



# MAYUM EXPO SERVICES

**PLEASE MAIL OR FAX ORDERS TO:**

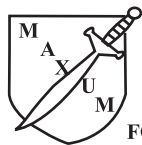
**417 North Blackhorse Pike  
Mt Ephraim, NJ, 08059 USA**

**Phone: 856.933.2081**

**Fax: 856.933.2083**

**[www.maxumexpo.com](http://www.maxumexpo.com)**

EXHIBITOR SERVICE KIT



**MAXUM**  
EXPO SERVICES, LLC  
FOR MAXIMUM SHOW COVERAGE  
P.O. BOX 54 MT. EPHRAIM, NJ 08059

Phone: (856)-933-2081 Fax: (856)-933-2083



The Gaylord Palms Resort and Convention Center  
Kissimmee, FL  
January 26 - 28, 2010

Dear Exhibitor:

This Exhibitor Services Manual provides you with general information with shipping instructions to the conference, and includes forms for booth rentals and furnishings, plus services that you may require for your exhibit. There are several different vendors providing services for the **Call Center Summit 2010**. Please read each order form carefully, and submit your orders to proper vendors.

All questions regarding the policies, space assignments, display limitations, and event schedules, should be directed to:

IQPC. Brad Cronin  
535 5th Ave 8th Floor  
New York, NY 10017

Phone: 212-885-2669  
Fax: 212-697-4106  
Email: [brad.cronin@iqpc.com](mailto:brad.cronin@iqpc.com)

All questions regarding shipping, storage, furniture, booth cleaning, carpet, labor, electric, flowers, photography, telephone service, audio visual/computer equipment in your booth, should be directed to the appropriate support contractors shown within or:

MAXUM Expo Services  
P.O. Box 54  
Mount Ephraim, NJ 08059

Phone: 856-933-2081  
Fax: 856-933-2083  
Email: [jjamsky@maxumexpo.com](mailto:jjamsky@maxumexpo.com)

The MAXUM Expo Service (MES) order forms are to be returned to our office and the others to the specific contractor who is providing the service.

PLEASE NOTE: To order MES services and products, please follow these steps:

\* Look through the forms in this manual to find the products that best meet your needs. MES offers a hard wall modular exhibit system that you can customize to fit your exhibition requirements. You will find prices for these rental products on the Rental Exhibit Order Form.

\* Locate the Labor and Freight Order Form to compute charges for Material Handling (drayage) and labor.

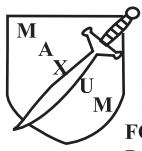
\* **All Exhibitors must complete the Payment Policies and Credit Card Information section of the Order Form.**

Complete all order forms for the services you order. Compute your total charges on the Order Recap Form and submit that form along with your order to our Exhibitor Service Department for processing. Please be sure to complete and return the Order Confirmation section of the Order Form so that we can confirm receipt of your order.

Please review our payment policy carefully. MAXUM Expo Services requires payment in full at the time you place your order. For your convenience, we accept credit card orders via fax (856-933-2083). If you wish to pay by check, please mail your order, along with payment, in plenty of time to take advantage of discount prices. Discount prices apply only to those orders received and paid for in full by **Monday, January 18, 2010** the Discount Deadline Date.

Sincerely,  
Exhibitor Service Department  
MAXUM Expo Services

Visit us at [www.maxumexpo.com](http://www.maxumexpo.com)



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For ALL Order forms, the Discount Deadline Date is: **Monday, January 18, 2010**  
Order Forms are **Highlighted in RED**

Introduction Letter From MAXUM Expo Service

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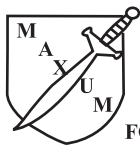
Exhibitor Appointed Contractor Form

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Event Location	Event Dates
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The Gaylord Palms Resort & Convention Center  
 6000 W Osceola Parkway  
 Kissimmee, FL 34746

Tuesday, January 26, 2010  
 Thru  
 Thursday, January 28, 2010

<b>EXHIBITOR MOVE-IN</b>
--------------------------

Exhibitors may begin moving in according to the following date(s) and time(s):

**Tuesday, January 26, 2010 from 6:00 pm to 8:00 pm**  
**We advise using advanced warehouse to ensure timely delivery of your materials**

PLEASE NOTE: Overtime rates apply after 4:30 PM and all day Saturday and Sunday.  
 Please refer to the Material Handling & Labor Price list in this Manual for rates and budget accordingly

<b>DESIGNATED SHOW HOURS</b>
------------------------------

Wednesday, January 27  
 7:00 am - 5:25 pm  
 Reception 5:25 pm - 6:25 pm

Thursday, January 28  
 7:30 am - 4:25 pm

<b>EXHIBITOR MOVE-OUT</b>
---------------------------

Exhibitors may begin moving out according to the following date(s) and time(s):

**Thursday, January 28**  
**2:50 pm - 6:00 pm**

Outside carriers must be checked in by **Thursday, January 28, 2010 at 5:00 pm**  
 Please see the Move-Out Information sheet in this manual for more information.

Please Note: Overtime rates apply after 4:30 PM and all day Saturday and Sunday. Please refer to the Material Handling & Labor Price List in this manual and budget accordingly.

<b>STANDARD BOOTH EQUIPMENT</b>
---------------------------------

Each 8 x 10 booth includes the following standard equipment:  
 Hall Carpet Color: Multi Colored

- 8' High Backwall – Blue and Gray
- 3' High Siderails – Blue
- 1 – 7" x 44" Identification Sign

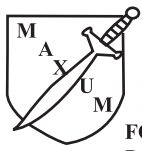
**TABLES AND CHAIRS NOT INCLUDED**

For security reasons, the exhibit hall will be closed at 7:00 PM during Installation and Dismantle. If the exhibitor has to work past the 7:00 PM closing time, an After Hours Pass will be necessary for all days.

Exhibitors DO NOT have 24 hour access to the exhibit hall.

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The Order Form for services provided by MAXUM Expo Services consists of several forms. Please complete the parts of each section that apply to your order, and return the completed pages to MAXUM Expo Services for processing. It is not necessary to return pages for services you did not order.

#### PAYMENT POLICIES AND CREDIT CARD AUTHORIZATION

All Exhibitors or third parties responsible for payment for services ordered must complete this section. A credit card authorization must be on file with MAXUM Expo Services prior to move in to cover any additional charges incurred at show site. Orders will not be processed without this information.

Early order discounts are available to all exhibitors who place their orders prior to the discount deadline shown on the order form.

Orders cancelled prior to move-in will be refunded at 100%. Cancellations after move-in begins are invoiced at 50% of original price

No adjustments will be made after the close of the show..

#### BOOTH FURNISHING

Rental items not ordered, yet found in booths, are invoiced at "Standard-Floor" pricing.

All prices are in U.S. dollars (\$).

All rental items are subject to applicable taxes.

All rental items remain the property of MAXUM Expo Services.

#### MATERIAL HANDLING AND LABOR

Exhibitors are required to follow local labor jurisdictions. Most trade show labor is unionized, and therefore, MES is required to go through the local unions for labor used for show set up and dismantle.

