

Frequently Asked Question

1. What's included in my space?

For booths equals and smaller than 300sq.ft. includes: Lateral walls*, booth identification sign* (with name and booth number, no logo), 2 chairs and 1 table*, carpeted area*, 1 electrical outlet of 110V (the location may vary). – **No hanging signs are allowed.**

**Should be requested at the Exhibitors Manual online, before the deadline.*

Booths up to 400sq.ft. includes: Carpeted area*, 2 chairs and 1 table*, 2 electrical outlets of 110V (the location may vary).

**Should be requested at the Exhibitors Manual online, before the deadline.*

All other services such as electricity, telephone, additional furniture, cleaning, etc. must be contracted with the official contractors, included in the Exhibitors Manual Online.

Besides, you will receive:

- Staff available to assist you, with any needs that could be presented during the Trade Show.
- Perimeter security services at all times during the event, move-in/out.
- Special rates at hotels for your accommodation during the expo.

2. What are the set up and move-in & move-out hours?

To know your targeted time, please contact to Alexa Rasmusson alexa.r@meetingsfactory.com by phone to ph.: 81.8333.4400 x802, m.: 81.8800.4166 or Celina García celina.garcia@fabtechmexico.com.

****Please plan your special booth design according to your targeted time. Assembly will end at 20:00 hrs. on Monday, May 6, without exception****

Move-in times:

- Thursday, May 2nd 08:00 - 22:00 h. (Targeted time)
- Friday, May 3rd 08:00 - 22:00 h. (Targeted time)
- Saturday, May 4th 08:00 - 22:00 h. (Targeted time) ***No extra hours will be allowed.**
- Sunday, May 5th 08:00 - 22:00 h. (Targeted time)
- Monday, 6th 08:00 - 20:00 hrs. - Assembly will end at 20:00h., without exception.**

Move - out:

- Thursday, May 9th 18:30 - 22:00 h. (Targeted time)
- Friday, May 10th 08:00 - 20:00 h. (Targeted time)
- Saturday, May 11th 08:00 - 20:00 h. (Targeted time)

Note: Work of dismantling the booth and packing up of displays shall be prohibited before 18:00hrs. of Thursday, May 9th.

3. What are the show hours?

- Tuesday, May 7th 11:00 – 18:00 h.
- Wednesday, May 8th 11:00 – 18:00 h.
- Thursday, May 9th 11:00 – 18:00 h.

No one under 16 years of age is allowed in the exhibit hall.

Note. Access to students will limited to Thursday, May 9th, from 16:00 to 18:00 hrs.

4. How I can access the Online Exhibitors Manual?

Each Exhibitor will receive an email once hired their booth, this access will be sent to the Booth Logistics Contact and it will indicate the directions to access the Exhibitor Manual.

If you do not have your password please contact to Alexa R. alexa.r@meetingsfactory.com or Celina García celina.garcia@fabtechmexico.com.

5. What happens in case of failure to fill out forms before the deadline?

The system automatically locks the format and can only make your request directly contacting the provider of that service or during the days of mounting the event. The service in question would be subject to delivery times and availability of the provider and incur additional charges.

6. Who should I contact to ship my equipment to México? - Customs Brokerage Official Supplier

Please do not send equipment via courier (FedEx, DHL or Ups to ship products to the show.)

MILLENIU CARGO - www.millenniumcargo.com.mx

Information | millenium@millenniumcargo.com.mx | ph.: +52.55.5365.5935

Jorge Vizcarra | jorgevizcarra@millenniumcargo.com.mx | ph.: +52.55.1994.9785

Mario Salinas | mariosalinas@millenniumcargo.com.mx | ph.: +52.55.6676.9338

MASTERPIECE - www.masterpieceintl.com

Armin Zertor | azertor@masterpieceintl.com | m. 310.213.4347 | ph. 310.643.7990

Carley Jones | cjones@masterpieceintl.com | m. 310.994.0228 | ph. 310.321.1040

Nitzia Palacios | npalacios@masterpieceintl.com | m. 562.360.4855 | ph. 562.360.4855

7. Cintermex Service Desk - All these services are exclusive with the venue.

For further information about this services ph. 81.8369.6970 or servicios@cintermex.com

Advance rate, before April 17th, 2024.

- Electricity 220V and 440V
- Internet and Telephone
- Booth Cleaning
- Compressed Air, Water and Drainage
- Hanging signs (only booths up to 400sq.ft.)
- Food and Beverages
- Machinery form registration

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8. Who should I contact to get a special design booth?

RM Display | www.redmonkey.com.mx
Rosalba Chavero | ph.: 81.1971.0097
rosalba.chavero@redmonkey.com.mx

Expovisual | hola@expovisual.mx
Miguel Delgado | ph.: 81.1608.0529
m.: 81.2308.7632 | www.expovisual.mx

Ormex Display | www.ormex.com
Deborah Cantu | dcantu@ormex.com
m.: 81.1269.0670 | ph.: 81.8000.2222 x106

SISTEXPO | rcollazo@sistexpo.com.mx
Javier Collazo | t.: 55.4370.5691

9. Where can I get additional furniture or carpet for my booth?**Ormex**

Lic. Eliud Herrera Soto | eliudh@ormex.com
ph.: 81.8000.2222 ext. 103
www.ormex.com

10. How can I get the Interpreters service?**Conectra**

Miguel Manríque | miguel.manrique@conectra.mx
m.: 811.568.9585

11. How do I get to the Convention Center?

Cintermex | ph.: 81.8369.6969 | [Address](#)

Fundidora Av. 501. Obrera, Monterrey City, N.L., México. ZIP Code. 64010.

12. How can I get special rates for hotels closest to the venue?

Book your hotel well ahead of time visiting [HERE](#)