



# ATTENDEE & PROSPECTIVE EXHIBITORS FAQs

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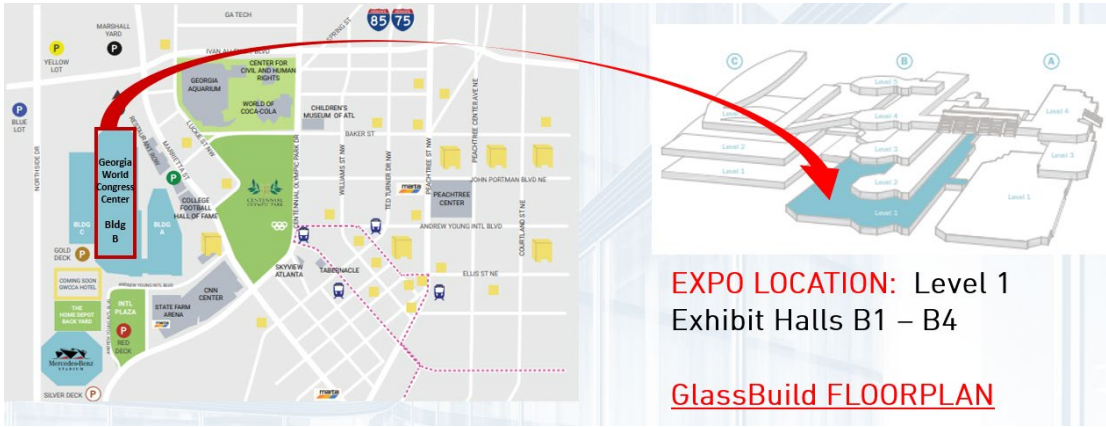
# GENERAL

## What are the dates of 2021 GlassBuild America?

Monday through Wednesday, September 13-15, 2021

## Where is the GlassBuild expo taking place?

The Georgia World Congress Center (GWCC) located at 285 Andrew Young International Blvd NW, Atlanta, GA 30313.

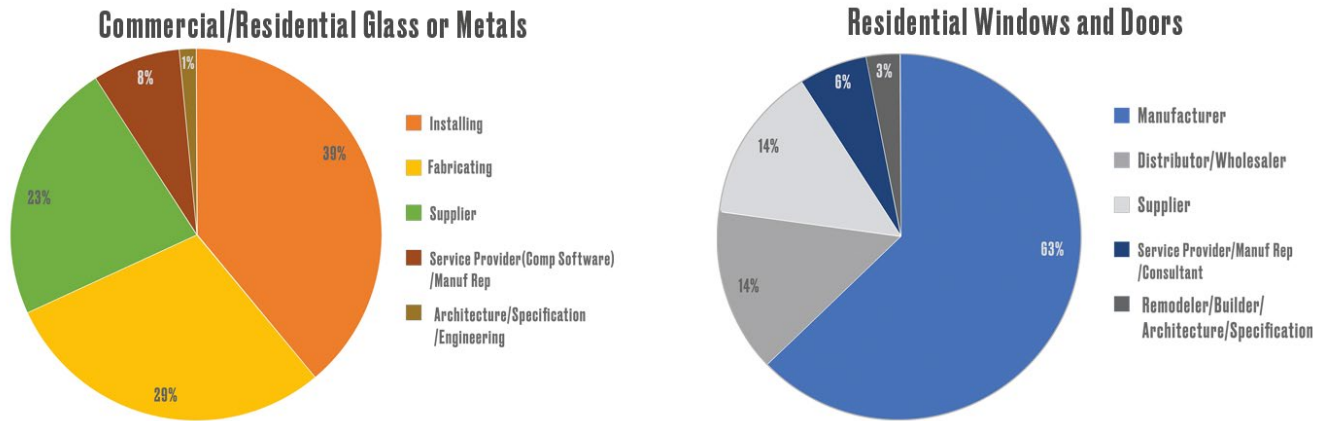


## When is the expo open?

Monday, Sept. 13	10:00am – 5:00pm
Tuesday, Sept. 14	10:00am – 5:00pm
Wednesday, Sept. 15	9:00am – 1:00pm (the expo has adjusted its hours for those observing Yom Kippur)

## What type of professionals attend GlassBuild?

Here is a breakout of 2019 participants (in 2020, GlassBuild Connect—an online event—was held without the expo):



# REGISTRATION & BADGES

## Can anyone attend the expo?

Yes, we welcome all industry professionals and guests to GlassBuild 2021. There is no invitation required to attend unless you are traveling from an international country that requires an invitation for a visa. The show is not open to the public.

