

Exhibitor Services Portal



The Introduction

On behalf of the Huntington Convention Center of Cleveland, welcome to Cleveland! We are excited to have you exhibit at our state-of-the art Center and look forward to assisting you in planning a successful event. We strive to provide you with quality services to ensure both a successful and an enjoyable experience.

Ordering Info

Ordering: Exhibitor orders must be placed online. This process replaces the forms that in prior years were submitted for vendor orders. To place an order please visit our Exhibitor Service Center at www.clevelandconventions.com/exhibitor. Exhibitors and/or their appointed contractor should be aware of the following when placing orders:

- Third Party Contractors or Exhibitor Appointed Contractors must enter a separate order for each exhibiting company you are representing.
- The date orders are received determines the applicable rate
- Incomplete orders or payment information will delay processing
- Booth numbers must be identified on all orders. Changes to your booth numbers must be submitted to the Exhibitor Services department to ensure proper placement on the show floor.
- All payments must be in U.S. currency

Deadlines: Advance and Standard rates are available for most services. To qualify for the Advance Rate, order requests must be received 21 days prior to the first day of the event. Standard Rates will apply to orders received after the Advance Rate cut-off date. The exact deadline appears at the top of the online Exhibitor Services Center.

Payments: Orders will not be processed without payment. During the checkout process, exhibitors will have the option to pay via credit card or Electronic Check (ACH). A 3% processing fee will be added to all debit & credit card transactions. Any charges incurred during move-in, event days or move-out will be automatically charged to the exhibitor.

Refunds: Claims for refunds must be submitted by exhibitors prior to the close of the event. Credit will not be given for services installed but not used.

Loading Dock Policies

At the Huntington Convention Center of Cleveland, we provide a seamless move-in/move-out process in order to ensure your exhibiting experience is a success! We provide a designated POV (privately operated vehicle) area where exhibitors can unload and load their materials from their vehicles with ease.

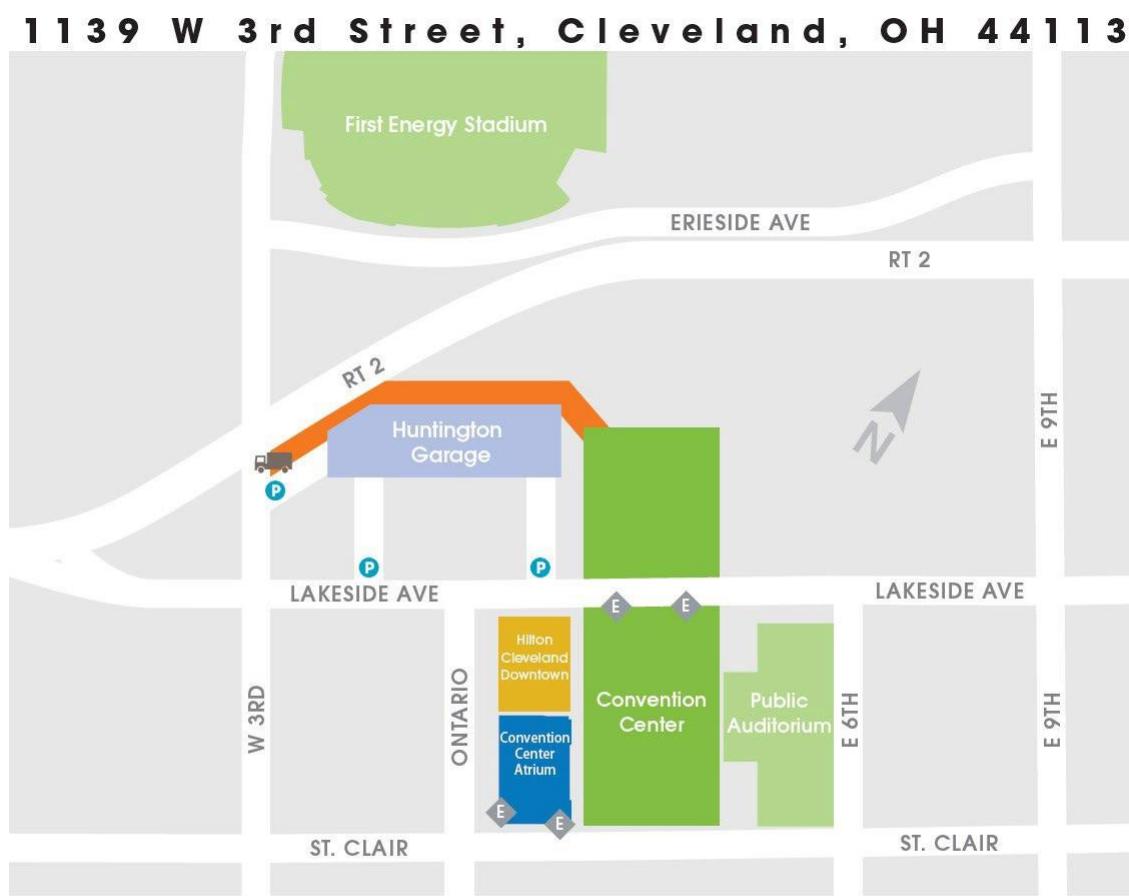
Below are the guidelines for self-unloading at the Huntington Convention Center:

- Exhibitors may unload their own vehicles as long as the maximum truck bed length or trailer bed length does not exceed 12'.
- Exhibitors cannot use pallet jacks or motorized material handling equipment.
 - Exhibitors may hand carry items or use dollies (two or four wheels)
- If an Exhibitor's needs fall outside of the above work rules, then the General Contractor, via Teamsters 407, will unload and load your vehicle at their prevailing rate.

Below are some additional guidelines when inside the Loading Dock.

- As a courtesy to fellow exhibitors, the Huntington Convention Center will permit up to 20 minutes for unloading within the designated POV area. Requests for additional time must be authorized by the Security Department.
- Vehicles to be loaded/unloaded should remain in the loading dock and should not be driven onto the exhibit floor unless prior approval has been provided by the Security Department.
- Please respect our 5 MPH speed limit and watch out for other moving vehicles.

Loading Dock Location



◆ Convention Center Entrance

◆ Huntington Parking Entrance

— Truck Path

◆ Loading Dock Entrance

Building Policies

Anchoring: Any anchoring or drilling into the exhibit floor or any other surface within the Center is strictly prohibited.

Animals: Service animals/pets are permitted within the Center. Non-service animals/ pets are not permitted within the Center without proper approval by Center management. The requesting party is responsible for ensuring all proper permits and licenses are in place. This is including but not limited to contacting the Cuyahoga County Board of Health for any applicable permits. They can be contacted at 216-201-2000 or www.ccbh.net.

Compressed Gas: The use of compressed gas is permitted within the Center with prior approval by the Fire Department under the below conditions:

- Cylinders are limited to one-pound capacity and a booth may only contain one cylinder at any one time. Reserve cylinders shall be limited to 20 and must be secured in a safe area not accessible to the public.
- Propane tanks larger than one pound must be stored outside of the facility in the designated area located outside of the loading dock.
- Forklifts are permitted to use propane tanks within the Center during load in and out days as long as they are properly secured and have been properly inspected prior to and after use each day.
- Propane tanks on forklifts must be removed from the Center during all show open hours and stored outside within the approved propane storage locations. A maximum of one propane tank may be left on one forklift in case needed during show hours for any reason.

Confetti: The use of glitter, confetti, sand, or simulated snow types of material, as well as popcorn, is NOT permitted in the Center. Additionally, adhesive-backed decals (stickers) may not be given away or utilized. Any costs incurred by the Center for the removal of these items will be charged to the Exhibitor.

Cooking: The Cleveland Fire Department may require a test of all cooking equipment prior to the opening event. Additional requirements include:

- Food producing grease-laden vapor is prohibited.
- Cooking and heating devices shall be placed on non-combustible surface and separated two feet from any combustible item and separated from the public by four feet.
- Each exhibitor must provide a 20-pound BC fire extinguisher, or an approved automatic extinguishing system located in their booth.

Covered Exhibits of 300 Sq. Ft. or More: Any exhibits using tents or some other form of covered display, must follow these rules:

- Materials or décor must be made of non-combustible materials.
- Certificate of treated materials must be presented upon request.

- Must install a battery-operated smoke detector with audible alarm.
- Must have 20 lb. BC rated fire extinguisher placed within booth and readily visible.