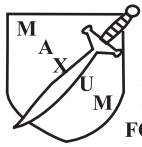
Drayage, or material handling, is the movement of show materials from the shipping dock to your booth for show set up and from your booth back to dock for return shipment at the end of the show.

#### ORDER RECAP AND CONFIRMATION

The Order Recap Form gives you the opportunity to double check your order proactive planning can save you valuable time and money on the show floor.

Our Exhibitor Service Representatives will gladly confirm your order be sure to complete the Order Confirmation Request Form and return it to MAXUM Expo Services along with your order

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Booth Number: \_\_\_\_\_

YOU MUST COMPLETE THE FOLLOWING SECTION. A CREDIT CARD AUTHORIZATION MUST BE PLACED ON FILE WITH MAXUM EXPO SERVICES, TO COVER ANY ADDITIONAL EXPENSES INCURRED AT SHOW SITE.

Name: \_\_\_\_\_ Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City \_\_\_\_\_ State/Country \_\_\_\_\_ Zip/Post Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Name of person card: \_\_\_\_\_  
 (if different from person filling out the form)

### Credit Card Authorization

VISA

Mastercard

American Express

Credit Card Number:  Expiration Date   
 3 - 4 Digit Security code

Cardholder's Billing Address: For purposes of bank validation, please provide the cardholder's complete billing address, **if different from the above address:**

Address: \_\_\_\_\_

City \_\_\_\_\_ State/Country \_\_\_\_\_ Zip/Post Code: \_\_\_\_\_

Card Holder: \_\_\_\_\_ Signature: \_\_\_\_\_

Other method of Payment: Check # \_\_\_\_\_ Dated: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

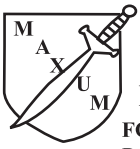
FOR YOUR CONVENIENCE, ANY SHOW SITE BALANCES OR CHARGES FOR OUTBOUND LABOR, FREIGHT OR MISCELLANEOUS ITEMS NOT PAID BEFORE SHOW CLOSING WILL BE CHARGED TO YOUR CREDIT CARD AT THE CLOSE OF THE SHOW. ADJUSTMENTS TO YOUR ACCOUNT CAN BE MADE AFTER SHOW CLOSING.

Payment Policy: Payment in full must accompany your order. Purchase orders are not considered payment. For your convenience, we accept payment by company check (U.S. dollars drawn on a U.S. bank) Visa, MasterCard and American Express. Tax-exempt - If tax exempt, a copy of your tax exempt certificate must accompany your order. This is not a resale certificate.

Third-Party Payment: If you have arranged for an exhibit house to handle payment of your bill, the Third-Party Payment Information Page of this Order Form must be completed. As the exhibitor, you are responsible for all charges incurred at the show should your displayhouse fail to meet the required payment terms explained above. Please provide the information requested regarding the third party handling payment of your bill on page two of this section.

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Credit Card Authorization Form



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**Discount Deadline:**  
**Monday, Jan 18, 2010**

Booth Number: \_\_\_\_\_

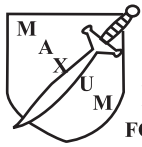
	<p>A. 3 Panel Hardwall          Price: \$895.00</p>	<p>Please select your panel color: White Black</p>	<p>QTY  <input type="text"/></p>
	<p>B. 10 x 10 Rental Unit          Price: \$1,500.00</p> <p>Includes:          Carpet to fit booth space          1 - 6' 30" Skirted Table          2 - Side Chairs          2 - Clip on light fixtures          1 - Header with Company Name in Block Letters</p>	<p>Please select your panel color: White Black</p>	<p>QTY  <input type="text"/></p>
	<p>C. Rectangular Counter          Price: \$295.00</p> <p>Includes:          Interior shelving</p> <p>NON-LOCKING</p>	<p>Please select your panel color: White Black</p>	<p>QTY  <input type="text"/></p>
	<p>D. Curved Counter          Price: \$395.00</p> <p>Includes:          Interior Shelving</p> <p>NON-LOCKING</p>	<p>Please select your panel color: White Black</p>	<p>QTY  <input type="text"/></p>
	<p>E. 10'W x 8'H Cloth Banner          Price: \$895.00</p> <p>Includes:          1 - 6' x 30" Skirted Table          2 - Side Chairs</p>	<p>Artwork needed in Adobe Photoshop or Adobe Illustrator .eps format          Text converted to curves          Minimal 2 week lead time</p>	<p>QTY  <input type="text"/></p>

Orders for all items on THIS page, are subject to a 15% processing fee for orders placed AFTER the deadline date.

All rental units pricing includes installation and dismantle labor

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**Rental Booth Order Form**



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Draped Display Tables: Draping includes white vinyl top & 3 sides

Select Your Skirt Color Here

<input type="checkbox"/> Blue	<input type="checkbox"/> Burg	<input type="checkbox"/> Gray	<input type="checkbox"/> Red	<input type="checkbox"/> Black	<input type="checkbox"/> White	<input type="checkbox"/> Green
-------------------------------	-------------------------------	-------------------------------	------------------------------	--------------------------------	--------------------------------	--------------------------------

30" High Tables	QTY	Discount Rate	Standard	Total
2' x 4' x 30"	( )	\$ 99.00	\$ 121.00	
2' x 6' x 30"	( )	\$ 111.00	\$ 143.00	
2' x 8' x 30"	( )	\$ 130.00	\$ 169.00	
4th side Draping	( )	\$ 41.00	\$ 56.00	

Select Your Skirt Color Here

<input type="checkbox"/> Blue	<input type="checkbox"/> Burg	<input type="checkbox"/> Gray	<input type="checkbox"/> Red	<input type="checkbox"/> Black	<input type="checkbox"/> White	<input type="checkbox"/> Green
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42" High Tables	QTY	Discount Rate	Standard	Total
2' x 4' x 42"	( )	\$ 111.00	\$ 151.00	
2' x 6' x 42"	( )	\$ 131.00	\$ 170.00	
2' x 8' x 42"	( )	\$ 151.00	\$ 198.00	
4th side Draping	( )	\$ 56.00	\$ 76.00	

Undraped Tables	QTY	Discount Rate	Standard	Total
30" high				
2' x 4' x 30"	( )	\$ 41.00	\$ 56.00	
2' x 6' x 30"	( )	\$ 46.00	\$ 61.00	
2' x 8' x 30"	( )	\$ 51.00	\$ 66.00	
42" High				
2' x 4' x 42"	( )	\$ 54.00	\$ 71.00	
2' x 6' x 42"	( )	\$ 60.00	\$ 76.00	
2' x 8' x 42"	( )	\$ 66.00	\$ 81.00	

Seating	QTY	Discount Rate	Standard	Total
Arm Chair	( )	\$ 60.00	\$ 81.00	
Side Chair	( )	\$ 55.00	\$ 79.00	
Padded Stool	( )	\$ 65.00	\$ 100.00	

