



## EXHIBITOR BILL OF RIGHTS COMMUNICATION/REVIEW PROCEDURE

Greetings Exhibitors:

The Exhibitor Bill of Rights grant an exhibiting company's employee permission to perform work in a booth of any size, using their own ladders, hand tools, cordless tools, power tools and other tools approved by McCormick Place/SMG. An employee is defined as one who has been employed by the exhibiting company for 6 months or longer.

Exhibitors can also load/unload materials from automobiles and small utility vehicles (ASUV) at designated McCormick Place docks using their own non-motorized, non-hydraulic hand trucks and dollies. For more information on the ASUV program visit the Exhibitor section of the McCormick Place website: [www.mccormickplace.com](http://www.mccormickplace.com).

The Exhibitor Bill of Rights is the protection of your rights and the right to request a review of your invoices. If you have any questions or feel that your exhibitor rights are not being complied with please contact the following McCormick Place personnel via email or telephone. Be prepared to discuss the details of your experience and provide a written report and any documentation/invoices.

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|--------------------------|--------------|--|
| Exhibitor Rights Hotline | 312-791-7299 |  |
| Alichia Johnson          | 312-791-7186 | <a href="mailto:ajohnson@mpea.com">ajohnson@mpea.com</a>                     |
| Patrick Allen            | 312-791-6551 | <a href="mailto:pallen@mpea.com">pallen@mpea.com</a>                         |
| Tom Cassell              | 312-617-0115 | <a href="mailto:tcassell@mccormickplace.com">tcassell@mccormickplace.com</a> |

The following will occur upon request:

- You will be contacted within 5-7 business days.
- Your case will be reviewed by McCormick Place management.
- You will receive feedback from us no later than 30 days after all documentation has been submitted.
- Your written report will be submitted to the McCormick Place Advisory Council for review.

**CHICAGO IS NOW THE MOST CUSTOMER-FRIENDLY CONVENTION AND TRADE SHOW DESTINATION AND WE WILL ENSURE THAT YOUR "EXHIBITOR'S RIGHTS" ARE COMPLIED WITH.**