

New Orleans Area Conference
November 30-December 2, 2017
Frequently Asked Questions

Where is the New Orleans Area Conference located?

The New Orleans Area Conference is being held at the Ernst N. Morial Convention Center. Attendee and Exhibitor Registration, the Science Store, and Program Pick-Up are located in Hall H.

What is included in my booth fee?

Your booth includes the rental space (10'x10', 10'x20', 20'x20', etc); 4 complimentary exhibitor badges that allow you to attend conference sessions (you are responsible for any additional fees); company listing in the final program, on the conference app, and the online floor plan; one complimentary license for iLeads lead retrieval system (if contract and order forms are submitted by deadlines).

****Exhibitors are responsible for all booth furnishings and needed services. All exhibitors are required to have some type of flooring in their booth. You may provide your own flooring or rent carpet from Hargrove.**

Exhibitors are responsible for purchasing the following services/materials:

- Internet
- Electricity
- iLeads –placing the order with approved vendor
- Booth furnishings including tables, carpet (or floor covering), etc.

Who are the official service vendors?

- Decorator – Hargrove
- AV – Audio Visual Production Services
- Electrical – Morial Convention Center exhibitor services
- Internet – Morial Convention Center exhibitor services
- iLeads – Global Convention Solutions
- Catering – Centerplate

When can I set up my booth?

Wednesday, November 29	8 am – 5 pm
Thursday, November 30	7 am – 9 am

All booths must be set-up by 9 am on Thursday, November 30. Any exhibitor not set-up by this time will not be allowed to set-up until Thursday, November 30 at 5 pm.

What are the exhibit hall hours?

Thursday, November 30	11:00 am – 5:00 pm
	11:00 am – 12:30 <i>exclusive hours</i>
Friday, December 1	9:00 am – 4:00 pm
	3:00 pm – 4:00 pm <i>exclusive hours</i>
Saturday, December 2	9:00 am – 12 Noon

When can booths be dismantled?

Exhibitors can start to dismantle booths at 12 noon on Saturday, December 2. Any dismantling prior to 12 noon will result in a fee of \$300 and forfeiture of floor position at future NSTA conferences. Please plan your travel to avoid penalties.

What are the Union/Labor Rules for the Morial Convention Center?

Each convention center has different union/labor rules. Please read the [Union Rules](#) for the NSTA New Orleans Area Conference so you are familiar with what you can do to set up your booth.

How do I get my booth materials to the convention center?

We encourage exhibitors to [ship materials to the advance warehouse](#) to save time and money. By using the advance warehouse your shipment will be waiting for you at your booth on Wednesday, November 29.

The advance warehouse will accept shipments daily from 8:00 am to 4:00 pm starting Friday, October 27, through Wednesday, November 22, at 4:00 pm.

If you need to ship materials directly to the convention center, please use the [Direct Ship label](#). Direct shipments can arrive starting on **Tuesday, November 28 at 8:00 am**. Please keep in mind if you ship your materials directly to the convention center there could be a delay in the delivery to your booth.

What is Material and Handling?

Material Handling includes the following services - for more information review New Orleans [Material and Handling Hints](#).

- Receiving and unloading your shipments at Hargrove's warehouse (30 days free storage prior to Event / Show date).
- Reloading onto a Hargrove trailer.
- Delivery of shipment to exhibit hall.
- Placement of shipment in your booth space.
- Removal and storage of empty containers.
- Return of empties to booth at close of Event / Show. [Note: All containers must be empty when stored, Hargrove assumes no liability for material or equipment left inside a container marked as empty.]
- Removal of all packed and labeled materials from exhibit booth.
- Reloading onto outbound carrier for return shipment (based on shipping information provided in your Hargrove Material Handling Agreement).

Charges for the above services will be based on the inbound weight only, whether the above services are used completely or in part. Refer to the [Material Handling Estimate form](#) for detailed pricing information. Weight is rounded up to the next hundred pounds. Shipments received without weight tickets that are weighed by Hargrove may be charged special handling.

What is iLeads?

iLeads is an app that you download onto your mobile device (iPhone, iPad, and Android) to capture attendee information by scanning their badge. At the end of the show, you will receive an email with a login and password to access the leads you captured. NSTA only provides the attendee information which the attendee has allowed to be shared.

Place your order [online](#) or use the [order form](#).

Where is WiFi available?

Free WiFi is available in specific locations of the Morial Convention Center. [Click here](#) to view the locations. It is meant for basic web surfing and checking email.

Are meals included with my booth fee?

NSTA provides an exhibitor lounge that will have coffee, tea, and water throughout the conference, and afternoon snacks (while supplies last) on Wednesday, Thursday and Friday. Snacks will be available at 12 noon each day.

How do I get to the Morial Convention Center?

Travel information is available on the [Morial Convention Center website](#), or download a PDF of the convention [parking map](#).

Where do I park?

There are several parking garages and surface lots around the Morial Convention Center. [Click here](#) for map of parking options.