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## EXHIBITOR GUIDELINES

We look forward to serving you at the DeVos Place Convention Center! We would like to thank you in advance for your cooperation in helping ensure that everyone has a safe and successful event. The Convention Center has a temporary vehicle delivery area on the loading dock. This space is reserved to allow safe access for exhibitors to transport materials to and from their exhibit areas. Show Management will publish the dates and times established for the use of the loading zone in advance of the show.

**Exhibitor Vehicle Access During Move In/Out** - Must use loading dock entrances at the DeVos Place Convention Center only. There are no load-in privileges at any other entrances. See map for more info.

Passenger elevators may not be used for transporting freight. There is no on-site freight storage, nor can we accept deliveries on your behalf at DeVos Place Convention Center prior to the first contracted move-in day of the event. Contact ArtCraft Display or your drayage company to arrange for shipping and storage.

**Exhibitor Building Access During Move In/Out** - please use the Service Entrance on the loading dock.

**Bring Your Own Carts** – ArtCraft display has a limited number of flatbed carts available on a first come, first served basis. Carts are checked out at the loading dock. Please return the cart when finished. You are encouraged to bring your own cart to expedite the load in process.

**Parking** - Parking is available at DeVos Place and several parking ramps in the immediate area. Parking in the loading area is prohibited. Please see the attached map for parking locations in the city.

**Exhibitors Hiring Labor** - Exhibitors who hire other than the official show decorator for booth installation and dismantling, must notify Show Management of the names of their I&D staff in writing not less than 30 days in advance of the event. Access of I&D staff must be coordinated through the official show decorator.

**Floor Tape** - The use of single sided or double stick foam tape, single side or double stick cellophane tape, or masking tape is prohibited on any surface in the Convention Center. Please check with your decorator for approved material.

**Please Be Timely** - Goods/materials may not be delivered in advance of nor can they be left after the show's official move-out time.

**Exhibitor Utilities** - Utilities must be ordered 14 days prior to the event, i.e. (Air/Water/Drain, electrical, and telephone services). Service Order forms are available through DeVos Place Convention Center. All multiple booth areas should include a layout with utility locations with the order. This will help everyone set the order accurately. Services may be ordered during load in at the Floor Rate through the exhibitor service desk.

**Exhibitor Fire Safety and Decoration** - All fire, safety and Convention Center regulations must be strictly followed. No propane, acetylene or other flammable or explosive materials are allowed. Gasoline powered vehicles may be displayed with a maximum of ¼ tank of gas. (There are no exceptions) The vehicle gas cap must be taped or locked, and the battery cables disconnected, and ends taped. Tanks of compressed air or gas must be chained and secured at all times.

**Exhibitor Signs, Decorations or Banners** - Decorations may not be attached to any surfaces in the building. No holes may be drilled, cored, or punched into the building. All equipment used must be stable without bolting or anchoring to floors or walls. Decorations may not include lighter than air (helium) balloons, crepe paper, cellophane, confetti, cotton, cornstalks, leaves, evergreen boughs/trees, glitter, sheaves of grain, streamers, straw, paper, vines, etc. Poster putty is allowed on glass or plaster wall surfaces. For overhead or heavy signage please contact ArtCraft Display.

**Exhibitor Food Samples** - Subject to Show Management approval, those who manufacture, process or distribute food as their normal course of business and wish to distribute food samples, may be allowed. This is provided food samples are no larger than bite size and beverage sizes no larger than 3 ounces. Please contact the Amway Grand Plaza Hotel and your Event Coordinator for approval prior to your arrival.

An exhibitor, who does not manufacture process or distribute food as their normal course of business and would like to distribute food items, must purchase these items from the Amway Grand Plaza Hotel. Please contact the Amway Grand Plaza Hotel to make arrangements to purchase food and beverage services. All cooking plans must be submitted in advance for approval by the Fire Department. Plans must adhere to General Fire Safety/Cooking Guidelines.

**Exhibitor Giveaways** - Samples may not include stick-on decals, lighter than air (Helium) balloons, glitter, etc.

**Tobacco Free** – DeVos Place Convention Center is a smoke and tobacco-free environment. Please do not smoke in the facility. Smoking cannot occur within 10 feet from any entrance.

**Gratuity Policy** - We are here to serve you. No gratuities should be offered to employees. For Safety - Children under 16 are NOT permitted on the show floor or loading docks during move- in and move-out times.