



Service Manual

NATIONAL ORGANIZATION OF RHEUMATOLOGY 2021 ANNUAL CONFERENCE

OCTOBER 7-9, 2021

ARIZONA GRAND RESORT & SPA
PHOENIX, ARIZONA

Order via email or fax with this service manual or online at: [Heritagesvs.com/ordering](https://www.heritagesvs.com/ordering)



exhibitor.services@heritagesvs.com
1-800-360-4323
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NORM 2021 ANNUAL CONFERENCE**OCTOBER 7-9, 2021****ARIZONA GRAND RESORT & SPA****PHOENIX, ARIZONA****Booth Equipment**

Each 10'x10' booth will be set with 8' high navy blue back drape, 3' high navy blue side dividers, one (1) 6' white skirted table, two (2) chairs, one (1) wastebasket and a 7" x 44" one-line identification sign.

Table Top Equipment

Each table top will be set with one (1) 8' white skirted table, two (2) chairs, one (1) wastebasket and a 7" x 44" one-line identification sign.

Exhibit Hall Carpet

The exhibit area is carpeted in standard ballroom carpet. To enhance the appearance of your booth, rental carpet is available through Heritage. Please refer to the enclosed carpet brochure and furniture/carpet order form.

Discount Price Deadline Date

In order to receive advance order discount rates listed on the price sheet, we must receive your order and payment by Monday, September 20, 2021.

Shipments to Advance Warehouse Deadline Date

Heritage will begin receiving freight at the advance warehouse on Thursday, September 9, 2021. To avoid late fees, all shipments to the advanced warehouse must arrive no later than Thursday, September 30, 2021. Shipments will be received Monday through Friday between the hours of 10:00 a.m. and 4:00 p.m.

Show Schedule**Exhibitor Move-In**

Thursday	October 7	1:00 PM	-	5:00 PM
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Exhibit Hours

Friday	October 8	6:30 AM	-	5:00 PM
Saturday	October 9	7:00 AM	-	1:30 PM

Exhibitor Move-Out

Saturday	October 9	1:30 PM	-	3:00 PM
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Dismantle and Move-Out Information

- All carriers must check-in no later than 2:00 PM, on Saturday, October 9. All exhibit materials must be removed from the exhibit hall floor by 3:00 PM, on Saturday, October 9. Heritage will begin redirecting all outbound freight not claimed by appointed freight carriers to the preferred show carrier at 2:00 PM.
- Please refer to the Outbound Shipments Form included in this packet for detailed information regarding outbound shipping procedures.

exhibitor.services@heritagesvs.com

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Post Show Paperwork and Labels

Our customer service department will provide a Heritage Bill of Lading and Labels for you to complete. Complete your paperwork ahead of time. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

HES Freight Logistics

If you need an on show site, cost effective and reliable carrier to transport your freight to and from the show, please email shipping@heritagesvs.com for a quote (guaranteed lowest material handling rate, priority empty return handling, complimentary shrinkwrap, etc).

Ordering Online

Go To: heritagesvs.com/ordering

Warehouse Shipping Information:

Exhibitor Company Name and Booth Number

HERITAGE

TForce Freight c/o Fidelitone

6920 W. Allison Rd.

Chandler, AZ 85226

FOR: NORM 2021

Heritage will accept exhibit materials beginning Thursday, September 9, 2021 at the warehouse address. Material arriving after Thursday, September 30, 2021 will be received at the warehouse with an additional after deadline charge.

Show Site Shipping Address:

Exhibitor Company Name and Booth Number

C/O HERITAGE

Arizona Grand Resort & Spa

8000 S. Arizona Grand Pkwy.

Phoenix, AZ 85044

FOR: NORM 2021

Crated, boxed, or skidded materials will be accepted at show site beginning at 1:00 PM, Thursday, October 7, 2021 at the show site address. Shipments arriving before this date will be refused by the facility.

Service Center Hours

The Heritage Exhibitor Service Center will be staffed during exhibitor move-in and exhibitor move-out and during show hours.

We Appreciate Your Business!