Multi-Level Exhibit Structures: Any booth display that contains a multi-level structure must follow the following rules:

- A detailed scaled plan must be submitted and approved by the HCCC. Plan to include registered architect or engineer's signature or stamp, show name and dates, directional information and exhibit dimensions.
- Materials or décor must be made of non-combustible materials.
- If covered area is over 300 sq. ft. then see additional requirements under the "Covered Exhibits of 300 sq. ft. or more" section above.
- If second level is to be occupied then must post maximum occupancy at base of structure and all applicable codes related to safety/egress etc. must be maintained including, but not limited to, proper exit signage and number and size of stairwells.
- Must be reviewed and approved in advance by the Cleveland Fire Department or the HCCC.

Display Vehicles: When exhibiting motor vehicles inside the Center the following requirements must be abided by:

- Disconnecting the battery
- Reduce the amount of gas to 1/4 tank or less & locking/taping shut the gas cap
- Using a drip pan under vehicle's engine & avoiding all carpeted areas of the building

Drone Policy/Unmanned Aerial Vehicles: The operation (flight) of any drone/unmanned aerial vehicle at Center whether indoors or outdoors is prohibited unless permission is granted in advance in writing by Legends Global management. In the event permission is granted by Legends Global management and the City of Cleveland, there are rules and regulations that govern use both inside and outside the Center.

Fog/Hazers: A fire watch is required when hazers or fog machines are used inside the Center. All machines must be water based. The use of smoke, hazers or fog machines is prohibited without the prior written approval of the Center.

Gratuities: It is against the Center /Legends Global policy for any employee of the Center to accept gratuities or gifts from Exhibitors, Show Management or Attendees.

Helium: Helium balloons are not permitted in the Center. Should helium balloons be brought into the facility the Exhibitor will be charged a fee for the removal of balloons that rise to the ceiling.

Medical Shows/Waste: Any hazardous waste disposal and cleanup must be approved prior to move-in. The Center does not handle the disposal of medical show waste. Sharps need to be in red containers and clearly labeled as such, to avoid being disposed of in regular trash pickup. Please DO NOT leave needles and sharps boxes unattended.

Pyrotechnics: The use of pyrotechnics is prohibited within the Center.

Shipping: The Center does not accept advance materials or freight. All freight and packages must be shipped to the General Service Contractor or delivered to the Center during the designated move-in period. Small packages may be shipped to/from [The UPS Store](#) located in the Atrium.

Smoking: The Center is a smoke-free campus. In accordance, smoking is prohibited within 50 feet of any entrance door to the Facility. The loading dock and driveway areas are considered part of the Facility and are also designated as smoke free.

Tape: Exhibitors may not apply any tape to any floor or wall surface within the Center. If any tape or tape residues are to be removed by the Center after the event, the Exhibitor will be billed for all expenses.

Recycling Program

The Center is a Gold LEED Certified Building. Below are some helpful tips on how you can help us in our green initiatives!

- Place cardboard and plastic in aisle way or by columns for our staff to collect and dispose of properly during move-in/move-out.
- Putting recyclables in appropriate containers on the exhibit floor.
- Marking donation merchandise, leftover literature or other materials as recyclable so our staff can dispose of properly.
- Consider using virtual presentation materials vs. printed materials.
- Use starch-based, biodegradable packing peanuts for shipping. These peanuts dissolve in water and are non-toxic.
- Avoid using polystyrene, plastic wrapping and bubble wrap. Biodegradable cellulose is available for shrink wrapping.
- Use biodegradable string. Avoid using plastic string.
- Use cloth table covers instead of plastic or Visqueen
- Walking from your hotel to the Convention Center

Utilities FAQ

Edlen is the exclusive provider of all electrical, plumbing (air & water) service to exhibitors which can be ordered at www.clevelandconventions.com/exhibitor.

Electrical Connections

Does power come with the booth space?

No, unless show management is providing an outlet for each booth space. Check with show management to determine if power is included and how much.

Where is power delivered to my booth space?

If you have an inline or peninsula booth, your power will be brought to the back of your booth space. If you have an island booth, you will need to send in a floor plan letting us know where you would like your power located. It is either dropped from the ceiling or pulled from the floor depending on the venue.

When I order a 10 or 20-amp outlet, what do I get?