Accessories	QTY	Discount Rate	Standard	Total
Literature Rack	( )	\$ 63.00	\$ 85.00	
Pedestal Table A - 30" high	( )	\$ 56.00	\$ 90.00	
Pedestal Table B - 42" high	( )	\$ 75.00	\$ 105.00	
Waste Basket	( )	\$ 18.00	\$ 28.00	
Easel	( )	\$ 32.00	\$ 47.00	
Fish Bowl	( )	\$ 25.00	\$ 40.00	
Bag Rack	( )	\$ 45.00	\$ 65.00	

Bundle Packages	QTY	Discount Rate	Standard	Total
Package A	( )	\$ 200.00	\$ 250.00	
Includes - 2 - side chairs, 1 - 6'x30" skirted table				
*indicate skirt color above				

Package B	( )	\$ 195.00	\$ 245.00	
Includes - 2 - Padded Stools, 1 - Pedestal B Table				

Booth Number: \_\_\_\_\_

Company Name: \_\_\_\_\_

**Discount Deadline:**  
**Monday, Jan 18, 2010**



30" Draped Table



42" Draped Table



Unskirted Table



Side Chair



Arm Chair



Padded Stool



Literature Rack



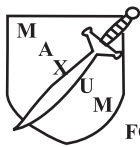
A - 30" High



B - 42" High

**Standard Booth Furnishings**

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## Discount Deadline:

**Monday, Jan 18, 2010**

Booth Number: \_\_\_\_\_

Company Name: \_\_\_\_\_

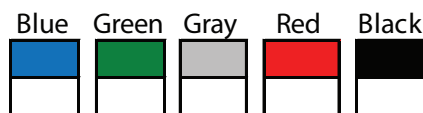
Carpet	QTY	Discount Rate	Standard Rate	Total
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Price includes installation & taping front edge

No guarantee of color match when ordering multiple carpets

8'x 10'	( )	\$ 140.00	\$ 165.00	<input type="text"/>
8' x 20'	( )	\$ 275.00	\$ 330.00	<input type="text"/>
8' x 30'	( )	\$ 410.00	\$ 495.00	<input type="text"/>
8' x 40'	( )	\$ 530.00	\$ 620.00	<input type="text"/>

Please Select Color:



Custom Carpet		Discount Rate	Standard Rate	Total
---------------	--	---------------	---------------	-------

Booth Size:

_____ ft x _____ ft = _____ sq ft (100 sq ft minimum)	\$ 2.80 per Sq Ft	\$ 3.90 per Sq Ft	<input type="text"/>
----------------------------------------------------------	----------------------	----------------------	----------------------

Please Select Color:



Carpet Padding		Discount Rate	Standard Rate	Total
----------------	--	---------------	---------------	-------

Booth Size:

_____ ft x _____ ft = _____ sq ft (100 sq ft minimum)	\$ 1.70 per Sq Ft	\$ 2.30 per Sq Ft	<input type="text"/>
----------------------------------------------------------	----------------------	----------------------	----------------------

Visqueen (poly covering)		Discount Rate	Standard Rate	Total
-----------------------------	--	---------------	---------------	-------

Booth Size:

_____ ft x _____ ft = _____ sq ft (100 sq ft minimum)	\$ 0.20 per Sq Ft	\$ 0.30 per Sq Ft	<input type="text"/>
----------------------------------------------------------	----------------------	----------------------	----------------------

Booth Cleaning		Discount Rate	Standard Rate	Total
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Daily Vacuuming \$ 0.30 \$ 0.35

One time only before show opening \$ 0.40 \$ 0.45

Shampoo (available upon request) \$ 0.45 \$ 0.55

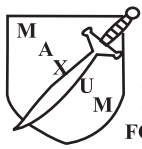
Booth Size:

\_\_\_\_\_ ft x \_\_\_\_\_ ft = \_\_\_\_\_ Total sq ft  
(100 sq ft minimum)

Total sq ft \_\_\_\_\_ X \_\_\_\_\_ (Rate) X \_\_\_\_\_ # of days =

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**Carpet Order and Cleaning Form**



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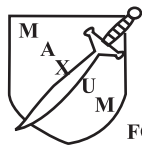
Booth Number: \_\_\_\_\_

Company Name: \_\_\_\_\_

Item Description	Quantity	Price	Total
Floor Floral			
2' - 3' Greens (Example: Ferns)		\$60.00	
4' - 5' Greens (Example: Ficus)		\$80.00	
Table Top Arrangements			
Seasonal Vase		\$70.00	
Seasonal Vase (upgraded)		\$90.00	
High Style Modern		\$125.00	
Tropical Flowers		\$125.00	
Holland Bulbs (Seasonal)		\$90.00	
Roses (Dozen)		\$80.00	
PRICE INCLUDES DELIVERY		Sub Total:	

Special requests:





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**EXHIBITOR MUST COME TO SERVICE DESK  
 TO SIGN IN AND OUT FOR MEN REQUIRED.**

Booth Number: \_\_\_\_\_

Company Name: \_\_\_\_\_

**Straight Time - \$86.00 per hour**

8:00 AM to 4:30 PM - Monday thru Friday  
 One hour minimum per worker, thereafter  
 1/2 hour increments

**Discount Deadline:**  
**Monday, Jan 18, 2010**

**Overtime - \$140.00 per hour**

Before 8:00 AM and after 4:30 PM - Monday thru Friday  
 All hours on Saturday  
 One hour minimum per worker, thereafter 1/2 hour increments

NOTE: 8:00 AM is the only guaranteed starting time. All other orders will be filled as labor is available. All labor must be signed in/out at the Service Desk. Exhibitors not checked in by their requesting starting times are subject to a one hour minimum charge per man ordered, unless written cancellation is received 24 hours prior to starting time. MES shall not be responsible for Damage, Loss or Theft of display installed and/or dismantled under our Supervision. MES shall not be responsible for loss, theft, or disappearance of materials before they are picked up from exhibitor's booth for reloading after the show.

**Double time - \$168.00 per hour**

All hours on Sunday and all Holidays  
 One hour minimum per worker, thereafter, 1/2 hour incre

Please check service required:

Exhibitor Supervision:

All work performed must be under the supervision of the, Exhibitor.

	# of men	Date	Start Time	# of hours
Set-up				
Dismantle				

MES Services Supervision:

Hourly rate plus 30% Supervision Charge/Minimum \$30.00

PLEASE INCLUDE SET-UP PLANS WITH ORDER( and keep photo in case!!! )

Display Includes:

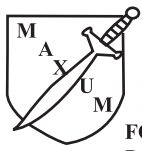
Carpet  MES Rental Carpet  Shipped to: Warehouse  Show Site

DISMANTLE DISCLAIMER NON-MES PRODUCTS: Please be advised that MES will NOT be responsible for dismantle of non-MES material (this includes ALL electronic equipment such as computers, televisions, audio-visual components, etc) In the instance that the MES Services is requested to dismantle non\_material MES Service Contractors will NOT be held responsible for any damage of said material. Since this equipment is not out standard product, there may be additional charges if more time is needed in the set-up or takedown than originally estimated.

