



Hosted by the Florence Center

2020 Exhibitor Handbook

We are thrilled your company will be participating in the holiday show of the year. Please review this information and complete necessary forms, please return to manager@jinglebellmarket.com

Give us a jingle if you have questions (843) 679-9417

Wednesday, November 18 : Exhibitor Move-In : 8am-5pm

Arena (Holiday Market) **NORTH Side Exhibitors ONLY** load-in through Gate 4-Door 4/5,
Drive-in and Drop-off only (*orange dot on Exterior Map*)

Thursday, November 19 : Exhibitor Move-In : 8am-5pm

Arena (Holiday Market) **SOUTH Side Exhibitors ONLY** load-in through Gate 4-Door 4/5,
Drive-in and Drop-off only (*orange dot on Exterior Map*)

Friday, November 20

Doors open for Exhibitors : 8am

Exhibitor Welcome Meeting: **Christmas Cafe: 10am**

Doors open to the Public : 11am-7pm

Saturday, November 21

Doors open for Exhibitors : 8am

Doors open to the Public : 10am-8pm

Sunday, November 22

Doors open for Exhibitors : 9:30am

Doors open to the Public : 11am-5pm

SHOW DETAILS

Contact Information

Show Director – Kaylen Snapp
Events Manager - Chastity Wilson
Security Director - Jamey Kirby

Show Address

The Florence Center
3300 West Radio Drive
Florence, South Carolina 29501
(843) 679-9417

IMPORTANT DATES & TO-DO LISTS

Order: Utilities & Furnishings

- Electricity and add-ons must be ordered by **November 10**
- WiFi is included with booth rental fee. Password will be given in Exhibitor Packet. WiFi is for business transactions, please!

Order: Exhibitor Storage Drop Trailer Parking Pass

- Two areas are designated for trailer storage- the Back Gate area and the Trailer Parking lot denoted on the Exterior Map.
- Exhibitors may request to park storage trailers in our designated Exhibitor parking. This is done on a first-come, first-served basis. The order form is attached at the back of this packet.
 - Trailers with merchandise for restocking will be placed in the back gated area (as space allows). All other trailers will be stored in the Upper Trailer Parking Lot area (*see Exterior Map*).
- 24-hour security will be roaming.
- ALL trailers MUST have a lock on the hitch, secured doors and secure tires to prevent roll back.

Submit Exhibitor Lunch Delivery Order Form (Optional)

- Order form enclosed - deadline **November 10**

Order - Exhibitor Badges

- Order Form included
- Each business will be provided with exhibitor badges.
- Exhibitor ID badges will be in your Exhibitor Check-In Packet. Packets are not mailed.
- Exhibitors must display their Exhibitor Badge each time they enter the building & during show hours.
- Additional badges & lost badge replacements may be purchased for \$5 at the Show Information Booth

MOVE-IN / MOVE-OUT INFORMATION

- Exhibitors must move-in during their scheduled times. You will not be able to move-in earlier or later than your scheduled time. This is for the safety of all persons.
- Check-In will be at Gate 5.
- Exhibitors are required to bring their own moving equipment for move-in and move-out.
 - ***We do not provide moving equipment.***
- The Florence Center will provide the power hook-ups to Exhibitors who have ordered power BUT ***Exhibitors must bring their own power cords.***
- In the event an exhibitor has not begun set-up by 12noon Thursday, Show Management reserves the right to reclaim booth space without recourse unless Exhibitor, has notified Show Management of travel delay or no show.
- Exhibitors must move-out during the designated move-out timeslot. No breakdown of booths is allowed before the end of the show.
- Load-out schedules will be distributed in your Show Packets.

EXHIBITOR ENTRANCE AND PARKING

- All exhibitors park in the designated Exhibitor Parking Lots (*see Exterior Map*)
- Exhibitors may enter through the Exhibitor 2nd Floor Entrance. (*see purple dot on maps*).
- Exhibitors will be able to enter the building: Friday at 8am, Sat at 8am & Sunday at 9:30am.
- Exhibitors must display their Exhibitor Badge each time they enter the building.
- Each morning Exhibitors and staff will need to stop by the First Aid booth for temperature checks. (*see green box on Interior Map*) This is mandatory for everyone in your booth. Each day you will receive a different wristband showing that you have had your temperature checked that day.

EXHIBITOR FOOD AND BEVERAGE SERVICES

- Optional Exhibitor Lunch Delivery Service: Complete the enclosed form and pre-order your lunch. Order form is due by **November 10**
- The FC Food and Beverage Department will contact you for your payment information and your lunch will be **delivered to your booth between 12-2pm each day.**
- OR join us at the Christmas Café. It will be open during the show if you prefer to order on site. Chef Tim's delicious shrimp and grits will return this year!!

BOOTH FURNITURE & ACCESSORY POLICIES

Due to COVID-19 regulations all booth are 10x10 and will have 10' high backs and 10' high sides.

- All booths come with (1) 8' skirted table and 2 chairs.

Display Policies:

- No Plastic Table Covers.
- Floor Length FABRIC Table Coverings Only
- Must Be Fire Retardant-No Exception
- No Tents or Tent Frames without Prior Approval
- Exhibitors are NOT allowed to adhere any materials to the Florence Center walls or floors.
- You may bring your own tables and table covers. Covers must be floor length.

