



## **QUEST Chicago Exhibitor .... When you arrive!**

Thank you for your participation in the QUEST Chicago EXPO on April 22-23, 2009. Following are important details about the EXPO that you and your staff need to know.

### **Location**

Westin Lombard Yorktown  
70 Yorktown Center  
Lombard, IL 60148  
Ballroom: E  
(T) 630.719.8000  
(F) 630-719.8050

### **Booth Move-In and Move-Out**

The Exhibitors EXPO (Grand Ballroom E) is opened for set-up and tear-down of booths as follows:

Tuesday, April 21st Move-In

2:00 pm – 4:00 pm: Excel Decorators Inc. contractor sets up the standard booths.

4:00 pm – 7:00 pm: Booths are available for Exhibitors to move-in.

4:00 pm – 6:00 pm: Excel Decorators Inc. staff available on-site.

Wednesday, April 22nd Move-In

6:00 am - 7:00 am: Booths are available for Exhibitors to move-in. Booth set-up should be complete and the area should be clean of boxes, crates, etc. prior to the opening of registration at 7:00 am.

Thursday, April 23rd Move-Out

6:30 pm - 7:30 pm: Exhibitors tear-down booths **after** the Exhibitors Wine and Cheese Event.

### **Booth Assignment**

You will receive your assigned booth in the Exhibitors EXPO upon your arrival to Grand Ballroom E during the designated move-in times.

### **Exhibitor EXPO Hours**

The Exhibitors EXPO is open to conference attendees as follows:

Wednesday, April 22nd from 7:30 am to 4:00 pm

Thursday, April 23rd from 7:30 am to 4:30 pm

Thursday, April 23rd from 4:30 pm to 6:30 pm during the Exhibitors Wine and Cheese Event

Popular times for conference attendees to visit the Exhibitors EXPO are before the morning keynote presentations and during the morning refreshment break, lunch, and afternoon refreshment break.

## Standard Booth Features

Booths are identified with a one-line Booth ID Sign 7"x 44" displaying your corporate name. All booths have the following standard features:

- Booth Size: 8' x 10'
- Color: (Purple & White)
- 8' pipe and drape back wall
- 3' high side rails
- 2' x 6' skirted table
- 2 chairs
- Waste basket
- Booth ID sign
- Carpet
- 20 amp electrical supply

*(Indicate if you do not need electricity in your booth when you register; Additional electricity can be purchased from the hotel. See booth customization below.)*

## Booth Customization (Optional)

Excel Decorators Inc. is the official service and decorating contractor for the QUEST conference. Excel Decorators Inc. services can be purchased separately. These services include:

- inbound/outbound shipping
- storage
- labor
- Additional booth equipment and accessories.

For detailed information regarding Excel Decorators Inc. services, refer to the Excel Decorators Inc. Exhibitor Kit by visiting them online at <http://www.exceldecorators.com/exhibitor/>, select event named "QUEST Chicago Expo" and use password "spool" in all lower case. You may also reach them by calling 1-800-329-4024. **Purchase of Excel Decorators Inc. Services is at the discretion of the Exhibitor. Forms must be completed in the Excel Decorators Inc. Exhibitor Kit, only if you are making optional purchases.**

## Booth Electricity

The booth can be provided with a standard 20 amp electrical supply as stated under the 'standard booth features' listed above. If you need to purchase additional electricity for your booth, then you must complete the Westin Chicago Lombard Electric Service Order Form (page 5 of this document), or contact Stacy Becker at the Westin Chicago Lombard at 630-719-8013. **An order for additional electric services must be received no later than April 6, 2009 and is at the discretion of the Exhibitor.**

## Exhibitor Badges

All Exhibitor staff must obtain their exhibitor badges at the Exhibitors registration desk outside of the Grand Ballroom F when they arrive. You are entitled to a maximum of two people daily on-site at any one time to manage your booth and attend evening events. You may have different personnel attend the

Wednesday or Thursday evening events than the staff managing your booth during the daytime. Badges must be worn at all times.

## **Registration**

To receive an EXPO badge, all Exhibitor staff must be registered using the on-line registration form. To register your team please use link: <http://quest.cvent.com/i.aspx?4W,l4,e0b014a6-5d20-4157-a192-bc101941deda>. **Please register no later than April 2, 2009.**

## **Attendance of Conference Sessions**

Exhibitors are registered for the EXPO only. However, exhibitors are welcomed to attend the morning keynote presentations in the general session (Grand Ballroom F) next to the EXPO. Conference track Sessions are not open to exhibitor personnel.

## **Lunch**

Lunch is provided on Wednesday and Thursday to two exhibitor staff representatives. An early lunch seating from 11:15 am to 11:45 am is available. Exhibitor staff is discouraged from eating their lunch in the general EXPO area.

## **Wednesday Evening Event**

Two of your staff are welcomed to attend the Wednesday Evening Dinner Event at The Metropolitan Club in the Sears Tower with the conference attendees and speakers. This event provides a networking opportunity in a relaxed environment. Bus transportation is provided from the Westin Lombard at 4:30 pm for those needing transportation. Exhibitor badges along with the special Wednesday Event passes serve as admission tickets to The Metropolitan Club. You may also purchase two additional tickets for this evening event at \$100 each.

