



IHFC OPERATING GUIDELINES

Revised March 2010

INTERNATIONAL HOME FURNISHINGS CENTER
210 East Commerce Ave, P.O. Box 828, High Point, N.C. 27261-0828
(336) 888-3700, Fax: (336) 882-8510
www.ihfc.com

TABLE OF CONTENTS

GENERAL INFORMATION & POLICIES	4
IHFC Corporate Mission.....	4
Outside Service Firms and Contractors	4
Exhibitor Insurance Requirements	4
Market Staffing	4
Year Round Operating Hours	5
Year Round calendar	6
ADMITTANCE POLICIES	7
Between Market	7
30 Days Before Market, DURING Market.....	7
Buyers	7
SHOWROOM SECURITY	8
Day Workers	8
Showroom Locks	8
SAMPLE HANDLING	9
Overview of Deadlines.....	9
Dock Hours	9
Incoming Shipments	10
Deliveries During Market	10
Incoming Sample Handling Charges.....	11
Sample Removal	12
Outgoing Sample Handling Charges.....	13
SHOWROOM SET-UP	14
Unpacking and Assembly	14
CONSTRUCTION AND REMODELING	15
Showroom Plans	15
Building Permits	15
Construction Deadlines.....	15
Construction Waste removal	16
Construction Hours	16
Contractor Worker Passes	16
Showroom Fronts.....	16
Signage	16

Requirements for Contractors 17
Plumbing 17
Electrical/Communications 18
HVAC 18
Telephone 18

PHOTOGRAPHY 19

Between Markets 19
During Market..... 19
Postmarket 19
IHFC photography guidelines..... 19

SHOWROOM CLEANING 20

During Market Hours 20
Night Cleaning..... 20
Post Market Cleaning..... 20

STAFF TELEPHONE DIRECTORY 21-22

INTERNATIONAL HOME FURNISHINGS MARKET DATES 23

GENERAL INFORMATION & POLICIES

IHFC Corporate Mission:

To provide unrivaled service to the retailer and exhibitor alike and establish a forum for buyer and seller to come together in a successful atmosphere. We support business objectives and help achieve peak performance with unparalleled operational services.

The International Home Furnishings Center operates for the wholesale distribution of home furnishings. The direct sale to consumers is not permitted from the showrooms nor should the showroom be promoted directly to consumers.

Outside Service Firms and Contractors

The International Home Furnishings Center (IHFC), under its leases with its exhibitors, retains the absolute right to approve all contractors performing work on its property. All service firms, including contractors, caterers, designers, florists, janitorial firms, and photographers performing work at the International Home Furnishings Center must first obtain IHFC's approval and be placed on its approved list.

Among other things, all service firms to be placed (and to remain) on the approved list must:

- Carry insurance satisfactory to IHFC, including comprehensive general liability with limits of not less than \$2,000,000 and statutory worker's compensation insurance on all employees, including part-time, casual, and day laborers.
- Execute lien waivers and indemnity agreements satisfactory to IHFC
- Comply at all times with IHFC's Guidelines and policies.
- IHFC maintains a list of service firms who have the proper insurance. Firms who are not on IHFC's approved list will not be allowed to perform work on its property. Lists are available upon request.

Exhibitor Insurance Requirements

A certificate of insurance verifying that you have both the property/casualty and the comprehensive general liability coverage must be on file with IHFC in accordance with Lease Paragraph 10.1, which states: "Lessee agrees to keep its property located in the Premises, including all alterations, additions and improvements made by it, insured against loss or damage by fire or other casualty, under an "all risks" policy, in an amount equal to full replacement cost value thereof. Lessee agrees to maintain in force comprehensive general liability insurance coverage on the Premises, with a minimum combined single limit of \$2,000,000 for death, personal injury or property damage. All policies shall name IHFC as an additional insured landlord and Lessee agrees to provide IHFC with satisfactory evidence that such insurance is in force on or before the Commencement Date. Lessee may provide any insurance required under this Article through its corporate or blanket policies." Please make sure to also include insurance coverage on the contents of the space. This is usually done through "excess liability" or "property" coverage.