Booth Guidelines:

- Exhibitors are allowed to build their booth displays to the maximum height of 8' on the rear drape wall.
- You may hang a banner from the 8' high rear drape wall.
- The sides of the booths are 36" high, please do not display higher than 2' above the drape line. Be kind to your neighbors with a clear line of sight!

LICENSE AND CERTIFICATIONS

Retail License

- Exhibitor is solely responsible for obtaining all required South Carolina retail licenses to conduct business in the state. South Carolina retail license information can be found within the Sales and Use Section at www.sctax.org
- **DHEC-** All food items must be packaged, wrapped and sold for off-site consumption. Food products should be produced in a DHEC approved facility. A copy of your certification is required. Exhibitors with questions regarding DHEC regulations are directed to contact: SCDHEC (803) 898-3432

Demonstrations and Handouts

- Exhibitors demonstrating products and/or distributing marketing materials, product samples or souvenirs are not permitted to do so outside the confines of their OWN booth.
- Working in the aisle or placing any equipment in the aisles to constrict the flow of traffic, is prohibited.
- Anyone handing out food samples is required to follow all SC DHEC regulations.
- Anyone cooking at their booth must also have a working fire extinguisher.

SAFETY & SECURITY

Fire and Safety Regulations

- No flammable liquid, substance or material shall be brought on the premises. Personnel should not use, or allow to be used, any candles or other open flame.
- All cloth used for decorative purposes, including table coverings, floor coverings and any other display material, must be fire-retardant. Table covers are to cover the top and side drop to the floor, please no visibility of underneath storage.
- Exhibitors shall not allow anything to be brought onto the premises or permit any act that will increase the fire hazard or endanger persons or property. Be aware that all displays will be inspected by the Fire Marshal prior to opening.
- No smoke-laden vapors (e.g. burning incense) are permitted. Items being sold, such as potpourri, which may produce odors that extend beyond the Exhibitor's booth area must be brought into the building pre-packaged. Open containers, etc. of such items are not permitted.
- Electrical extension cords and/or power strips must be U/L Listed and in proper working condition (e.g., no exposed wire, missing insulation, cracked housings, etc.).

Florence Center Regulations

- No adhesives, nails or any obstructions to our building structure. Exhibitors are NOT allowed to adhere anything to the Florence Center walls or floors.
- The Florence Center is a smoke-free environment. Designated smoking areas will be located outside the public entrances.
- No food or beverage may be brought into the building for on-site consumption.
- The continuous playing of music by Exhibitors is prohibited.
- Any promotional signage must be confined to the Exhibitor's booth space.
- No soliciting in the aisles is permitted. Exhibitors must remain within their booth space.
 - Only service animals will be permitted
- Any motor vehicle that is an integral part of a display or project that contains fuel must have less than 1/8th tank of fuel, battery disconnected and locked gas cap to remain in the building.
- No blocking of exits/entrances will be allowed.

Health and Safety

As an exhibitor, you must ensure the health, safety and welfare of your employees, contractors and visitors as far as is reasonably practical throughout the Show. You should also check that any contractors, suppliers, agents, etc. that you may be using have a Health & Safety Policy, suitable to the exhibitor environment.

- Maintain emergency aisles through and to the center of the hall during move-in, show, and move-out.
- All materials must be flame resistant. This includes, but is not limited to, drapes, curtains, table coverings, etc.

- The building's fire extinguishers, fire hoses and sprinkler closets must be visible and accessible at all times even if they are located in your booth.
- Ensure portable electrical tools are used with the minimum length of trailing leads and that such equipment is not left unattended with a live power supply to it.
- Forklifts are not to be used by anyone other than Florence Center Staff operators.
- Chemicals and flammable liquids must be removed from the exhibition venue after use by the user or, in exceptional circumstances, brought to the attention of the venue cleaning department for safe and proper disposal. Such products must not be placed in general garbage bins.

Security

- Show Management will employ reputable and competent guards for the course of the Show, but assumes no responsibility for loss or damage by any cause.
- Exhibitors are reminded this is an open booth show and the safeguarding of merchandise and cash is the responsibility of the Exhibitors.
- 24-hour security will be roaming.

Management Control

- Show Management reserves the right to prohibit entrance to the Florence Center and its premises and to remove from the Center and its premises any person or object which Show Management deems is not in the best interest of visitors to the show.
- Failure of an Exhibitor to comply with the rules, regulations and instructions of Show Management may result in the removal of the Exhibitor's booth from the premises during the Show. In the interpretation of the rules and regulations, Show Management shall be the sole arbitrator.

SHIPPING INFORMATION

Exhibitor shipments will be received November 18-19, 2020. NO freight will be received on show days.

- Shipments must be marked to your attention with your booth number included on the bill of lading and shipping labels.
- Send this information to us at manager@jinglebellmarket.com
- Know your carrier and get the tracking number.

Be sure all packages are clearly marked with the following:

Name of your Representative at the Show
Company Name and Booth #
C/O Jingle Bell Market/Florence Center
3300 West Radio Drive
Florence, SC 29501