Each outlet order comes with one place to plug in. We recommend you bring a power strip to provide additional receptacles.

What if I need power in multiple locations?

A separate outlet must be ordered for each location that requires power. Provide a scaled floor plan with measurements, orientation, outlet locations and a main distribution point

Will my power be in place before I arrive?

Inline and peninsula booths will find their power at the rear drape line of their booth upon arrival. Island booth power will only be in place if the exhibitor has provided all of the necessary forms and layouts prior to Edlen's first move-in day.

Where does the power come from – floor or ceiling?

All power comes from the floor via utility floor boxes that are 30' on center

Can I order a 30-amp 120V outlet?

Yes, but only for a single connection. Call us for a quote.

Can I bring my own power distribution panel?

No. As the licensed contractor on site, all equipment utilized in the distribution of power must be Edlen's.

Can I rent Edlen's power distribution panels?

No.

What is 24-hour power? Do I need it?

Power delivered to the booth space is only guaranteed to be on during move-in, show and tear-out hours. 24-hour power is never turned off once it is delivered to the booth space and connected. If your equipment cannot be turned off, such as refrigerators or computer servers, we advise ordering 24-hour power.

How do I order a dedicated power outlet?

All services 20 amps or greater are considered dedicated.

How do I order 220-230 volt power?

Order the corresponding 208-volt service and then order a buck and boost transformer to boost your power to 220/230-volt.

What kind of plug configuration will I need for 208 volt or higher services?

Go to Cost Savings Tips for a list of Edlen's corresponding plug configurations.

Do I need to send a floor plan indicating where I would like my power delivered?

If you have an inline or peninsula booth and need power at any location other than the rear of your booths space, please provide a floor plan indicating outlet location(s) with measurements. If you have an island booth, you need to provide Edlen with a scaled floor plan with measurements, orientation, outlet locations and a main distribution point.

Electrical Labor

Do I need labor to run electrical cords under my carpet?

Yes, all electrical distribution under carpets must be performed by an Edlen electrician.

Do I need labor to plug in my own 120-volt equipment? What about 208-volt equipment?

Exhibitors can plug in their own 120-volt equipment. For any equipment 208-volt or higher, an Edlen electrician must make the connection.

Do I need labor to plug in my lights?

Exhibitors can plug in their own lights. Refer to the published event labor forms for your event.

When does overtime labor begin?

Straight-time and overtime hours vary in each venue. Refer to the published event labor forms for the corresponding times.

Do I need labor for an inline or peninsula booth?

Power delivery to inline or peninsula booths only requires labor if power needs to be located in any location other than the back of the booth space. See published event labor forms for your event information if you have lights to be installed or monitor(s) rented from a third party.

Do I need labor for an island booth?

All island booths require labor for power distribution.

Can I hard-wire any of my equipment at show site?

No, all electrical wiring at show site must be performed by Edlen electrical

Cleaning FAQ

The Center offers cleaning services as an exclusive service through our Operations Department which can be ordered at www.clevelandconventions.com/exhibitor.

Will my booth be automatically vacuumed/mopped before the first day of the show?

Booths will not be vacuumed/mopped unless the service has been ordered through the Center.

If I order cleaning service, when can I expect my carpet to be cleaned?

If the show opens in the morning, booth cleaning will likely occur the night before. If the show opens in the afternoon, booth cleaning will likely occur the morning the show opens. Please remove any Visqueen from your carpet so that our staff can clean your booth.

Where do I dispose of trash during setup/tear down of the show?

Please place trash in aisles or near columns so that our cleaning personnel can identify and dispose of it properly. Materials intended to be stored in a boneyard or kept for re-use must be labeled accordingly and arranged through the General Service Contractor.

Telecommunications FAQ

The Center offers a variety of telecommunication services exclusively through our IT Department. All services can be ordered at www.clevelandconventions.com/exhibitor.

Will the handset or other equipment be in my booth?

All telephone equipment can be picked up at the Center Exhibitor Services Desk.

How much telephone cable is provided?

Center phone technicians provide a line that is long enough to run anywhere in your booth. Exhibitors may have their full-time employees run their phone cord under the carpet to desired locations, or they have the general service contractor do so.

How do I know if I need a single-line or a multi-line service?

