must present a valid photo ID matching the registration to pick up their badge.
- **Can I share my pass with other staff or friends?**
  - No, badge passing is not allowed under any circumstance. Show management reserves the right to check your ID at any time. Badges that are identified as not belonging to the registered individual will be deactivated and access will be denied.

## Booth

- **What if I don't want certain items included in my booth package such as tables or chairs?**
  - Send an email to [Aliciaf@mjbizdaily.com](mailto:Aliciaf@mjbizdaily.com) and include your booth number, name of company and list what items you do not want in your booth.
  - If you realize onsite that you do not want certain items that are include with your booth, move the item(s) into the aisle during setup. Freeman will come by and remove them.
- **Do I need to notify anyone if I am using my own carpet?**
  - Notification is not necessary. Standard Black carpeting is provided in your booth at no charge. If you would like to order a different color carpet or padding through Freeman, please visit [Freeman Online](#).

- **What does a standard booth look like?**



- **What is included in my booth?**
  - 8' black pipe and drape back wall
  - 3' black pipe and drape sidewalls
  - 6' black draped table
  - 2 standard chairs
  - Wastebasket
  - Booth ID sign
  - Standard black carpeting
  - Free Lead Retrieval App if ordered before April 25
  - Free Material Handling up to 3,000 per pallet
  - Online booth profile

- **Where do I order additional services for my booth, such as electric, furniture, AV, labor, WIFI, catering etc.?**
  - Additional services are provided through our onsite partners. You can find order forms on our Exhibitor Resource page.
  
- **Are there any restrictions to what I can do in my booth space?**
  - Yes. You can review the Exhibit and Signage rules [HERE](#).
  
- **Am I allowed to bring my own bottled water or food for my staff?**
  - The Convention Center does not allow exhibitors to bring outside food or drinks and that includes bottled water by the case. You can order water, food and assorted beverages for your booth through [Centerplate](#).
  
- **Am I allowed to bring samples to hand out?**
  - The Convention Center and Centerplate have strict guidelines for sampling. Please review the guidelines and complete the [Sampling Form](#).
  - Any products containing THC are strictly prohibited per your sales agreement and convention center rules.
  
- **How do I order booth cleaning services?**
  - Booths are vacuumed on Tuesday night only. Additional booth cleaning services can be ordered through [Freeman Online](#).
  
- **What are the times for Exhibitor Set-Up and Tear Down?**
  - Set-up is Tuesday, May 8 from 8am-6pm and Wednesday, May 9 from 8am-2pm. The floor will be cleared at 2pm for cleaning.
  - Tear Down- Friday, May 11 from 3pm-10pm
  
- **Is having insurance required?**
  - Yes, per your sales agreement, you are required to carry Commercial General Liability Insurance with limits of at least \$1,000,000 per occurrence, \$2,000,000 aggregate, for the event. Failure to secure or provide the insurance does not limit the extent of your liability. If you do not have General Liability Insurance or your underwriter will not provide this to you, you can order a low cost temporary event policy from [Buttine Insurance](#). Completed Insurance certificates MUST be sent to [AliciaF@mjbizdaily.com](mailto:AliciaF@mjbizdaily.com) by **March 30**.

- **Can we bring our own furniture?**
  - Yes, but Freeman must unload trucks and move items to the booth. You can also ship your furniture with your booth to the advance warehouse.
  
- **When will my items arrive in my booth for setup?**
  - If you shipped your materials to the Advance Warehouse (HIGHLY RECOMMENDED), your material will be in your booth Tuesday morning. If you shipped directly to show site, your materials will be delivered during the day on Tuesday. Specific time cannot be guaranteed. For more information on shipping click [HERE](#).
  
- **Do I have to pay for onsite material handling?**
  - No, your material handling is included in your booth fee up to 3,000 pounds per item. Any overage fees will be directly billed through Freeman.
  
- **What is the address to the advance warehouse, so I can ship my booth in advance?**

**Warehouse Shipping Address:**

Exhibiting Company Name / Booth #

**MJBizConNEXT**

C/O Freeman

905 Sams Ave.

New Orleans, LA 70123

Freeman will accept crated, boxed or skidded material beginning **Monday, April 9** at the above address. Material arriving after **April 30** will be received at the warehouse with an additional after deadline charge. Warehouse receiving hours are 8:00 a.m. - 4:00 p.m., Monday - Friday. If required, provide your carrier with this phone number: (504) 731-6137.

- **Can I rent a forklift?**
  - Forklifts and labor can be ordered through [Freeman Online](#).
  
- **Can I have booth models in my booth?**
  - Yes, dress code for the show is business professional.

- **How do I set up outbound shipping my booth after the show?**
  - Exhibitors can prearrange outbound shipping using this outbound shipping [form](#).
  - If not prearranged, Freeman will provide you with an outbound shipping form on site.
  
- **How do I obtain a temporary pass for someone who is helping set up our booth?**
  - Fill out and return an EAC [form](#). Temporary passes for EAC's can be picked up onsite at Badge Assistance.
  
- **Can I promote multiple brands in my booth?**
  - If your company distributes multiple brands, yes. If it's a different company, they need their own booth to exhibit; subletting is not permitted.
  
- **Can I sublet space in my booth?**
  - Subletting is not allowed.
  
- **Can I film in my booth or on the show floor?**
  - Only approved press can film on the show floor. With approval from show management exhibitors may film into their booth. Exhibitors are **NOT** allowed to film attendees.

### **Lead Retrieval**

- **How many Lead Retrieval licenses do I receive with my booth?**
  - Your booth comes with 2 Lead Retrieval app licenses. To order Lead Retrieval click [HERE](#). Instructions for downloading the app and collecting your leads will be sent by Expo Logic once you place your order.
  
- **What is the show code to place my Lead Retrieval app order?**
  - Show code is: NEXT
  
- **Who can help set up my Lead Retrieval app onsite?**
  - Visit the Expo Logic booth in the Exhibitor Services area in the rear of the exhibit hall.

## **WIFI**

- **Is there Free WIFI at the convention center?**
  - Free basic WIFI will be provided at the convention center in the public space, expo hall and conference area. If higher internet speeds or additional internet services are needed in your booth you can order these services through the convention center, you can find the order form on [Freeman Online](#), under form and brochures.

## **Sponsorship Opportunities**

- **Who do I talk to about Sponsorship opportunities?**
  - Contact your sales rep or email [Sales@mjbizdaily.com](mailto:Sales@mjbizdaily.com).

## **Parking**

- **Is parking free?**
  - Convention Center parking is \$15.00 per day, no overnight parking, and no oversized vehicles.
- **Where can I park my oversized vehicle?**
  - Lot J on Henderson Street. NO overnight parking.

## **Upcoming Shows**

- **How do I sign up for booth space at future shows?**
  - Contact your sales rep or for general inquires email Sales at [Sales@mjbizdaily.com](mailto:Sales@mjbizdaily.com).

## **Cancellation Policy**

- **What is the cancellation policy?**
  - Click [HERE](#) for cancellation policy
- **We can't make it; can I transfer my booth over to another company?**
  - All cancellations must be submitted in writing to your sales rep. No subletting or booth transfers are allowed.