

---

## FAQS SPONSORS/EXHIBITORS

What is included in my exhibit fee that I've paid?

All meals, breaks and receptions. Draped booth, one 6 skirted table (double sponsor booths have two), two folding chairs (double sponsor booths have more), one wastebasket, one ID sign. Refer to the exhibitor kit for show colors.

What is expected attendance?

Expected attendance is approximately 650+. Combined with speakers and exhibit hall staff, overall attendance will be approximately 1,000. [Click here](#) for 2022 post event report.

What will my booth traffic be like during the conference?

We make every effort to drive our attendees into the exhibit hall – that's what makes our conference special and so popular with our vendors! Meals, breaks and the Tuesday night Welcome Reception are all held inside the exhibit hall with you! The \$2,500 cash giveaway game also is a driver into the exhibit hall. Please note that lunch is served on Wednesday from 12 to 1:30 pm and attendees will be eating on a staggered schedule – so expect a steady stream of traffic during this time. Click [here](#) to view exhibitor schedule.

Is Wi-Fi available in the exhibit hall?

Basic Wi-Fi is complimentary inside the exhibit hall (the security of this network cannot be guaranteed). It works great for texting and checking email. If you need a stronger connection, you can order through your Fern Expo Exhibitor Kit or you can order directly through the facility [here](#) and submit payment [here](#).

How do I access the conference app (Whova)?

You will receive an email with information on how to access Whova as well as how to set up your exhibitor profile. Whova is available on the web and on your phone and is a great way to engage with attendees before during and after the conference.

Do you offer lead retrieval devices?

No, but the Whova App on your mobile phone will serve as your lead retrieval device. Learn more [here](#) about Whova and how it can help boost your experience at the conference.

How many people can I have in my booth?

This depends on your investment level and the breakdown is below:

- Standard Exhibit Booth – Two (2)
- Premium Preferred Exhibit Booth – Three (3)
- Associate Sponsor – Five (5)
- Gold – Six (6)
- Platinum – Seven (7)

- Titanium – Eight (8)
- Presenting – Ten (10)

How and when do I provide my booth staff to you?

We'll reach out this summer with details and deadlines to the contact that registered your booth/sponsorship. You will be able to enter your staff in the exhibitor portal – login and password provided at time of your registration. If you need additional booth staff over and above your allotted amount, the additional charge is \$100 per person.

Can I hold drawings and give away prize(s) from our booth?

Yes, you're encouraged to give away a prize or two (no alcohol please). Our attendees love this and look forward to it! You are responsible for holding your own drawing and promoting it from your booth. Please display your item(s) at your booth, on the app or both! Attendees can enter at your booth, on the app or both – whatever method you choose. Draw your winner(s) on Wednesday, August 30, at lunch or last afternoon break, and announce it in the app using the directions provided.

Is the exhibit hall carpeted?

No, the facility is not carpeted, but main aisleways will be carpeted. Your booth space is not carpeted. Some find that ordering carpet helps ease being on your feet all day. You may also find that carpet makes your space more inviting!

When do we set up and tear down our booth?

Move in/Set up: Tuesday, August 29, 8:30 a.m. – 1:30 p.m.

Tear down/Move out: Wednesday, August 30, 3:15 – 5:30 p.m.

Is there a host hotel?

Yes, our host hotel is the Hilton Lexington Downtown and is connected by pedway to the Central Bank Center. Conference room rate is \$189 through July 29, 2023. [Click here](#) for reservations.

When can I move into the exhibit hall and set up?

Move in and setup is on Tuesday, August 29 from 8:30 am to 1:30 pm. We encourage you to be setup by 1:45 pm for the 2 pm afternoon break. The Welcome Reception is held from 4:30 – 6 pm and will be inside the exhibit hall. *Please be sure your booth is staffed. Please refer to complete exhibitor schedule [here](#).*

Where do I unload on move-in day?

Move in is Tuesday, August 29 from 8:30 am – 1:30 pm. You can either pull up to loading dock A OR you can park in the High Street Lot and walk your items across the street to the Central Bank Center and enter through the Ticket Office doors.

– Directions to the Central Bank Center can be found [here](#).

– Directions to Loading Dock A can be found [here](#).

Where do I park?

If you're staying at the Hilton Downtown Lexington (host hotel) we recommend you park there and follow the signs over to the exhibit hall. We usually have beautiful conference weather so you can

always walk outside.

If you are driving in each day, we recommend you park in the High Street Lot which is located across the street from the Central Bank Center (CBC). Walk across High Street and enter CBC through the glass doors across from Gate 2. *Max fee is \$12/day.*

When can I tear down and move out of the exhibit hall?

Tear down and move out is Wednesday, August 30 from 3:15 to 5:30 pm. We encourage you to pack up and meet us at the KYSHRM Networking Reception just across the street at [LexLive](#) – Lexington's newest entertainment venue. Join us for dining and drinking, bowling, sports viewing and more. LexLive doors open for KYSHRM Conference goers at 5:30 pm (name badge is required for entry).

Are exhibitors invited to the KYSHRM Networking Reception on Wednesday, August 30 at LexLive?