Single-line phones are just like most household phones. They can be used for fax lines, credit card machines, standard telephones, and even to dial-up internet service (although we do not recommend this method of internet connectivity).

I have a wired credit card machine. Do I need to program anything specific for the machine to work on your single-line service?

Yes. Please pre-program your machine to dial “9” before your credit card company’s number.

How do I receive my phone number, dialing instructions, and phone/fax equipment?

Please visit the Exhibitor Services Desk on-site to receive this information.

How can I place international calls on my phone line?

If you wish to place international calls on your phone line, please notify your Event Manager prior to move-in to submit this request. Otherwise, all phones will be limited to local and US numbers.

Internet FAQ

The Center offers state-of-the-art internet services exclusively through our IT Department which can be ordered at www.clevelandconventions.com/exhibitor.

Do you have wireless internet?

The Center offers free wireless internet service throughout the public spaces of the building;

open your internet browser and look for the Center-GUEST wireless network. This service is designed for casual users and has limited bandwidth. If you are relying on the internet to showcase your product or conduct credit card transactions, we strongly recommend a wired internet connection for reliable service.

Can I bring my own hub or switch?

The Center offers switch devices instead of hubs because switches are known to provide better performance with a lower failure rate. Exhibitors are permitted to bring their own switches or hubs.

What is bandwidth and how do I know how much I need?

Bandwidth is the “size of the pipe” that data can traverse. The bigger the bandwidth, the faster data can be transferred. So, the 500 Kbs has more bandwidth than a 300 Kbs. To find out how much bandwidth you require, please consult with a technical representative in your company or look for program specifications listed with any demonstrations or downloads you plan to run.

I need to access my company's network while I'm exhibiting at your facility. Which service will allow me to do this?

Exhibitors who need to connect remotely to their company's network using a VPN (Virtual Private Network) with authentication information like passwords, certificates, or “tokens” should choose a 300 Kbs service or higher. While the 200 Kbs does allow exhibitors to use a VPN, some Exhibitors have experienced difficulty connecting because the 200 Kbs service uses NAT (Network Address Translation). NAT is a process by which the Center can provide thousands of IP addresses to exhibitors while only using a few “real” internet routable addresses.

What is a VLAN?

A VLAN (Virtual Local Area Network) allows a network of computers to behave as if they are connected to the same service even though they may actually be physically located in different areas around the facility. One of the biggest advantages of a VLAN is that when a computer is physically moved to a different location, it can stay on the same VLAN without any hardware reconfiguration.

I ordered a switch and cables, how and when do I get them?

When you are ready for your switch and internet cables, please visit the Exhibitor Service Desk.

Theatrical Rigging & Sign Hanging FAQ

Mills James is the exclusive provider of Rigging and Sign Hanging Services which can be ordered at www.clevelandconventions.com/exhibitor.

What's the difference between Sign Hanging and Theatrical Rigging?

Sign Hanging is limited to flat, lightweight signs attached directly to the permanent structure in the exhibit hall. Theatrical Rigging involves the use of motorized chain hoists and truss to position a banner or three-dimensional sign in a specific location, typically over an exhibit booth.

Because of the size and/or weight of the sign, temporary rigging is used to achieve exact placement.

My sign needs electricity. Is that included with my Sign Hanging or Theatrical Rigging order?

No. If your equipment requires power, you'll need to order electricity which is available within this exhibitor portal. Be sure to mention this power is needed for a hanging sign. We will coordinate with the electrical department on an installation plan.

Do I need to bring any hardware with me?

No. Mills James will provide all materials required to hang your sign or banner.

Will the rigging team assemble my sign?

No. Sign assembly falls under the jurisdiction of the decorator's union. If you have made arrangements with a 3rd party vendor to construct your booth, they are responsible to build your sign, too. Otherwise, arrangement can be made with the General Services Contractor.

Do I need to be present when my sign is installed?

Yes. We ask that all clients have a representative present to approve the location, height, and orientation of flown signs. Additional charges may apply if the rigging team is requested to return to a sign to make adjustments.

Audio Visual FAQ

Mills James is the preferred provider of Audio Visual Services at the Center. With Show Management's approval, Mills James' services can be ordered at

www.clevelandconventions.com/exhibitor.

When will my equipment be delivered to my booth?