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**Labor Order Form**





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Delivery of your bills of lading to MAXUM Expo Services does not signify that MAXUM Expo Services has assumed responsibility for your shipments. Whenever possible, a member of your staff should remain with your shipment until it is actually picked up for removal from the loading dock, at which time the trucker assumes responsibility for your merchandise. In every case, be sure to turn in your bills of lading to the Exhibitor Service Desk. Do not leave bills of lading in your booth.

The information below is an outline of the most commonly asked questions regarding freight handling, often referred to as drayage. This can be the most costly part of exhibiting at conventions. We will try to explain what drayage is and how rates are established, which will help you save money by avoiding unnecessary surcharges.

**What is "Freight Handling/Drayage"?** - The term drayage is the moving of exhibit materials from one location to another. Whether you ship to the MES Warehouse or directly to show site, your materials still need to get to your booth location. Drayage services include the accepting of your material either at our warehouse or on show site, delivery to your booth, storage of empty containers during the show, returning empty containers at the close of the show, picking up your packaged materials, returning them to the dock and loading on the carrier of your choice.

**Can I carry my own materials to my booth?** - Any exhibitor may bring in his own materials providing that they can be hand carried by one person in one trip, without the use of dollies, hand trucks or any other equipment. If you choose to hand carry your exhibit you would not be permitted access to the loading dock area. **The Use of Bellman will result in a minimum material handling charge**

**How are rates determined?** - Drayage charges are based on a number of factors including Union labor rates, facility dock access, and the show schedule, to name just a few. MAXUM Expo Services is a Union company and therefore must use Union labor to move freight. These rates can vary from city to city.

**Tips on how you can save money** - Read the Freight Handling section of your service kit carefully. Be aware of any surcharges that may be assessed for special handling or late shipments. Pay special attention to deadline dates. If you ship in advance to our warehouse and your shipment arrives after the published deadline date, you may be assessed a surcharge. Crated materials are the easiest to unload, therefore, have the least expensive drayage charge. Loose, pad wrapped and uncrated materials require more labor time and therefore may be assessed a special handling fee. It may be cost effective for you to build crates for any portion of your exhibit that is not crated.

**How is the weight of my shipment determined?** All drivers should attain certified weight tickets for materials prior to arriving at the dock either at the warehouse or at show site. MAXUM Expo Services reserves the right to determine weights for all shipments for which weight tickets are not provided at the time of delivery. In cases where MAXUM Expo Services weighs the shipment, the exhibitor will be charged for double handling.

**Small shipments versus large shipments.** - Most all Service Contractors have a minimum of 200 lbs. per shipment. It is best to send your freight as one large shipment versus several small shipments. For instance, if you send one 45 lb. and one 55 lb. package separately, you are charged the minimum on each shipment. If you are planning to ship items from various locations you may want to ship them all to a central location then forward them to the Service Contractor's warehouse and/or show site. If you ship your materials in one shipment and the carrier makes multiple deliveries to MES, you will be charged for each delivery to our dock, regardless of whether or not the materials were shipped together as one shipment.

**Advance shipments versus show site shipments.** - In general it is best to ship your materials in advance to the "advance shipment" address. The charge for this may be slightly higher than shipping direct to show site but the benefit far outweighs the cost. You can (and should) confirm that we have received your materials well in advance of the show installation. If there is a problem it can be solved prior to the show. When shipping direct, if there is a problem there is seldom time to solve the problem prior to show opening. Another advantage to advance shipments is that your materials will be in your booth when you arrive and you can begin installation immediately, thus saving you time and frustration at show site.

**Should I insure my exhibit?** - The answer is YES! It is your responsibility to make sure your freight is insured from the time that it leaves your office until it returns. A rider to your existing policy can usually do this. Check with your insurance carrier for details.

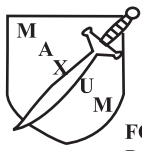
**Two of the most expensive mistakes made by exhibitors are:** 1) shipping materials in several shipments, or 2) shipping via UPS or similar carriers that split a single shipment into several deliveries to our dock. Both can be very costly. Remember, each delivery incurs a minimum charge.

Always be aware of freight receiving deadlines. You will be assessed a late charge if your shipment arrives after the deadline date. Inform your shipper that all items must arrive prior to a specific date.

Always ship your materials crated – Loose or pad wrapped items are assessed special handling fees.

Make sure all materials are labeled properly to avoid any delivery delays. All pieces should have the recipient's name and address, the show name, your company name, and your booth number. Remove old labels after every show to avoid any future confusion. If you are shipping multiple pieces, label them as such: 1 of 4; 2 of 4; 3 of 4; 4 of 4, etc. We hope this helps you in budgeting for your material handling costs.

Visit us at [www.maxumexpo.com](http://www.maxumexpo.com)



**MAXUM**  
EXPO SERVICES, LLC  
FOR MAXIMUM SHOW COVERAGE  
P.O. BOX 54 MT. EPHRAIM, NJ 08059



Phone: (856)-933-2081 Fax: (856)-933-2083

## FREIGHT - RATES AND SHIPPING INSTRUCTIONS

Rates are based on incoming weight only. All weights are rounded off to the next cwt. Each shipment received is considered separately. Freight handling charges are the responsibility of the exhibitor.

Exhibitors are urged to carry all-risk floater insurance covering their materials against damage loss, and all other hazards from the time shipment is made prior to the show until shipments are received back after the show. This can generally be done by adding "riders" to existing insurance policies, often at no additional cost.

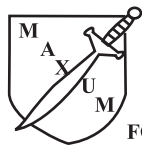
Empty container labels will be available at the Service Desk. Affixing the labels is the sole responsibility of the exhibitor or his representative. MES assumes no responsibility for removal of containers with old empty labels, mislabeled or valuables stored inside containers while containers are in storage.

Outbound shipping labels and bills-of-lading will be available at the Service Desk. Exhibitor or his representative must pack and label their exhibit material, turn in bill-of lading for each shipment at the Service Desk before leaving the Show. MES will route all shipments unless a designated carrier has been assigned. If the designated carrier fails to pick-up by the removal date of the Show, MES reserves the right to route exhibit material by an alternate carrier. As a result of re-routing or handling no liability will be assumed by MES.

## LIMITS OF LIABILITY AND RESPONSIBILITY

- A. MES Expo Services shall not be responsible for damage to uncrated materials, material improperly packed, or concealed damage.
- B. MES Expo Services shall not be responsible for loss, theft, or disappearance of exhibitor's materials after same has been delivered to exhibitor's booth.
- C. MES Expo Services shall not be responsible for loss, theft, or disappearance of materials before they are picked up from exhibitor's booth for reloading after the Show. The Bill-of-lading covering outgoing shipments, which are furnished by MES Expo Services to exhibitor, will be checked at time of actual pick-up from booth and corrections made where discrepancies occur.
- D. MES Expo Services shall not be responsible for any loss, damage, or delay due to fire, Acts of God, strikes, lockouts or work stoppages of any kind or to any causes beyond its control.
- E. MES Expo Services shall be limited to the physical loss or damage to the specific article which is lost or damaged, and in any event MES Expo Services maximum liability shall be limited to \$.30 per pound per article with a maximum liability of \$50.00 per item, or \$1,000.00 per shipment, whichever is less.
- F. MES Expo Services shall not be liable to any extent what so ever for any actual, potential or assumed loss of profits or revenues, or for any collateral costs, which may result from any loss or damage to any exhibitor's materials which may make it impossible or impractical to exhibit same.
- G. The consignment or delivery of a shipment to MES Expo Services by an exhibitor, or by any shipper to or on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth.

