

Exhibitor Webinar

Q&A

General Event Information

- Where and when is the conference?
 - **Mandalay Bay Convention Center**
3950 Las Vegas Boulevard South
Las Vegas, NV, 89119,
 - November 8 – 11, 2026
- What are the exhibit hall days and hours?
 - **Exhibitor Hours**
Sunday, November 8 – 6:00 pm – 7:30 pm
Monday, November 9 – 9:00 am – 5:00 pm
Tuesday, November 10 – 9:00 am – 5:30 pm
- Where can I find the exhibit hall floor plan?
 - The exhibit hall floor plan is available on the conference website under the Exhibitors & Sponsors section under [Floor Plan](#).

Exhibitor Kit

- When will the Exhibitor Kit be available?
 - The Exhibitor Kit will be sent out in the next couple of weeks. You will be notified via email once it is live.
- What information is included in the Exhibitor Kit.
 - The Exhibitor Kit includes booth specifications, exhibitor registration and badge information, shipping and material handling details, move-in and move-out schedules, ordering information for services (electrical, internet, AV, labor), key deadlines, and contact information.
- Should I place orders or ship materials before the Exhibitor Kit is released?
 - No. Exhibitors are advised to wait until the Exhibitor Kit is released before placing orders or shipping materials, as it contains all official guidelines and vendor information.
- What is included with a standard 10' x 10' Exhibitor booth?
 - 8' High Back Wall Drape
 - 3' High Side Rail
 - (1) Booth ID Sign (44"w x 7"h)
 - Show Colors:
 - Drapes – Black
 - Side Rails/Table – Black
 - Aisle Carpet – Tuxedo

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- What is included with a Turnkey Exhibitor Booth?
 - o 1 electrical outlet (for monitor)
 - o One 55" monitors (depending on booth size)
 - o Reception counter (5' or 8' depending on booth size) with graphics
 - o Backwall with graphics (provided by exhibitor to T3 Expo)
 - o One 30" bar table and three bar stools
 - o Wastebasket
 - o Standard grey carpet
 - o Pre-show cleaning
 - o Two, four or six (depending on booth size) lead retrieval app licenses
 - o Two, four or eight (depending on booth size) full registrations
- What is **NOT** included with a standard booth?
 - o Furniture (tables, chairs, counters)
 - o Carpet
 - o Electrical
 - o Internet
 - o AV
 - o Cleaning
 - o Lead retrieval
- Is carpet required in my booth?
 - o Yes, all exhibits are required to have carpet or other professional flooring with no concrete floor exposed underneath. If your carpet/flooring is not installed by 12:00 p.m. on Sunday, November 8th carpet will be forced by T3 Expo at the Exhibitor's expense.
- Can I bring outside food and beverages into my booth?
 - o No, all food and beverages must be ordered through the Mandalay Bay Convention Center. More information about F&B catering will be provided closer to July.

Exhibitor Registration & Badges

- When will the Exhibitor Registration Portal be available?
 - o The [Exhibitor Registration Portal](#) is now open. Here are [instructions](#) on how to access the Exhibitor Registration Portal.
- Who has access to the Exhibitor Registration Portal?
 - o The main point of contact listed in the Exhibitor Contract will have access to the Exhibitor Portal. To grant access to additional staff, please email the Exhibitor Team with their details. To log in, use your email as the username and click "Forgot Password" to set a new password.

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- How many badges are included with my booth?
 - Badge allotments are determined by booth size and sponsorship level and will be outlined in the Exhibitor Portal.
- Is there an Exhibit Hall Only badge?
 - Yes. Exhibitors may purchase Exhibit Hall Only passes through the Exhibitor Registration Portal.
- How do I register booth staff?
 - Booth staff must be registered through the Exhibitor Registration Portal. Instructions will be provided in the next week.
- Can I make substitutions to exhibitor registrations?

