Exhibito inte)rderinc Fastener Fair USA | November 8-9, 2021 inte







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TheIntroduction

On behalf of the staff at the Huntington Convention Center of Cleveland, welcome to Cleveland! We are excited to have you exhibit at our state-of-the art Center and look forward to assisting you in planning a successful event. We strive to provide you with quality services to ensure both a successful and an enjoyable experience.

This Ordering Guide is designed to make planning and ordering easy for all exhibitors.

Each service section contains the following:

- Description of Services, Equipment and Pricing
- Installation and Connection Information
- Terms and Conditions
- Frequently Asked Questions

GeneralInfo

Ordering Policies and Procedures

Pricing: Discount and Standard rates are available for some services. To qualify for the discount rate, order requests must be received 21 days prior to the first event day. Standard rates will apply to orders received after the discount cut-off date.

Ordering: Please visit www.clevelandconventions.com/exhibitor to place an order. Exhibitors may also mail their orders using the Service Order Forms located in Appendix A of this guide. There is a \$15 manual processing fee for mailed orders. No orders will be accepted via e-mail as it is not a secure form of transmission.

Exhibitors should be aware of the following when placing orders:

- All payments must be in U.S. currency
- The date orders are received determines the applicable rate
- Incomplete orders or payment information will delay processing
- Booth numbers must be identified on all order forms

Payments: Payments for services must be received in advance. Service will be scheduled and delivered only after payment is received. All outstanding charges must be paid before the close of the show.

Refunds: Claims for refunds must be submitted by exhibitors prior to the close of the event. Credit will not be given for services installed but not used.

General Terms and Conditions

- All booth number changes must be communicated by exhibitors to the Center prior to move-in. Additional charges may result if services must be moved after initial set-up.
- All equipment and material furnished by the Center or Edlen Electric, shall remain the property of the Center or Edlen Electric and shall not be removed from the Center .
- Floor boxes and other permanent building outlets (e.g., electrical, telephone, plumbing, etc.) are not part of the event space and may not be used by anyone other than Center personnel or designated services providers.
- Service connections must be made by Center personnel or designated service provider.
- Connection services generally cover the installation of service in the most safe and convenient manner to the Center.
- All equipment must comply with state and local safety codes. The Center will refuse connection to any equipment that constitutes a safety hazard.
- Unless otherwise directed, Center personnel are authorized to cut floor coverings to permit installation of services in the exhibit hall.

BuildingPolicies

- **Anchoring:** Any anchoring or drilling into the exhibit floor or any other surface within the Center is strictly prohibited.
- Animals: Service animals/pets are permitted within the Center. However, non-service animals/ pets are not permitted within the Center without proper approval by Center management. The requesting party is responsible for ensuring all proper permits and licenses are in place. This is including but not limited to contacting the Cuyahoga County Board of Health for any applicable permits. They can be contacted at 216-201-2000 or <u>www.ccbh.net</u>.
- **Compressed Gas:** The use of compressed gas is permitted within the Center with prior approval by the Fire Department under the below conditions:
 - Cylinders are limited to one-pound capacity and a booth may only contain one cylinder at any one time. Reserve cylinders shall be limited to 20 and must be secured in a safe area not accessible to the public.
 - Propane tanks larger than one pound must be stored outside of the facility in the designated area located outside of the loading dock.
 - Fork lifts are permitted to use propane tanks within the Center during load in and out days as long as they are properly secured and have been properly inspected prior to and after use each day.
 - Propane tanks on forklifts must be removed from the Center during all show open hours and stored outside within the approved propane storage locations. A maximum of one propane tank may be left on one forklift in case needed during show hours for any reason.
- **Confetti:** The use of glitter, confetti, sand, or simulated snow types of material, as well as popcorn, is NOT permitted in the Center. Additionally, adhesive-backed decals (stickers) may not be given away or utilized. Any costs incurred by the Center for the removal of these items will be charged to the Licensee.
- **Cooking:** The Cleveland Fire Department may require a test of all cooking equipment prior to the opening event. Additional requirements include:
 - Food producing grease-laden vapor is prohibited.
 - Cooking and heating devices shall be placed on non-combustible surface and separated two feet from any combustible item and separated from the public by four feet.
 - Each exhibitor must provide a 20-pound BC fire extinguisher, or an approved automatic extinguishing system located in their booth.

Display Vehicles: When exhibiting motor vehicles inside the Center the following requirements must be abided by:

- Disconnecting the battery
- Reducing the amount of gas to 1/4 tank or less
- Locking or taping shut the gas cap
- Using a drip pan under vehicle's engine
- Avoiding all carpeted areas of the building

BuildingPolicies

Drone Policy/Unmanned Aerial Vehicles: The operation (flight) of any drone/unmanned aerial vehicles at Center whether indoors or outdoors is prohibited unless permission is granted in advance in writing by ASM Global Management. In the event permission is granted by ASM Global Management and the City of Cleveland, there are rules and regulations that govern use both inside and outside the Center.

- Fog/Hazers: A fire watch is required when hazers or fog machines are used inside the Center. All machines must be water based. The use of smoke, hazers or fog machines is prohibited without the prior written approval of the Center.
- **Gratuities:** It is against the Center/ASM Global policy for any employee of the Center to accept gratuities or gifts from Show Management, Exhibitors or Attendees.
- **Helium:** Helium balloons are not permitted in the Center. Should helium balloons be brought into the facility the Licensee will be charged a fee for the removal of balloons that rise to the ceiling.
- **Medical Shows/Waste:** Any hazardous waste disposal and cleanup must be approved prior to move-in. The Center does not handle the disposal of medical show waste. Sharps need to be in red containers and clearly labeled as such, to avoid being disposed of in our regular trash pickup. Please DO NOT leave needles and sharps boxes unattended.

Pyrotechnics: The use of pyrotechnics is prohibited within the Center.

- **Shipping:** The Center does not accept advance materials or freight. All freight and packages must be shipped to your General Service Contractor and delivered to the Center during the designated move-in period. Packages may also be shipped to/from our UPS Store located in the Atrium. For more information please see page 20 of this document.
- **Smoking:** The Center is a smoke free campus. In accordance, smoking is prohibited within 50 feet of any entrance door to the Facility. The loading dock and driveway areas are considered part of the Facility and should also be designated as smoke free.
- **Tape:** The Service Contractor is responsible for the removal of all tape and tape residue from the exhibition halls, pre-function, and meeting room floors. The repair cost for any damage caused to a surface by the use of such tape or any tools used for removal will be billed to Show Management and/or the General Services Contractor. If any tape or tape residues are to be removed the Center after the event, Show Management will be billed for all expenses. The approved double faced tape for the exhibit floor is Polyken 105 C or approved equal. The only approved tape for the ballroom, meeting rooms or any other carpeted area is Gaffers tape.