Market Staffing

Spaces must be staffed during official hours of the Market.

IHFC IS A NON-SMOKING FACILITY

YEAR ROUND OPERATING HOURS

Operating Hours

BETWEEN MARKETS	BUILDING	LOADING DOCK
Monday-Friday	8 a.m. - 5 p.m.	8 a.m. – 4:30 p.m.
Market Preparation Monday-Sunday – 7 days, beginning the third Monday before Market	8 a.m. - 5 p.m.	7 a.m. - 6 p.m.
Emergency Service Contact switchboard @ 888-3700	5 p.m. - 11 p.m.	
Wednesday Before Market	7 a.m. - 7 p.m.	6 a.m. – 12 midnight
Thursday Before Market	7 a.m. - 7 p.m.	6 a.m. – 12 midnight
Friday Before Market	7 a.m. - 7 p.m.	6 a.m. – 12 midnight
Market	7 a.m. - 7 p.m.	6 a.m. - 11 p.m.

YEAR ROUND OPERATING CALENDAR

January	Closed New Year's Day Showroom plans due 12 weeks prior to market
February	n/a
March	Construction/Floor coverings completed 4 weeks prior to market Paint/Wall coverings completed 3 weeks prior to market Outgoing sample removal deadline 3 weeks prior to market Containerized merchandise to IHFC 3 weeks prior to market Weekend prior to pre-market dock open 8 a.m. – 4 p.m., (Truck log-in by 3 p.m.)
April	All Exhibitors - Truck log-in by 3pm Monday prior to market opening day Unpacking by 6pm Wednesday prior to opening day
May	Closed Memorial Day
June	n/a
July	Closed Independence Day Showroom plans due 12 weeks prior to market
August	n/a
September	Closed Labor Day Construction/Floor coverings completed 4 weeks prior to market Paint/Wall coverings completed 3 weeks prior to market Outgoing sample removal deadline 3 weeks prior to market Containerized merchandise to IHFC 3 weeks prior to market Weekend prior to pre-market dock open 8 a.m. – 4 p.m., (Truck log-in by 3 p.m.)
October	All Exhibitors - Truck log-in by 3pm Monday prior to market opening day Unpacking by 6pm Wednesday prior to opening day
November	Closed Thanksgiving Day and Friday after Thanksgiving
December	Closed Christmas Day

ADMITTANCE POLICIES

Between Markets

Only personnel authorized on your IHFC Pass Authorization form may enter your space. Additions or deletions must be done in writing. Mail or fax changes to either Rita Nash or Kay Sheets. IHFC fax number is 336/882-8510.

For security reasons, anyone entering the building should sign in at either the Commerce Street Lobby. Exit through the Lobby and sign out so the doors to your space can be locked & the lights can be turned off. Small underarm packages are permitted between markets. IHFC reserves the right to inspect all underarm packages.

30 Days Before Market

Market Passes are required for admittance to the building. Request passes at least 30 days before Market for personnel by these categories: Exhibitor Executives, Sales Representatives.

Day passes for day workers or visitors may be requested at the Commerce Street Security desk or you can send an email to rnash@ihfc.com or call 336/888-3740.

Buyers

The International Home Furnishings Center abides by the dates set by the International Home Furnishings Market Authority, the official sponsor of the International Home Furnishings Market.

SHOWROOM SECURITY

IHFC carefully restricts admission to the facility. The following tips for preventive security come from exhibitors:

- MAKE one person responsible for opening and closing your space.
- LOCK the showroom while working in the space.
- SUPERVISE CREWS working in your space.
- STORE liquor, soft drinks, calculators, briefcases, purses, telephones, fax machines, tools, etc. in a floor-to-ceiling closet secured by a dead-bolt lock.
- NOTIFY Lobby to have space locked when you leave.
- RESTRICT distribution of showroom keys.

Day Workers

Exhibitor day workers must be signed in at the Commerce Lobby where day passes are issued.

For security reasons, the exhibitor must accompany casual day laborers from Commerce Lobby to showrooms. By far the most significant factors contributing to security breaches are:

Failure to retrieve the pass from the worker.

Failure to escort workers to the door.

