

## Texas PRIMA Sponsor and Exhibitor FAQ's

Q. Where can I find the Texas PRIMA W9?

A. Please click [here](#) to access Texas PRIMA's W9

Q. Can you send me emails regarding the exhibit?

A. Emails will be sent solely to the primary contact. Primary contact is expected to forward all necessary communication to exhibit personnel, etc. Email is sent from [info@texasprima.org](mailto:info@texasprima.org) so be sure to check your spam folder or let your IT department know to white list the email address.

Q. When will booth assignments be made?

A. Booth assignments will begin mid-September. Booth assignments are made on a priority point basis. Points are awarded based on exhibit/sponsorship history with Texas PRIMA. Sponsors will be allowed up to three choices of booth location, based on sponsorship level and history.

Q. My company is a 2025 sponsor, so why I don't see my logo on the website?

A. Sponsorship is conference-to-conference. This year's sponsors will be posted a few days prior to the conference.

Q. I want to plan an event during the conference; what do I need to do?

A. All events planned during this conference by a sponsor or exhibitor must be approved *prior to conference time* by Texas PRIMA; for pre-approval, email [info@texasprima.org](mailto:info@texasprima.org). Do not plan events during conference events or sessions.

Q. What benefits do I receive as a sponsor? Don't I get free membership? How many booth personnel can I bring?

A. Please visit our [sponsor grid](#) for full details in the exhibitor prospectus.

Q. How do I assign my sponsor benefits? How do I register my employees for the conference or assign our complimentary membership?

A. Your benefits form and your benefits change request form are in your contract confirmation email. If you don't see it or you need for it to be resent, contact [info@texasprima.org](mailto:info@texasprima.org).

Q. When will I get the pre-registration list?

A. The pre-registration list will be sent to all confirmed sponsors on September 29, 2025.

Q. I'm not a sponsor, can I get a copy of the pre-registration list?

A. The best option for you is to upgrade to the silver level sponsorship. The cost from moving from exhibit level to silver is \$1,500 and silver level benefits include the pre and post registration lists.

Q. Am I required to be at my booth the entire time the Exhibit Hall is open?

A. Yes, according to the Texas PRIMA Sponsor/Exhibitor Rules & Regulations which state, "During official Expo hours, a representative from the exhibiting firm must always be in the Expo booth."

Q. When will I get the exhibit services kit?

A. End of September, after booth assignments are finalized.

Q. What do I do if I need to order electricity or Wi-Fi?

A. The forms for ordering electricity, Wi-Fi, and other a la carte booth items will be found in the exhibit services kit.

Q. Who is the Exhibit Services Company?

A. AEX Convention Services 609-272-1600 or [orders@aexservices.com](mailto:orders@aexservices.com)

Q. When are move in/out hours and show hours?

A. Those details can be found in the exhibit service kit but are listed here:

#### Move In/Out Schedule

Sunday, Nov. 9 12 PM- 5 PM Move In

Monday, Nov. 10: 8:00 AM – 11:00 AM Move In

Tuesday, Nov. 11: 6:00 PM – 8:00 PM Move Out

Wednesday, Nov. 12: 8:00 AM – 11:00 AM Move Out

#### Exhibit Hall Hours

Monday, Nov. 11:30 AM – 6:00 PM

Tuesday, Nov. 9:45 AM – 5:30 PM