RecyclingProgram

The Center is a Gold LEED Certified Building. Below are some helpful tips on how you can help us in our green initiatives!

- Place cardboard and plastic in aisle way or by pillars for our staff to collect and dispose of properly during move-in/move-out.
- Putting recyclables in appropriate containers on the exhibit floor.
- Marking donation merchandise, leftover literature or other materials as recyclable so our staff can dispose of properly.
- Consider using virtual presentation materials vs. printed materials.
- Use starch-based, biodegradable packing peanuts for shipping. These peanuts dissolve in water, and are non-toxic.
- Avoid using polystyrene, plastic wrapping and bubble wrap. Biodegradable cellulose is available for shrink wrapping.
- Use biodegradable string. Avoid using plastic string.
- Use cloth table covers instead of plastic or visqueen.
- Walking from your hotel to the Convention Center.

DonationProgram

Feel good about saving on shipping and helping the local community! The Center collects clean and usable donations from exhibitors and guests after conventions and facilitates their donation to community non-profit organizations. Your materials will be put to good re-use and you will be helping numerous nonprofit organizations throughout the Cleveland area. You can make a donation in two easy steps!*

<u>STEP 1</u>: Find the Donation Station for your event. Look for the banner that says "DONATIONS" or visit the exhibitor services desk to be directed to the Donation Station.

<u>STEP 2:</u> Place your item(s) at the Donation Station. If your items are too big to move, simply pick up a "Donation" sticker at the Donation Table to place on your items. The Center Staff will take it from there!

Items that can be donated include but are not limited to:

- Office Supplies
- Home and Garden Supplies
- Medical Supplies (all supplies must be sealed in their original packaging)
- SWAG (convention bags, keychains, lanyards)
- Furniture
- Toiletries
- Non-perishable food and drink (donations of alcohol cannot be accepted)
- In the event that your items are perishable special arrangements need to be made in advance. Please contact the Operations Manager at 216-920-1431 to make such arrangements.

*The Donation Program is subject to the approval of the Show Manager and may not be available for every event.

CleaningDetails

The Center offers cleaning services through our exclusive set up and housekeeping department.

Vacuum/Mop Services (Per sq. ft. with 100 sq. ft. minimum)	Advanced Rate	Standard Rate
Vacuum Booth—Day 1	\$.30	\$.35
Vacuum Booth—Day 2	\$.50	\$.55
Vacuum Booth—Day 3		
Vacuum Booth—Day 4	\$.85	\$.90
Mop Booth—Day 1	\$.35	\$.40
Mop Booth—Day 2	\$.60	\$.65
Mop Booth—Day 3	\$.85	\$.95
Mop Booth—Day 4	-	-

Porter Service (Per sq. ft. with 100 sq. ft. minimum)	Advanced Rate	Standard Rate
Porter Service—Day 1	\$.55	\$.60
Porter Service—Day 2	\$.95	\$1.05
Porter Service—Day 3		
Porter Service—Day 4		

Service includes periodic wastebasket pick up & sweeping of booth during event hours.

Terms and Conditions – Cleaning

The Center, through its cleaning contractor, is the exclusive provider of all cleaning services in the building.

Frequently Asked Questions – Cleaning Services

Will my booth be automatically vacuumed/mopped before the first day of the show?

Booths will not be vacuumed/mopped unless the service has been ordered through the Center.

If I order cleaning service, when can I expect my carpet to be cleaned?

If the show you are attending an event that opens in the morning, all of the cleaning will occur prior to the show opening. If the show opens in the afternoon, all of the cleaning will most likely occur the morning before the show opens. Please remove any visqueen from your carpet so that our staff can clean your booth.

Where do I dispose of trash during setup/tear down of the show?

Please place trash in aisles or near columns so that our cleaning personnel can identify and dispose of it properly. Materials intended to be stored in a boneyard or kept for re-use must be labeled accordingly and arranged through the General Service Contractor.

TelephoneServices

The Center offers a variety of telephone services and is an exclusive service of the building.

Standard Telephone Services	Advanced Rate	Standard Rate			
Standard Telephone Line (Analog/Digital)\$200.00\$325.00 Service includes one phone number and a complimentary simple handset. Line usage included.					
Cisco Conference Phone Service Service includes one phone number must be returned at the end of the	er and rental of one spea	ker phone. Equipment			
ISDN/BRI Service. *This service requires a 45 day lead time.	Call for Pricin	ng			
<u>Cable TV Services</u> Cable TV Services	\$200.00	\$325.00			
<u>Credit Card Line</u> Single Line (no dial 9 required)	\$200.00	\$325.00			
Installation and Connection Talankana					

Installation and Connection – Telephone

- Telephone service is provided from the nearest column or floor port into the booth.
- Center phone technicians provide a line that is long enough to run anywhere in your booth. Exhibitors may have their full-time employees run their phone cord under the carpet to desired locations, or they have the general service contractor do so.
- All telephone equipment can be picked up at the Center Exhibitor Services Desk.

Frequently Asked Questions – Telephone

How do I know if I need a single-line or a multi-line service?

Single-line phones are just like most household phones. They can be used for fax lines, credit card machines, standard telephones, and even to dial-up internet service (although we do not recommend this method of internet connectivity).

I have a wired credit card machine. Do I need to program anything specific for the machine to work on your single-line service?

Yes. Please pre-program your machine to dial "9" before your credit card company's number.

How do I receive my phone number, dialing instructions, and phone/fax equipment?

Please visit the Exhibitor Services Desk on-site to receive this information.

How can I place international calls on my phone line?

If you wish to place international calls on your phone line, please notify your Event Manager prior to move-in to submit this request. Otherwise, all phones will be limited to local and US numbers.

InternetServices

The Center offers a wide variety of Internet and Technical services through our experienced inhouse team of technicians.

WIRED INTERNET SERVICE AND LABOR

Shared Service	Advanced Rate	Standard Rate
Basic Internet	\$125.00	\$175.00
Premium Internet	\$250.00	\$375.00
Additional Devices for Premium Internet	\$99.00	\$150.00

Dedicated Service	Advanced Rate Standard Rat	
3 Mbps	\$2,500.00	\$4,000.00
5 Mbps		
10 Mbps		
12 Mbps	\$8,500.00	\$10,000.00
Upgrade to Public IP		

INTERNET LABOR SERVICES

Per Hour/Per 4 Cables	\$125.00	\$125.00
Special Features	\$995.00	\$995.00

WIRELESS INTERNET SERVICE (WI-FI)

Wireless internet service is provided free of charge throughout the public spaces of the Center.