Hiring Street labor

It is the Exhibitor's responsibility to help maintain security and reduce losses by:

Being certain casual day laborers are escorted to and supervised while working in your space.

Collecting day pass from worker when assignment is completed.

Escorting worker to sign-out desk in Commerce Lobby.

Showroom Locks

To prevent unauthorized duplication of keys, IHFC uses the Medeco Security System. Cost is \$50 per lock; \$15.00 per key. Locks and keys are ordered exclusively through IHFC Operations Manager. Payment is required in advance. Ten working days notice required for key orders.

SAMPLE HANDLING

Overview of Deadlines

All Exhibitors: Samples must be received no later than 3 p.m. Monday before market opening.

Trucks not logged in by 3 p.m. will not be unloaded until the staff completes duties for Market opening. Delivery to showroom by opening day is not guaranteed.

Late sample arrival charges will apply to all samples received after the deadlines. - See Page 10.

Dock Hours

Weekends:

The docks are open the weekend before Market, Saturday and Sunday, 7 a.m. to 6 p.m. Trucks must be logged in before 3:00 p.m. All trucks are worked on first-come, first-serve basis. Incoming samples receive priority.

Market Preparation

Monday-Sunday – 7 days, beginning the third Monday before Market	7 a.m. - 6 p.m.
Wednesday Before Market	6 a.m. - 12 midnight
Thursday Before Market	6 a.m. - 12 midnight
Friday Before Market	6 a.m. - 12 midnight
Market	6 a.m. – 11p.m.

Incoming Shipments

Expedite delivery to your showroom by following this checklist:

Shipping Address for Exhibitor Incoming Merchandise:

Showroom Name, Space Number

c/o International Home Furnishings Center

239 S. Wrenn St.

High Point, NC 27260

- Consignee must be same as showroom name, space number
- All packages must be clearly labeled. Improperly addressed items will be delivered as time allows, or returned to shipper if consignee information is incomplete.
- Ship Prepaid. It is our policy not to accept collect shipments.
- Packing: Whenever possible, blanket wrap merchandise.

Overseas Shipments:

To expedite shipments include the following information:

- Overseas and US contact person
- Showroom Name and Space Number
- Origin of shipment
- Kind of shipment - air or ocean
- Fax number for response from IHFC

International shipments to IHFC® showroom space

All shipments of imported merchandise require Ultimate Consignee identification numbers to be cleared by U.S. Customs and Border Protection. IHFC® is not the Ultimate Consignee and we do not provide tax identification numbers for the purpose of receiving imported showroom samples. The exhibitor, as the Ultimate Consignee, must provide his own identification number. If you do not have a U.S. tax identification number, please contact Customs and Border Protection for a CBP-issued Ultimate Consignee identification number. The telephone number for CBP is 202.354.1000 and the web address is www.cbp.gov.

Federal Express, UPS, Courier Deliveries: Federal Express, UPS and Courier personnel deliver packages to the space except during Market hours. Note: Complete and correct shipping address with space number must be on package to assure delivery. IHFC assumes no responsibility for delivery of FE/UPS/Courier packages.

Deliveries During Market

Merchandise is neither delivered nor removed during Market hours.

Exhibitors will be notified upon delivery. Large merchandise must be uncartoned on the dock by exhibitors. IHFC staff will deliver the merchandise to the showroom after 7 p.m. daily.

Incoming Sample Handling Charges - IHFC moves all samples unless otherwise specified by tenant

Item	Uncartoned	Cartoned *
Lamps, Accessories	\$1.00 per item	\$2.00 per item
Bedding, Pillows	\$2.00 per item	\$3.50 per item
Casegoods, Sofas, Chairs, Upholstery	\$3.00 per item	\$5.00 per item
Sleepers, Armoires, Statues	\$3.00 per item	\$5.00 per item
Dressers, Desks, Wall Units	3.00 per item	\$5.00 per item
Bales of Rugs	\$5.00 per bale	

**Cartoned items are defined as items wrapped in plastic, paper, pads, cardboard, shrink-wrap or bubble-wrap.*

Incoming Deadline

Samples must be received no later than 3:00 p.m. Monday prior to market opening. In an effort to accommodate exhibitors incoming samples after the deadline and to account for the increased labor & cost associated with doing so, there is a \$300 per incident late fee in addition to handling charges.