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Phone: (856)-933-2081 Fax: (856)-933-2083

Booth Number: \_\_\_\_\_

ALL SHIPMENTS MUST BE SENT PREPAID and all shipments must have a bill-of-lading showing number of pieces, weight, and description or merchandise. For trucks without a bill-of-lading or documented weight, estimated weights will prevail. Estimated weights will be binding on both parties.

**RATE SCHEDULE:**

**A. WAREHOUSE ADVANCE RECEIVING - Roundtrip - CRATED MATERIALS**

ST Rate: \$96.00 per 100 lbs. - 200 lbs Minimum \_\_\_\_\_ lbs. x \$96.00 = \$ \_\_\_\_\_

The above rate includes the following: transfer th is amount to ORDER RECAP FORM

- Receive crated shipments only at our war ehouse 30 days prior to show.
- Deliver to booth space
- Removal, storage, return of empty containers
- Pick-up at the booth and load onto outboard carrier
- Shipments of loose or uncrated materials will not be received at warehouse.

**B. DIRECT SHIPMENT TO SHOW SITE - Roundtrip - C RATED MATERIALS**

ST Rate: \$104.00 per 100 lbs. - 200 lbs Minimum \_\_\_\_\_ lbs. X \$104.00 = \$ \_\_\_\_\_

The above rate includes the following: transfer th is amount to ORDER RECAP FORM

- Receive crated shipments only at our war ehouse 30 days prior to show.
- Deliver to booth space
- Removal, storage, return of empty containers
- Pick-up at the booth and load onto outboard carrier
- Shipments of loose or uncrated materials will not be received at warehouse.

**C. DIRECT SHIPMENT TO SHOW SITE - Roundtrip - UNCRATED AND LOOSE MATERIALS**

Add 35% to regular per cwt. charge - 200 lbs minimum m

The above rate includes the following:

- Receive shipments at show site on move-in dates.
- Deliver to booth space
- Removal, storage, return of empty containers
- Pick-up at the booth and load onto outboard carrier

**D. OVERTIME RATE: Add 25% if handled IN or OUT on overtime**

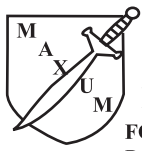
**All shipments handled on Saturday, Sunday, and Holidays and before 8:00 AM or checked in after 4:00 PM on weekdays are charged at the overtime rate.**

**E. OFF TARGET CHARGE: Freight received after the deadline date- add 25% off target charge**

**F. SURCHARGE: Freight left in booth without Bill of Lading will be charged \$7.00 per cwt surcharge**

Description	# of Pieces	Weight	Unit Price	Estimated total Cost
Sample	6	1223 lbs / 100 = 13 CWTS	\$96.00 per CWT	\$1,248.00
Total				

**There is a 200 lb minimum charge for shipments totalling under 200 lbs**



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## Advance Warehouse Shipping Information

Advance shipping begins: **Monday, January 11, 2010 at 10:00 AM**  
ends: **Thursday, January 21, 2010 at 3:00 PM**

### Shipping Instructions

Target delivery dates have been assigned with the help of MAXUM Expo Services. The schedule has been established in the best interest of all exhibitors and should be both efficient and manageable. If, however, changes are necessary due to any situation that arises within the hotel, you will be notified directly by either Show Management or MES.

Sample Label:

**MAXUM Expo Services**

C/o Exhibit Transfer System

10531 Satellite Blvd.

Orlando, FL 32837

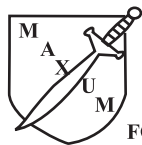
**Call Center**

**Summit 2010**

BOOTH NUMBER:

COMPANY NAME:

**Advance Warehouse Shipping Info**



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P.O. BOX 54 MT. EPHRAIM, NJ 08059

Phone: (856)-933-2081 Fax: (856)-933-2083



## Showsite Direct Shipping Info

Direct shipping on:

**Tuesday, January 26, 2010 from 8:00 am - 10:00 am ONLY**

Can I carry my own materials to my booth? - Any exhibitor may bring in his own materials providing that they can be hand carried by one person in one trip, without the use of dollies, hand trucks or any other equipment. If you choose to hand carry your exhibit you would not be permitted access to the loading dock area. Multiple trips, multiple people and use of any dollies, bellman or hand carts are strictly prohibited.

**The Use of Bellman will result in a minimum material handling charge**

**Please be advised that ALL shipments sent to the facility PRIOR to the showsiteshipping date WILL BE REFUSED.**

**Also, there WILL be additional facility handling fees.**

Sample Label:

# MAXUM Expo Services

C/o Gaylord Palms Resort  
& Convention Center

6000 W Osceola Parkway

Kissimmee, FL 34746

**Call Center  
Summit 2010**

BOOTH NUMBER:

COMPANY NAME:

**Direct to Show Site Shipping Info**

# MAXUM Expo Services

**NOT RESPONSIBLE FOR THIRD PARTY SHIPMENTS  
STRAIGHT BILL OF LADING - ORIGINAL - NOT NEGOTIABLE**

**THIS ORDER MUST BE COMPLETED IN INK  
AND RETAINED BY THE AGENT.  
COMPLETE SHADED AREAS**

## OUTBOUND SHIPMENT ONLY

BOOTH#:
SHOW NAME:
EXHIBITOR NAME:
CARRIER:

Show Location:
Date:

Third Party Billing Only:
Company Name:
Address:
City: State: Zip:
Attention: Phone :

IN THE EVENT YOUR SELECTED CARRIER FAILS TO SHOW ON FINAL MOVE OUT DAY, PLEASE SELECT ONE OF THE FOLLOWING OPTIONS:

- \_\_\_ BACK TO WAREHOUSE( exhibitor's expense)
- \_\_\_ RE ROUTE VIA DESIGNATED SHOW CARRIER

Signature of Representative \_\_\_\_\_

Company Name \_\_\_\_\_ Date \_\_\_\_\_

**MUST BE DELIVERED ON OR BEFORE:**

MAXUM Expo Services assumes no responsibility for shipments left in booths by exhibitor by accepting this bill of lading. We will count and ship pieces as we find shipment in the booth when we remove it from the exhibit hall

RECEIVED, subject to the classifications and tariffs in effect on the date of the issue of this bill of lading.  
CARRIER:  COMMON  VAN LINE  AIR  OTHER

CONSIGNEE TO:	ATTENTION:		
ADDRESS:			
CITY:	STATE:	ZIP:	PHONE:
DESTINATION SHOW NAME:		BOOTH #:	
SPECIAL INSTRUCTIONS:			

# Of Pieces	Description	Weight	Class	Check
	Crates			
	Fiber Cases			
	Cartons			
	Carpets			
	Trunks			
	Misc.			
UPS/Fed Ex # of Pcs	Tracking Numbers			
	<b>Convention Material</b>			

Subject to Section 7 of Conditions of Applicable Bill of Lading. If this shipment is to be delivered to the consignee without the recourse on the consignor, the consignor shall sign the following statement.

