



# GENERAL VENDOR INFORMATION

In order to assist you during your time at the Convention Center, we have put together this informational packet with some helpful tips and reminders. Attached to the packet are two maps. Map 1 is of the exterior of the Convention Center and will help with loading/unloading and parking information. Map 2 is of the interior of the building and details the location of all of the meeting rooms and facilities. Please review in detail to ensure your time is as successful as possible. If you have any questions, please feel free to contact a member of our staff.

Thank You,  
Tinley Park Convention Center Management

## **EXHIBIT SERVICES**

The Exhibit Services Desk for your event will be located *in the South Lobby*. The hours of operation will be *Wednesday, August 21st from 8 a.m. – 8 p.m.* If you should need assistance outside of these hours, please pick-up any of the house phones located throughout the Convention Center and ask to speak to an Operations Manager. Be prepared with your booth name and # (if applicable) so that our team can locate you as needed.

## **LOADING / UNLOADING**

Per Tinley Park Convention Center Policies, only items that can be carried in are permitted to be brought in through the front doors. Any items that are on wheels or require a dolly or cart must be loaded in through one of our loading areas. The loading area that has been made available for your event is the *South Overhead Garage Door, and South & North Loading Docks*. Please see Map 1 for location.

The Tinley Park Convention Center does not supply any carts, dollies, flatbeds, etc. If you need to rent a flatbed, pallet jack or housemen assistance with loading or unloading, use the attached Exhibit Services Order Forms.

## **PARKING**

In order to maximize parking potential for your event, we ask that all vendors park in the East Parking Lot located behind the hotel after load-in is complete. See Map 2 for location. For your convenience, please use the Hotel's East Entrance also seen on Map 2. Once inside, follow the directional signs to the Convention Center.

### **FOOD & BEVERAGE**

The Tinley Park Convention Center does not permit any outside food and beverage into its facility and retains exclusive right over selling of food and beverage. We appreciate your cooperation in this matter and have multiple food service options located onsite.

### **MARKETPLACE**

The EVEN Hotel offers a 24-hour marketplace for you to purchase beverages, snacks, and sundry items. The gift shop is located next to the Front Desk in the Hotel Lobby.

### **SHIPPING & RECEIVING**

If you have completed the previous Shipping/Receiving Forms and ship items in advance, all identifiable advanced shipments will be delivered to the booths within the show. If you believe that you shipped advanced materials and do not see them when you arrive onsite, please visit the Exhibit Services Desk. Please be prepared with your carrier information (i.e. FedEx, UPS) and relevant tracking numbers.

If you have empty pallets or crates to be stored for the duration of the show, please visit the Exhibit Services Desk.

If you have items to be shipped out following the show and you will be shipping out via your preferred carrier (including UPS and FedEx), and wish to have them picked-up directly from the Convention Center:

- You must have outgoing labels on the items.
- You must arrange for pick-up. UPS or FedEx will not pick-up your materials at the Convention Center unless you call and arrange for the pick-up.
- These items should be left on the show floor, labelled.
- All items must be picked up by *Monday, August 26, 2024*.

If items that are left behind in the exhibit hall, they may be disposed of at the discretion of the Tinley Park Convention Center.

### **SIGNAGE**

The Tinley Park Convention Center does not allow any items to be taped, tacked or adhered to our walls or doors and we appreciate your cooperation in this matter. Items may be hung from pipe & drape using S-Hooks. If you need to rent additional drape, hooks or assistance with hanging any signage, please use the attached Exhibit Services Order Forms.

### **POLICIES & PROCEDURES**

This packet only touches on a few of the key points about the Tinley Park Convention Center. As a vendor here, you are responsible for abiding by all of the facility's policies and procedures which are publicized online at <http://www.tinleyparkconventioncenter.net/exhibitor/>. If you would like a printed copy or a Facility Emergency Guide, please visit the Exhibit Services Desk once you arrive onsite.