Yes. Substitutions are permitted through the Exhibitor Registration Portal.
- When do badges need to be assigned in the exhibitor portal?
 - Badges should be assigned by October 2nd to be included in the pre-show attendee list.
- When will the attendee lists be available?
 - Pre-show Attendee List: Friday October 9th
 - Post-show Attendee List: Friday, November 20th

Move-In, Move-Out & On-Site Access

- When is exhibitor move-in and move-out?
 - **Exhibitor Move-in**
Thursday, November 5 – 1:00 pm – 5:00 pm (*BOOTHS 401+ NSF AND ABOVE ONLY*)
Friday, November 6 – 8:00 am – 5:00 pm
Saturday, November 7 – 8:00 am – 5:00 pm
Sunday, November 8 – 8:00 am – 2:00 pm (Expo Hall opens at 6:00 pm Sunday, November 8)
 - **Dismantle/Move-out**
Tuesday, November 10 – 5:30 pm – 10:00 pm
Wednesday, November 11 – 8:00 am – 5:00 pm
 - **Carrier Check-in**
Wednesday, November 11 – by 12:00 pm
- Who can access the exhibit hall during install and dismantle?
 - Access during installation and dismantle is limited to registered exhibitors, approved contractors, and individuals with proper wristbands.

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- Can I dismantle my booth early?
 - o No. Early dismantling is not permitted and may result in penalties.

Shipping & Material Handling

- o Where do I find shipping instructions and labels?
- o Shipping instructions and labels will be available in the Exhibitor Kit. The Advanced Warehouse will start to accept deliveries on or around October 5th.
- Who do I contact with shipping questions?
 - o Shipping and material handling questions should be directed at the official service contractor listed in the Exhibitor

Logos, Promotion & Marketing

- How do I upload or update my company logo?
 - o Logos can be uploaded [here](#) or through the Exhibitor Registration Portal. If having issues, please see [instructions](#).
- How can I promote my presence at the conference?
 - o Exhibitors are encouraged to promote their participation using conference-provided marketing tools and guidelines. More information will be provided in the upcoming months.

Food & Beverage

- Is it still acceptable to have a small candy bowl at our booth for attendees to grab as they walk by?
 - o Unfortunately, No. Candy and other food giveaways are restricted in the exhibit hall to comply with the venue's exclusive food and beverage contract and event safety requirements. Food distributed on the show floor must be sourced through the convention center's approved catering provider to ensure proper food handling, allergen management, cleanliness, and compliance with venue regulations.
- When will Food & Beverage ordering be available?
 - o Food and beverage ordering information will be sent out soon. Once available, all catering orders should be submitted directly to Deb Jayne, djayne@financialprofessionals.org. Please watch for additional details and ordering instructions in an upcoming communication.

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Webinar Speaker Contacts

- **AFP Exhibits Team:**
 - Exhibitor Logistics: Kaitlyn Kewley, AFP Exhibits and Events Manager, kkewley@financialprofessionals.org
 - General Questions: AFP Exhibiting Team, exhibiting@financialprofessionals.org
 - Food & Beverage Orders: Deb Jayne, djayne@financialprofessionals.org
- **T3 Expo – General Service Contractor:**
 - Exhibitor Services/Turnkeys: Carol Deloach, Sr. Customer Care Advocate, cdeloch@t3expo.com
 - Custom Exhibits: Marie Morganelli, Account Manager, mmorganelli@t3expo.com
 - General Exhibitor Service Questions: Monica Raposa, Sr. Customer Care Advocate, mraposa@t3expo.com
- **Freeman AV:**
 - Yesenia Mata, Yesenia.Mata@freeman.com
- **MC&A – Las Vegas DMC:**
 - Richelle Fichter, National Account Manager, AFPexhibitors@mcadmc.com
- **Convention Management Resources, Inc. (CMR) - Housing:**
 - Email: afpsupport@cmrus.com
- **Mandalay Bay Exhibitor Services:**
 - Email: exhibitorservices@mandalaybay.com
 - Phone: 855-408-1349