## May children attend GlassBuild America?

Yes. Children under the age of 16 must be accompanied by an adult. Children 4 and under must be in a stroller.

### What are the registration fees to attend?

If your company is a member of NGA, you can attend GlassBuild America for **FREE!** Non-members will pay \$75.

### How can I take advantage of the NGA Member discount?

To find out if you are a member and qualify for reduced member pricing, please contact Member Services at [membership@glass.org](mailto:membership@glass.org) or 703-442-4890 x127.

### How does my company become a member to get complimentary entrance to the trade show?

Complete the [membership form online](#) in advance of registering to attend for free.

### How do I register?

[Registration](#) is open. Register [here](#). Everyone will have their membership verified or non-members will need to set-up an account with NGA before registering for the event.

### When will registration be open to pick-up event materials?

Registration will be located in Building B and open the following days and times:

*Note: Registration will be open on Saturday, Sept 11 from 1:00pm – 4:00pm for exhibitors only.*

Sunday, Sept 12	9:00am – 4:00pm
Monday, Sept 13	8:00am – 5:00pm
Tuesday, Sept 14	9:00am – 5:00pm
Wednesday, Sept 15	8:00am – 1:00pm

### Is there a one-day “trade show only” registration?

No. GlassBuild America offers a three-day only registration for members and non-members.

### Since the Glazing Executives Forum and the NGA Glass Conference are taking place alongside GlassBuild, can I register for both at the same time?

Yes, you can register for the other events during your [GlassBuild registration](#).

### Can I transfer my registration to someone other than me?

Yes. You can contact the [registrar](#) to make name substitutions for badges for those from the same company.

### Do I have to wear a badge?

For security reasons, your event-specific badge will be required for admittance to all in-person Events. Please wear your badge so that it can be easily seen at all times. All GlassBuild event badges are encoded with certain information about you, including your name and mailing address. Exhibitors can scan your badge to obtain that information. By giving an exhibitor your badge to scan, you are giving them consent to contact you.

### Do GlassBuild America sponsors receive complimentary registrations if they are not exhibiting?

If the sponsor is an NGA member or exhibitor, they will receive the applicable complimentary registrations. Please contact [Kathy Swaak](#) for details.

### What do I do if I forgot my badge in my hotel room or lost it?

You will need to visit registration to pay the reprint fee of \$15 to receive another copy (ID required)

### Will a printed program be available?

Yes, you can pick-up the Show Catalog on site at registration which details the entire program and exhibitors.

### Is there a maximum number of attendees allowed?

No, there are currently no limitations on the exhibit floor and NGA is following all the local, county and state regulations.

# HOTELS & TRAVEL

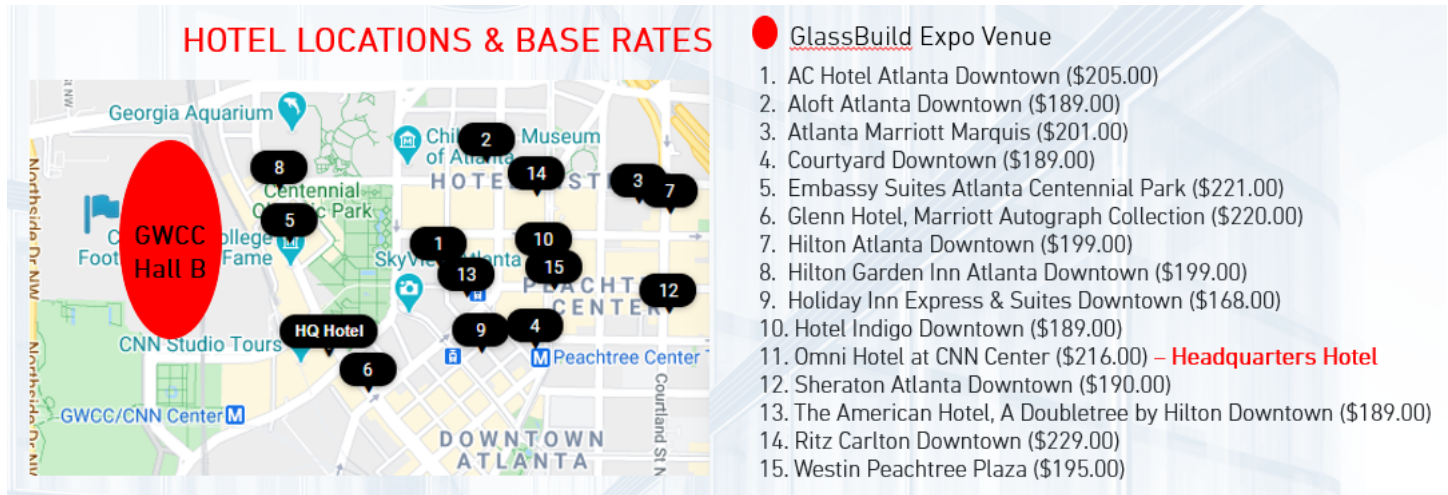
## How do I book a hotel room?

