

2019 Private Label Trade Show FAQ for Visitors

GENERAL INFORMATION

1. When and where is the 2019 Private Label Trade Show?

PLMA's 2019 Chicago Trade Show takes place from November 17-19 at the Rosemont Convention Center, also known as the Donald E. Stephens Convention Center, located at 5555 N. River Road, Rosemont, IL 60018.

2. What is the Show Schedule?

Sunday, November 17	Registration	12:00pm – 7:00pm
	Seminars and Workshops	2:00pm – 4:00pm
	Opening Night Reception	7:00pm – 8:00pm
Monday, November 18	Registration	7:30am – 6:00pm
	Sky Hall Open	8:00am – 9:00am
	Keynote Breakfast	8:00am – 9:00am
	Idea Supermarket®	9:00am – 6:00pm
	Trade Show Floor Open	9:00am – 6:00pm
Tuesday, November 19	Registration	7:30am – 4:00pm
	Retail Trends Breakfast	8:00am – 9:00am
	Idea Supermarket®	9:00am – 3:00pm
	Trade Show Floor Open	9:00am – 4:00pm

3. What is the visitor fee to attend the Chicago Trade Show?

The Non-Member Pre-Registration fee is \$475. Effective October 5, the fee increases to \$495.

Member Registration follows the tiered fee structure (pre and on-site registration) below:

\$325 – First Registrant

\$275 – Second Registrant (same company)

\$225 – Each Additional Registrant (same company)

Member Broker Registration is \$125 (pre- and on-site registration)

There is no reduced fee for attending one day or less.

4. What are the criteria for qualifying to attend as a Retailer/Buyer?

Contact Patrick Thayer at 212-972-3131, ext. 206.

5. Do you have any discounts for non-profit organizations, schools, students, senior citizens, etc.?

There are no discounted fees.

6. Do I have to be a Member of PLMA to attend the trade show?

You do not have to be a Member. If interested in membership, contact Barbara Cruz at 212-972-3131, ext. 225.

7. PLMA Show Floor Navigator

PLMA's Show Floor Navigator is accessible via smart phone, **during show hours**, by going to www.plma.com/mobile. Attendees use it to search by product category and locate exhibitors on the show floor. Once the trade show ends, this navigator will no longer be accessible.

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8. Can I take photos of the Trade Show?

No photos are allowed in the registration area or the Show Halls, including the Idea Supermarket.

9. Is there free Wi-Fi on the Show Floor?

Wi-Fi is available and determined by the Convention Center. If Wi-Fi is not free at the time of the Show, service may be purchased on-site through the Convention Center. Find the nearest RES Center (Rosemont Exposition Services) on the show floor and they will assist you.

10. I am having difficulty using the system to register

If you are having technical difficulties, contact our office 212-972-3131.

11. Is there any parking/garage near the Convention Center?

Yes. There is a parking garage and the fee is \$15 per day.

12. Are there handicap accessible facilities in the Convention Center?

Yes, the Convention Center is Handicap Accessible. Please order a wheelchair and/or scooter in advance through PLMA. Contact Regina Brown at 212-972-3131, ext. 38.

13. Are children permitted to attend?

This is a professional event, thus small children are not allowed. The minimum age allowed on the trade show floor is 16 years old.

14. I cannot attend the show; can I buy the Official Program Guide that is distributed at the show?

The Official Program Guide is not for sale; only registered attendees receive a copy of the Guide.

REGISTRATION

15. What is the process to register and can I register now?

First time visitors should complete a Registration Request Form, which will be made available as of May 15. After your request has been processed, you will receive an email link to register.

16. My colleague and I attended the show last year, how do we register to attend this year?

If you've attended our show in the past year, you should have received a link to register via email. If you haven't received your Registration link, please contact (212) 972-3131. Please also make sure to check your **SPAM/JUNK/CLUTTER** folder for the link.

17. How do I pay to register for the show?

We accept American Express, MasterCard and Visa. We do not accept the Discover card.

18. Can I pay with a check?

We do not accept check payments.

19. What is the Refund Policy?

- On or before Friday, August 16, 75% of the visitor registration fee will be refunded. A 50% refund will be granted on or before Friday, October 4.
- No refunds will be granted after October 4.

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- Refunds are credited to the credit card that was initially used to register. If the card is invalid, please contact the issuing bank, as the money will still be refunded to that credit card account.
- A registration may not be transferred at any time.”

20. What is included in my pre-registration fee?

Your pre-registration fee includes early access to the Show Preview (trade show website), express check-in, New Product Expo, Idea Supermarket, and Monday and Tuesday’s Breakfast Seminars, which allow you to network with exhibitors before walking the show floor.

21. Can I pre-register now and be billed later?

You must use a credit card on our secure payment site in order to pre-register.

22. How long will it take to receive my Registration link?

If you submitted a Registration Request Form, it is in the queue. Registration Request Forms are processed in the order they are received. Please **DO NOT** submit another form, as it slows down the approval process.

23. I submitted a Registration Request Form weeks ago, but still haven’t received my link. Where is it?

All invitations and confirmations are sent to the email provided on the Form. Please check your SPAM/JUNK/ CLUTTER/DELETE folders for an email with the subject “**Online Registration for PLMA’s 2019 Private Label Trade Show.**” Add PLMA to your Safe Senders list to continue receiving future updates regarding the Trade Show. If you cannot find it, do a GLOBAL EMAIL SEARCH for the letters “PLMA”. If you are not receiving any emails regarding the Show, please check with your IT Department and have them RELEASE Trade Show emails and add them to your Safe Senders List.

24. I submitted my Registration Request Form and received a pending notice. Why is it taking so long?

Please be patient, as your registration request is in the queue for processing. Registration payments submitted on a Holiday or weekend are processed on the next business day. Your credit card is charged only when you are approved.

25. I submitted my online Pre-Registration and payment. I want to add another person to my Registration but it won’t let me. How do I do this?

Once you submit your registration and payment, you cannot add another person. Additional registrants must fill out their own Registration Request Form..

26. Can I use my email address to register others?

No. Each registrant must use their own unique business email address to register. The system will not accept duplicate email addresses.

27. I cannot attend; can I transfer my Registration to a colleague?

Badges are non-transferrable.

28. When will I receive the badge voucher?

Badge vouchers are emailed to all registrants two weeks prior to the show.

29. My spouse is not registered but he/she would like to attend the Opening Night Reception on Sunday. What do I do?

The cost of a Reception Ticket is \$50 and can be purchased at the Cashier in the Registration Hall.

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30. Can I get a Visa Letter sent to me prior to my Registration?

No, you must be pre-registered in order to receive a Visa Letter.

HOTEL INFORMATION

31. Is there a hotel block/hotel list available?

PLMA has contracted with several Chicago area hotels. A hotel list link with contact information is provided in your registration confirmation email.

32. What is the special PLMA rate for the hotels?

You will need to check the prices, as each hotel has a different rate.

33. Is there Shuttle Service from all hotels to the Convention Center?

PLMA contracts with several area hotels that are either within walking distance to the Convention Center or provide complimentary Shuttle Service. Shuttle Service Pick-up and Drop-off Schedules are available in the Convention Center lobby and at those designated hotels. Please ascertain that your reserved hotel has secured the Shuttle Service.