



HITEC Toronto 2017 Exhibitor FAQs

Before the show:

- **What is included with my booth space?** *Each booth space includes:*
 - booth identification sign
 - 8' back drape and 3' side drape in show colors
 - two complimentary full-conference exhibitor registrations per 100 square feet leased
 - company listing in program, on-line Buyers' Guide and HITEC mobile app
 - twenty-four hour perimeter exhibit hall security
 - complimentary attendee registration list (pre-show: PDF file; post-show: Excel file)
- **How do I get badges for my booth staff?** *Exhibitor badge registration will open in April.*
- **How do I get a list of attendees?** *The pre-show attendee list will automatically be sent to the exhibitor booth contacts in early June. Another post-show list will be sent approximately a week after the show wraps.*
- **Are there any special room rates at area hotels?** *HFTP/HITEC is negotiating special room rates at area hotels. Full Hotel & Travel details can be found on our Hotel & Travel page [here](#).*

PLEASE NOTE** *Orchid Event Solutions is the ONLY official housing company for this event and will NEVER contact you directly to make a reservation. Please beware of unsanctioned housing providers, and do not give them your credit card information.*
- **How do I get complimentary exhibit passes for my customers?** *As a courtesy, HFTP offers a limited number of Qualified Buyer Complimentary Show Passes for HITEC 2017. Passes are valid for qualified buyers only, as defined by HITEC Show Management as professionals employed by hotels, resorts, casinos, clubs, etc. Passes cannot be used by vendors/suppliers, consultants, exhibitor staff, or the family, board members, subsidiaries/parent companies, dealers, distributors, resellers, business partners/associates or investors of exhibiting companies. Details and policies will be sent to exhibitors in April or questions may be directed to exhibit@hftp.org.*

Contact the [Exhibit Department](#) to answer any other additional questions at +1 (512) 220-4029

- **How do I login to update my company information?** Each company has a password to their online portal. This password is for the entire company and is not per individual. [The exhibitor portal can be found here](#). If you do not know your password, use the “forgot my password” option below the login or contact show management at exhibit@hftp.org.
- **I need a copy of my invoice. Where can I get that?** Invoices can be pulled using your exhibitor portal login. (see instructions on how to login to the exhibitor portal in the above question) If you need an invoice with specific information or are having trouble. Please contact accounting@hftp.org.
- **What are the move-in and move-out times?** Exhibitor move-in is Sunday, June 25 from 8am-5pm and Monday, June 26 from 7am-5pm. Move-out is Thursday, June 29 from 2pm-10pm and Friday, June 30 from 8am-2pm.
- **How can my company be a sponsor of HITEC?** Show sponsor and advertising details can be found in the HITEC Marketing Kit. <http://www.hftp.org/hitec/toronto/i/downloads/H17Tor%20Mktg%20Brochure.pdf>
- **When is the opening party?** The Opening Party will be held on Monday night from 6:30pm-9pm. The location is Muzik Event Centre.

At the show:

- **My freight is not in my booth, who do I contact?** GES, the official show contractor will have a staffed help desk located in the back of the exhibit hall.
- **How do I arrange for freight pick-up after the show?** It is recommended that return shipping be arranged prior to the show for convenience and cost savings, however, there will be return shipping labels available at the GES staffed help desk located in the exhibit hall.
- **I lost my badge, how can I get it replaced?** Replacement exhibitor badges are \$25 and may be obtained at the Exhibitor Registration counter in the South Registration Area.
- **I see non-exhibiting companies doing business at the show, who should I contact?** Report this activity to the HITEC Help Desk and someone from Show Management will research the complaint immediately. If you are given a business card please bring this with you to the HITEC Help Desk.
- **I have a problem with the furniture/internet/phone service I ordered, who do I contact?** All official show contractors will have staffed help desk located in the back of the exhibit hall.

After the show:

- **How do I get a list of attendees?** The post-show attendee list will automatically be sent to the exhibitor booth contact during the week of July 10.
- **Where will HITEC be in 2018?** HITEC 2018 will be in Houston, Texas USA at the George R. Brown Convention Center, June 18-21, 2018.

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