## **Thursday Exhibitors Wine & Cheese Reception**

Two of your staff are requested to attend the Thursday evening Exhibitors Wine & Cheese Reception in the Grand Ballroom E and F. This is the closing event of the Exhibitors EXPO and provides a final networking opportunity in a social setting. This event highlights the Exhibitors and one prize draw per booth will take place at the reception.

## **QUEST EXPO Passport**

Each conference attendee receives a QUEST EXPO Passport that lists all Exhibitors. If attendees visit all EXPO booths and have their passports stamped by all the Exhibitors, they are eligible for the QAI Grand Prize Drawing on Friday during lunch. Exhibitors will receive ink pads and rubber stamps to use to stamp the passports.

## **Exhibitors Prize Draws and Giveaways**

Exhibitors may choose to have a prize drawing to collect business cards at their booths. All prizes must be specified at time of completing the QUEST Exhibitor Registration. A list of all available prizes is included in the QUEST EXPO Passport. As a convenience, all attendees are given pre-printed cards with their name, Company, mailing address, phone number, and email address. Attendees can use these pre-printed cards or business cards to enter into exhibitor prize drawings.

Exhibitors' prize draws occur at the Thursday Exhibitors Wine and Cheese Reception. Prizes must be on-site at the conference and be made immediately available to the winner. Winners will have to be present on Thursday evening to win. QAI is not responsible for shipping prizes to winners.

## **Hotel Accommodations**

We recommend your staff stay at the conference hotel, the Westin Lombard, for convenience. A block of rooms at a corporate rate of \$149 per night has been arranged for this event. This price is based on availability or by April 1, 2009 whichever occurs first. Be sure to reserve your room early because there are a limited number of rooms. For more information, please go to <http://www.starwoodmeeting.com/StarGroupsWeb/res?id=0811211220&key=5F1AB>

## **Damages and Liability**

The Exhibitor assumes all liability for any damages to the hotel property and to any booth furnishing provided by Excel Decorators Inc. of Springfield, IL. QAI does not accept any liability for damage caused by an exhibitor.

## **QUEST Conference Manager**

If you have questions, please contact:  
Francine Chase  
QUEST Conference Services,  
Phone: 866-724-6013 ext. 129  
Email: [fchase@qaiworldwide.org](mailto:fchase@qaiworldwide.org)

# THE WESTIN

LOMBARD  
YORKTOWN CENTER

## convention & exhibit service order form

we request that order forms be faxed 14 days prior to your event

event name / exhibitor name QUEST Chicago 2009 /  
 date of event April 21-23, 2009 Exhibitor name / Phone \_\_\_\_\_  
 booth # (if available) \_\_\_\_\_ meeting room Grand Ballroom F beo # (hotel use only) \_\_\_\_\_

quantity	item	price	same day price	subtotal
	extension cord (3 outlets)	\$30.00	\$40.00	\$
	power for laptops (based on every 4 computers)	\$40.00	\$60.00	\$
	20 amp quad box	\$110.00	\$120.00	\$
	100 amp 208 volt three phase	\$875.00	\$1,310.00	\$
	200 amp 208 volt three phase	\$975.00	\$1,460.00	\$
	track lights	\$40.00	\$50.00	\$
	banner hanging	\$90.00 / hour (1/2 hour minimum)		\$
miscellaneous charges:				\$
labor charges:				\$
	dedicated phone line	\$175 per day		\$
	high speed internet line	\$300 1 <sup>st</sup> line \$150 additional lines		\$
<b>total</b>				<b>\$</b>

### labor fees

electricians: regular time mon-fri: 7:00am-3:30 pm @ \$90.00 per hour  
 engineers: regular time mon-fri: 7:00am-3:30pm @ \$80.00 per hour  
 overtime: mon-fri: 3:30pm-7:00am, and saturday until 3:30pm @ time-and-a-half (4 hour call minimum)  
 double-time: saturday after 3:30pm until 7:00am on monday @ double-time (4 hour call minimum)

### package handling

\*packages must be labeled with the exhibit show name, exhibitor name, and booth # if available

quantity	weight	price	subtotal
	0-5 pounds	\$5.00 each	\$
	6-20 pounds	\$10.00 each	\$
	21-50 pounds	\$15.00 each	\$
	over 50 pounds	\$25.00 each	\$
	pallets/crates	\$75.00 each	\$
	outgoing packages	\$5.00 each	\$
<b>total</b>			<b>\$</b>

**payment information must be received prior to electrical service being installed or packages delivered**

**method of payment:** please check one

check enclosed       credit card information       room number (on-site only) \_\_\_\_\_

**credit card authorization** - i hereby authorize the westin lombard to use the credit card as indicated below.

exact name on card: \_\_\_\_\_  
 credit card number: \_\_\_\_\_  
 expiration date: \_\_\_\_\_  
 company name: \_\_\_\_\_  
 authorized signature: \_\_\_\_\_  
 print name: \_\_\_\_\_  
 phone #: \_\_\_\_\_ fax # \_\_\_\_\_  
 billing address on credit card account: \_\_\_\_\_  
 \_\_\_\_\_

**special notice!** lombard village code requires that no electrical equipment or apparatus can be connected unless it conforms to its electrical code and approved by the westin lombard engineering department. all equipment must be ul listed. all splices must be installed in a metal enclosure to prevent emission of sparks.

**in addition:** any additional material supplied by the hotel will be charged to the guest. special request for additional electrical services can be made through our engineering department.

**70 Yorktown Center Lombard, IL 60148 Phone: (630) 719-8000 Fax: (630) 719-8050**