Incoming UPS & Federal Express

Deliveries \$2.00 per package starting 6 weeks prior to Market opening. Charges do not apply to letter size packages.

UNLOADING OF CONTAINERS

Containers received prior to the third Monday before Market opening will be unloaded by IHFC personnel. The charge is \$50 per man-hour PLUS the per item charge as stated above.

UNLOADING OF TRUCKS

As a general rule, IHFC employees do not unload trucks. IHFC employees are responsible for moving samples from the dock to the exhibitors' space. Exhibitors should have the necessary staff on hand to supervise and unload samples from truck to dock. The charge for IHFC to unload a truck is \$50 per man-hour PLUS the per item charge as stated above.

EQUIPMENT SCHEDULE

Towmotor Charges

Rolls of Carpet	\$25 per lift PLUS \$20 per man hour handling
Large Wooden Crates	\$25 per lift PLUS \$20 per man hour handling
Pallets	\$25 per lift PLUS \$20 per man hour handling

Pallet Jack Lift Charges

Rolls of Carpet	\$7.50 per lift PLUS \$20 per man hour handling
Large Wooden Crates	\$7.50 per lift PLUS \$20 per man hour handling
Pallets	\$7.50 per lift PLUS \$20 per man hour handling

Sample Removal

IHFC crews move more than 200,000 samples each market. Due to the volume of samples, staffing and the time restraints, it is very important that exhibitors schedule early removal of discontinued and/or excess samples.

Wednesday, Thursday and Friday prior to Market - IHFC is not responsible for merchandise left in corridors. Merchandise that is not trash **MUST** be clearly marked! Your cooperation with these policies and procedures is necessary and greatly appreciated. This will help reduce congestion on the docks and insure that housekeeping in the corridors can be completed for Market Opening.

Outgoing Sample Storage: IHFC has no storage facilities available within the Complex. Therefore, samples and boxes must be stored inside your space until truck arrives at the Dock. If a warehouse or shipping company is picking up samples, make arrangements in advance and notify the Dock Coordinator, 336/888-3725.

Outgoing Underarm Packages: Movement of small packages through public entrances is strictly monitored to:

- Reduce damage to the corridors, elevators and escalators.
- Maintain clean lobbies and corridors.
- Control security of merchandise in your space.
- IHFC reserves the right to inspect all underarm packages

NOTE: IHFC must have authorization to release items from showrooms on company letterhead. The list should be prepared by someone who is authorized to remove merchandise and whose name is listed on the IHFC Pass Form. The list may be mailed or faxed to the IHFC Dock Coordinator @ 336/888-3767 and must include the item number, description, quantity and name of the company or individual picking up the samples.

Sample Removal – Post Market

Post Market Samples may be removed beginning the second Monday after Market closes, if all bills due IHFC have been paid.

Cash & Carry Policy

IHFC is not a cash & carry facility.

The International Home Furnishings Center operates for the wholesale distribution of home furnishings. The removal of wholesale shipments will have priority. The direct sale to consumers is not permitted from the showrooms nor should the showroom be promoted directly to consumers. If samples are sold directly to consumers, they should be picked up at a distribution point other than IHFC. Smaller “paid for” or “pick-up” shipments will be accommodated last, if time allows; but are strongly discouraged.

Outgoing UPS & Federal Express Shipments:

Exhibitors must contact UPS & Federal Express directly for pick up of packages from IHFC loading dock. Exhibitor must package, seal and label shipments with the correct name, street address, city, state and zip code. Exhibitor must contact loading dock for pick up of packages once UPS or Federal Express has been notified.

UPS & Federal Express special handling, next day air, blue label service, etc. is available directly from UPS & Federal Express. Exhibitors may take packages to the UPS office, 1205 Corporation Dr., High Point, NC. Hours: noon until 6 p.m. Telephone: 800/432-6650. You may contact the Federal Express office at 800/463-3339.

