



# Exhibitor Cheat Sheet

## **Where is the conference being held?**

CTC 2019 is being held at the New Orleans Morial Convention Center. The exhibit hall is located in Hall B, Level 1

## **What is my booth number?**

Access the [Conference Website](#) to view the floor plan and booth assignments.

## **What is included in my booth fee?**

- 10x10 booth space
- 8' High Gray Back Drape
- 3' High Gray Side Drape
- 7x44 Black & White Company Identification Sign
- Wireless Internet
- One complimentary Lead Retrieval Smartmobile app  
*Additional equipment available for rent at exhibitor's expense*
- Four complimentary exhibit staff badges for company personnel per 10x10 booth  
*includes access to education sessions and exhibit hall events-Tuesday reception and Wednesday lunch*
- Ability to participate in the Solution Showcase Sessions
- Daily aisle maintenance
- 24-hour security in exhibit hall
- Company listing on conference app
- Electronic Pre- and Post-Show Attendee Lists (e-mail & phone numbers not included)

## **What is NOT included in my booth fee?**

- Furniture (tables, chairs, accessories, etc.)
- Power
- Carpet (**show management requires all booths to have carpet or floor covering**)
- Wired Internet (if you require dedicated service)

**SAVE \$\$\$!** Take advantage of the special discounted Furniture Package Freeman offers that includes a table, carpet, two chairs and a wastebasket. For the Discounted Booth Package, refer to Page 8 in the [Freeman Kit Highlights PDF](#).

## **Is the exhibit hall carpeted?**

The exhibit area is **NOT carpeted**. Aisles will be carpeted in plum. Show management requires all exhibitors to cover their exhibit space – **you must order carpet**.

### **What is the Exhibit Schedule?** (SCHEDULE HAS CHANGED!)

Exhibitor Move-in	Monday, Sept. 9	3:00 pm – 5:00 pm	
	Tuesday, Sept. 10	8:00 am – 5:00 pm	
Show Hours	Tuesday, Sept. 10	5:30 pm-7:30 pm	Opening Reception in Hall
	Wednesday, Sept. 11	10:00 am – 3:30 pm	
		12:00 pm-2:00 pm	Lunch in Hall
Exhibitor Move-out	Wednesday, Sept. 11	3:30 pm – 5:00 pm	
	Thursday, Sept. 12	8:00 am – 12:00 pm	

NOTE: Exhibitor move-out begins Wednesday, September 11 at 3:30 p.m. **If Freeman is storing any crates/boxes for you, you must allow 2-3 hours for the cases to be returned to your booth after close of show.**

### **Exhibit Hall Reception - MUST ATTEND !**

The opening reception on Tuesday, September 10 from 5:30-7:30 pm takes place in the Exhibit Hall. All exhibit staff should be in their booth and ready to go at 5:15 pm. This event provides attendees with a “sneak peak” of the exhibit hall. It’s also a great social setting for exhibitors to network with participants. CTC suggests not displaying your “giveaways” during the reception. You want everyone to come back to your booth Wednesday.

### **How do I make hotel reservations for company staff?**

The CTC Housing Bureau is now open. Exhibit staff must first register exhibit staff who will be attending the show before receiving hotel information (included in registration email confirmation).

### **How do I register company staff who will be attending CTC?**

Each booth receives four (4) **complimentary** exhibit staff badges, including access to education sessions and exhibit hall events-*Tuesday reception & Wednesday lunch*. For example, two (2) booths=eight (8) exhibit staff badges.

The registration fee is **complimentary unless** you do not follow instructions below and enter **PROMO CODE**.

### **STEPS TO REGISTER EXHIBIT STAFF**

- Don’t know user’s password or if record exists? **STOP** email [Stacey Smith](#) for assistance
- Each individual must log in as themselves–DO NOT enter different name in badge field
- Enter **PROMO CODE** **CAKE** (first page of form) *or you will be charged a **non-refundable** registration fee!!!*
- [Register online](#)

### **When should I arrive/depart New Orleans?**

Make plans to arrive in time to have your booth completely set-up by 5:00 pm on Tuesday, September 10 for the Opening Reception in the exhibit hall.

NOTE: Exhibitor move-out begins Wednesday, September 11 at 3:30 p.m. **If Freeman is storing any crates/boxes for you, you must allow 2-3 hours for the cases to be returned to your booth after close of show.**

### **What are the booth height restrictions?**

In-line booths: no higher than 8’

Island booths: no higher than 20’—this includes any signs that will be hung above your booth.

### **Can I set-up my own booth?**

Full time company employees may set up their own booth without assistance from local labor. Any labor services that may be required beyond what your employees can provide, must be hired. Reference the Service Kit for additional labor information and order form.

### **Can I carry in my own booth?**

Exhibitors may **hand-carry only** their own materials into the exhibit hall. The use of dollies, flat trucks and any other equipment, however, is NOT permitted.

### **Can I serve food or beverages in my booth?**

Yes, however, no outside food or beverage is allowed in the Convention Center. You must order food services through the convention center's catering company. Catering information and order form is provided in the Service Kit.

### **How do I obtain internet, power, and audio visual services for my booth?**

**Wireless internet is provided** in the exhibit hall (included in booth fee). Should you require a fast, reliable connection, it is highly recommended you purchase dedicated wired internet (at your own expense).

The service kit includes order forms for internet, power, and audio visual services. There are also special links directly to these forms on the conference website.

### **How do I ship my booth to/from the show?**

Reference Freeman's Quick Facts sheet for detailed shipping information and dates. There are shipping forms included in your service kit. There will be a Freeman Service Desk located in the back of the exhibit hall should you have any questions or require assistance with your shipping arrangements on site.

NOTE: Exhibitor move-out begins Wednesday, September 11 at 3:30 p.m. **If Freeman is storing any crates/boxes for you, you must allow 2-3 hours for the cases to be returned to your booth after close of show.**

### **Is there parking available at the convention center?**

Parking information is available on the [New Orleans Convention Center website](#). Contact the center directly with questions and rate information. CTC does not offer any special parking discounts.

### **Are there restrictions on the use of the Pre- and Post-Show Attendee List**

CTC Exhibitors will receive a complimentary electronic excel file of the pre and post-show attendee lists. The pre-show attendee list will be sent to exhibitors two weeks before the show. The post-show final attendee list will be sent to exhibitors within four days of show closing. Each list can be used **ONE TIME** to market your company's products and services to conference participants. Duplication or reselling of the mailing list is not permitted. The final attendee list can be used **ONE TIME** within 45 days of the show closing.

The electronic attendee list will only include mailing information—phone, fax and e-mails will not be included. Each exhibiting company receives one complimentary Lead Retrieval Smartmobile app. This will assist exhibitors with capturing leads. When an attendee's name badge is scanned, it will include complete contact information, including phone number, fax and e-mail address. **Be sure to use your lead retrieval!!!**

### **CTC RULES & REGULATIONS**

Review CTC's [Rules and Regulations](#) to ensure you are abiding by the show's policies.

**CONTACTS FOR QUESTIONS**

Booth set-up, shipping, furniture, carpet - Contact Freeman Exhibitor Services at 504-731-6137

Internet – Contact convention center at 504-582-3036

Food & Beverage – contact convention center catering at 504-67-7254

Lead Retrieval – contact American Tradeshow at 985-809-0600 ext. #777

Audio Visual – contact On Services at 800-967-2419

All other questions - contact Stacey Smith at [ssmith@ncsc.org](mailto:ssmith@ncsc.org) 757-259-1816