We recommend that you book your hotel through our official GlassBuild housing partner, EventSphere. Click [here](#) to book your hotel to take advantage of the negotiated low rates if you stay in our housing block. If you need to block more than 5 rooms, please [use this form](#) to reserve your rooms. We advise you to reserve early to get your choice of hotel.

Reservation deadline is Monday, Aug. 16, 2021

## What hotels is GlassBuild America using in downtown Atlanta?

See the list of hotels, rates and location below.



## Will shuttle bus service be available from the participating hotels?

No. NGA has negotiated rooms at hotels that are within walking distance to the venue.

## What public transportation is available in Atlanta?

### MARTA:

The Metropolitan Atlanta Rapid Transit Authority (MARTA) is Atlanta's public transportation system comprised of a bus and rail system that connects all parts of Atlanta. A single \$2.50 fare covers one-way bus or train trips, including transfers. The GWCC is MARTA accessible at two stations.

For many events on the GWCCA campus, parking is at a premium and MARTA is the fastest and easiest way to arrive. This is especially true for Mercedes-Benz Stadium events, where MARTA is highly recommended.

The GWCCA is MARTA accessible at three stations.

- Events in Centennial Olympic Park can use the GWCC/CNN Station (W-1) or the Peachtree Center Station (N-1) which is approximately a six-block walk.
- Events in the Mercedes-Benz Stadium can use either the GWCC/CNN Station (W-1) or the Vine City Station (W-2)
- Events in GWCC Buildings A and B can use the GWCC/CNN Station (W-1)
- Events in GWCC Building C can use the GWCC/CNN Station (W-1) or the Vine City Station (W-2)

If you are coming from Hartsfield-Jackson Atlanta International Airport, MARTA has a rail station located at the north end of the airport, near baggage claim. This service offers the quickest and least expensive way to get to and from the airport to downtown Atlanta. For more information, visit [www.itsmarta.com](http://www.itsmarta.com) and view [train and walking directions to the GWCC](#).

## TAXIS:

Atlanta has more than 1,500 taxis available to take attendees to and from their hotel throughout Atlanta. With preset rates for trips to and from the airport and within Downtown and Midtown, taxis provide an economical mode of transportation.

### Flat Rate Fees from/to the Airport

Downtown \$30.00

Buckhead \$40.00

Midtown \$32.00

There is a \$2.00 charge for each additional person.

### Flat Rate Fees Within Downtown and Midtown

Fares originating from a business and concluding at a business within the zone of Downtown or Midtown have a rate of \$8.00 for one person. There is a \$2.00 charge for each additional person.

## PRIVATE CAR SERVICE:

Both Lyft and Uber operate in the city as an alternative to public transportation. They have a specific pick up and drop off area.

## STREETCAR:

Attendees staying in the downtown area can board the Streetcar at one of the 12 stops along the route to get to restaurants, hotels and other local attractions, including Centennial Olympic Park.

Visit the streetcar [website](#) for fare, schedule, and safety information. You'll also find a list of things to see and do in Downtown Atlanta that are easily accessible from the Atlanta Streetcar.



## What are my options of getting from the Airport to downtown Atlanta?

The Hartsfield-Jackson Atlanta International Airport is 12 miles south of downtown Atlanta. Taxis have a flat fee of \$30 and Lyft/Uber can cost less than \$20, through price varies depending on demand. MARTA (local subway system) has a station at the west end of the airport and the ride will take 20 minutes and the fare is \$2.50 one/way. *Note fees are subject to change.*

## Where can I park at the GWCC?

There are plenty of lots near the GWCC and the fare is approximately \$12 for the day. The Gold, Red, and Orange lots are the closest to Building B. [Check here](#) for the GWCC campus map.

## How do I get a Letter of Invitation for my Visa application?

The NGA will issue letters of invitation and you can find all the travel [here on this site](#).