METHOD OF PAYMENT & CREDIT CARD AUTHORIZATION FORM

exhibitor.services@heritagesvs.com
1-800-360-4323
Fax 314-534-8050

Must be completed and submitted with any HERITAGE order forms

Order online at: heritagesvs.com/ordering

Name of Convention NORM 2021 Booth# _____
Exhibiting Company _____
Phone # _____ Fax # _____
Address _____
City _____ State _____ ZIP _____
Contact Email _____
Print Name _____ Signature _____

Credit Card Payment

Cardholder's Name (Please print) _____
Credit Card Billing Address _____
City _____ State _____ ZIP _____
Credit Card # _____ V-Code _____ EXP _____
Charge to: American Express MasterCard Visa Discover

If for any reason the submitted credit card or check is declined or returned, a \$50.00 processing fee will be added to the final invoice. For your convenience, we will also process your card for payment of any additional charges incurred at show site. We will automatically provide this service unless informed otherwise by you.

CARD HOLDER'S SIGNATURE _____
By signing the above, I acknowledge and understand that all services rendered will be billed to this credit card. I agree to be bound by all terms and conditions in this service manual.

Company Check	Bank Wire Transfer
Make Check Payable to: HERITAGE 620 Shenandoah Ave St. Louis, MO 63104 Attn: Exhibitor Services Please include a copy of this order form with your check.	Enterprise Bank and Trust St. Louis, MO 63127 ABA# 081006162 ACCT# 0040520 HERITAGE Swift Code - Entrus44 Please reference name of show & booth number to credit your account. Customers are responsible for any bank processing fees. Please add \$25.00 to your invoice total for each wire to cover inbound bank processing fees.

Please note: In some instances equipment or services may be handled by other contractors.

All orders received on site at the Exhibitor Service Desk will be charged at standard rates. All outstanding balances must be paid by the close of the show. Adjustments to your invoice will not be made after the close of the show. For your convenience, we will use this authorization to charge your credit card account for your advance orders, and any additional amounts incurred as a result of show site orders placed by your representative. These charges may include all Heritage companies, including but not limited to HES Logistics, Inc., or any charges which Heritage may be obligated to pay on behalf of the Exhibitor, including without limitation, any shipping charges. By submitting this form or ordering materials or services from Heritage, you agree to be bound by all terms & conditions included in your service manual.

Please fax or email this form promptly to HERITAGE using the information at the top of the page - retain one copy for your files.



ORDER SUMMARY FORM
NORM 2021

exhibitor.services@heritagesvs.com

1-800-360-4323

Fax 314-534-8050

Order online at: heritagesvs.com/ordering

Discount Deadline:
9/20/2021

Order Services Early and SAVE!

Complete and submit necessary order forms listed below before the deadline date to take advantage of Advance Pricing.

Heritage Order Forms	Order Total
<input type="checkbox"/> Method of Payment & Credit Card Authorization	Submit With First Order
<input type="checkbox"/> Third Party Authorization	NA
<input type="checkbox"/> EAC Requirements	NA
<input type="checkbox"/> Furniture	\$
<input type="checkbox"/> Material Handling	\$
<input type="checkbox"/> Accessible/Priority Storage Return	\$
<input type="checkbox"/> Installation & Dismantle Labor	\$
<input type="checkbox"/> HES Shipping	\$
<input type="checkbox"/> Cleaning Service	\$

TOTAL AMOUNT DUE **\$** _____

Please see the Terms and Conditions page for full explanation of our policy on cancellations and changes.

Exhibiting Company _____

Contact Name _____ Booth # _____

Phone # _____ Email _____

Please fax or email this form promptly to HERITAGE using the information at the top of the page - retain one copy for your files.

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YOU ARE ENTERING A CONTRACT WHICH LIMITS YOUR POSSIBLE RECOVERY IN CASE OF LOSS OR DAMAGE

The terms and conditions set forth below become a part of the contract between HERITAGE exposition services and you, the exhibitor. Exhibitor is deemed to have accepted these terms and conditions when any of the following conditions are met:

- The material handling service agreement is signed;
- Exhibitor's materials are delivered to the HERITAGE warehouse or to a show or exposition site for which HERITAGE is the official show contractor, or
- An order for labor and/or rental equipment is placed by exhibitor with HERITAGE.