Shared Service	Advanced Rate	Standard Rate
Basic Internet	\$125.00	\$175.00
Premium Internet	\$250.00	\$375.00
Additional Devices for Premium Internet	\$99.00	\$150.00

Dedicated Service	Advanced Rate	Standard Rate
3 Mbps	\$2500.00	\$4000.00
5 Mbps	-	-
10 Mbps		

EQUIPMENT RENTAL

8 Port Switch	\$125.00	\$185.00
24 Port Switch	•	•
48 Port Switch	•	•
Patch Cable (Cat5)	I	

TERMS & CONDITIONS

Please see page 24 of this document for a full list of terms and conditions.

InternetServices

TERMS & CONDITIONS

Please see page 24 of this document for a full list of terms and conditions.

Frequently Asked Questions – Internet Services

Do you have wireless internet?

The Center offers free wireless internet service throughout the public spaces of the building; open your internet browser and look for the Center-GUEST wireless network. This service is designed for casual users and has limited bandwidth. If you are relying on the internet to showcase your product or conduct credit card transactions, we strongly recommend a wired internet connection for reliable service.

Can I bring my own hub or switch?

The Center offers switch devices instead of hubs because switches are known to provide better performance with a lower failure rate. Exhibitors are permitted to bring their own switches or hubs.

What is bandwidth and how do I know how much I need?

Bandwidth is the "size of the pipe" that data can traverse. The bigger the bandwidth, the faster data can be transferred. So, the 500 Kbs has more bandwidth than a 300 Kbs. To find out how much bandwidth you require, please consult with a technical representative in your company or look for program specifications listed with any demonstrations or downloads you plan to run.

I need to access my company's network while I'm exhibiting at your facility. Which service will allow me to do this?

Exhibitors who need to connect remotely to their company's network using a VPN (Virtual Private Network) with authentication information like passwords, certificates, or "tokens" should choose a 300 Kbs service or higher. While the 200 Kbs does allow exhibitors to use a VPN, some Exhibitors have experienced difficulty connecting because the 200Kbs service uses NAT (Network Address Translation). NAT is a process by which the Center can provide thousands of IP addresses to exhibitors while only using a few" real" internet routable addresses.

What is a VLAN?

A VLAN (Virtual Local Area Network) allows a network of computers to behave as if they are connected to the same service even though they may actually be physically located in different areas around the facility. One of the biggest advantages of a VLAN is that when a computer is physically moved to a different location, it can stay on the same VLAN without any hardware reconfiguration.

I ordered a switch and cables, how and when do I get them?

When you are ready for your switch and internet cables, please visit the Center Exhibitor Services Desk.

<u>SecurityServices</u>

The Center is the exclusive provider of security booth coverage for exhibitors.

Security Guard (Booth)

Standard Rate

Per Hour per Officer.....\$23.00

For exhibitors who would like to have dedicated security services for their exhibit space the Center offers uniformed public safety officers. Officers are scheduled at a 4-hour minimum and are available from move-in to move-out. Orders must be placed 14 business days in advance of the requested service date.

Frequently Asked Questions – Security

When do you recommend ordering security for an exhibitor booth?

Our public safety department suggests ordering security for booths planning to have VIP appearances, book signings, etc., to monitor crowd control and escort as needed. Also, exhibitors with expensive or rare equipment in their booths may consider security for the overnight hours between show end and the next day's show start.

Is there general overnight security in the exhibit hall?

The Center requires show management to have an overnight guard in the exhibit halls after working hours.

Apendix A - Service Order Forms

The following Center Exhibit order forms may not be reproduced or altered without express written consent from the Center.

<u>Index</u>

- Request for Cleaning Services
- Request for Security Services
- Request for Internet Services
- Request for Telephone/Cable Services
- Rigging/Sign Hanging Form
- UPS Information
- Catering Information
- Method of Payment Form
- Terms and Conditions

BOOTH CLEANING FORM Advance Payment Deadline Date: 21 Days Prior to First Event Day				
Convention	COMPANY NAME:		BOOTH NUMBER:	
Center of Cleveland	EVENT:			
1 St Clair Ave, NE, Cleveland, OH 44114 Phone: (216) 928-1310	FACILITY:	Huntington Convention Center of Cleveland		
Phone: (216) 928-1310 www.clevelandconventions.com	DATES:		EVENT #	
FOR YOUR CONVENIENCE PLACE YOUR ORDER ONLINE AT WWW.CLEVELANDCONVENTIONS.COM/EXHIBITOR				
ORDER INSTRUCTIONS VACUUMING (Charged per sq. ft. with 100 sq. ft. minimum cost)				

ORDER INSTRUCTIONS	VACUU	MING (Charged per sq. f	t. with 100 sq. ft. minir	num cos	t)	
SCHEDULING SERVICES Please note which days you will	Total Sq. Ft.	(Please schedule what days yo provided in the Vacuum sche		Advance Rate	Standard Rate	TOTAL COST
require cleaning services. If no information is provided, services will		Vacuum Booth - 1 Day		.30	.35	
begin on first day of show opening and continue until the number of		Vacuum Booth - 2 Days		.50	.55	
days ordered are utilized.		Vacuum Booth - 3 Days		.70	.75	
VACUUM SCHEDULING Dates Requested		Vacuum Booth - 4 Days		.85	.90	
1st Day	MOPPIN	IG (Charged per sq. ft. wi	th 100 sq. ft. minimun	n) (Conci	rete Floor	Only!)
2nd Day	Total Sq. Ft.	(Please schedule what days ye provided in the Mopping sche		Advance Rate	Standard Rate	TOTAL COST
4th Day		Mop Booth - 1 Day		.35	.40	
·		Mop Booth - 2 Days		.60	.65	
MOPPING SCHEDULING Dates Requested		Mop Booth - 3 Days		.85	.95	
1st Day		Mop Booth - 4 Days		1.05	1.15	
2nd Day		SERVICES (Charged per s	guare foot with a 100	sa ft m	inimum)	
3rd Day	TOKIEK	(Please schedule what days y		- sq. ii. iii		
4th Day	Total sq. ft.	provided in the Porter Service left)		Advance Rate	Standard Rate	TOTAL COST
PORTER SERVICE SCHEDULING		Porter Service - 1 Day		.55	.60	
Dates Requested		Porter Service - 2 Days		.95	1.05	
1st Day		Porter Service - 3 Days		1.35	1.45	
2nd Day		Porter Service - 4 Days		1.85	1.95	
3rd Day	SPECIA	L CLEANING REQUIREM	ENITS			
4th Day						
PORTER SERVICE RATES Rates include periodic wastebasket pick up & sweeping of booth during event hours.		cate below any special cleaning r ndicate that you would like the Co				
TRASH REMOVAL			SUBTOTAL			
Small office style trash cans placed at the edge of an exhibit booth at the end of the day will be emptied by the facility at no cost prior to the start of the event each		τοι	AL PLUS TAX (8%)			
day. Trash cans that need to be emptied where they are located within the booth space need to order Porter Service.	TR	ANSFER ESTIMATED TOT	AL TO THE METHOD	OF PAY	MENT FO	RM

AUTHORIZATION

PRINT NAME:

EMAIL:

PHONE:

The "Method of Payment Form" must be completed and returned with this order form.

