

## FAQs: Exhibitors Awarded Space in the Maine Building During The Big E!

The contents of this FAQ includes information specific to the Maine Building, and summaries of information, found in the ESE Exhibitor manual, for retail exhibitors on the fairgrounds.

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### Exhibitor Services

#### **Q. Is there a map to help me locate important places on the grounds?**

A. Yes. [A map is available](#). It includes points of interest such as the coliseum for obtaining your badge, a bank on the grounds, the Maine Building, and gate numbers. It also has important numbers.

#### **Q. Where can I find a list of all available services?**

A. ESE offers amenities and service for all Exhibitors on the fairgrounds, including the Avenue of States. These include banking, phone lines and package receipt and delivery services during the fair.

Available services, and order forms for items such as internet, phone, etc. are listed [here](#).

At the building, there is a break room with a shared kitchen and bathrooms available exclusively for building personnel and exhibitors. There is also a small shared workspace area for Exhibitors who would like a more private area for urgent business matters. Exhibitors are expected to clean and tidy these share use areas after each use.

### Operating hours and grounds access during the fair

#### **Q. What are the operating hours during the fair?**

A. Operating hours for the buildings and grounds are:

- State Building Hours: 10:00 am – 9:00 pm. Building open to exhibitors at 8:30 a.m.
- Gate Hours: 8:00 a.m. – 10 p.m. (Sunday – Friday) Gate Hours: 8:00 a.m. – 11:00 p.m. (Saturday)

## Deliveries, parking and transportation

### **Q. What are delivery times for receiving product and supplies on the grounds?**

A. Delivery Times are:

- In the morning: daily 7:00 a.m. – 9:00 a.m. Vehicles must be off grounds by 9:30 a.m.
- In the evening: 15 minutes after Big E! closes—this time varies by day. See operating hours.
- Sunday – Friday at 10:15 p.m. and Saturday at 11:15 p.m.
- All delivery trucks must be off the grounds by 9:30 a.m. during the Fair. Vehicles will not be allowed on the grounds after 9 a.m.

### **Q. How can I receive mail and packages during the fair?**

A. Mail and packages may be received during the fair. All mail and packages coming to you while at the Fair should be properly addressed as follows: Your Company Name, Name of exhibitor – Booth Number and Location C/O Eastern States Exposition. 1305 Memorial Ave. West Springfield MA 01089.

### **Q. Exhibitor parking and shuttles—where do I park my vehicle? How far away is it?**

A. Please refer to the **grounds map** for a point of reference. There is Exhibitor parking on the grounds, and off the grounds. Exhibitors and their staff are encouraged to use the satellite lots, and shuttle services.

- Map of parking, [Pajers lot](#).
- Map of parking, [Sullivan lot](#).
- For those staying in accommodations on Riverdale Street, there is a shuttle service for Exhibitors. Please check with the front desk for a copy of the schedule.

## Special events and activities

### **Q. Where can I find a list of special events, activities and schedules?**

- A. Schedules and calendars are posted online.
- Exhibitor information for the Maine Building is available [here](#)
  - Exhibitor information for the Big E! is available [here](#)
  - A list of Big E! events and special event days is available [here](#)

## Food and Beverage Exhibitors

### **Q. What is required for compliance for the sale of food and beverage as a Maine Building Exhibitor?**

A. Exhibitors are responsible for complying with applicable laws, regulations and rules, and submitting payment and forms by the stated deadline. Temporary food permits are administered by the Town of West Springfield.

Temporary licenses for the sale of alcoholic beverages are approved by the Town of West Springfield licensing commission during commission meetings before the start of the fair.

Please refer to the Exhibitor resources section for food and beverage Exhibitors. The permit applications, and other requirements are available [here](#).

**Q. I need cold storage. How do I get that?**

Soliciting quotes for cold storage, and payment for the temporary units, freight, etc. is the responsibility of Exhibitors. Exhibitors who require cold storage for their products, outside the footprint of their booth, should include this on their application. The Maine Building management, contractors, and ESE grounds staff are available to assist with directing installation, location, and hookup by a licensed electrician. Building management can provide a list of previous cold storage providers for reference.

## Credentials

**Q. What are they, who needs them, when are they due, how do I submit my request?**

A. The Big E! allocates a select amount of complementary credentials for exhibitors.

Credentials are parking passes, gate admission passes, and temporary (“dead”) storage on the grounds during the fair. Exhibitors supply this information initially with the application (i.e., the number of staff, dimensions of requested storage space).

Exhibitors need to update credential information in person at the spring exhibitor meeting. The final information is due July 1. Building management supplies the credential information to The Big E!, and distributes the allocated credentials to Exhibitors. Exhibitors who require more than the allotted amount may purchase additional passes.

**Q. Where do I get my photo ID badge, and what do I bring with me?**

A. Exhibitors who are at the fair two days or more must obtain a photo ID voucher and use it to obtain a photo ID badge. You must be present to obtain your badge. Bring your voucher, photo identification to the Coliseum. You can view, and add the schedule to your calendar [here](#).

## Marketing and Promotions

**Q. What marketing and promotional services are available for Exhibitors?**

A. The Big E! marketing department can connect you with print and web advertising during the fair. The contact information is available [here](#). Additionally, Building Management, and the Maine Trustees provide promotional support advance of the fair for radio, news and social.

**Q. Where do I find attendance info?**

A. The Big E! tracks daily attendance numbers. That information updated daily during the fair and is available [here](#).

**Q. What are the demographics of fair attendance?**

A. The Big E! Does market surveys of fair attendees. The most recent information is available here: Updated market surveys will occur in September 2019.

## FMI—additional questions

### **Q. Where can I find relevant contact information during the fair?**

**A. In any emergency including police, fire & medical, call: 413-205-5555**

The Big E! provides a listing of important numbers, which is updated annually. Upon receipt, at the fair, Building Management posts this on the second floor of the Maine Building in the break room, and the Exhibitor workspace bulletin boards. They are also on the first floor at the Tourism booth.

### **Q. Where can I stay during the fair?**

A. A room block at a local hotel is available, first come first serve, for Maine Building Exhibitors. Info is sent separately to awarded applicants. There is limited availability to rent campers spaces on the grounds, or in adjacent rental lots.

### **Q. Where can I find additional information about the fair?**

A. The Big E! has additional resources for all Exhibitors on their [website](#).