The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges

**MAXUM Expo Services**  
\_\_\_\_\_  
**Consignee**

**Freight Charges to be**  
 Third Party  
 Collect

Checkers Box:  
Number of Pieces:  
Date:  
Time:  
Name:  
Signature:

RECEIVE, subject to the classification and tariffs on the date of issue of this Shipping Order, the property described above, in apparent good order except as marked ( contents and condition of contents of packages unknown)marked, consigned, and destined as indicated above, which said carrier (the word carrier being understood throughout the contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery at said destination, if on its route otherwise to deliver to another carrier on the route of said destination. It is mutually agreed as to each carrier of all or any of said property over all or any of said route to destination and as to each party at any time interested in all or any said property, that every service to be performed hereunder shall be subject to all the terms and conditions of the Uniform Domestic Straight Bill Of Lading set forth(1) in Official Southern, Western and Illinois freight Classification in effect on the date hereof if this is a rail or rail water shipment, or (2) in the applicable motor carrier classification or tariff if this is a motor carrier shipment.

Shipper, Per:	Agent, Per:	#of Pieces
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# MAXUM Expo Services

NOT RESPONSIBLE FOR THIRD PARTY SHIPMENTS  
STRAIGHT BILL OF LADING - ORIGINAL - NOT NEGOTIABLE

THIS ORDER MUST BE COMPLETED IN INK  
AND RETAINED BY THE AGENT.  
COMPLETE SHADED AREAS

## OUTBOUND SHIPMENT ONLY

BOOTH#:	<b>Your Booth Number</b>
SHOW NAME:	<b>Current Show Name</b>
EXHIBITOR NAME:	<b>Your Company Name</b>
CARRIER:	<b>Your Carrier</b>

Show Location:	<b>Hotel/Venue of Event</b>
Date:	<b>Move Out Date</b>

Third Party Billing Only:	
Company Name:	<b>Your Company Name</b>
Address:	<b>Your Company Address</b>
City:	State: Zip:
Attention:	Phone :

IN THE EVENT YOUR SELECTED CARRIER FAILS TO SHOW ON FINAL MOVE OUT DAY, PLEASE SELECT ONE OF THE FOLLOWING OPTIONS:

- \_\_\_ BACK TO WAREHOUSE( exhibitor's expense)
- \_\_\_ RE ROUTE VIA DESIGNATED SHOW CARRIER

**Sign Here and Check Your Option**

Signature of Representative \_\_\_\_\_

Company Name \_\_\_\_\_ Date \_\_\_\_\_

**MUST BE DELIVERED ON OR BEFORE:**

MAXUM Expo Services assumes no responsibility for shipments left in booths by exhibitor by accepting this bill of lading. We will count and ship pieces as we find shipment in the booth when we remove it from the exhibit hall

RECEIVED, subject to the classifications and tariffs in effect on the date of the issue of this bill of lading.  
CARRIER:  COMMON  VAN LINE  AIR  OTHER

CONSIGNEE TO:	ATTENTION:
ADDRESS:	
CITY:	STATE: ZIP: PHONE:
DESTINATION SHOW NAME:	BOOTH #:
SPECIAL INSTRUCTIONS:	

**Final Destination Address in this Area**

# Of Pieces	Description	Weight	Class	Check
	Crates			
	Fiber Cases			
	Cartons			
	Carpets			
	Trunks			
	Misc.			
UPS/Fed Ex # of Pcs	Tracking Numbers			
	<b>Convention Material</b>			

**Number of Pieces and  
Description of Materials Here**

**Fill in YOUR FedEx / UPS Tracking Numbers Here**

Subject to Section 7 of Conditions of Applicable Bill of Lading. If this shipment is to be delivered to the consignee without the recourse on the consignor, the consignor shall sign the following statement.

The carrier shall not make delivery of this shipment without payment of freight and all other lawful charges

**MAXUM Expo Services**  
\_\_\_\_\_  
**Consignee**

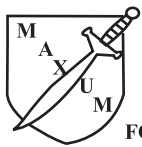
**Freight Charges to be**  
 Third Party  
 Collect

Checkers Box:  
Number of Pieces:  
Date:  
Time:  
Name:  
Signature:

RECEIVE, subject to the classification and tariffs on the date of issue of this Shipping Order, the property described above, in apparent good order except as marked ( contents and condition of contents of packages unknown)marked, consigned, and destined as indicated above, which said carrier (the word carrier being understood throughout the contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to its usual place of delivery at said destination, if on its route otherwise to deliver to another carrier on the route of said destination. It is mutually agreed as to each carrier of all or any of said property over all or any of said route to destination and as to each party at any time interested in all or any said property, that every service to be performed hereunder shall be subject to all the terms and conditions of the Uniform Domestic Straight Bill Of Lading set forth (1) in Official Southern, Western and Illinois freight Classification in effect on the date hereof if this is a rail or rail water shipment, or (2) in the applicable motor carrier classification or tariff if this is a motor carrier shipment.

Shipper, Per:	Agent, Per:	#of Pieces
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**MAXUM**  
**EXPO SERVICES, LLC**  
 FOR MAXIMUM SHOW COVERAGE  
 P.O. BOX 54 MT. EPHRAIM, NJ 08059



Phone: (856)-933-2081 Fax: (856)-933-2083

1. Please complete the information requested and return payment in full with this form and your order.
2. You may chose to pay by credit card or check. You must complete Page 1 of the six page Order Form in this manual, regardless of payment method. If you are paying by check, please make check payable to MAXUM Expo Services.
3. Mail your check and all applicable forms to: **MAXUM Expo Services**  
 P.O. Box 54  
 Mt Ephraim, NJ 08059

Booth Number: \_\_\_\_\_

Company Name: \_\_\_\_\_

Print Name: \_\_\_\_\_

Sugnature: \_\_\_\_\_

**Discount Deadline:**  
**Monday, Jan 18, 2010**

CALCULATION OF ORDERS (total from MAXUM Expo Services order form):

STANDARD BOOTH FURNISHINGS \*

--

CARPET ORDER FORM \*

--

LABOR ORDER FORM

--

FREIGHT ORDER FORM

--

BOOTH CLEANING ORDER FORM \*

--

FLORAL ORDER FORM \*

--

RENTAL EXHIBIT ORDER FORM \*

--

Sub Total

--

6.5 % Sales Tax

--

Line items marked with an \*

are subject to Sales Tax 6.5 %

TOTAL DUE TO MAXUM Expo Services

--

Payment Method

Credit Card:    Visa            Mastercard            American Express

Check: #  Dated:  in the amount of:

EXHIBITORS PAYING BY CHECK ARE STILL REQUIRED TO PROVIDE A CREDIT CARD AUTHORIZATION, AS GUARANTEE OF PAYMENT FOR ADD ITIONAL CHARGES.