1. **DEFINITIONS.** For purposes of the Contract, "HTG" means HERITAGE Exposition Services, Inc., d.b.a. HERITAGE Trade Show Services, HERITAGE, Heritage Exposition Services, HES Logistics, and their respective employees, directors, officers, agents, assigns, affiliated companies, and related entities including, but not limited to, any subcontractors HTG may appoint. The term "EXHIBITOR" means the Exhibitor, its employees, agents, representatives, and any Exhibitor Appointed Contractor ("EAC"). Cold Storage: Holding of Goods in a climate controlled area; Accessible Storage: Holding of Goods in an area from which Goods may be removed during shows; Services: Warehousing, transportation, drayage, un-supervised labor, supervised labor and/or related services; Show Site: The venue or place where an exposition or event takes place; Supervised Labor (OKTO PROCEED): Union labor that is provided to a Customer to install or dismantle a booth or exhibit space, and is supervised and/or directed by HTG; Un-Supervised Labor (do not proceed): Union labor that is provided to a Customer to install or dismantle a booth or exhibit space and pursuant to Customer's election is not supervised and/or directed by HTG. Customer assumes the responsibility and any liability arising therefrom, for the work of union labor when Customer elects to use un-supervised labor.

2. **SCOPE** These Terms and Conditions shall be binding upon Exhibitor, HTG, and their respective Agents and representatives, including but not limited to Exhibitor contracted labor, EAC's or Installation and Dismantle Companies, and any other party with an interest in the Goods. Each shall have the benefit of and be bound by all provisions stated herein, including but not limited to time limits and limitations of liability.

3. Payments are due prior to delivery of services or equipment to EXHIBITOR unless other credit arrangements have been made. All payments shall be in U.S. currency, MasterCard, VISA, American Express or Discover credit cards, debit cards, or check, provided there is sufficient customer credit in EXHIBITOR's form of payment to completely satisfy the amount owed by EXHIBITOR to HTG. Undersigned authorizes and agrees that all applicable charges for services rendered to the EXHIBITOR will be applied to the credit card on file in the event other form of payment is not tendered prior to the close of the trade show. In no instance shall any Exhibitor be extended credit beyond 30 days after the close of the Show. If there are any outstanding balances owed by EXHIBITOR to HTG which have not been paid after 30 days following the close of the Show, then these unpaid balances shall bear interest at the rate of 1-1/2% per annum (18% per annum).

4. Any discrepancy in items ordered and items received or any complaint or question concerning services, etc., must be reported to the HTG Service Center at the show, in writing, immediately upon noting same. Problems will be resolved and/or any valid adjustments in EXHIBITOR's account will be made at that time, and approved by the HTG Project Manager in charge. Credits and adjustments will not be made based on information received after the Show. Exhibitors who cancel prior to Exhibitor Move-In will be refunded 100% of their advance payment. No refunds will be made for cancellations received once Exhibitor move-in begins or at show site, unless otherwise noted on the specific service form. In the event the exposition or event is cancelled or postponed, HTG reserves the right to charge for services rendered in preparation of the event or exposition as well as non-refundable costs incurred by HTG. Prior to any refunds being paid to EXHIBITORS, these cancellation and/or postponement charges will be determined in good faith by HTG and withheld from any amounts previously paid by EXHIBITOR to HTG in proportion to receipts from all exhibitors with the excess being refunded. EXHIBITOR should be advised that routine audits of Exhibitor booths for service usage are conducted during the Convention. Should the result of such an audit indicate that equipment or services is in fact being used that has not been paid for, the Exhibitor will be charged for the equipment or service at the applicable rate.

5. HTG reserves the right to discontinue one or all services or equipment delivery to EXHIBITOR for non-payment of one or more outstanding bills should such bill not be paid before the close of the first day of the Show. Payment for any one or more of the services rendered does not in anyway release EXHIBITOR from payment of the other remaining services upon presentation of an invoice. Should it become necessary after all discrepancies are resolved to employ a collection agency, then EXHIBITOR agrees that all reasonable and customary collection fees shall be borne by EXHIBITOR.

6. **CHOICE OF LAW & VENUE.** Any dispute between HTG and EXHIBITOR shall be governed by the laws of the State of Missouri (without regard to Missouri's conflicts of laws principles). Venue of any action between HTG and EXHIBITOR shall lie exclusively in the state or federal courts located in St. Louis, Missouri and HTG and EXHIBITOR agree that all reasonable attorney's fees shall be borne by the prevailing party.