SECURITY ORDER FORM Advance Payment Deadline Date: 21 Days Prior to First Event Day

			-
	COMPANY NAME:		BOOTH NUMBER:
Center of Cleveland	EVENT:		
1 St Clair Ave, NE, Cleveland, OH 44114 Phone: (216) 928-1310	FACILITY:	Huntington Convention Cente	er of Cleveland
Phone: (216) 928-1310 www.clevelandconventions.com	DATES:		EVENT #

FOR YOUR CONVENIENCE PLACE YOUR ORDER ONLINE AT WWW.CLEVELANDCONVENTIONS.COM/EXHIBITOR

ORDER INSTRUCTIONS	BOOTH SE	CURITY								
BOOTH SECURITY	Date(s)	No. of Officers Required	Scheduled Hrs (4 Hr. Min.)	Total Man Hrs.	Standard Rate (per man hr.)	TOTAL COST				
SERVICES					\$23.00					
SERVICES					\$23.00					
Exhibitors who would like to have					\$23.00					
dedicated security services for in their					\$23.00					
booth the Center offers uniformed public safety officers. Officers are					\$23.00					
scheduled at a 4-hour minimum and are available from move-in to move- out. Orders must be placed 14					\$23.00					
					\$23.00					
requested service date. The Center cannot guarantee positions will be filled for orders placed within 14 days of the first move-in day. The Center is the exclusive provider of security booth coverage for exhibitors. There is no advanced pricing available for security orders.		ECURITY REQ	UIREMENTS security requests or instruction	ons that you may he	ave.					
TERMS & CONDITIONS				SUBT	OTAL					
I agree in placing this order that I have accepted Center's payment	TOTAL PLUS TAX (8%)									
policy and the terms and conditions of contract.	TRANSFER ESTIMATED TOTAL TO THE METHOD OF PAYMENT FORM									
CANCELLATIONS Credits will not be issued for services	AUTHORIZ	ATION								
delivered and not used. See terms and conditions for additional details.	PRINT NAM	IE:								
Form SECURITY-Center-12-1-2019	EMAIL:			PHONE:						

The "Method of Payment Form" must be completed and returned with this order form.

INTERNET ORDER FORM

Advance Payment Deadline Date: 21 Days Prior to First Event Day

Convention	COMPANY NAME:		BOOTH NUMBER:
Convention Center of Cleveland	EVENT:		
1 St Clair Ave, NE, Cleveland, OH 44114 Phone: (216) 928-1310	FACILITY:	Huntington Convention Cente	er of Cleveland
Phone: (216) 928-1310 www.clevelandconventions.com	DATES:		EVENT #

FOR YOUR CONVENIENCE PLACE YOUR ORDER ONLINE AT WWW.CLEVELANDCONVENTIONS.COM/EXHIBITOR

ORDER INSTRUCTIONS

BASIC SERVICE NO SWITCHES OR ROUTERS

Provides a shared line with speeds up to 1.5 Mbps (not guaranteed). One device only—no switches or routers. Perfect for checking email or displaying your company website. DHCP—this service is plug and play!

PREMIUM SERVICE SWITCHES ONLY—NO ROUTERS

Provides a shared line with speeds up to 10 Mbps (not guaranteed). Recommended for cyber cafes, social media feeds, and multimedia downloads. Required for use of a switch. Purchase "Addt'I Devices for Premium" to add additional IP addresses you may rent a switch and patch cables from us, or bring your own. DHCP enabled. Static private IP addresses can be assigned at no charge. Public IP address

DEDICATED SERVICE REQUIRED FOR ROUTERS

Connection speeds are based on the purchased line, and are guaranteed for both uploads and downloads. Dedicated services is required for web casting, HD streaming, and any use of a router (wired or wireless). We do not rent or program routers. DHCP enabled. Static private IP addresses can be assigned at no charge. Public IP address are

DISTRIBUTION OF CABLES

You may run your own cables under flooring if you wish; however, be advised that this may negatively impact your freight/carpet delivery and your booth installation. If you would like our technicians to distribute your cables in advance of your arrival, please include a floor plan layout of your booth space including the exact location of each line, orientation with respect to surrounding booths, and (in the case of an island booth), the location of your main drop. If a main drop is not indicated on the floor plan, service delivery will be to the most convenient location.

TERMS & CONDITIONS

I agree in placing this order that I have accepted HCCC's payment policy and the terms and conditions of contract.

CANCELLATIONS

Credits will not be issued for services delivered and not used. See terms and conditions for additional details.

Form IT-Center-12-1-2019

WIRED INTERNET SERVICES AND LABOR

SHARED SERVICE	QTY Show Hours Only	ADVANCE PAYMENT PRICE	REGULAR PAYMENT PRICE	TOTAL COST
Basic Internet		\$125.00	\$175.00	
Premium Internet		\$250.00	\$375.00	
Addt'l Devices for Premium		\$99.00	\$150.00	
DEDICATED SERVICE				
3 Mbps		\$2500.00	\$4000.00	
5 Mbps		\$4500.00	\$6500.00	
10 Mbps		\$7500.00	\$9500.00	
12 Mbps		\$8500.00	\$10000.00	
Addt'l Drop Same Location		\$995.00	\$1194.00	
Upgrade to Public IP Address		\$199.00	\$300.00	
LABOR				
Per Hour/Per 4 Cables		\$125.00	\$125.00	
Special Features		\$995.00	\$995.00	
Please call us for inf	ormation on a	any services (<u>such as highe</u>	<u>r bandwidth)</u>

WIRELESS INTERNET SERVICES (Wi-Fi)										
SHARED SERVICE										
Basic Internet		\$125.00	\$175.00							
Premium Internet		\$250.00	\$375.00							
Addt'l Devices for Premium		\$99.00	\$150.00							
DEDICATED SERVICE										
3 Mbps		\$2500.00	\$4000.00							
5 Mbps		\$4500.00	\$6500.00							
10 Mbps		\$7500.00	\$9500.00							
12 Mbps		\$8500.00	\$10000.00							
EQUIPMENT RENTAL (We co	annot ren	t or provide s	support on	routers)						
8 Port Switch		\$125.00	\$185.00							
24 Port Switch		\$185.00	\$225.00							
48 Port Switch		\$500.00	\$750.00							
Patch Cable (Cat5)		\$50.00	\$62.00							
		SI	JBTOTAL							
		TOTAL PLUS T	AX (8%)							
TRANSFER ESTIN	ATED TOTA	L TO THE METHO	D OF PAYME	NT FORM						
PRINT NAME:										
EMAIL:		PHONE:								

The "Method of Payment Form" must be completed and returned with this order form.