Yes, absolutely! Pack up your booth and meet us at LexLive located across the street from the Central Bank Center. [LexLive](#) doors open for KYSHRM Conference goers at 5:30 pm. Your name badge is your ticket!

When the exhibit hall is closed, what should I do with my giveaways?

Please do not leave anything of value at your booth. You are encouraged to place your handouts and giveaways under your table after the reception on Tuesday or take them with you.

When does my booth need to be staffed?

Your booth will need to be staffed during all meals, breaks and receptions held inside the exhibit hall on Tuesday & Wednesday, Aug. 29 & 30. This is a great opportunity to meet attendees and network. There will be food, drinks and entertainment. Please refer to exhibitor schedule [here](#).

How do I log into the exhibitor portal to add my booth staff?

Click [here](#) to log in to the portal. Your username and password were emailed to your main contact at the time of registration. You will also receive the link along with username and password again in early summer.

Can I give away alcohol as a prize?

There is no raffling of alcohol allowed unless you have a raffling/auction license for the event.

How do I announce the winner(s) of my prize(s)?

Once the Whova app is downloaded, draw your winner(s) on Wednesday, August 30, at lunch or last afternoon break, and announce it in the app using the directions below:

- Tap on **Community** at bottom of app
- Click on **+Add a Topic or Social Group**
- In **Topic** Field: List Winner Name – You've Won a Prize!
- In **Description** Field: Include your booth # and what the prize is (optional) – give them as much info as they need to report back and claim their prize

You can also message the winner privately on the app (click on **Messages** at bottom) or send them a text if you have a cell #. **An ideal time to announce your winner(s) is during lunch on Wednesday,**

**August 30 from 12 to 1:30 pm OR during the final break of the day from 2 to 3:15 pm.** We'll help by making announcements inside the exhibit hall and on the large plasma screens!

When will I receive the list of attendees?

Sponsors receive the complete list of attendees before and after the conference this does include email address (typically we start sending the attendee list to sponsors in mid-July). Premium preferred exhibitors (new this year) receive the complete list of attendees with email address two weeks before the conference if booth is paid in full. Standard exhibitors will receive a mailing list of attendees with phone number before the conference if booth is paid in full. **Everyone receives the final and complete list of attendees on Tuesday, September 5.**

Tell me about the Passport to \$2,500 Game?

There is a \$2,500 cash giveaway on Thursday, August 31 at the conclusion of the conference. To be eligible to win, attendees will collect "stamps" on their app by visiting 50 booths and have their QR Code scanned (located on name badge). You'll use your smart phone for scanning. The deadline for attendees to have their passport fully stamped is Wednesday, August 31 by 3:15 pm when the exhibit hall closes.

How do I order carpet, furniture and/or shipping services?

That can all be ordered through [OneView](#), Fern Expo's online exhibitor services ordering system. Early summer, your main booth contact will receive the "Exhibitor Kit" via email from Haley Locker at [hlocker@fernexpo.com](mailto:hlocker@fernexpo.com) – *this is your one-stop-shop for all exhibitor related services such as carpet, extra tables, electric, etc.* If electric is the only service you need, you can order in the Fern Expo Exhibitor Kit or you can order directly through the facility [here](#) and submit payment [here](#).

What is deadline to order exhibitor services via Fern's OneView?

You can order right onsite at the conference, but you'll receive a discount for ordering early. **The discount deadline is Tuesday, August 8, 2023 at 8:00PM EST.**

How do I order audio visual?

You can order through your Fern Expo Exhibitor Kit or you can order directly through the facility [here](#) and submit payment [here](#).

Can I order additional tables and other services onsite while I'm at the conference?

There will be a Fern kiosk located inside the exhibit hall if you have any needs or questions regarding exhibitor services, furnishings orders or shipping.

Can I provide outside food or drinks at my booth?

**Mini or fun-size candies (Halloween candy) are the only approved "outside" food and beverage.** Items dispensed from booths are limited to products manufactured, processed, or distributed by exhibiting companies. If they are not manufactured, processed, or distributed by the company then you are not able to provide samples of food or beverage unless they are purchased through Levy (Central Bank Center's catering provider).

If you manufacture, process or distribute a food or beverage item, please click [here](#) to review

guidelines and seek approval by Levy, Central Bank Center's catering provider.

How do I order food from the facility to provide at my booth?

You can order food, beverages and snacks from the food service provider at the Central Bank Center (Levy). If you need to contact someone to discuss further, please reach out to Asia Ross, Senior Catering Sales Manager, at 859-787-0884 or [aross@levyrestaurants.com](mailto:aross@levyrestaurants.com)

– Click [here](#) to view traffic builder menus

– Click [here](#) to view booth catering menu

Is there a date for the 2024 KYSHRM Conference?

Yes, save the date for Tuesday-Thursday, August 27-29, 2024 at the Galt House Hotel in Louisville.

Can I use helium balloons in my booth or bring in a helium tank?

The Central Bank Center has a strict no helium balloon policy. If you bring balloons to the center, they need to be inflated with air and weighted down.

**FAQs may be printed or downloaded in a PDF or Word document format**