Outgoing Sample Handling Charges

Outgoing Samples That Have Been Labeled with Destination are Removed Free of Charge Prior to the 6th Monday Before Market Opening.

Outgoing Item Cost Starting the 6th Monday prior to Market

Lamps, Accessories	\$1.00 per item
Bedding, Pillows	\$2.00 per item
Casegoods, Sofas, Chairs, Upholstery	\$3.00 per item
Sleepers, Armoires, Statues	\$3.00 per item
Dressers, Desk, Wall Units	\$3.00 per item
Bales of Rugs	\$5.00 per bale

** Outgoing sample charges apply 2 weeks prior to Pre-Market

Outgoing Deadline:

Beginning the Third Monday Prior to Market Opening, incoming samples are given priority to prepare for market, therefore any samples removed after this deadline will be charged a \$300 per incident late fee in addition to handling charges.

SHOWROOM SET-UP

Unpacking and Assembly

Must be done INSIDE the space, NOT in the corridors. Bag or box all packing materials before placing them in the hallways for pick-up by trash crews. Please call loading dock for trash box @ 888-3765. If these guidelines are not followed, there will be an additional cleanup charge of \$500.

Anything left in the corridors the Thursday prior to Market will be removed as trash. IHFC cannot accept responsibility for items left in the corridors.

All exhibitors must be out of the building by 10 p.m. Friday night prior to market opening. This is to allow for the final cleaning of the building.

Utilities During Showroom Set-up: HVAC is turned on 30 days before Market and turned off 14 days following Market. For other times, exhibitors will be billed according to the number of fans and the length of time air is left on. Please contact Rita Nash @ 336.888.3740 on cost for your specific space.

CONSTRUCTION AND REMODELING

Unlike many showroom buildings, IHFC chooses not to operate upfitting as a profit center. We believe this policy is in the best interest of our exhibitors. IHFC will be flexible in working with designers and contractors; however, abuse of guidelines will result in cancellation of the contractors' IHFC work privileges.

Showroom Plans

Submit plans to the Operations Department. Plans are due 12 weeks prior to Market. The plans must show the following:

- Fully dimensioned and scaled drawing of total leased space.
- Provisions for life safety as required by the State of North Carolina, City of High Point and High Rise Building Codes. Battery pack(s) and directional exit sign(s) must be shown on plan to obtain City Building Permit.
- Location, size and height of partitions and platforms.
- Location and size of glass in partition and corridor walls.
- Exhibitor's name, address and space number.
- Contractor's name, address, phone number and license number.
- Construction, mechanical, electrical and plumbing costs (required by Inspection Department for City Permit).
- Any and all signage request

Building Permits

Due to the State of North Carolina and the City of High Point Building Regulations and requirements of keeping IHFC in compliance with the High Rise Building Code, it is imperative that IHFC approve all renovations in the Complex before work begins. Therefore, absolutely no work may start without an IHFC permit, even if City permit is not required.

To expedite showroom construction, follow these easy steps:

- Submit showroom plans to IHFC Operations Department.
- Obtain IHFC approval.
- Obtain City Permit(s), if applicable.
- Obtain IHFC Work Permit.

Beginning work without proper authorization may result in removal of the contractor's name from the approved list. THIS GUIDELINE WILL BE STRICTLY ENFORCED.

Construction permits will not be issued any later than 30 days prior to market.

Construction Deadlines

Major construction (including showroom exterior renovation/painting and floor covering installation) must be completed by the fourth Monday prior to Market opening.

Painting, Wallpaper, Exterior Signage must be completed three weeks before Market opening.

Construction Waste Removal

- Contractors/Exhibitors are solely responsible for all construction waste removal including paint cans.
- Construction waste should not be disposed of in IHFC boxes or on IHFC trucks.
- The exhibitor will bear all costs associated with construction waste removal.

Construction Hours

7 a.m. - 4:30 p.m., weekdays between Markets.

Exception: With prior approval, crews working all day may continue until 8 p.m. when supervised by designer or construction foreman. Weekends: Contact Operations Department, 888-3762/888-3740, to schedule weekend work. The showroom name, supervising contractor and/or designer's name and each worker's name must be on the approved list for weekend work.