7. **LIMITATION OF LIABILITY & INDEMNITY.** HTG shall not be liable to any extent whatsoever for any actual or potential loss of profits or revenues, or for any collateral costs or consequential damages, which may result from (1) any loss, injury or damage to EXHIBITOR's materials or (2) EXHIBITOR's ability to carry-on in its normal business practices. Additionally, HTG shall not be liable for (1) any loss, damage or delay as a result of fire, lightning, strikes, riot or civil commotion or any other cause or condition beyond the control of HTG, (2) damage to uncrated materials, materials improperly packed, or (3) concealed damage, or loss, theft or disappearance of EXHIBITOR's materials while at the show or EXHIBITOR's materials are in EXHIBITOR's possession or are located within or near the confines of EXHIBITOR's booth. HTG's liability shall be limited to any loss or damage which results solely from HTG's negligence in the actual physical handling of EXHIBITOR's materials and not from any other type of loss or damage. HTG's maximum liability for any cause shall be limited to \$0.30 per pound per article with a maximum liability of \$50.00 per item or \$1,000.00 per shipment. HTG shall not be responsible for loss, theft, or disappearance of materials before they are picked up from EXHIBITOR's booth or for reloading after the show. Bills-of-lading covering outgoing shipments, which are furnished to HTG by EXHIBITOR, will be checked at the time of actual pickup from the booth and corrections made where discrepancies occur. Any claims for loss, injury or damage must be submitted to HTG within thirty (30) days of the close of the show in which the loss, injury or damage occurred, or such claims shall be waived. No suit or action for the recovery of any claims arising out of or related to bodily injury, death, or property damage shall be brought against HTG more than one year after the accrual of the cause of action. EXHIBITOR agrees to indemnify and hold harmless HTG against any and all claims, suits, liabilities, or damages, including reasonable settlements and reasonable attorney's fees, arising out of negligence or any other cause on the part of the EXHIBITOR, subcontractors, suppliers, employees or any individual or company under the control directly

or indirectly of the EXHIBITOR at the show.

a. Cold Storage: Goods requiring cold storage are stored at Customer's own risk. HTG assumes no liability or responsibility for Cold Storage. b. Accessible Storage: HTG assumes no liability for loss or damage to Goods while in Accessible Storage. Storage charges are for the use of space and are not a form of insurance, or a guarantee of security. c. Unattended Goods: HTG assumes no liability for loss or damage to unattended Goods received at Show Site at any time from the point of receipt of inbound Goods until the loading of the outbound Goods, including the entire term of the respective show or exhibition. Customer is responsible for insuring its own Goods for any and all risk of loss. d. Empty Storage: HTG assumes no liability for loss or damage to Goods or crates, or the contents therein, while containers are in Empty Storage. It is Customer's sole responsibility to affix the appropriate labels available at the HTG Service Desk for empty container storage, and ensures that any pre-existing empty labels are removed. e. Forced Freight: HTG is not liable for Customer Goods left on the show floor after the show closing deadline, with or without a Material Handling Services/Straight Bill of Lading signed by Customer. It is Customer's responsibility to complete accurate paperwork for shipping to ensure Customer Goods are properly labeled. f. Concealed Damage: HTG shall not be liable for concealed loss or damage including but not limited to glass, electronic equipment, prototypes, original art, uncrated Goods, or improperly packaged or labeled Goods. g. Unattended Booth: HTG shall not be liable for any loss or damage occurring while the Goods are unattended in Exhibitor's booth at any time, including, but not limited to, the time the Goods are delivered to the dock until the time the Goods are received by Exhibitor's selected carrier. h. Labor: HTG assumes no liability for loss, damage, or bodily injury arising out of Exhibitor's supervision of HTG provided union labor. i. Notice of Loss or Damage: In order to have a valid claim, notice of loss or damage to Goods must be given to HTG or its agent within 24 hours of occurrence (as evidenced in an Incident Report completed at Show Site by HTG) or delivery of outbound Goods.

8. **ADVANCED WAREHOUSING/TEMPORARY STORAGE.** HTG assumes no liability or responsibility for loss or damage to Goods delivered to the Advance Warehouse or other similar Temporary Storage facilities.