Advance Payment Deadline Date: 21 Days Prior to First Event Day

Convention	COMPANY NAME:		BOOTH NUMBER:
Center of Cleveland	EVENT:		
1 St Clair Ave, NE, Cleveland, OH 44114 Phone: (216) 928-1310	FACILITY:	Huntington Convention Cente	er of Cleveland
Phone: (216) 928-1310 www.clevelandconventions.com	DATES:		EVENT #

FOR YOUR CONVENIENCE PLACE YOUR ORDER ONLINE AT WWW.CLEVELANDCONVENTIONS.COM/EXHIBITOR

ORDER INSTRUCTIONS

The Center is the exclusive provider of all telephone services. All telephone equipment shall remain the property of the Center and may not be installed or removed by anyone other than Center personnel.

All Center telephone equipment shall remain at the Center at the close of the event. Failure to return Center phones will result in a replacement fee.

All services listed include labor to install and remove said service. Rates do not include connecting of equipment, tracing of malfunctions, special wiring, or repairs. If exhibitors require additional telephone labor outside of the standard service, services will be billed at an hourly rate with a minimum of one hour. Labor rates are based on current wage and benefit rates and are subject to change without notice.

DISTRIBUTION OF CABLES

You may run your own cables under flooring if you wish; however, be advised that this may negatively impact your freight/carpet delivery and your booth installation. If you would like our technicians to distribute your cables in advance of your arrival, please include a floor plan layout of your booth space including the exact location of each line, orientation with respect to surrounding booths, and (in the case of an island booth), the location of your main drop (as services come from the ceiling). If a main drop is not indicated on the floor plan, service delivery will be to the most convenient location.

TERMS & CONDITIONS

I agree in placing this order that I have accepted Center's payment policy and the terms and conditions of contract.

CANCELLATIONS

Credits will not be issued for services delivered and not used. See terms and conditions for additional details.

Form TELECOM-Center-12-1-2019

TELEPHONE SERVICES

Standard Telephone Services	QTY Show Hours Only	ADVANCE PAYMENT PRICE	REGULAR PAYMENT PRICE	TOTAL COST
Standard Telephone Line (analog/digital)		\$200.00	\$325.00	
Cisco Conference Phone		\$300.00	\$325.00	
ISDN/BRI Service (45 day lead time)		CALL	CALL	
Please call us for inform	mation on any	v services (su	<u>ch as higher l</u>	<u>oandwidth)</u>
CABLE TV SERVICES				
TECHNICAL SERVICES				

TECHNICAL SERVICES

Cable TV Services

CREDIT CARD LINE

Single Line (no dial 9 required)

TOTAL PLUS TAX (8%) TRANSFER ESTIMATED TOTAL TO THE METHOD OF PAYMENT FORM

PHONE:

\$200.00

\$200.00

\$325.00

\$325.00

SUBTOTAL

PRINT NAME:

EMAIL:

The "Method of Payment Form" must be completed and returned with this order

TEL	EC	ЭM	LA	YO	UT F	=OR	M		Adv	vance	e Payr	ment I	Deadl	ine Do	ate: 2	1 Day	s Prio	to Fir	st Eve	nt Da	у
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Service is brought up from below the ground to the main distribution point ("main drop") in island booths and then distributed from that point. Indicate this location and all other service locations using the legend below (see T&C page 6 for examples): C = Location of Credit Card Line $I = Location of Internet Service$ $H = Location of Hub$																					
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2021 EXHIBITION SERVICES RIGGING REQUEST FORM

Step 1: Provide Event and Contact Information

Name of Exhibition or Show			
Show Location/Booth #			
Company Name		Event #	
Phone#	Email		
Address			
City	State		Zip
Ordered by			

Step 2: Provide Rigging Information

Sign/Banner Hanging - UNDER 75 LBS	
Theatrical Rigging - OVER 75 LBS	
Set-Up Date	Requested In Time
Take Down Date	Requested Out Time
Location of Hanging	
Size, Number, and Typ	pe of Hangings

Estimated Hang Weight

Description of Hanging

Special Instructions

Materials Needed

Rigging Plot Yes No

All theatrical rigging requires a rigging plot at least **30 days** prior to the rigging call. **Email all rigging/hang plots to hccc@mjp.com**.

Rigging materials used will be billed in addition to rigging according to the terms and rates on the following pages.

Does your sign require power? If yes, please contact Edlen Electric at 216-928-1540.

Step 3: Print, sign, scan, then email this form to hccc@mjp.com or use our our online portal to submit your request.

Signature

Date

By submitting this request, you confirm you have read and agree to the terms and rates within this form.

HCCC OFFICE USE ONLY

PLEASE DO NOT ENTER ANY DATA IN THE SPACES BELOW. ALL QUANTITIES WILL BE DETERMINED BY THE HCCC

Event ID

Pe

GN/BANNER HANGING - U	NDER 75 LBS	5		
er sign + applicable tax*	\$500 EA			
is price includes up to 2 han	g points, higi	h lift rental, labor	r, and basic	

This price includes up to 2 hang points, high lift rental, labor, and basic hardware. Onsite requests made less than 72 hours prior to the show are subject to a 30% price increase. *Due to structural restrictions, exact location of the banner within your booth may require truss rental at an additional cost.

THEATRICAL RIGGING - OVER 75 LBS (4 HOUR MINIMUM IN AND OUT)										
Hang Points	Rate			Total						
Total number of points	\$250 EA									
Each point includes motor, sp										

Add \$50 per additional show day, with a three show day week max.