Contractor Worker Passes

Mail list of personnel requiring passes to Operations Department, PO Box 828, High Point, NC 27261-0828. List should be received 48 hours prior to starting work to allow time for processing of worker passes. Passes will be sent to Main Lobby Security Desk for contractor pick-up.

Contractor passes must be worn by contractors, craftsmen, crews, etc. while working in IHFC. Workers should be supervised at all times by either the showroom designer or construction supervisor.

Showroom Fronts

IHFC encourages creative showroom renovations. However, design specifications vary and specific guidelines have been established to maintain the ambiance and integrity of our entire Complex.

- All Accessory floors, Design Center and Hamilton Wing have standard fixed glass and mall fronts.
- IHFC requests windows be incorporated into exterior design on floors where mall fronts are not standard installations.
- Existing windows may not be removed without the approval of IHFC.
- Window treatments such as mini-blinds, vertical blinds, draperies, grids, decals, etc. are prohibited on Accessory floors and Design Center.

Signage

Exterior signage must be approved by IHFC. Submit front elevation plans with signage specifications to the Operations Department for review prior to installation. Exhibitors are responsible for installation and repairs to exterior signage.

The following areas have special signing regulations:

Columns on Main 4, Commerce 2 and 4, and Wrenn/Green 2 are repaired through IHFC.

Main Wing:

4th Floor - Vertical, white ring letters mounted on glass. or column inset
Columns are repaired through IHFC.

Wrenn/Green Wing:

- 2nd Floor – Black or brass/gold-faced letters mounted on column insets. Columns on Wrenn/Green 2 are repaired through IHFC.

- 3rd Floor – 4” White vinyl lettering at 42” height applied to glass front
- 4th Floor – Brass/gold-faced letters mounted on column insets.

Commerce Wing:

- 2nd and 4th floors:- Brass/gold faced 6” letters mounted either on column or on header.

Design Center:

- All Floors - Chrome faced 6” Helvetica letters mounted on color bar above entrance. Fascias in Design Center are repaired through IHFC. Fascia repair cost varies, based on the number of bays to be fixed.

Hamilton Wing:

- Floors 2-4 – white vinyl lettering on 92” glass mounted on faux painted plyboard and adhered with silver grommets.
- Floors 5-10 - Brass faced 6” Helvetica letters mounted on color bar above entrance. Fascias in Hamilton Wing are repaired through IHFC. Fascia repair cost varies, based on the number of bays to be fixed.
- Floor 11 – white vinyl lettering on 92” glass mounted on faux painted plyboard and adhered with silver grommets

Accessory floors, Design Center, and Hamilton Wings standard lettering is \$11 per letter installed. Fascia repairs and letters are billed to the exhibitor. The Hamilton 2, 3, 4 & 11 floor signs are \$100.00 each. Signage is being updated as an ongoing upfit.

The following signs are strictly prohibited: Exterior lighted signs, including neon, in all Wings. Signs and decals applied directly on fixed glass and/or mall fronts on Accessory floors, Design Center and Hamilton Wing.

Requirements for Contractors

Construction Materials Delivery: Use the freight elevators in the Docks for all supplies, tools and equipment. Passenger elevators are not used to deliver supplies & equipment. Contractors must furnish their own rolling equipment.

Core Drilling:

Post-tension cables are in the concrete slabs. Therefore, core drilling is not permitted in any wing unless personally reviewed with the Operations Department.

Plumbing:

The High Rise Building Code requires that all plumbing pipe meet or exceed the following specifications:

For sanitary waste and vent, storm drainage and condensate piping: Cast-iron service weight or no-hub pipe and fittings or Schedule 40 galvanized steel pipe with drainage fittings.

Domestic water piping: Type L or K, hard or soft copper pipe with wrought copper or cast brass fittings. DWV copper pipe and fittings may be used if desired.

All penetrations must be sealed with approved fire retardant compound.

Installations must be inspected by the City of High Point Plumbing Inspections Department.

