



Permanent Showroom Manual

**High Point Market
April 21-26, 2012**

This manual and other useful Market information are available on the web at
www.marketsquareandsuites.com

Permanent Showroom Manual

Market Square AC Management, LLC. wishes to extend our sincere appreciation to you for exhibiting with us at the High Point Furniture Market. This manual serves as a reference guide for you. By reading this material and following the steps accordingly, we can assure an efficient move-in, set-up, break-down and move-out for all exhibitors. Our goal is to provide outstanding customer service to you and your buyers, and we are always available to discuss your questions, comments, or concerns. Contact the main office or leasing agent at any time. We appreciate your cooperation and look forward to working together during the High Point Furniture Market. ***Thank you!***

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1. General Show Information

1.1 Exhibit Dates & Hours

April 21-25 (Saturday-Wednesday) 8 am-7 pm
April 26 (Thursday) 8 am-5 pm

1.2 Contact/Shipping Information

Market Square AC Management, LLC Ph. 336/821-1500 Fax 336/821-1593

Furniture Plaza

Charles Teague, Dock Supervisor Ph. 336/821-1520 Fax 336/821-1587

“Elm Street Dock”
233 South Elm Street
High Point, NC 27260

Market Square

Lynn Campbell, Dock Supervisor Ph. 336/821-1535 Fax 336/821-1596

“Lindsay Dock”
305 West High Street
High Point, NC 27260

National Furniture Mart

J.C. Washington, Dock Supervisor Ph. 336/821-1530 Fax 336/821-1601

200 South Main Street
High Point, NC 27260

Plaza Suites

Chris Williams, Dock Supervisor Ph. 336/821-1644 Fax 336/821-1645

“Green Street Dock”
110 West Green Street
High Point, NC 27260

1.3 Rules & Regulations

Please review the official [Lease Rules and Regulations](#) included as Exhibit B in your lease Document.

- Exhibitor badges are required at all times.
- All Market Square AC Management, LLC High Point Buildings are [Non-smoking](#).
- At least one representative of the exhibiting company must be in the showroom during show hours.
- Adhere to all Fire Department & Exhibit Construction rules.
- Adhere to all regulations set forth by this manual.

1.4 Registration/Exhibitor Badges

Registration can be completed on-site or by pre-registration online. Pre-registration will expedite your check-in process upon arrival

1. To register for exhibitor passes for the April 2012 High Point Market, please go to www.highpointmarket.org
2. When the site opens, click on registration tab and then click register now. The next page asks for your login information. Enter the logon ID and Password that have been assigned to you. **If you do not have an ID and/or Password, call 336-821-1529.**
3. Follow the prompts to completely fill out the form.
4. Only when roster is completed, click register now. You will then receive a confirmation e-mail..
5. Upon arrival to High Point, present your ID and Business card to any registration counter and your badges will be printed.

Please contact Ann Parnell at 336-821-1529 with any questions regarding registration.

1.5 Temporary Help and Contractor Badges

All exhibitor-appointed contractors and temporary help must be issued temporary badges. They are issued daily for use only during set-up and dismantling hours. Badges should be picked up at the registration desk at the main entrance upon arrival. Hiring of street labor for work in the building is strongly discouraged for security reasons. Commencing Saturday, April 21, only Market Square AC Management, LLC exhibitors with a proper badge will be allowed in the buildings. Prior arrangements must be made in advance to accommodate temporary help. **Contact:** Ann Parnell at 336/821-1529.

1.6 Security

Security will be on duty 24 hours a day from move-in to move-out. Security cannot and should not be counted on to provide more than a presence to inhibit theft. Market Square AC Management, LLC hereby gives formal notice that the show and its management, its agents and its official vendors neither offer nor accept responsibility of any kind for exhibitors' property. We advise you to *always* staff your showroom during show hours and *never* leave any valuables unattended. Exhibitors can also hire the services of a security guard. **Contact:** Rick Williams at 336/803-1115.

1.7 Telephone Installations

North State Communications handles all new phone installations and relocations for exhibitors. North State needs to know the type of phone system, service, billing information, etc. The exhibitor is responsible for contacting the telephone company directly for service. Call 336/886-3718 or fax 336/886-4881 your telephone requirements to North State Communications.

1.8 Accommodations

Visit www.highpointmarket.org or call toll free 1-800-874-6492 for information about hotels and private residence rentals, as well as a list of hospitality discount programs.