 Move-In
 Rate
 # of Riagers
 Hrs Each
 Total

Move-In	kate	# of kiggers	Hrs Each	Iotal	
Mon - Sat First 8hrs worked	\$75/HR				
Mon - Sun Midnight - 8AM	\$150/HR				
Sun 8AM - 12AM	\$112.50/HR				
Holidays	\$112.50/HR				
ONSITE REQUESTS MADE 72 HOURS PRIOR	\$100/HR				
High Lift					
1 HOUR MINIMUM	\$80				
Move-Out					
Mon - Sat First 8hrs worked	\$75/HR				
Mon - Sun Midnight - 8AM	\$150/HR				
Sun 8AM - 12AM	\$112.50/HR				
Holidays	\$112.50/HR				
ONSITE REQUESTS MADE 72 HOURS PRIOR	\$100/HR				
High Lift					
1 HOUR MINIMUM	\$80				

LABOR + SERVICE FEES TOTAL:

LIFT TOTAL:	
MATERIALS TOTAL:	
(See page 2 for rates)	
GRAND TOTAL:	

HUNTINGTON CLEVELAND CONVENTION CENTER IMPORTANT CONDITIONS AND REGULATIONS

All terms, conditions and rates on this form are subject to change at any time without notice.

RIGGING SERVICES - CONDITIONS FOR PROCESSING SERVICE ORDER FORMS:

- 1. Payment information must accompany service order form.
- 2. All order form information must be completed in full (top two sections only) for an order to be processed. Incomplete order forms could result in a processing delay that could result in slow service installation.
- 3. No service will be installed until all payment information is received.
- 4. Estimates given by Mills James are only estimates. Actual cost is determined at time of installation.
- 5. Preorder rate applies to all orders received 72 hours prior to first exhibitor move-in day. All other orders will be considered onsite orders and onsite rates will apply.
- 6. One-hour minimum charge per person for date and time when banner/sign/theatrical not ready for installation and/or clients do not show up.
- 7. Any changes in location after initial installation will reflect additional labor at posted rigging rates.
- 8. Weight limit for signs and banners is 75 lbs. All banners/signs over 75 lbs and/or any type of truss rigging are automatically considered theatrical rigging at the rates listed. All rigging requests are automatically performed by 2 person crews per OSHA safety regulations. Based on booth location, truss may be needed to achieve optimum placement.
- 9. Rigging crews only perform the hanging of banners/signs/theatrical; no assembly is done. All hangings must be ready for installation at time of request.
- 10. After installation NO REFUND.
- 11. Banner calls that run longer than 8 hours. The rate after the 8th hour will increase to time and a half for 9-12 hours. Hours after 12 will be billed at double time.
- 12. Riggers will have 8 hours off between calls. If riggers are brought back before 8 hours, then the rate for the riggers will be time and a half for the length of the call.
- Theatrical calls that run longer than 8 hours. The rate after the 8th hour will increase to time and a half for 9-12 hours. Hours after 12 will be billed at double time.
- 14. Theatrical riggers will have 8 hours off between calls. If riggers are brought back before 8 hours, then the rate for the riggers will be time and a half for the length of the call.
- 15. Mills James is not permitted to assemble any hanging displays.

Holidays Observed: New Year's Day, Martin Luther King Day, Memorial Day, July 4th - Independence Day, Labor Day, Thanksgiving Day, Christmas Day

HCCC OFFICE USE ONLY

MATERIALS RATES										
Materials	Unit Price	Total Used	Cost							
Rigging Cable	\$3.75/ft									
Rigging Wire	\$0.90/ft									
Rigging Come A Long	\$25									
Zip Ties	\$1.35									
Beam Clamp	\$75									
Cross Bars	\$10									
Hooks	\$0.85									

MATERIALS RATES			
Materials	Unit Price	Total Used	Cost
Quick Link	\$0.75/unit		
Shackles	\$1/unit		
GAC Flex	\$5/round sling		
Tie Line	\$0.50/ft		





STANDARD EQUIPMENT RATES

Items below are subject to a 20% service charge. All charges below are per day and pre tax.

QTY	EQUIPMENT ITEM	PRICE
1	32" monitor w/cart	\$150
1	55" monitor w/stand and shelf	\$350
1	70" monitor w/stand	\$500
1	Wireless microphones (lavalier or handheld)	\$130
1	Wired microphone	\$60
1	10" powered speaker w/stand (pair)	\$80
1	Flipchart only	\$20
1	Flipchart package - Post-It	\$50
1	LED uplight	\$50
1	STANDARD BREAKOUT PROJECTION PACKAGE Includes: 8' tripod screen, 5K HD projector, 42" skirted cart, cabling kit	\$450
	Cabling and adapter package	\$10/unit
	Black drape	\$10/ft

As one of the nation's largest and most comprehensive audiovisual production companies, Mills James brings the full spectrum of event and video production services to the Huntington Convention Center of Cleveland.

For additional information, contact Mike Tyson at **614.850.2098** or **mtyson@mjp.com**. To see samples of our work, visit **millsjames.com**.





Convention and Meeting Services at The UPS Store at The Huntington Convention Center of Cleveland and Global Center for Health Innovation!

Store is located on the first floor Atrium of the Global Center

INCOMING/OUTGOING PACKAGE HANDLING FEES (ALL CARRIERS)

Letter/Envelope	\$6.00/per PKG
1 - 10 lb	\$12.00/per PKG
10.1 - 20 lb	\$26.00/per PKG
20.1 - 40 lb	\$38.00/per PKG
40.1 - 60 lb	\$56.00/per PKG
60.1 - 100 lb	\$85.00/per PKG
100.1 - 150 lb	\$135.00/per PKG
We are unable to process pallets/ skids at thistime	

*Any outgoing shipments will be subject to both the handling fees and cost of shipping, unless a return shipping label is already provided.

Please send us an email informing us of details of your package (your name, contact phone number, number of packages, estimated date of arrival, event name, when you will pick up, etc.) for avoiding any delays in processing. Packages can be picked up and dropped off at The UPS Store.

How to address packages sent to The UPS Store:

The UPS Store Attn: (CLIENT NAME, & EVENT) 7 ST CLAIR AVE CLEVELAND, OH 44114

BEFORE YOU ARRIVE

Not all materials can be brought with you to every location. The UPS Store is here to help you make your visit easy and hassle-free!

We can print your banners, posters, flyers, etc. and have them ready for you by the time you arrive.

We can also print and bind professional looking presentations for you so you don't have to worry about traveling with them. Alternatively, you can ship them to our location ahead of time so you can pack and travel light!

DURING YOUR EVENT

We are here to help you with any last-minute printing of booklets, brochures, hand-outs, etc. to make your presentation/booth a hit!

AFTER YOUR EVENT

We also make packing and leaving convenient for you. We are your trusted partners for any custom Thank You cards, discreet shredding of sensitive documents, packing and shipping of anything you don't need to carry back with you.