# COVID SAFETY

## What is NGA doing to ensure the health and safety of exhibitors and attendees:

We are looking forward to welcoming our attendees and exhibitors back to Atlanta. As an in-person event in 2021, GlassBuild America will help lead the way back to offering face-to-face networking and learning experiences.

The National Glass Association (NGA) is committed to creating an event experience where our participants can safely and effectively come together.

NGA follows CDC's guidelines, the city of Atlanta and the state of Georgia (which owns the Georgia World Congress Center). The safety plan and pandemic-related protocols are subject to change without advance notice.

## Masks will now be required for everyone while in the GWCC and other indoor public areas (like your hotel) even if you have been fully vaccinated.

- Face masks must cover from the top of the nose to the bottom of the chin.
- NGA has a limited supply of masks available.

## PHYSICAL DISTANCING

You must maintain physical distance at GlassBuild America. This year's trade show floor and meeting rooms have been designed to reduce crowding.

- Please respect the personal preferences of your peers when meeting and greeting one another. For example, some people may wish to elbow bump instead of shake hands.
- NGA will provide stickers (green, red, yellow) to indicate preferred levels of engagement.

## CLEANLINESS

Hand sanitizer stations will be available throughout the venue. Please wash your hands often, cover your cough or sneeze with a tissue or elbow. Stay home or at the hotel if you are sick.

*Please note the safety measures will be updated as we approach September and subject to change.*

## What is the GWCC doing to protect attendees?

The GWCC was the first convention center in the U.S. to achieve GBAC STAR™ Facility Accreditation to recognize the facility's commitment to cleaning, disinfection, and infection prevention. They have put together [comprehensive cleaning protocols](#) and produced two videos to show their commitment:

[Bringing Business Back to Atlanta](#)  
[GWCC sanitation procedures](#)

## Will you take my temperature?

COVID-19 testing stations will be available for those who experience symptoms onsite and for travelers who must show proof of a recent negative COVID-19 test in order to board their return flight.

- Testing will be available at the GWCC beginning Sunday, Sept. 12 through Wednesday, Sept 15.
- All attendees will undergo a temperature check when entering the building as yet another safeguard to ensure a safe environment.
- Upon entry at the GWCC, anyone presenting signs of illness or is flagged as a person of concern by on-site security because of COVID-19-like symptoms (i.e. fever, coughing, shortness of breath, loss of taste or smell, etc.), will be denied entry and asked to leave GlassBuild and seek medical attention.

## Is First Aid available at the venue?

Yes. A medical professional will be available on site at the venue for the event.

## MISC

### Can I find a place to buy a drink or lunch at the venue?

There will be a number of concession stands open on the days of the event to purchase a cup of coffee, soda, snacks, lunch, etc. at the GWCC both inside the exhibit hall and in the public areas. There are also [restaurants located around the venue and in Centennial Park](#) that are all within walking distance.

### Is there a business center at the venue if someone wants to make copies, etc?

Yes. FedEx Office is located in the entrance lobby of Building B (left side of the main information counter) and offers the following services:

- full service digital color and black and white copying and printing
- computer rentals, laptop docking stations
- document finishing services – binding, collating, cutting, folding, stapling
- presentation services that include production of high quality mounted boards, posters, banners
- wheelchair and mobility scooter rentals
- copier equipment rentals
- FedEx Express® U.S. Package Services and FedEx Ground® Shipping
- Office Supplies

### Will security guards be around throughout the event?

Yes and in various stations from move-in to move-out and throughout the venue on the days of the events. Temporary staff will be hired to assist in making sure people remain at a safe distance from one other.

### Does NGA provide babysitting services?

No, but anyone looking for a sitter during their stay in Atlanta is advised to visit the concierge at their respective hotel, since most can assist in making the arrangements.

### May photographs or video be taken on the trade show floor or in a session?

NGA strictly prohibits photography, video and audio recordings on the trade show floor, unless individual exhibitor has given permission. NGA strictly prohibits photography, video and audio recordings of the educational sessions. Violations of the GlassBuild 2021 photography or video policy may result in removal from the GlassBuild event and/or trade show.

## PROSPECTIVE EXHIBITORS

### How do I become an exhibitor?

Contact [Jonathan Watson](#) at GlassBuild America, Exhibit Sales  
Phone: 703-442-4890 x142 or Fax: 770-416-0337

### Who do I contact to secure sponsorship/branding opportunities?

Contact Kathy Swaak at [kwaak@glass.org](mailto:kwaak@glass.org) or call 866.342.5642 ext 183.

