



NAHRO National Conference & Exhibition – Exhibitor FAQ

1. What booth options are available?

The National Conference offers full **10x10 exhibit booths** only. Corner booths are available for an additional fee, and multiple adjacent booths may be purchased to create a larger footprint.

2. What is included with my booth at the Colorado Convention Center?

Each booth includes:

- 10x10 booth space
- Pipe and drape
- One (1) booth identification sign
- 2 full conference registration, per 10x10 (*quantity varies by number of booths purchased, i.e., one 10x10 booth space = 2 conference registrations*)
- Company listing in the Exhibitor Directory (online and mobile app)
- Wi-Fi inside the exhibit hall
- Complimentary Lead Retrieval device
- Exhibit Hall Lunches and Receptions

3. What is NOT included with my booth at the Colorado Convention Center?

- Booth Floor Covering – **REQUIRED:** All exhibit booth spaces **must have floor covering**, such as carpet or other approved flooring. Exhibitors may order flooring through GES or provide their own.

- Booth Furniture – tables, chairs, etc.
- Electricity/Power for booth
- Lighting, except for the general exhibit hall lighting
- Booth decorations, i.e., banners, backdrops, and graphics
- AV Equipment for booth
- Shipping and handling of materials
- Installation/Dismantling labor
- Exhibitor insurance

4. How do I register my exhibit staff?

Exhibitor registration is now open. Exhibitors will receive a registration form to register their booth staff after their booth space has been confirmed. Once the form is submitted and registration is processed, each registered booth representative will receive a confirmation email containing a **link to book hotel accommodations** within the NAHRO room block.

5. Can I reserve a hotel room before registering?

No. Exhibitors must be registered **first** to access the NAHRO room block. Hotel links are only available through the registration confirmation email. Phone reservations are **not accepted**.

6. When will I receive my booth confirmation?

Booth confirmations are sent after your contract and payment are processed. If you do not see yours, please check your spam folder or contact us at exhibits@nahro.org.

7. Where can I find the Exhibitor Service Kit and order booth services?

The [Exhibitor Service Kit](#) is now available and includes information on shipping, furniture rentals, AV services, electricity, internet, and move-in/move-out instructions.

8. Are there dedicated exhibit hours?

Yes. NAHRO provides dedicated times where **no competing sessions** occur to maximize attendee traffic in the exhibit hall. These times will be published on our website and the Exhibitor Service Kit.

9. How many exhibitor badges do we receive?

Each 10x10 booth includes 2 badges. You may purchase up to 3 additional badges at the discounted rate of \$595 during exhibitor registration. Any badges beyond those 3 will require paying the regular posted registration fee, at that time.

10. Can exhibitors attend conference sessions?

Yes. Exhibitor badges grant access to conference sessions and exhibit hall.

11. Are sponsorship opportunities available?

Yes. A wide range of sponsorship opportunities are available to enhance visibility and maximize brand exposure. For more information, please contact Lisa Kirch, Director of Development at lkirch@nahro.org or view the [Sponsorship Prospectus](#) for full details.

12. Is there security in the exhibit hall?

NAHRO provides general security; however, exhibitors are responsible for safeguarding personal and valuable items. NAHRO and the Colorado Convention Center are not liable for lost or stolen property.

13. Can we ship materials to the venue?

Yes. Instructions for advanced warehouse shipping and direct show site shipping will be included in the [Exhibitor Service Kit](#).

14. Suspect Scammers?

NAHRO has been made aware of unauthorized companies and individuals falsely claiming to sell attendee lists, hotel reservations, or other conference related services for our events. These solicitations are fraudulent. NAHRO does not sell attendee lists, and all official hotel reservations must be made only through the link provided in your registration confirmation email.

If you receive an email or phone call that appears suspicious, DO NOT engage, click links, or provide any personal or financial information.

If you believe you have been targeted by one of these scams, you may report it directly to the Federal Trade Commission (FTC) at: <https://reportfraud.ftc.gov/>

15. Who should we contact for exhibit questions?

Amanda Frederick, Senior Manager, Exhibits & Meetings @ afrederick@nahro.org