Let us be your one-stop-shop for all your printing needs for your convention/meeting in Cleveland

Our Info:

P: 216.303.9360 / F: 216.303.9364 Email: <u>store6919@theupsstore.com</u> M - F: 7:30a - 6:30p, Sat: 10a - 2p Closed Sunday









Levy is the exclusive provider of all food and beverage for the Huntington Convention Center of Cleveland. As the exclusive provider, Levy is excited to partner with you on any food and beverage needs at your booth during the show! You can find all of our offerings within our menu link below:

Exhibitor Menu | Huntington Convention Center of Cleveland

To ensure the best services, please submit your orders forms (located on the last page of our menu) at least fourteen (14) business days prior to your event. Your order will be confirmed when your Catering Agreement & Banquet Event Orders are signed and returned to Levy with full prepayment.

If you have any questions, please contact Levy at: <u>Cleveland@levyrestaurants.com</u>

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www.cle	Phone: (216) 928-1310 www.clevelandconventions.com										EVENT #					
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Please make check payable to: Center. All foreign checks must be drawn on U.S. Banks only. For those booths that require labor a credit card must be on file. Please contact Steve Wells @ swells@clevelandconventions.com for wind						ire/ACH ir	nform	atior	۱.							
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Center Internet & Telecom Distribution Service Delivery -Terms & Conditions

1. The Center is the **exclusive provider and installer of all Voice**, **Data and Network** services (wired and wireless). All services ordered on the provided form or via the Center Priority Exhibitor Services online order system, or onsite at the Center Exhibitor Service Desk are covered by these terms and conditions.

2. The use of the network connection(s) provided by Center may be used only by the directors, officers and employees of the Company, its guests, its agents and consultants while performing service for the Company and cannot be resold or distributed to other companies or individuals.

3. All devices for which Center directly or indirectly provides Internet/Network connectivity must pay a device charge or purchase an Center assigned IP address.

4. Incentive Price applies when a completed order with payment is received no later than 21 days prior to the first day of move-in. Standard Price applies to (a) all orders received from One (1) to (21) days before show move-in has started or (b) orders received on or before the 21 days Incentive Deadline without payment (c) orders placed on site or after show move-in has started will be at Standard Price plus an additional 20% x Standard Price. A few select events require a longer lead time; for best pricing, please consult your exhibitor information or contact exhibitor services.

5. Conditions for processing service contract for On-time Installation: (a) Orders received prior to the 1st day of show move-in should be installed 24 hours prior to show opening. (b) Full payment for service(s) must accompany signed contract/method of payment form (c) Incomplete contract forms will delay processing, please provide all information requested. (d) Booth number(s) must be identified on face of contract. (e) Complete Floor Plan itemizing location of service(s) in Customer's booth must be designated on form or customer provided diagram(s) 5 days prior to the 1st day of move-in to avoid additional charges. (f) Customer provided/ordered circuits must be installed and working 2 days before show move-in. Customer(s) must provide with Circuit Number and Provider's name. (g) Late orders/changes received after show move-in has started will be installed after all other show orders are completed (additional fees may apply).

6. Internet/Network – 10/100 Mbps, full-duplex, auto-sensing, Ethernet access to our backbone, with shared or dedicated Internet access up to 128 Kbps or greater (depending on service ordered) via an RJ-45 jack, is provided for each connection ordered to the back of the booth, or location most convenient to install unless a specific drop location is noted.

7. Shared Internet Services Specific: Routers, Streaming Applications, VoIP, DHCP, NAT or Proxy Servers are not allowed with any of our shared Internet/Network services. This includes, but is not limited to, Premium Internet & Basic Internet. The Center can engineer a custom dedicated network(s) to accommodate such special requests. Please call for quote.

8. Rates listed include a single IP address, standard installation to the booth in the most convenient manner and does not include computer equipment, NIC card, TCP/IP software or power to the booth.

9. Internet Security Disclaimer: The Center does not provide security such as, but not limited to, firewalls, etc. for any data circuit(s) we provide. It is the sole responsibility of the Customer to provide any necessary security. By signing the contract/order form/method of payment form or submitting an order online the Customer is agreeing to hold its agents and contracts harmless for any and all liabilities arising from the use of non-secured data circuits.

10. VIRUS PROTECTION REQUIREMENT – WARNING: The Center requires that all devices directly or indirectly accessing the Center's Network have the latest virus scan software, Windows security updates, system patches, and any other technological precautions necessary to protect yourself and others from viruses, malicious programs and other disruptive applications. Any device(s) which adversely impacts network(s) will be disconnected from the network(s) with or without prior notice at the Center's sole discretion. The device(s) in question will remain disconnected from the network(s) until all issues are adequately resolved. Additional charges may apply for trouble diagnosis and/ or problem resolution. No refunds will be issued Customer(s) as the result of the Center's actions to disconnect disruptive device(s).

11. Use of Network Connection: (a) Services provided by the Center are intended to facilitate communications between the Company's authorized users and the entities reachable through the Internet. Users of Center services shall use reasonable efforts to promote efficient use of the networks to minimize, and avoid if possible, unnecessary network traffic and interference with the work of other users of the interconnected networks. (b) Users of services shall not disrupt any of the Center or other associated networks as a whole or any equipment of system forming part of their systems, or any services provided over, or in connection with any of the Center or other associated networks. Center services shall not be used to transmit any communication where the meaning of the message, or its transmit distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof.

12. Limited Availability: T-1/DS-3 and other special circuit orders must be placed 45 days prior to show move-in date due to limited availability and to avoid additional charges.

13. Wireless Specific: (a) Center is the exclusive provider of voice, wired and wireless data service(s) for the Facility. Wireless Devices not authorized by Center are strictly prohibited. Customer(s) that desire to showcase their wireless products must contact Center exhibitor services department 21 days in advance of show move-in to investigate the potential of engineering a customized cohesive network to operate without interference to other Customer(s), (applicable charges may apply). (b) The use of any wireless device that interferes with the facility's 2.4 / 5 GHz wireless data frequency range is prohibited and subject to disconnection at the customers expense.

14. Unless otherwise directed, Center is authorized to cut floor coverings to permit installation of service.

15. Internet Performance Disclaimer: Center does not guarantee the performance, routing, or throughput; either expressed or implied, of any data circuit(s) connectivity with regards to the Internet and/or Internet backbone(s) beyond the Facility.

16. Only Center personnel are authorized to modify system wiring or cabling. Material and equipment furnished by Center for this service contract shall remain the property of Center.

17. CANCELLATION – There is a minimum \$150 or 10% Cancellation Fee (whichever is higher). Cancellations must be in writing. Additional cancellation charges will apply for orders that have already incurred labor, material, and/or engineering costs. Some broadband services and special circuits cannot be cancelled once ordered and will incur full charges listed/quoted. Credit will not be given for service(s) installed and not used.