Generally speaking, all equipment ordered from Mills James is delivered within a time window that suits the majority of exhibitors. Please include your preferred delivery time with your order. Mills James team members are on-site and available to assist.

What if I'm looking for something really unique?

Call us! We can create a custom package designed to meet your objectives.

Is power included with my A/V order?

No. If your A/V equipment requires power, you'll need to order electricity which is available within the online exhibitor portal.

Food & Beverage FAQ

Levy is the exclusive provider of food & beverage at the Center. These services cannot yet be purchased online; however, you can view the [Exhibitor Menu](#) online which contains ordering instructions.

Can I bring my own food & beverage into the Huntington Convention Center of Cleveland?

Levy is the exclusive provider of all food and beverage for the Huntington Convention Center of Cleveland. All food and beverage items on-site must be purchased through Levy.

How do I place my order for food and beverage and know that my order is confirmed?

Currently, food and beverage orders cannot be placed online. All food and beverage orders may be placed by email (Cleveland@levyrestaurants.com). Your order is confirmed when you receive your Catering Agreement and Banquet Event Orders (BEOs) via email. These documents must be signed and returned to Levy with full payment before services are performed. If you do not receive your Catering Agreement or your BEOs within 14 days of your event, please contact your Catering Sales Manager.

Am I allowed to give out samples of a food or beverage item?

Exhibitors with booths in the trade show exhibit hall may give away sample portions of a product only if they manufacture, produce, or distribute it. All samples must be related to the nature of the show. Written authorization is required from Levy and size restrictions apply. Please contact your Catering Sales Manager for more details.

Are prices quoted in US dollars? Are there any additional charges/fees?

Prices are quoted in US Dollars. All services are subject to 23% service charge and 8% sales tax. The service charge is taxable. Prices are subject to change without notice.

Will you provide plates, cups, napkins, etc.? What about tables, trash cans & other set-up needs?

All exhibitor booth services include disposable ware (plates, cups, etc.), napkins and appropriate condiments. Exhibitors must provide adequate space, all electrical needs, tables, chairs and trash removal for booth services. Tables and chairs are typically available through the General Contractor and trash removal (porter service) is available through the Center.

Can I serve alcohol at my booth? Do I need a bartender?

Show management must permit alcohol to be served during your event. Please check your Exhibitor Kit for any restrictions. For all events with alcohol service, a Certified Levy Bartender is required. Alcohol cannot be removed from the Huntington Convention Center of Cleveland. We reserve the right to refuse service to intoxicated or underage persons. Proper proof of age will be required for service of alcoholic beverages. Minimum charges may apply to your service. Please contact your Catering Sales Manager for details at Cleveland@levyrestaurants.com.

Can I increase or decrease my order on-site?

Increases may be made on-site based on availability of product and additional fees/up charges may apply. Unfortunately, decreases are not allowed within 7 business days of the event and we are not able to offer credit for any leftovers.

What if I have to cancel my order? Will I still be charged?

Full cancellation of an order must be made 14 business days prior to the delivery date or full charges will incur. Cancellation of special order items is not permitted once the order has been placed.

What time will you deliver my items to my booth? Do I have to be at my booth?

We will drop off your service at your booth at the date and time you request. Please note that you may receive your service up to 30 minutes early based on the current number of delivery requests. A representative of your company must be present to sign for the delivery. If you are not at your booth at your scheduled delivery time, we will leave a note for you to contact us when you are ready. A \$25 re-delivery fee per trip will apply. Please allow up to (2) hours once a call is made for re-delivery of orders.

Security FAQ

For exhibitors who would like to have dedicated security service at their exhibit space, the Center offers uniformed security guards as an exclusive service which can be ordered through our Exhibitor Services Department: Exhibitorservices@Clevelandconventions.com

Is there a minimum call?

Officers are scheduled at a 4-hour minimum call.

Can I order Security on-site?

No. Orders must be placed no later than 14 business days in advance of the requested service date.

When do you recommend ordering security for an exhibitor booth?

Our public safety department suggests ordering security for booths planning to have VIP appearances, book signings, etc., to monitor crowd control and escort as needed. Also, exhibitors with expensive or rare equipment in their booths may consider security for the overnight hours between show end and the next day's show start.

Is there general overnight security in the exhibit hall?

Please verify with Show Management to understand your event's requested security as this differs per event.