

University of Delaware
Office of Conference Services

Exhibitor/Vendor
Guidelines

1. Exhibitors may load-in from the Clayton Hall Circle located in front of the building. The circle is a fire-lane and should be used for unloading purposes only. DO NOT leave your vehicle unattended or you will be ticketed. For easy access enter the building by using the handicap entrance which has an electric double door. For larger equipment or pallets you may use the loading dock located at the rear of the building. Vehicles must not be left unattended at the loading dock since it is a small area and typically congested. The Conference Center has a limited number of carts to assist with load-in.
2. The standard exhibit table consists of (1) 8' x 30" table covered with a table slip. Each Vendor will be provided with two chairs unless otherwise requested.
3. Tape, with the exception of painter's tape, push-pins or nails are prohibited on all wall surfaces. Glitter and confetti are also prohibited. No candles or open flames are permitted.
4. Balloons are strictly prohibited in the Clayton Lobby unless professionally installed by an approved vendor. Weighted balloons are allowed in the Ballroom. Balloons given to children must have a weight attached regardless of location.
5. It is against University policy for Exhibitors/Vendors to hand out food or beverage without prior approval. Should special permission be given, the Vendor is required to submit the Aramark Vendor Warranty Form and provide \$3M Certificate of Insurance naming Aramark and the University of Delaware as insured riders. No popcorn machines, peanuts, chocolate fountains permitted without prior approval.
6. All materials or equipment are the responsibility of the Vendor, the University assumes no liability for loss or theft. However, the University will keep Vendor assigned rooms locked overnight or when the conference is not in session. It is expected that each Vendor remove all materials at the time of departure or arrange for shipping with our Front Desk. Anything left behind will be disposed of within one week.
7. Vendors are asked to abide by load-in and out times as established by either the Conference Center or your Conference coordinator. Vendors will not be allowed to set-up or take down prior to, or after the established times.
8. Wireless internet access is provided at no charge. Each Vendor is required to register with the University before gaining access to the UD web. Basic instructions may be obtained from the Clayton Front Desk.

**Exhibitor/Vendor Shipping
Instructions and Guidelines**

1. Labeling and tracking of shipments are the responsibility of the Vendor.
2. Shipments should be **clearly** labeled and must include the name of the conference the Vendor is attending.
3. Due to storage constrictions, shipments should not be sent to arrive more than ten business days prior to the start of the conference.
4. Vendor is responsible for providing their own return labels and labeling boxes as well as scheduling pick-up for shipments leaving our facilities.
5. Item left behind will be disposed of within one week of the close of the Conference.
6. Our address and phone number for shipping purposes are as follows:
Office of Conference Services
John M. Clayton Hall
100 David Hollowell Drive
Newark, DE 19716
(302) 831-2214

Questions or concerns should be directed to your Conference contact OR please feel free to contact our Front Desk at (302) 831-2214 (alt: 800-823-2214).

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100 David Hollowell Drive
Newark, DE
19716**