PLEASE CHECK THE BOX INDICATING HOW YOU WOULD LIKE YOUR ORDER CONFIRMED:

Phone

Fax

Email

**PAYMENT POLICY:**

Payment in full of rental charges including applicable tax must accompany advance order and must be received by the Deadline Date in order to qualify for discount rates. All orders placed at the service desk will be charged at standard rates. All balances must be settled at the Service desk prior to Show closing. All charges are payable in U.S. Funds only. Check, Cash, Traveler's Checks, Visa, MasterCard and American Express are All charges subject to FL Sales Tax ( 6.5 %) Full payment must accompany order Total items ordered and enter on recap sheet/ payment form. CANCELLATION POLICY: Items cancelled prior 48hrs to move-in will be refunded 100%. Items cancelled after move-in begins will be charged 50% of the original price to cover labor

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**Order Recap Form**



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 FOR MAXIMUM SHOW COVERAGE  
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Phone: (856)-933-2081 Fax: (856)-933-2083

Booth Number: \_\_\_\_\_

The unpacking, erection, assembling, dismantling, and packing of displays and equipment must be done by the correct type of Union labor. MAXUM Expo Services, the official contractor, will have skilled craftsmen available to assist Exhibitors. Arrangement for labor should be made through MAXUM Expo Services, in advance whenever possible. Official labor forms are included in this Exhibitor Service Manual.

Exceptions to the foregoing will be considered only in cases where permission has been requested in writing by the Exhibitor and received by MAXUM Expo Services no later than **Monday, January 18, 2010**. An exception will not be granted if it is inconsistent with the commitments made and obligations assumed by Management in any contract with service contractors of its lease with **Gaylord Palms Resort and Conv Ctr**. For services such as electrical, plumbing, telephone, drayage, rigging and booth cleaning, no exceptions will be made, and the contractor designated by Management will be used.

All agents representing the Exhibitor must be fully identified by the official Management badge. All agents or representatives who are performing services other than the Exhibitor's own employees must provide MAXUM Expo Services with Certificates of Insurance naming MAXUM Expo Services, Show Management and **Gaylord Palms Resort and Convention Center** as additional insured's at the time, that a request for an exception is made. These Certificates of Insurance must include public liability and property damage insurance for at least \$1,000,000, and workmen's compensation insurance in accordance with local law.

Exhibitors wishing to use a contractor other than MAXUM Expo Services to set up and dismantle their exhibits must fill out this form and return to us no later than the date shown above. If this form and the original certificate of insurance from the non-official contractor are not received by **Monday, January 18, 2010**, your non-official contractor will be allowed to supervise only. All labor must then be hired from MAXUM Expo Services for installation and dismantling of the exhibit. There are NO exceptions after the deadline date. We urge that you require your EAC to send their certificate of insurance certified by Priority Mail, Federal Express, UPS, etc. to obtain proof of delivery.

ORIGINAL CERTIFICATES ONLY  
 PHOTOSTATS OR FACSIMILES WILL NOT BE ACCEPTED

EVENT OR SHOW: \_\_\_\_\_

NAME OF EXHIBITING COMPANY: \_\_\_\_\_

CONTRACTING COMPANY \_\_\_\_\_

CONTRACTING COMPANY ADDRESS: \_\_\_\_\_

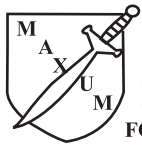
CITY: \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

NUMBER OF WORKERS: \_\_\_\_\_

AUTHORIZED BY: \_\_\_\_\_ TITLE: \_\_\_\_\_

Visit us at [www.maxumexpo.com](http://www.maxumexpo.com)

**Exhibitor Appointed Contractor**



**MAXUM**  
**EXPO SERVICES, LLC**  
 FOR MAXIMUM SHOW COVERAGE  
 P.O. BOX 54 MT. EPHRAIM, NJ 08059



Phone: (856)-933-2081 Fax: (856)-933-2083

As an Exhibitor electing to use third-party billing, I understand and hereby agree that the ultimate responsibility for payment of all charges is mine. Further, I agree to be bound by all terms and conditions as described on the Order Form in this manual. In the event that the named third party does not discharge payment of the invoice prior to the last day of the show, charges will revert back to them, the exhibiting company. All invoices are due and payable upon receipt, by either party. By completing this form or allowing your third party to complete it, you are agreeing to all terms mentioned.

**THE ITEMS CHECKED BELOW ARE TO BE INVOICED TO THE THIRD PARTY:**

- |                                           |                                                             |
|-------------------------------------------|-------------------------------------------------------------|
| <input type="checkbox"/> ALL SERVICES     | <input type="checkbox"/> LABOR: (I&D Forklift Hanging Sign) |
| <input type="checkbox"/> BOOTH CLEANING   | <input type="checkbox"/> MATERIAL HANDLING (ROUND TRIP)     |
| <input type="checkbox"/> FURNITURE/CARPET | <input type="checkbox"/> SIGNS                              |

Exhibiting Company Name: \_\_\_\_\_

Third-Party Name: \_\_\_\_\_

Address	City	State	Zip
---------	------	-------	-----

Third-Party Contact: \_\_\_\_\_  
 (No P.O. Boxes, Please)

Phone	Fax	Email
-------	-----	-------

Payment Policy: Payment in full must accompany your order. Purchase orders are not considered payment. For your convenience, we accept payment by company check (U.S. dollars drawn on a U.S. bank) Visa, MasterCard and American Express. Tax-exempt If tax exempt, a copy of your tax exempt certificate must accompany your order. This is not a resale certificate.

**THIRD PARTY PAYMENT - CREDIT CARD AUTHORIZATION**

- |                               |                                           |                                     |
|-------------------------------|-------------------------------------------|-------------------------------------|
| <input type="checkbox"/> Visa | <input type="checkbox"/> American Express | <input type="checkbox"/> Mastercard |
|-------------------------------|-------------------------------------------|-------------------------------------|

Credit Card Number	Exp. Date
3 digit Security Numnber	

Cardholder's Billing Address: For purposes of bank validation, please provide the cardholder's complete billing address, **if different from the above address:**

Address	City	State	Zip
---------	------	-------	-----

Card Holder Name: \_\_\_\_\_ Signature: \_\_\_\_\_

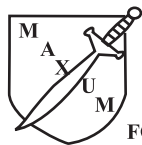
Other method of Payment: Check # \_\_\_\_\_ Dated: \_\_\_\_/\_\_\_\_/\_\_\_\_

PLEASE COMPLETE THE INFORMATION REQUESTED AND RETURN THIS FORM WITH YOUR ORDERS. YOU MAY CHOOSE TO PAY BY CREDIT CARD, CHECK, CASH, MONEY ORDER OR TRAVELERS CHECKS, HOWEVER, WE REQUIRE YOUR CREDIT CARD AUTHORIZATION TO BE ON FILE WITH MES.

\*\* FOR YOUR CONVENIENCE MAXUM EXPO SERVICES WILL APPLY ALL CHARGES INCURRED AT SHOW SITE TO THIS CARD.

