

FREQUENTLY ASKED QUESTIONS (FAQ's)

Please [click here](#) to view the Policies and Procedures. By purchasing a booth online you are agreeing to follow all policies and procedures.

GENERAL:

- **I have to leave before the hall closes – can I tear down early?** Exhibitors may not dismantle their booths earlier than the close of the show. Exhibitors who make earlier flight plans must arrange for another party to dismantle their booth. There are NO EXCEPTIONS to this policy. There will be a \$250 penalty for early dismantling.
- **Is it safe to leave items at my booth?** Security will be provided when the exhibit hall is closed. However, it is recommended that valuable equipment and personal items be locked up or taken with you each day. Exhibit management will not be responsible for loss or damage.
- **We are no longer able to exhibit at SOMSA, how do I cancel our booth?** Should the exhibitor be unable to occupy and use the contracted exhibit space, exhibitor shall promptly notify SOMA in writing. All sums paid by the exhibitor, less a service charge of 50%, will be refunded prior to March 4, 2019. No refunds will be made on or after March 4, 2019.
- **I would like to host a drawing in our booth, is this allowed?** Prize drawing and contests are permitted with permission from Exhibit Management. Contests may not obstruct or disturb surrounding booths and must follow local laws.
- **How many people typically attend?** On average there are approximately 1200 attendees at the Scientific Assembly.
- **I would like to provide samples of our product is that okay?** Yes, you can provide samples of your product IF it is not considered food or beverage. ABSOLUTELY no food and beverage may be distributed in the exhibit hall without prior written permission from the Charlotte Convention Center. This includes water additives. Water must be provided or approved by the Charlotte Convention Center.
- **How do I make hotel reservations?** For more information on hotels and travel to Charlotte - please visit the SOMA [website](#).



BOOTH SELECTION:

- **How do I select my booth?** You can select your own booth space from the interactive floor plan when you register.
- **What booths are available to purchase?** Visit the [Exhibit Information page](#) to see pricing and a description of each booth type. Click [here](#) to visit the interactive floorplan. Booths highlighted in gray are sold and cannot be reserved. To see which company has reserved booths hover over the booth.
- **I am a small business or non-profit and want to purchase a Prime booth but my discount code will not work.** The Small Business and Non-Profit discount is only for standard booths – booths marked with a 'P' must be purchased at the Prime rate.

- **How do I purchase a booth at the Small Business or Non-profit rate?** Please email proof of small business status or an IRS Verification letter stating 501(c)3 or 501(c)6 status to [SOMA](#). Upon approval a discount code will be email to you.
- **I've already purchased my booth but no longer like where I am placed. Can I switch booths?** You may switch booths up to 30 days prior to the start of the show (May 6, 2019). Please contact [SOMA](#).
- **Are we able to purchase more than one booth?** Yes, you may purchase multiple booths. At this time our registration system does not allow you to purchase multiple booths in one transaction. You will need to register for each booth you would like to purchase.



BOOTH REPRESENTATIVES:

- **How many booth representatives does my company receive with our booth?** Your exhibit booth fee includes two (2) exhibit hall only booth representative badges. Representatives are invited to all events held within the exhibit hall.
- **Are booth representatives allowed to attend sessions?** Booth Representative Badges do NOT include conference registrations. Exhibit booth representatives must register as full conference or single-day registrants at the prevailing rates in order to receive continuing education hours.
- **Can we purchase additional badges for staff for our booth?** Additional booth representative badges can be purchased for \$100 each and include access to the exhibit hall and SOMSA meals held in the exhibit hall during exhibit days, including the Welcome Reception.
- **Is there a limit to the number of staff we can have in our booth?** No, there is no limit. Each person staffing a booth must register and wear their name badge at all times.
- **My co-worker, spouse, friend, etc. is going to help me set up my booth – do I need to register them?** Access to the exhibit hall is limited to those who have an official SOMSA name badge. Temporary (2 hours) badges can be requested at the on-site service desk, otherwise you will need to register any person who will be entering the exhibit hall.
- **Can I purchase additional booth representative badges on-site?** Yes, exhibitor registration is located near the SOMA Gear Store and will be open the following hours:

Tuesday May 7, 2019	08:00 – 17:00
Wednesday, May 8, 2019	08:00 – 19:00
Thursday, May 9, 2019	09:00 – 15:45

- **I registered a booth representative and they are no longer able to attend, can I register someone else in their place?** Yes, please visit the exhibitor registration desk on-site located near the SOMA Gear Store. Registration Hours are as follows:

Tuesday May 7, 2019	08:00 – 17:00
Wednesday, May 8, 2019	08:00 – 19:00
Thursday, May 9, 2019	09:00 – 15:45



BOOTH FURNISHINGS:

- **How do I order booth furnishings?** The Viper Service Kit will be available starting in January. Should you have questions about booth furnishings you may contact Viper Tradeshow Services at 847-426-3100.
- **What furnishings come with the purchase of a booth?** Each 10' x 10' booth includes pipe, drape, a one-line identification sign and two exhibit representatives. All other materials including booth furnishings must be ordered through Viper Tradeshow Services, the official service contractor company for SOMSA. Exhibit booth pipe and drape will be black and silver.
- **Is the exhibit hall carpeted?** Black and grey fleck aisle carpet will be provided; for comfort and booth appeal floor covering is suggested, but not mandatory.
- **Does electricity come with the purchase of a booth?** Electricity does not come with the purchase of a booth. Should you need internet access you will need to contact the Charlotte Convention Center at 888-446-6911. A form to order electricity can be found in the Viper Service Kit.
- **Is Wi-Fi included with the purchase of a booth?** SOMA does not provide wireless internet. Should you need internet access you will need to contact Smart City in the Charlotte Convention Center at 888-446-6911. An order form for wireless internet or network services can be found in the Viper Service Kit or you may place your order online at orders.smartcitynetworks.com/ordering.aspx.
- **Who do I contact to order AV equipment or services in my booth?** Visual FX is the official AV provider for SOMSA. You can contact Visual FX at 847-426-3100. An AV order form is provided in the Viper Service Kit.
- **Is a lead retrieval system available for rent?** At this time SOMSA does not offer a lead retrieval system.



FREIGHT HANDLING:

- **Where do I ship my booth materials?** We recommend that you ship all of your materials to the Viper Advance Warehouse. The address for the advance warehouse will be provided in the service kit. More details about shipping can be found in the Viper Service Kit.
- **Who do I contact if I have questions about shipping my materials?** Please contact Viper Tradeshow Services 847-426-3100.
- **I've read this entire page, and still cannot find an answer to my question, who do I contact?** Please contact the [SOMA Executive Office](#)