### What are the benefits of becoming a member?

One immediate benefit is the discount on the booth space fee you'll enjoy as an NGA member. For additional benefits:

visit: [www.glass.org/membership](http://www.glass.org/membership)

email: [membership@glass.org](mailto:membership@glass.org)

call: Josh Lowe at 866-342-5642 ext 127

### Are there any international machinery and supply manufacturers represented at GlassBuild America?

Yes. Not only is GlassBuild America the largest glass, window, and door show in North America, it also features the most comprehensive display of both American-made and international machinery and supplies for the industry. Whatever glass, window, or door equipment, software, or component you are looking for, you will find it on our exhibit floor.

### Will my booth change if you adjust the size of the aisles?

Existing booths will not be redrawn or adjusted to allow for wider aisles or traffic flow management and booth numbers will therefore not change. We will also have two-way traffic in the aisles.

### Do I need to provide a certificate of insurance and what information would I need to include?

NGA requires a current certificate of insurance from every exhibitor specific to our show. Please upload your certificate of insurance into your Account Profile within the [Exhibitor Portal](#). Make sure the company listed in the Certificate Holder box is the National Glass Association with the following address: 1945 Old Gallows Rd, Suite 750, Vienna, VA 22182, USA. Please also have your provider add the Georgia World Congress Center and The Freeman Cos. in the "additional insured" box.

### Submission Deadline: Friday, Aug. 6, 2021

The insurance carrier that provides your company with workers comp and/or liability insurance should be able to provide you with a similar certificate quickly and free of charge. If you are unable to secure a certificate of insurance that way, here are a couple of providers that offer short-term, event-specific coverage and certificates of insurance for a reasonable fee:

[John Buttine Insurance](#) or [RainProtection Insurance](#)

IMPORTANT NOTE: An insurance certificate for your company must be on file to gain access to set-up and receive badges.

### When can exhibitors move-in and move-out?

#### Move-in:

Wednesday, Sept. 8	8:00am – 5:00pm	(Targeted Freight, Machinery & Mobile Units Only)
Thursday, Sept. 9	8:00am – 5:00pm	
Friday, Sept. 10	8:00am – 5:00pm	
Saturday, Sept. 11	8:00am – 5:00pm	
Sunday, Sept. 12	8:00am – 5:00pm	

**Move-In Deadline:** All Exhibitors must be working on or have their displays show-ready by 5:00pm on Sunday, September 12.

#### Move-out:

Wednesday, Sept. 15	1:00pm – 10:00pm
Thursday, Sept. 16	8:00am – 10:00pm
Friday, Sept. 17	8:00am – 5:00pm

Note: Anyone needing access to the expo hall prior to registration opening (see following page for hours) must pick-up a wristband to gain entrance (companies without an insurance certificate on file will be denied access to the hall).

### What does a 10'x10' booth fee include?

- 8' high blue/white/blue back drape, 36" high blue side rail drape (island booths have reserved raw space which does not include drape and sign). See note below regarding booth carpeting.
- 7" x 44" identification sign – includes company name and booth number. Booths larger than 300 sq ft may receive same one-line booth identification sign upon request.
- Admittance to educational sessions on the show floor.
- Publication of company name, booth number, city, state/country, telephone number, product category(s), and website address (for applications received by July 16, 2021) in the Show Catalog. Listing by alpha order with booth number and by product categories is also provided in the publication.
- Notation in Show Catalog if company is also an advertiser, sponsor and/or first-time exhibitor.
- Company listing on the GlassBuild website with link to company website which includes and a 1000-character company or products/services description.
- Free Guest Pass Code for you to send to your customers to invite them personally to come see you at the show.



### **I'm having trouble logging in to the Exhibitor Portal – what can I do?**

The Exhibitor Portal is available to confirmed exhibitors only. Passwords are case-sensitive. Please ensure alpha characters are capitalized. If your password is still not working, please click on link provided on the main page of the Exhibitor Portal to reset your password by using the main contact's email address on file.

### **Does electricity come with my booth?**

No. You will need to place an order through the [GWCC](#). The forms and prices can also be found in the Services Kit.

### **What if I shipped a box directly to the convention center – who should they contact to pick it up?**

The person should visit the exhibitor services desk to get their box. Keep in mind that shipments will be accepted by Freeman starting on September 7, 2021. Anything received prior to that will be refused and returned.

### **Do I have to order carpet?**

Yes, you will need to either rent carpet or provide your own type of floor covering. You will need to place an order through Freeman. The forms and prices can be found in the Services Kit.

