

# Everything Under the Sun Expo Exhibitor FAQ

## Reserving My Booth & Prep

### **Q: How do I obtain an exhibit space contract and sponsorship forms?**

A: The Exhibit Space Contract is available on our website: [www.UnderTheSunExpo.com](http://www.UnderTheSunExpo.com)

### **Q: How are booth spaces assigned?**

A: Contracts received through July 31 are assigned booth spaces based on priority points earned from previous participation and previous sponsorships in the Expo. After July 31, booths are assigned based upon show management's receipt of signed contract and deposit.

### **Q: What is included with my booth space?**

A: All booth spaces include: 10x10 concrete space; 8 foot drape in back of booth; 3 foot drape on side of booth. Booth packages that include additional items are available; see contract for more details.

*\*Reminder: Floor covering is required in all booths.*

### **Q: I paid for a booth package; what is included?**

A: Please see below for details:

- Package A: Carpet; 6 foot draped table; two chairs; trash can; Lead Retrieval app
- Package B: Carpet; 6 foot draped table; two chairs, trash can

### **Q: When will I receive confirmation of my booth selection?**

A: For applications received prior to July 31, assignments will be sent in August. After September 1, assignment confirmations are sent weekly. Your booth space will not be assigned or confirmed without a deposit and signed contract.

### **Q: Can I bring in the materials for my own booth?**

A: Yes, you may hand carry in materials for your booth; no dollies or pallet jacks are permitted. For all other items, you will need to arrange for assistance with Arata Expositions.

*\*Cartload service is available for small loads at a very reasonable price.*

### **Q: Who is the main contact for exhibitor services?**

A: Arata Expositions is the main contact for furniture set up, pipe and drape, carpet, tear down, and related services.

### **Q: When will I receive an Exhibitor Service Kit?**

A: Exhibitor Service Kits will be sent to you by Arata Expositions after your booth space has been paid for in full.

## Booth Setup & Day Of

### **Q: Can I set up my own booth or use a contractor other than Arata?**

A: Yes, you may use full time employees to set up your exhibit. If you use a service contractor other than Arata, you must complete the Exhibitor Appointed Contractor form and provide a certificate of insurance naming Arata, FSPA and the Orange County Convention Center (OCCC) as additional insured.

**Q: When can I start setting up my booth and what are the Hall hours?**

A: Move-in is the Thursday of Expo week from 8:00 a.m. – 5:00 p.m. Exhibitors with large spaces may request early move-in. Exhibit hall hours are 10:00 a.m. – 5:00 p.m. on Friday and 10:00 a.m. – 2:30 p.m. on Saturday. Move out is 2:30 p.m. – 10:00 p.m. on Saturday after the Expo closes.

**Q: Where is the loading dock located?**

A: The loading dock is located directly behind the hall we will be in for the event. For the 2023 Expo, it is located behind West Hall E.

**Q: Can I bring in my own furniture and carpet?**

A: Yes, you may bring your own tables, chairs and floor covering.\*

*\*Carpeting is not required, but a form of floor covering (10' x 10') is mandatory.*

**Q: Can I hang banners from the ceiling over my booth?**

A: Hanging signs and graphics is permitted in 20x20 or larger island booths only. They should be set back ten feet from adjacent booths.

Approval for use should be obtained from show management 60 days prior to the Show. You must schedule the hanging of your banner through the rigging department of the Orange County Convention Center (OCCC) in advance.

**Q: How can I see the floorplan of the Hall and list of exhibitors?**

A: Visit [www.UnderTheSunExpo.com](http://www.UnderTheSunExpo.com) to view the full floor plan under the Exhibitor menu.

For a list of exhibitors, click on the floor plan link. Click on a booth to see who is in it or click on the “List” prompt on the left which will allow you to view an alphabetical list or a list by booth number.

Booth Support

**Q: Who is the general services contractor?**

A: Arata Expositions is the official service contractor for the Expo. Arata is responsible for labor services, transportation, furnishings, material handling, cleaning and decorations.

**Q: How can I contact Arata Expositions?**

A: You can contact Arata Expositions Customer Service by calling (301) 921-0800.

**Q: How do I order electric and water for my booth?**

A: Utilities are provided by the OCCC. You can order utilities for your booth on OCCC’s website: <https://www.occc.net/exhibitor> or by using the form in the Exhibitor Services Kit.

**Q: Is internet/Wi-Fi available?**

A: SmartCity is the provider of internet for exhibitor booths. These services can be ordered on OCCC’s website: <https://www.occc.net/exhibitor>

*\*Note: Order forms for these services and more are included in the Exhibitor Services Kit.*

**Q: Can I serve food in my booth?**

A: All food and beverage served in the Exhibit Hall must be provided by Centerplate, OCCC’s

exclusive provider of food and beverage services. Any outside food or beverage requires a fee be paid to Centerplate.

If you plan to cook in your booth you will need to have approval from the fire marshal. For additional information and pricing for booth catering services visit their website:

<https://www.occc.net/planner-service-partners-catering-center-plate>

**Q: Is Lead Retrieval available?**

A: Lead Retrieval can be reserved/purchased through the official registration company. You will receive separate instructions for downloading the app to scan leads and retrieve information to your cellular device.

*\*Note: Order forms for this service will be provided in your Exhibitor Services Kit.*

If you still need assistance on other items, please contact the following:

**On-Site Support** *(i.e. freight delivery, furniture/booth support, tech support, utilities & rigging)*

Jessica Johnson, Events and Programs Manager

[Jessica@FloridaPoolPro.com](mailto:Jessica@FloridaPoolPro.com)

**Education** *(i.e. class schedule, classroom locations, credits questions, instructor questions)*

Brittany Cagle, Workforce Education Manager

[Brittany@FloridaPoolPro.com](mailto:Brittany@FloridaPoolPro.com)

**Government Relations** *(i.e. licensing, regulations)*

Dallas Thiesen, Senior Director of Government Affairs

[Dallas@FloridaPoolPro.com](mailto:Dallas@FloridaPoolPro.com)

**Registration & General Questions** *(i.e. membership inquiries, event tickets)*

Valerie Swika, Office Manager

[Valerie@FloridaPoolPro.com](mailto:Valerie@FloridaPoolPro.com)