



Exhibitor Guidelines

At the DoubleTree by Hilton Cedar Rapids Convention Complex, planning successful events is one of the things we do best. We are ready to help: setting up your space, supplying your area or accommodating last-minute requests - service is our hallmark. In order to ensure a smooth event, we ask that you observe the guidelines below and collaborate with us to achieve everyone's mutual objectives. If you have questions about these guidelines or about the facility, please feel free to contact us in advance. We will make sure the details are in place.

Director of Catering & Event Service:

Travis Faust

Office - (319) 731 - 4514 Email: travis.faust@hilton.com

Load-In & Load-Out:

The event organizer has contracted specific times with the facility for access to the exhibit area. This schedule will be followed by the facility as well. Loading areas are shared and the access schedule will be observed as closely as possible for the successful arrival and departure of all guests.

Load-In & Load-Out Schedule:

Wednesday, September 20

11 a.m. - 5 p.m. | Exhibit Set-up **5:30 - 8 p.m. | Welcome Reception (exhibit hall open)**

Thursday, September 21

7:45 - 9:30 a.m. | Exhibit Hall Open 9:30 a.m. | Exhibit Tear down

All Load-In and Load-Out must take place through the dock areas of the facility. No supplies, equipment, décor, products, packages or other items may be brought into the facility through a guest entrance of the facility. All access areas are on the A Avenue side of the convention center. Load-in and Load-out from entrances on the First Avenue side of the facility are strictly prohibited. No carts or dollies are available from the facility and no staff is provided to load/unload/move/carry/secure items. Load-in and Load-out is the responsibility of each individual exhibitor.

All loading docks at the facility are truck height. There is also an inclined ramp to assist with loading items into the facility. Loading Docks on the A Avenue side of the facility are labeled as doors 6, 7 & 8. The loading/unloading area also provides temporary parking. All vehicles must be moved as soon as the cargo is loaded/unloaded to allow all guests access to these areas. No parking in the loading area is permitted and no parking areas are available at the facility. Surface lots and parking structures are available in the immediate vicinity of the facility and parking is subject to hourly charges.



Package Handling:

The facility does not provide storage for exhibitor items, including; cases, extra product, boxes, equipment or materials. Individual exhibitors should plan to contain any and all of their items within their assigned exhibit space.

Shipping:

Exhibitors may ship boxes or packages to arrive at the facility **NO MORE THAN 3 DAYS** in advance of the show. Any items arriving earlier will be refused by the facility. Please address items as follows:

DoubleTree by Hilton Cedar Rapids
ATTN: Iowa League of Cities / Travis Faust
350 First Avenue NE
Cedar Rapids, IA 52401

Each individual exhibitor is expected to remove items from the facility upon conclusion of the event or coordinate with the facility contact for return shipping. All items must be packaged, labeled, sealed and paid for return shipping to occur. The facility does not provide packaging supplies or pay for shipping, on behalf of exhibitors.

Exhibit Space:

The event organizer has coordinated specific exhibit space for your use. As well, the basic setup of this space has been arranged with the event organizer. You will be provided an 8ft. table, two (2) chairs and a trash receptacle. Additional items may be arranged in your exhibit space, at an additional cost to the exhibitor.

Event Technology:

Power, internet access, and AV equipment are not included in your exhibit space, but can be arranged in advance. Charges apply for these services and advanced payment is required. Please find the Event Technology order form attached here for AV support. Plugging into power or pirating internet that is not specifically provided for an individual exhibitor's use will not be permitted. Any exhibitor found in violation will be asked to leave the exhibit area and no refund for exhibition fees will be provided.

Security:

General security for the entire exhibit area and for the safety of all guests is provided by the facility. Individual exhibitors should have no expectation that security is provided for their products, equipment, or materials. The facility assumes no responsibility for the damage or loss of any items brought into the exhibit area.