### **How many exhibitor registrations are included with my booth?**

Five (5) per 10' x 10' booth space rented. Exhibitor staff badges are for the exclusive use of exhibit booth staff. These badges allow access to the exhibit hall during move-in, show hours, and move-out. Exhibitor booth staff badges provide access to the educational sessions on the show floor as well. If you need additional Exhibitor Booth Staff badges, they can be purchased at \$15.00/per person.

NOTE: Individuals can only have one badge type. GlassBuild does not allow exhibitors to have more than one badge per person. Sharing of badges is NOT allowed. Exhibitor Badges are for exhibiting company personnel only.

### **Where can I find the link to register exhibitors?**

After signing-in to the [Exhibitor Portal](#), please find the Registration box towards the bottom of the page (registration will open late May 2021). Click on the link provided to register booth personnel.

### **When can I pick up my exhibitor badge?**

Badges may be picked up at the GWCC (on the 4<sup>th</sup> floor) during the following dates and times:

Saturday, Sept. 11	1:00pm – 4:00pm
Sunday, Sept. 12	10:00am – 4:00pm
Monday, Sept. 13	8:00am – 5:00pm
Tuesday, Sept. 14	9:00am – 5:00pm
Wednesday, Sept. 15	8:00am – 12:00pm

If you would like to schedule a group pick-up, please submit the form found in the Exhibitor Portal by Friday, Aug. 27 to make arrangements in advance.

### **I'm not able to stay for the full expo. What is the policy on early break-down?**

GlassBuild does NOT allow early break-downs for many reasons. If your company dismantles or does not have personnel in the booth during the hours of the expo for the three days, your company will fall in your ranking.

### **Are there any penalties to be aware of?**

If an exhibitor fails to comply with the rules and regulations, the exhibitor will be penalized, to include falling in the ranking. Below is a list of possible actions which would cause a penalty:

- Early tear down or dismantling of booth
- Unauthorized sublet of exhibit space
- Company violating booth display guidelines (to include hanging signs and sound levels)
- Soliciting outside the confines of assigned booth space
- Misuse of exhibitor badges
- Invoices not paid on time as specified in payment schedule

### **How can I secure a meeting room for an after-hours event?**

All requests for function space in an official hotel must be reviewed and approved by NGA. Please submit this [Meeting Room Request Form](#) by Friday, Aug. 20, 2021 to [NGA](#).

## What are the shipping deadlines?

### Domestic Advance Warehouse Shipping

Freeman will accept shipments beginning on **Friday, Aug. 6** through **Tuesday, Aug. 31, 2021** between the hours of 8:00am – 3:30pm (Monday through Friday only).

### International Shipments - NEW VENDOR

Exhibitors shipping from international ports, including Canada, should contact the official freight forwarder, Phoenix International Business Logistics (PIBL) to receive a rate quote. They will have a contact on-site to facilitate the logistics involved in getting your freight through US Customs and to the GWCC on-time.

<i>Deadlines:</i>	Ocean Freight (West Coast Port - FCL/LCL):	Aug 10, 2021
	Ocean Freight (East Coast Port - LCL):	Aug 16, 2021
	Ocean Freight (East Coast Port - FCL):	Aug 28, 2021
	Air Freight to Atlanta Hartsfield Airport	Aug 28, 2021

## QUESTIONS?

Here are the Event contacts:

### Events Director

Molly Grenn

[mgrenn@glass.org](mailto:mgrenn@glass.org)

### Exhibit Sales

Jonathan Watson

[jwatson@glass.org](mailto:jwatson@glass.org)

### Event Operations

Wendy Rochelle

[wrochelle@glass.org](mailto:wrochelle@glass.org)

### Exhibit Operations

Gwynn Breckenridge, CMP

[gbreckenridge@glass.org](mailto:gbreckenridge@glass.org)

### Exhibitor Customer Service

Danitza Medrano

[dmedrano@glass.org](mailto:dmedrano@glass.org)

### Sponsorship Sales & Fulfillment

Kathy Swaak

[kswaak@glass.org](mailto:kswaak@glass.org)

### NGA Membership

Josh Lowe

[membership@glass.org](mailto:membership@glass.org)

### Hotel Reservations

eventsphere

[glassbuild@eventsphere.com](mailto:glassbuild@eventsphere.com)

### Registration

Maritz (formerly Experient)

[gba.attendee@maritz.com](mailto:gba.attendee@maritz.com)

Can't find the right person or department? Here is the complete list of [NGA Staff](#).