18. Service problems must be reported to the Center Exhibitor Service Desk located on the show floor. Service claims will not be considered unless filed in writing by Customer prior to close of show.

19. Any additional cost incurred by Center to: 1) assist in trouble diagnosis or problem resolution found not to be the fault of Center or 2) collect information required to complete the installation that customer fails to provide (i.e. floor plans or special circuit numbers) may be billed to the Customer at the prevailing rate.

20. Equipment Management: (a) Customers should pick up hubs, wireless devices, telephone instruments and other rental equipment at the Exhibitor Service Desk. **(b)** The Customer will be fully responsible for the protection and safekeeping of rental equipment and will be responsible for returning all rental equipment to the Center Exhibitor Service Desk within one (1) hour following close of the show.

21. The prices listed on this contract **do not include Federal**, **State**, **Local or Other Taxes and Tax surcharges**. Taxes/Tax surcharges will be included on your final bill.

22. NOTE: THE CUSTOMER IS RESPONSIBLE FOR ALL INTERNATIONAL LONG DISTANCE AND OTHER APPLICABLE CHARGES AGAINST ASSIGNED TELEPHONE NUMBER(S).

23. The number(s) assigned to you are for the duration of this event only. Service cannot be moved or transferred outside of the Center and intercept service cannot be provided.

24. All Single Line, Multi-Line, and Dedicated Line Telephone services include Directory Assistance, Information, "0+", Operator assisted, 1-800, 950, credit card type call usage and unlimited Domestic Long Distance.

25. International Calls and Line Restrictions: (a) Toll restriction will block lines to local only or local and "1-800" calling only. All other "1+" or "0+" dialing will be blocked (this includes all long distance access). **(b)** All lines will be blocked from "976" and "900" dialing unless otherwise requested. Additional deposits may be applicable. **(c)** Center will provide a detailed listing of all toll/billable type calls made from applicable services.

26. Additional Long Distance deposits for International accounts may apply and will be determined upon request for service.

27. In the case of a billable type call(s) which is not connected, but where the called telephone is allowed to ring for more than 28 seconds, Center's automated billing system will automatically place a charge on your account as if the call had been completed. To avoid such charges, we suggest that you observe the time when placing calls.

28. A per line move fee starting at \$100 (Telephone), \$200 (Internet) may apply to relocate the line(s) after it is installed.

29. Prices are based upon current rates and are subject to change without notice.

30. A valid Method of Payment form with authorized credit card number and signature MUST be on file regardless of payment method. For your convenience we will use this authorization to charge your credit card for any additional amounts incurred.

Center Financial Terms & Conditions - Limits & Liability

- 1. The Licensor (Center) acts as a Fiscal Agent for its Exclusive and Preferred Contractors. By signing the order form and/or the Method of Payment form, the Licensee (individual Exhibiting Company) grants the Licensor the ability to act as the fiscal agent and binds the Licensee to pay for the services as if the Licensee had entered into separate contract with the individual service providers. The Licensor as fiscal agent will invoice and collect for services ordered via the online ordering system or manual transmission of the order to the Licensors Exhibitor Services Department. The Licensor will provide the Licensee with a consolidated statement of services at the time the order is processed.
- Licensor (Center) reserves the exclusive right to furnish, install, or provide data and telecommunications services, electrical, compressed air, water, and drain. Such services will be provided to the requestor on the receipt of a written order and will be charged based on current rates.
- Licensor (Center) has established exclusive contracts for Food & Beverages Services, Electrical, Air, Water, Drain, telecommunication and Internet services. Licensor (Center) has established a non-exclusive, preferred contract for Audio Visual Services. If the licensee chooses to contract for services with the preferred contractor, those services are incorporated into this agreement.
- 4. Licensor will provide consolidated invoice for all services post event, normally 3-5 business days.
- 5. Online ordering for all services is the preferred and recommended method for ordering services. A \$25.00 order processing charge will be added to orders received via alternate methods, including, but not limited to: fax, email, USPS, courier, common carrier, etc.
- 6. The Licensor requires that all services are prepaid prior to delivery of services. Orders received without payment will not be processed.
- 7. A valid and authorized credit card must be on file for any billable additions or modifications to the respective orders, regardless of payment method.
- 8. Online orders are generally due 21 days prior to the show start date, but may be longer based on show size and complexity. Please refer to your exhibitor package for advanced order deadline dates.
- 9. Center accepts payments in US dollars, Checks drawn on a US bank, Wire Transfers or the following Credit Cards: (Amex, MasterCard, Visa,). Make all checks payable to: **Center**
- 10. There will be a \$25 service charge for all returned checks or for declined credit cards. Any orders processed manually (fax, email, or hard copy) rather than online will be charged a \$25.00 processing fee.
- 11. All services are subject to sales tax (currently 8%). Resale certificates are not acceptable for tax exemption.
- 12. Due to the cost of processing checks, any refunds due in the amount of \$50.00 or less will not be refunded except upon written request, prior to the close of the show OR in person at the Exhibitor Service Desk.
- 13. Any unpaid balance after close of show will incur a 1.5% / month service charge.
- 14. Tipping is not permitted. Any request from personnel for gratuities should be reported to Management immediately.
- 15. No credits will be given for service interruptions based on non-payment. Credit will not be given for services installed and not used.
- 16. All orders are subject to a 25% cancellation fee if cancelled in writing & received by Center Exhibitor Services Manager within 21 calendar days prior to show opening.
- 17. Exhibitor/Licensee holds Center and its exclusive electrical contractor (EDLEN) harmless for any and all losses of power beyond Center's control, including, but not limited to, losses due to utility company failure, permanent power distribution failure, power failure caused by vandalism, faulty Exhibitor equipment or overloads caused by Exhibitor.
- 18. It is agreed that in the event it becomes necessary to turn this matter over to an attorney for collection, or to file a lien, or foreclosure, or otherwise, Exhibitor will pay Center its attorney fees or applicable agency fees.
- 19. A service charge of 1.5% per month on any unpaid balances will be assessed starting 10 days after date of invoice. A \$25.00 service charge will be assessed for all returned checks and declined credit cards.
- 20. By signing the order form and/or the Method of Payment form, exhibitor/licensee hereby agrees to all applicable terms and conditions
- 21. A per line move fee starting at \$100 (Telephone), \$200 (Internet) may apply to relocate the line(s) after it is installed.
- 22. Prices are based upon current rates and are subject to change without notice.
- 23. Utility services provided by Edlen managed by Center