

## FREQUENTLY ASKED QUESTIONS

### How do I order items for my booth?

All order forms are available on the list of [approved vendors](#) pages. IFPA cannot guarantee service if you use other vendors. Be sure to place your orders by September 23 to take advantage of discounted prices.

### What deadlines do I need to be aware of?

Save the [exhibitor checklist](#) to your desktop, so you have all the key deadlines in one place. We've created a link so you can add these deadlines to your calendar.

### Am I allowed to set up my own booth?

Yes. Exhibitors can use company personnel, labor from the Official Service Contractor (GES), or qualified & insured display house contractors or Exhibitor Appointed Contractors (EACs).

Full time employees of exhibiting companies are permitted to set up exhibit space with the use of tools and use hand carts and/or 2-wheeled dollies to bring items to their booth space (under 250lbs)

For more information review the [Exhibitor Setup](#) page.

### Who does what at the show?

Review the [approved vendors](#) or a full list of vendors and order forms.

- Hanging signs, rigging, lighting, furniture, booth displays, labor, refrigerated storage, carpet, cleaning, material handling, and shipping are all provided by the general service contractor - GES
- Electricity, plumbing, air, gas, water - provided by EDLEN Utility Services
- Audio Visual - Internet, phone and networking - provided by Freeman.
- Catering - provided by Levy Restaurants.

### Can I serve samples in my booth?

Yes. Food and beverage sampling is encouraged.

Samples are limited to 4oz of food and 2oz of non-alcoholic beverage. On average, exhibitors hand out 700-1200 samples per day (samples vary based on location and size of booth space).

Food and/or beverage items used as traffic promoters (e.g. coffee, sodas, bottled waters) must be purchased from Levy Restaurants.

You must fill out a [sampling authorization form](#) if you are doing any sampling.

Review [product sampling and catering](#) for more information.

# MORE FAQ'S

## **Can the convention center caterer help me prepare samples?**

Absolutely!

Kitchen facilities aren't available to exhibitors, but Levy can assist with kitchen prep and cooking. They provide full catering [menus](#), as well as supplies and equipment you might need. If you would like their assistance, review the [product sampling page](#) for forms, details and contact information

## **Where can I display my new product for everyone to see?**

The [Fresh Ideas Showcase](#) will be set up in Lobby C outside of the show floor. This lobby will experience a great deal of traffic before, during, and after show hours. Choose to display your product in the Main category or from one of the following 5 specific categories:

1. On-The-Go
2. Certified Organic
3. Packaging Innovations
4. Technology Innovations
5. Floral

Refrigerated, non-refrigerated displays and electric cords are all available upon booking request.

You can order through the exhibitor portal or upon booking your booth space.

## **Where do I find help with my badges?**

Exhibitors are given credits to use towards badges based on booth size. Review [badge registration](#) for details on badge types, what's included, and more.

Contact [Member Services](#) if you have trouble registering.

Only those with Booth Worker Badges will be permitted to enter the show floor during setup hours. Booth Worker/Personnel Badges cannot be purchased, credits are used to obtain this badge. Once credits are depleted, All Access passes can be purchased at full price to grant exhibitors access to the show floor (i.e. split badge for exhibitors)

## **Can you explain the hotel reservation policies?**

All hotel reservations must be made through our official housing company, Expovision. All reservations require a credit card at time of booking and a 1st night's room and tax deposit per reservation.

Cancellations or changes must be received by September 5, 2024. All cancellations must be received in a written email to [ifpahotels@expovision.com](mailto:ifpahotels@expovision.com).

Review the [Housing](#) page for more information.

# MORE FAQ'S

## **How can I track people visiting my booth?**

You can order [badge scanner\(s\)](#) from ExpoBadge.

ExpoBadge offers desktop, mobile, and mobile app solutions to collect leads during the show. If you are a first-time exhibitor, you'll also qualify for a 50% discount.

Remember to follow up with your leads after the show!

## **Do you have a list of attendees?**

We sure do!

All primary and secondary contacts for exhibiting companies can access the attendee list by logging into their [IFPA portal](#) (you'll see a link in the top-right that says Global Show Attendee Export).

Everyone wants to minimize the amount of email they receive these days, so please be courteous and only send emails to people in your target market or key prospects. As we get closer to the show, you'll see more attendees appear on the list.

## **How can I interact with the media?**

All exhibitors are encouraged to [upload up to 20 press releases to the digital press room](#) for the media to review.

Download the [press and media kit](#) for tips on coverage before, during, and after the show. We include information on receiving media lists, and how to use social. We recommend extending media invitations three to four weeks prior to the show, as schedules fill up quickly. Don't forget to reach out to food bloggers as well!

## **What do I do with anything I don't want after the show?**

Donate it!

Donation stickers can be found at the GES Servicenter, IFPA floor managers or the show management office. These stickers can be applied to products or items from your booth display that you no longer want and wish to donate or recycle.

## **Do I need Insurance?**

Yes. All Exhibitors must have [Liability Insurance](#). It can be obtained from your corporate insurance company or our order from our approved vendor, [RainProtection Insurance](#).

## **Who should I contact with additional questions?**

Email the [expo team](#) or call +1 (302) 738-7100.

Make sure to subscribe to [Exhibitor Central](#), our blog where we post about everything exhibitors need to know and more.