1.9 Transportation: To, From, and During Market

Airports

Piedmont Triad International Airport (GSO)
(High Point, Greensboro and Winston-Salem)

www.flyfrompti.com

Charlotte/Douglas International Airport (CLT)

www.charlotteairport.com

Raleigh-Durham International Airport (RDU)

www.rdu.com

Airline Information (Book your flight early to receive maximum savings.)

AirTran (RDU & CLT only) www.airtran.com 866-683-8368
Reference Number: NC041412 (High Point Market)

American Airlines & American Eagle www.aa.com 800-433-1790
Reference Number: 2942BW

Continental Airlines & Continental Express www.continental.com
Reference Number: ZM2J831622 800-468-7022

Delta Airlines (*This discount cannot be booked online. Instead, contact Delta Meeting Network*) Reference Number: NM8PS 800-328-1111

Southwest Airlines www.southwest.com 800-435-9792

United Airlines www.unitedairline.com 800-521-4041

US Airways www.usairways.com 800-428-4322

Rental Car Information

Budget (GSO & CLT only) www.budget.com 800-772-3773
Discount Code: BCD#U065427

Enterprise Rent-A-Car www.enterprise.com 800-736-8222
Discount Code: 53M4080

National Car Rental www.nationalcar.com 877-222-9058
Discount: Click 'more options' and enter **contract ID# 53M4080**

Priceless Rent-A-Car 336-856-9504

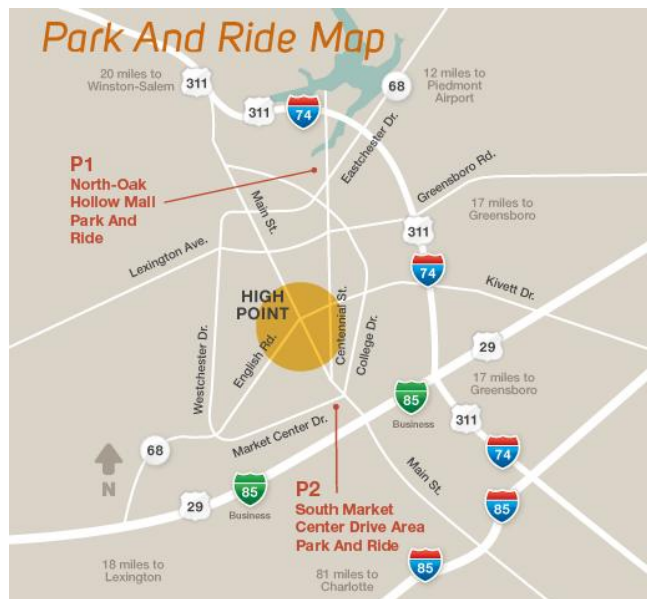
Free Park & Ride Shuttle Service

Free parking & continuous shuttle service between the downtown transportation terminal and satellite lots P1 and P2 in High Point.

P1-North: Oak Hollow Mall – Located at 921 Eastchester Dr. (Hwy.68), in the Oak Hollow Mall parking lot.
Friday, April 20 – Wednesday, April 25 6:30 am – 10 pm
Thursday, April 26 6:30 am – 8 pm

P2-South: Market Center Drive Area – Turn west at the corner of South Main Street and Market Center Drive. The parking lot will be located at the corner of the first street on the right, Ogden Street.
Thursday, April 19 – Wednesday, April 25 6:30 am – 10 pm
Thursday, April 26 6:30 am – 8 pm

P2-South lot shuttles will stop at the corner of Elm and Commerce- right in front of the Suites at Market Square!- before stopping at the transportation terminal.



Free Downtown Showroom Shuttle Service

Thursday, April 19 – Wednesday, April 25 7:30 am–8:00 pm
Thursday, April 26 7:30 am–5:00 pm

FREE shuttles operating in a continuous loop in the downtown showroom district take you to and from every Market building, showroom and event in climate-controlled comfort.

Free Go-Anywhere* Shuttles

Saturday, April 21 –Wednesday, April 25
Thursday, April 26

7:30 am–8:30 pm
7:30 am – 5 pm

To reach any destination within a 3-mile radius of the High Point city limits that is not served by a scheduled shuttle, including outlying showrooms, use our FREE Go-Anywhere service. Go to the downtown Transportation Terminal or simply flag one down from any location in the Market area. You may also call 336.887.RIDE (7433) to have a shuttle dispatched to you.