Gravity Drainage System required

When Gravity System cannot apply - solenoid/pump system must be approved prior to installation

Electrical/Communications:

- Conductors shall be installed in metal raceways, including low voltage cables.
- Telephone lines, computer wiring, and speaker wires must also meet the above code requirements. Exception: Teflon-coated cables approved for use in air plenum.
- Penetrations must be sealed with approved fire retardant compound.
- All conduit must be painted.

Electrical Loads:

There are maximum light loads, including space lighting, table lamps, refrigerators, coffee pots, fax machines, copiers, computers, etc. in each building:

- Main Wing - 3 watts per square foot.
- Wrenn/Green Wing - 4 watts per square foot.
- Commerce Wing - 5 watts per square foot.
- Design Center - 5 watts per square foot.
- Hamilton Wing - 5 watts per square foot.

Light Bulbs:

All bulbs must be energy efficient. Light bulbs are replaced by calling AC Corp. 882-9910, Beco 886-5310, or Canter Electric 841-3300. Work requiring an electrician (e.g. current overloads, etc.) will be billed to the exhibitor by the electrical contractor.

Refrigerator Circuit:

To avoid night-time shutoff during Market, refrigerators must be placed on a dedicated circuit. IHFC is not responsible for refrigerators that are not cleaned out after Market.

General Lighting Circuits:

To prevent overloads, cross-wiring of exhibit spaces and maintain designated emergency and refrigeration circuits, all electrical installations must be approved by IHFC. General showroom lighting, plugmold and/or receptacles may not be tied into the refrigerator or emergency battery pack circuits.

IHFC Approved Electrical Contractors

AC Corporation	336/882-9910 or 336/273-4472
Beco	336/886-5310 or 336/889-3477
Canter Electric	336/841-3300 or 336/855-3300

Flammable Materials:

Oil base paints, varsol touch-up kits, paint thinners, paint rags, etc. may not be stored in spaces. These items must be taken out of the building each night.

HVAC: Air conditioning is not allowed during demolition and construction. The dust travels through the ductwork and creates major housekeeping problems for neighboring showrooms not under construction.

Telephone Installations: North State Communications. handles all new phone installations and relocations for exhibitors. North State needs to know the type of phone system, service, billing information, etc. The exhibitor is responsible for contacting the telephone company direct for service. Call (336/886-3609) or fax (336/887-7418) your telephone requirements to North State Communications.

PHOTOGRAPHY

Between Markets

Showroom photography is permitted Monday through Friday during normal business hours. The exhibitor is responsible for authorizing photographer access to the showroom. Photography is not permitted after 3 p.m. on Saturday before Market opening to allow for final housekeeping and Market preparations.

During Market

In-space photography may be scheduled after 7 p.m. Call Operations Coordinator, 888-3740, before 3 p.m. the day of photography to authorize photographer admittance. Photographers must leave building by 1 a.m. Photographers must furnish their own carts, dollies and rolling equipment.

Studio Photography:

In case of emergency, samples may be removed to a photography studio after 7 p.m. They must be returned to the showroom before 7 a.m. the next day. Call the Operations Coordinator, 888-3740, to make arrangements.

Postmarket

Priority is given to samples going to local and out of town studios for photography the week after Market, 9 a.m. to 4 p.m., Monday thru Friday. Photography samples may be released if all bills due IHFC have been paid.

Note:

IHFC must have authorization on company letterhead to release items from showrooms. The list must be prepared by someone who is authorized to remove merchandise from the showroom. The list may be mailed or faxed to the IHFC Dock Coordinator @ 336/888-3767 and must include the item number, description and quantity and name of the photography company or individual picking up the samples.

IHFC PHOTOGRAPHY GUIDELINES

1. No Photography in IHFC common areas without permission from IHFC.
2. No Photography permitted in IHFC showrooms without a previously arranged appointment and consent of an IHFC Exhibitor.
3. Arrange arrival and departure with the IHFC Exhibitor to make sure IHFC Operations Department has been notified prior to the photo shoot.
4. All arrivals and departures should be coordinated through the appropriate dock.

SHOWROOM CLEANING

During Market Hours - Provided by IHFC staff:

The following areas are checked three times daily:

- Reception area: Empty wastecans & pick up litter.
- Office area: Empty wastecans.