Visit us at [www.maxumexpo.com](http://www.maxumexpo.com)

**Third Party Billing**



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 FOR MAXIMUM SHOW COVERAGE  
 P.O. BOX 54 MT. EPHRAIM, NJ 08059



Phone: (856)-933-2081 Fax: (856)-933-2083

# Survey

	<b>Low</b>				<b>High</b>
OVERALL APPEARANCE OF MANUAL	1	2	3	4	5
ORGANIZATION OF MANUAL	1	2	3	4	5
COMPLETENESS OF INFORMATION	1	2	3	4	5
CLARITY OF INFORMATION	1	2	3	4	5
QUALITY OF MATERIALS	1	2	3	4	5
OVERALL USEFULNESS	1	2	3	4	5
DID YOU RECEIVE YOUR MANUAL IN A TIMELY MANNER?	YES		NO		

Suggestions to improve the Exhibitor Manual:

Your Company Name: \_\_\_\_\_

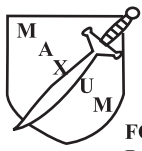
Booth #: \_\_\_\_\_

Your Name: \_\_\_\_\_

Date: \_\_\_\_\_

Please return this form to MAXUM Expo Services, attention:

Director of Exhibitor Service. FAX: 856-933-2083



**MAXUM**  
EXPO SERVICES, LLC  
FOR MAXIMUM SHOW COVERAGE  
P.O. BOX 54 MT. EPHRAIM, NJ 08059



Phone: (856)-933-2081 Fax: (856)-933-2083

Standing on chairs, tables or other rental furniture is prohibited. This furniture is not engineered to support your standing weight. MAXUM Expo Services cannot be responsible for injuries, falls or damage caused by the improper use of rental furniture or equipment. If assistance is required in assembling your booth, please order labor on the MES Order Form and the necessary ladders and tools will be provided. Please assist in our efforts to provide a SAFE WORKING ENVIRONMENT for everyone.

All exhibitors must set up their displays within their booth boundaries. Booths extending into the aisle are subject to fire marshal jurisdiction and an exhibitor may be fined for aisle encroachment. The booth sizes stated are outside measurements. Allow a six inch leeway when installing hardwall displays.

Any person involved in moving equipment, supplies, or goods into or out of the facility is prohibited from consuming alcohol or being under the influence of alcohol.

Booth construction must conform to applicable building codes including electrical, plumbing etc. All work carried out on booths on-site must conform to facility regulations. Please contact the event's On-Site Safety Representative through your Show Manager for further information.

In the event of an emergency evacuation, security staff will help direct you to the nearest emergency exit, so be sure to familiarize yourself with the layout of the facility.

Use extreme caution if you are in show areas where forklifts and vehicle traffic are operating during move-in and move-out.

Do not assume the exhibit hall is secure. Each exhibitor must take responsibility for the security of all the items in his or her booth. MAXUM Expo Services, Show Management, facility personnel and the security contractor try to guard against theft and damage, but the ultimate burden falls on the exhibitor. Move-in and move-out are particularly vulnerable times. Be sure to carefully safeguard your exhibit materials.

Do not list the contents of crates and cartons on your shipping labels. A label that reads "27" color monitor" is an open invitation for thieves.

Never display "one-of-a-kind" items or irreplaceable samples unless someone is present at all times to keep an eye on them. For example, plasma screens are a high theft item. MES strongly recommends that you insure plasma screens, as NO liability for theft is assumed by show management, the facility or MAXUM Expo Services. We also recommend that the shipping containers are not marked 'PLASMA SCREEN'.

Do not leave your booth unattended during the hectic and heavily populated move-in and move-out times. Consider covering your exhibit with some sort of cloth at the close of each day. The psychological deterrent makes it more difficult for people to handle merchandise. Criminals often look for the easy mark first.

Business tools such as laptop computers, recorders, calculators, and give-away items are the things most often stolen. They should be guarded and stored safely at night.

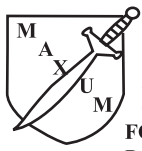
Thieves will also take personal items such as purses, suit coats, and toolboxes. Do not leave personal items unprotected in your booth.

Never store items in containers marked "Empty".

Show management provides a 24-hour security system to prevent entry to the exhibit area by anyone not authorized. This security service does not guarantee exhibitors against loss. Nor does it imply an assumption of liability for an exhibitor's property by MAXUM Expo Services, Show Management, or their agents.

INSURE YOUR BOOTH! Your exhibit materials should be insured from the time they leave your facility until the time they return. Consult with your insurance agency about adding a rider to your existing policy.

Visit us at [www.maxumexpo.com](http://www.maxumexpo.com)



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Trade show labor is completely unionized. Practically all the building trades -- carpenters, riggers, plumbers, electricians, stagehands, teamsters and others, serve it. The general contractors and all sub-contractors must work under union contracts. Therefore, union labor is required for all work in the exhibit area. Failure to recognize this relationship in every phase of exhibit planning can be irritating and expensive to exhibitors.

Union jurisdictions change from time to time, but in most cases the following applies:

- Position and leveling of all machinery and equipment - Teamsters
- Un-skidding/re-skidding and re-banding of machinery - Carpenters
- Un-crating and re-crating of machinery - Carpenters
- Display erection, dismantling and floor covering - Carpenters
- Draping and cloth installation - Carpenters
- Plumbing installation - Plumbers
- Material handling in and out of the building - Teamsters operate fork lifts for unloading and reloading of all display material, machinery and equipment
- Sweeping, cleaning, dusting - Porters
- Electrical installation – Electricians

It will be necessary for all exhibitors to use qualified union carpenters for exhibit work if the exhibit contains materials, which are subject to the jurisdiction of the carpenters. Carpenter labor has jurisdiction over the following:

- Erection and dismantling of exhibits, including simple fold-open displays requiring more than one (1) man, one (1) hour or two (2) men, one (1) hour total to set-up and/or dismantle.
- Installation and removal of floor covering, including carpet.
- Crating and re-crating of exhibit materials.

## EXHIBITOR RIGHTS

Exhibitors have specified rights. For example, they are permitted to arrange their own manufactured products for display and related sales literature.

One (1) or two (2) full-time employees of the exhibiting company may work up to a total of one (1) hour erecting and/or dismantling their company's exhibit without the use of power tools. If this cannot be done in that amount of time, union labor must be used.

Any exhibitor may move material that can be hand carried by one person in one trip, without the use of dollies, hand trucks, or other mechanical equipment. When exhibitors choose to hand carry in accordance with the foregoing, they will not be permitted access to loading dock area(s). This means that if you cannot hand-carry your materials and must use the loading dock, you will be charged the specified material handling rates to have your vehicle unloaded and the materials delivered to your booth

If you choose this option, the fee that you pay will cover your materials round-trip, and they will be delivered to the loading dock and loaded into your vehicle at the close of the show.

Generally, if an exhibitor's employees are members of the appropriate union, they are permitted to perform specified duties at the show; however, they must first register for permission with the local headquarters having jurisdiction in the New Jersey area. Secure clearances well in advance.

Visit us at [www.maxumexpo.com](http://www.maxumexpo.com)