For more information: 336-887-7433 or www.highpointmarket.org

2. Showroom Services

2.1 Exhibitor Appointed Contractors (EAC)

EACs must also abide by the “Rules and Regulations of Exhibition”.

Contractor Guidelines

- The EAC shall be given the right to provide services requested of them by an exhibitor.
- Any customizations that involve altering the standard walls must be reviewed with building Management. EACs shall cooperate fully with building management.
- The EAC shall adhere to the rules and regulations in this manual.
- The EAC shall possess a valid public liability and property damage insurance policy for at least \$1,000,000.00. The Certificate of Insurance must name Market Square AC Management, LLC as an additional insured.
- The EAC shall have a true and valid work order from an exhibitor in advance.
- EACs must check-in and pick up a day/work pass at the main entrance each day.

2.2 Showroom Cleaning

Cleaning services available by contacting the following:

Market Showroom Cleaning

Bryant Hinson
P.O. Box 5315
High Point, NC 27261
336/882-0856

2.3 Tipping Policy

Tipping of building labor is not permitted. We are constantly striving to improve our services, and our employees are instructed not to ask for, or to accept tips.

3. Shipping and Material Handling

3.1 General Guidelines

All showrooms are encouraged to notify their building Dock Supervisor in advance of incoming shipments. This enables us to better schedule for your needs and to reduce costs. Showrooms are also welcome to use their own labor in which case, only Dock time fees apply. You may ship your materials from the show via any carrier. You are required only to contact your carrier, pack your material, and file a Bill-of-Lading with the Dock Supervisor (attach a copy of Bill-of-Lading to your packages).

Dock Charges

Dock Time per hour \$15.00

Labor/per man/per hour* \$15.00

3.2 UPS/FED EX/Other Package Services

Small packages will be delivered to your space by Federal Express, UPS and courier personnel. Market Square AC Management, LLC assumes no responsibility for delivery of packages from these services.

Packages should be labeled with the company name, showroom number, and appropriate address as listed under section **1.2: Contact Information**.

3.3 International Shipping

If you need assistance with international freight and customs arrangements, call:

- R.E. Rogers, Inc. at 310/378-4888 or www.rerogers.com
- Williams International at 843/747-0097

If you are an **international exhibitor** with product arriving through Customs, please note that we are not responsible for any customs clearance. **We are not the importer and cannot furnish Customs with any information or paperwork pertaining to your shipment. Market Square AC Management, LLC is not responsible for duties charged. As the product arrives, your paperwork should reflect that you, the shipper, are also the importer and consignee responsible for all duties and clearance.**

3.4 Responsibility and Liability

- **Market Square AC Management, LLC assumes NO responsibility for improperly loaded shipments** (P.O.V.'s or common carriers).
- Market Square AC Management, LLC is not responsible for any damages to product that is uncartoned or is improperly shrink-wrapped to a skid.
- Market Square AC Management, LLC assumes no responsibility for shipments until they are collected from the exhibitor's showroom.
- Market Square AC Management, LLC responsibility ends upon delivery to contracted freight carrier.
- Market Square AC Management, LLC is not responsible for loss or theft of materials after they have been delivered to your showroom or after they have been picked up for loading out of the dock.
- You are required only to contact your carrier, pack your materials, and label your materials appropriately.
- A Bill-of-Lading may be picked up at the dock office (attach a copy of Bill-of-Lading to your packages) to ensure an accurate and complete pick-up.

3.5 Storage

- No storage facilities are available on-site.
- You can arrange storage of your product:

City Transfer & Storage, 336/334 2648

or

The Packaging Center, 336/885-2747

3.6 Sample Sales

It is imperative we continue to provide a professional selling environment for exhibitors and buyers through the completion of our dates.

- **Between the hours of 1 pm and 5 pm Thursday, April 26, hand-carried samples ONLY (those not requiring the use of carts, dollies or flat trucks) will be allowed out of the buildings.**
- Any buyer who is picking up beginning Monday, April 30 will need a Bill-of-Lading filled out by the Exhibitor so your product can be released to the Buyer.
- Samples requiring the use of any type of handling equipment must be removed beginning Monday, April 30 through Friday, May 4 from 8 a.m.– 4 p.m. through appropriate loading docks.
- Please make certain you provide a sales receipt to Buyers indicating all samples sold.
- Please make certain you advise all of your clients regarding these rules and regulations when they purchase product from you to minimize disruption to them and your fellow exhibitors.