Food Service Areas: Exhibitor must call the Dock for trash pick-up, 888-3765.

Large Trash Containers: Exhibitors must call the Dock for pick-up, 888-3765. Toters are returned to space upon emptying. Exhibitor is responsible for supplying liners for showroom waste cans, kitchen and large trashcans.

Night Cleaning

Exhibitors may contract with an outside janitorial firm for heavy cleaning of showrooms. Night cleaning is permitted between 7 p.m.-11 p.m. Exhibitor should sign an authorization form (provided by the cleaning firm) to allow janitorial contractor to have the space opened.

Post Market Cleaning

Plants: Live plants are removed via the Docks. Removal begins on Monday following the close of Market, 9 a.m. - 4 p.m. based on dock availability. Items are the florist's risk - IHFC cannot accept responsibility for plants.

Refrigerator: It is the exhibitor's responsibility to remove perishable food at the end of Market. Refrigerator circuits are shut off the second Friday after Market closes. IHFC will not be responsible for items left in refrigerators after market closes.

**IHFC
STAFF TELEPHONE DIRECTORY**

IHFC SWITCHBOARD

Terrie Martin..... 888-3700

EXECUTIVE OFFICES

Tom Mitchell, President/CEO 888-3795
Tom Loney, Executive Vice President Leasing 888-3724
Crystal McDaniel, Executive Assistant..... 888-3441

ACCOUNTING DEPARTMENT

Ed Thomas, Vice-President/Treasurer 888-3745
Angela Blackmon, Chief Accountant 888-3712
Rhonda Adcock, Director of Credit and Collections 888-3715
Judi Faw, Accounting Coordinator..... 888-3707
Linda Robbins, IHFC Club - Accounts Receivable 888-3760

LEASING DEPARTMENT

Furniture
Tom Loney, Executive Vice President Leasing 888-3724

Accessories
Lee Hershburg, Vice President Accessories Leasing..... 888-3720

InterHall
Gaye Outlaw, Director of InterHall Leasing 888-3754

Pavilions on Main 3
Diane Caldwell, Director of Pavilions Leasing..... 888-3728

MARKETING/Publications

Julie Messner, Vice President of Publication Sales..... 888-3722
Gaye Outlaw, Director of InterHall Leasing 888-3754
Diane Caldwell, Director of Pavilions Leasing..... 888-3727
Lee Hershberg, Vice President of Accessories Leasing..... 888-3720
Marilyn Fowells, InterHall Leasing/Marketing Coordinator 888-3735
Lee Kemp, Vice President of Creative Services 888-3759
Meredith Mowery, Production Manager 888-3751
Holly Allred, Marketing Consultant..... 888-3753
Laura McSorley, Marketing Consultant 888-3788
Mary Dusek, Marketing Coordinator/IT Support..... 888-3746

OPERATIONS DEPARTMENT

Mike Snider, Vice President of Operations 888-3762
Rita Nash, Operations Manager 888-3740

LOADING DOCKS

Mike Peacock, Asst. Operations Manager 888-3765
Hellene Grimsley, Dock Coordinator 888-3765
Rodney Smith, Commerce Wing Manager/2nd Shift 888-3761
Ben Grimsley, Commerce Wing Manager 888-3761
Mark Andrews, Design Center Wing Manager 888-3725
Luis Castano, Green Wing Manager/2nd Shift Supervisor 888-3725
Jim Gates, Materials Management Supervisor/Hamilton Wing Manager 888-3725
Tony Rayburn, Main Wing Manager 888-3768
Michael Hobbs, Wrenn Wing Manager..... 888-3725
Mike Elberson, Maintenance 888-3763

PERSONNEL/ADMINISTRATION

Lisa Johnson, Director of Administration 888-3790
Kay Sheets, Office Manager/Director of Registration 888-3739

CATERING SERVICES

Contact Rita Nash for a list of approved vendors 888-3740

FUTURE MARKET DATES

SPRING

FALL

2010: April 17-22

October 16-21

2011: April 2-7

October 22-27

2012: April 21-26

October 13-18

2013: April 20-25

October 19-24

2014: March 29-April 3

October 18-23

2015: April 18-23

October 17-22