

## Marketplace FAQs

### How long is set up?

Move-in begins February 26th and goes through February 28th. Each vendor is assigned a date and time for move-in and **will only be allowed to move in on that day**. Any remaining days or time is free for your set-up. There will also be time Friday, March 1st in the morning for set-up, but all vendors must be ready by 11:30 am for our members preview which begins at noon.

### Where can I store my extra inventory?

Upon request each vendor may have a 10x10 storage space in Hall F (which is below the marketplace in the convention center). More space may be granted if needed and there is room for it. For more information on the F Hall storage please refer to the vendor's marketplace manual.

### What is required for my booth presentation?

**Floor Coverings** - All vendors are responsible for covering the floor of their booths. The bare floor inside your booth cannot be exposed. You must have a floor covering that is the entire length and width of the booth unless special permission is granted by show management. You can buy carpeting or other materials from many of the local home improvement stores in the area.

**Display** - all vendors must prepare a professional and creative booth presentation. Make sure you plan for backdrop/side staging, flooring, lighting, signage, shelving, décor, etc. Extra stock must be hiding behind a curtain or stored in our storage areas. There is also no usage of TV screens or projected audio sound in your booth. Make it a fun and inviting space though and be prepared to engage with customers!

### **Are there any requirements/documents needed for me to be a vendor?**

YES! The list includes: liability insurance, fire retardant form, business income and receipts tax license for the city of Philadelphia, PA state business registration. For food vendors: Aramark Food sampling form, Health Department Inspection Form, and Temporary Food application.

There is a list of forms and requirements and more information about all of these located at [the link here](#).

### **Am I expected to have discounted product at the show?**

No – prices are at the discretion of the vendor. We don't ask vendors to discount their product to be part of the show. There is a "Partners Program" opportunity that gives vendors the choice to offer a discount to PHS members only (% of their choice). PHS then provides the members with a list of vendors participating in the program and provides the vendor signage for their booth. Vendors are NOT expected to participate though, and it is more of a courtesy if anything. Do not feel obligation.

### **Are there hotel discounts in the area?**

Please visit [this link for our Hotel Package](#) discounted rates. Please enter the dates of your stay and click search to find the discounted judge/vendor-only rates. **We encourage you to make your reservations as soon as possible through this site.**

### **Am I expected to have a refund policy?**

Refund policies are at the discretion of vendors, BUT the vendor marketplace is "customer friendly". This experience includes a visible refund/exchange policy, careful attention to customer pickups, and supportive contact information. All vendors must have a posted sign (min. 4"x6") placed on or near each cash register. You may supplement this posting with either:

- a) a policy statement on your receipts or
- b) a small flyer placed with the customer's purchases.

### **Do I get tickets to the Flow Show?**

Yes, each vendor will receive two complimentary show tickets per booth. These will be included in your show packet that will be issued during your move-in time. Vendors will also receive badges for staff working/setting up the booth. Please refer to the vendor marketplace manual for more detailed information on badges and # given out to vendors.

### **When am I required to be at the show?**

Our show begins Friday, March 1st at noon for the member's preview. The show goes from the 1st thru Sunday, March 10th. Hours for the show hours are posted in the vendor marketplace manual. Vendors are expected to be open and ready 30 minutes prior to opening on each day of the show, as we do not want you just arriving or setting up when customers are beginning to walk through the marketplace. Vendors are also expected to be at their booths until closing hours each day and must be willing to take orders up until that point.

### **Where can I order electricity for my booth?**

You can order electricity/plumbing, etc. [through the link here](#). Or you can reach out to the convention center who will be happy to help or answer any questions at [utilities@paconvention.com](mailto:utilities@paconvention.com) or call 215-418-2190.

### **Is there wi-fi or internet in my booth?**

For information on telecommunications, Wi-Fi or internet, please contact SMG Show services at [showservices@paconvention.com](mailto:showservices@paconvention.com) or call 215-418-4800

**Can I ship inventory to the convention center prior to the show or during the show if I need it?**

Yes, but please read the instructions carefully to ensure it gets to you. If instructions are not followed, we cannot guarantee that your packages will arrive to you during the show and may be lost.

- **SHIPPING PRODUCT PRIOR TO SHOW DATES** (must arrive before Monday February 25th): If you are traveling in and wish to ship product to us prior to the show to make it easier on yourself and booth set up please follow these instructions:

- Shipping label must read:

**VENDOR NAME**

PHS PHILADELPHIA FLOWER SHOW – MARKETPLACE

**Marketplace Booth # \_\_\_\_\_**

c/o General Exposition Services, Inc.

205 Windsor Road

Limerick Business Center

Pottstown, PA 19464

Please make sure the materials are clearly marked with your name, business name and booth #. There is a charge for this service. Please see the Material Handling & Shipping cost form on [General Exposition's website](#). Click on "online services" and type in password "FLOWER19", or for any questions you can call 610-495-8866.

- **SHIPPING PRODUCT DURING THE SHOW** (Tuesday February 26th through March 10th):
  - Shipping label must read:

PHS PHILADELPHIA FLOWER SHOW – MARKETPLACE  
c/o General Exposition Services

**VENDOR NAME**

**Marketplace Booth # \_\_\_\_\_**

Pennsylvania Convention Center

Vine Street Ramp (between 11th & 12th Streets)

Philadelphia, PA 19107-2299

Packages will be accepted by General Exposition Services, then placed in your booth at NO EXTRA CHARGE. If you are expecting deliveries, you will be responsible for checking at the General Exposition Services Counter in the back of Hall C.

- **SHIPPING MATERIAL AFTER THE SHOW** (after Sunday March 10th):
  - If you wish to ship product after the show, please see the General Exposition Services Office: located in the First Aid Room in the back of Hall B – next to pillar B-1, or the General Exposition services counter at the back of Hall C during Tear-Down, or call 610-495-8866.

**Is there anything I can't have at the show?**

The following items are **PROHIBITED** from exhibition:

- Artificial flowers, artificial flower arrangements, artificial plants or trees, including plastic and silk
- Economy grade outdoor carpeting
- Plastic table clothes
- Holiday lights
- Construction or industrial lighting including construction and industrial clamp lights
- Boxed stock items in view of visitors
- Exposed duct tape or other adhesive materials
- Easy-up tents
- Lighted candles
- Raffles of any kind in your booth
- TV screens

- Projected audio sound
- Any use of PHS or the Flower Show Logo, name or designs on any merchandise, packaging, signage and more.