



THE CHEROKEE
HARRAH'S CHEROKEE RESORT

Exhibitor Information Packet



The following information has been provided to assist you in understanding Harrah's Cherokee Resort Casino policies and procedures for exhibitors in our Cherokee Conference Center & Exhibit Hall. We hope that you will take a moment to read this over to ensure that your event is a successful one. We appreciate your business and hope you will return again and again.

1. No firearms are allowed in our facility
2. Additional charges may apply for electricity. All requests for service must be submitted to the Catering/Convention Services Department in writing and accompanied by payment, a minimum of two weeks prior to the event. Please see attached electrical order form.
3. No shipping packages will be received earlier than three days prior to the event. All packages must be addressed to:

The Cherokee Convention Center
ATTN: Deiah Vambe, Convention Services Manager
(Include Convention/Event Name & Date of Event)
123 Harrah's Service Drive
Cherokee, NC 28719

Package must note the convention event and be marked with "Sample" or "Demo", regardless of whether the materials are brochures or promotional items. All shipping orders will be returned to sender if they arrive any sooner or are improperly labeled.

4. All return shipments must be clearly labeled, and you must reference your shipper account numbers on the package. You can drop them off at the Warehouse located outside of the Exhibit Hall on the 1st floor of the Cherokee Convention Center or pay the \$10 fee to have your items picked-up from the convention space and delivered to the warehouse. It is best if you bring your own labels with you, as they will already have your account number on them. If you are going to issue a call tag, please inform the convention sales office prior to calling.
5. Harrah's Cherokee Resort Casino & Convention Center is not liable for any lost or damaged shipping packages prior to arrival or after departure from the facility.
6. All shipped packages will be held in a secure area and will be signed in and out by the exhibitor's pre-selected representative.
7. All booth assignments will be made by your "event coordinator"

8. All exhibitors are responsible for securing their own materials during the show and during “down times”.
9. No adhesive is to be used on the Conference Center walls, and confetti is not allowed in the Conference Center. (3M Command Strips are acceptable).

Load-In and Load-Out Procedures

Cherokee Conference Center – All exhibitors bringing equipment or materials associated with a convention event should enter the Conference Center area through the loading docks on level one of the Cherokee Convention Center parking garage. From the loading docks guests will need to take the guest elevators or freight elevator to level three where the Cherokee Convention Center meetings rooms are located. The maximum weight limit on the guest elevators is 5000 lbs, the door dimensions are 4’ wide X 8’ high and the elevator dimensions are 5’ 9 1/2” wide X 8’ 8 1/4” deep X 9’ 3 3/4” tall. If items are too large for the guest elevators, the freight elevator can be utilized with prior approval by Harrah’s Cherokee Resort Casino staff. Freight elevator door dimensions are 7’ 8” wide x 10’ high, the elevator measures 7’ 8” wide X 11’ 6” deep X 10’ tall, and the maximum weight is 8000 lbs.

Exhibitors may also enter level three of the convention center directly by taking the guest elevators in the Cherokee Convention Center parking garage to level five. For Exhibitor load-in only, level five of the parking garage leads directly into level three of the Convention Center. Please do not block any entrance doors to unload or load. Please note this is not a guest entrance; Exhibitor load-in only.

Cherokee Exhibit Hall – All exhibitors bringing equipment or materials associated with a convention event should enter the Exhibit Hall area through the loading docks on level one of the Cherokee Convention Center parking garage. The loading docks on level one of the parking garage will lead directly into the Cherokee Exhibit Hall. Vehicles can be parked at this location for unloading and loading but should be moved as soon as possible.

Harrah’s Cherokee Casino Resort Staff should be notified of any item that is too large to load in through the standard loading docks prior to arrival of the item. A load-in and/or load-out of such items must be arranged at a separate loading dock, also located on level one of the Cherokee Convention Center parking garage. All vehicles being displayed in the exhibit hall must load-in from this location. Vehicle load-ins must be arranged through your Convention Services Manger at least two weeks prior to arrival.

The Catering/Convention Services Department will need a list of all participating exhibitors and the name of the person acting as the companies’ representative. This list should be submitted at least two weeks prior to event. Depending on the number of exhibitors, it may become necessary to designate load-in and load-out times. If we deem this necessary, the convention sales office will contact the “event coordinator” with a time schedule.

All designated company representatives must provide a photo ID to sign out any shipped packages from our secured staging area.



Electrical Service Order Form

In order for us to properly service all exhibitors, this electrical service order form must be completed and returned to Harrah's Cherokee Resort Casino fourteen (14) days prior to date of event. Check Payment or Credit Card Authorization must be included with this order form. Orders not received prior to set up day or sent without payment are subject to \$75 same day set up fee and the requested electrical power may be not available.

Please complete the following:

Convention Name _____ Convention Date _____

Exhibitor Name _____ Booth Number _____

Address _____ Telephone _____

City _____ State _____ Zip Code _____

Email address: _____ Number of units requiring power _____

Authorized Signature _____

Print Name Here _____

Standard Power is 20 amp/120 volt/single phase power. This is the same power that is typically in most homes. Each power line has 3-3 prong outlets. The cost is \$35 per day for each standard circuit. A line is needed for each piece of equipment. Additional equipment (i.e. Extension Cords, Power Strip) are included in cost.

**Number of lines required _____ @ \$35 x Number of Days of show _____ = \$_____ payment due to Harrah's Cherokee Resort Casino*

Special Electrical Service is 208 volt/single or three phase power. This is the type of power needed for larger pieces of equipment. The cost for Special Electrical Service is \$125 per day for each line. A line is needed for each piece of equipment.

**Number of lines required _____ @ \$125 x Number of Days of show _____ = \$_____ payment due to Harrah's Cherokee Resort Casino*

Type of Service: Standard _____ Special _____

Method of Payment: Check _____ Credit Card _____ * please request a credit card authorization form from property Convention Services Manager

Be advised that all exhibit equipment and materials must be removed from exhibit area by midnight of teardown day. Materials left behind will be discarded.