9. EXHIBITOR recognizes that HTG provides services as EXHIBITOR's agent and not as bailee or shipper. If any employee or subcontractor of HTG shall sign a delivery receipt, bill-of-lading, or other document, EXHIBITOR agrees that these signatories will do so as EXHIBITOR's agent, and EXHIBITOR accepts the responsibility thereof. HTG or its subcontractors are authorized to note the quantities or condition of items on the EXHIBITOR's bill-of-lading when the actual count or condition of such items do not conform to the amount or amounts recorded by EXHIBITOR. Correct weights with Weight Certificate must be provided, otherwise HTG's or its subcontractor's estimate will prevail in the event of any weight discrepancy.

10. Exhibitor permits all contact information provided to HTG to be used by HTG and shared with other entities assisting in the production of the event in question. Email communications may include show information, promotional materials, advertising statements and other commercial notices. Permission may be revoked by the EXHIBITOR in writing.

11. In the case of bills submitted to parties other than the EXHIBITOR (i.e., Third Parties), such arrangements in no way release EXHIBITOR from any and all of the terms and conditions outlined herein.

12. **REFUNDS:** EXHIBITOR shall receive a full and complete refund of any overpayments following final audit after the close of the Show. HTG will remit refunds to EXHIBITOR at the name and address indicated on the Exhibitor Data Sheet. EXHIBITOR will receive a refund for any extra overpayment above and beyond the amount which EXHIBITOR owes to HTG. Also provided for the EXHIBITOR with the final refund shall be a final accounting showing the services or equipment ordered.

13. **CREDIT CARD:** HTG is pleased to accept orders for services, with payment being made by a credit card. By paying for these services in advance, and adhering to the deadline date, you have taken advantage of the discount offered. However, if a payment is subsequently made by check with the intention of reversing the initial credit card payment, there will be a fee assessed for each subsequent transaction following the initial transaction. The fee to reverse the credit card payment and replace it with a check or an alternate credit card is as follows: If the credit card charge is \$1.00 to \$500.00 the fee is \$25.00, \$501.00 to \$1,000.00 the fee is \$30.00, \$1,001.00 to \$2,000.00 the fee is \$60.00, \$2,001.00 to \$5,000.00 the fee is \$150.00, \$5,001.00 to \$10,000.00 the fee is \$300.00, \$10,001.00 to \$20,000.00 the fee is \$450.00. Amounts over \$20,000.00 the fee is 4% of the amount owed.

14. **Insurance:** It is understood that HTG is not an insurer. Insurance should be obtained by the EXHIBITOR. It is highly recommended that exhibitors arrange All Risk coverage which usually can be done by endorsements to existing policies. EXHIBITOR's materials should be insured from the time they leave their firm until they are returned after the close of the show. Insurance and liability against theft or property damage to equipment or exhibit material owned or rented by EXHIBITOR, or bodily injury occurring within the confines of EXHIBITOR's booth, remain the sole and complete responsibility of EXHIBITOR. Except where prohibited by law, the EXHIBITOR and its insurers waive all rights of recovery or subrogation against HTG and their respective directors, officers, employees, and agents.

15. By completing and submitting the service forms, Exhibitor hereby authorizes HTG as its Exhibitor Appointed Contractor to process and pay for those services on behalf of the Exhibitor as a third party.

16. HTG Reserves the right to adjust the price charged for any item in the event of a sudden and unexpected price increase. By way of example without limiting the foregoing, in the event fuel prices escalate in a rapid manner, the price of any individual item may be adjusted to reflect the impact of higher fuel prices. Additionally, HTG reserves the right to pass through to Exhibitor any incremental charges or fees levied by the facility, suppliers or other third parties.

exhibitor.services@heritagesvs.com

1-800-360-4323

Fax 314-534-8050

Discount Deadline:**9/20/2021****Order online at: heritagesvs.com/ordering**

Exhibiting Company _____ Booth Number _____

EAC Information:

Company Name: _____

Billing Address: _____

City: _____ State: _____ Zip: _____ Country: _____

Contact Name: _____ Email Address: _____

Telephone Number: _____ Fax Number: _____

Please read, complete, and submit this authorization form with required documentation for each contractor (see below) to HERITAGE if hiring a service contractor(s) other than the official contractor selected by show management. Note: For services such as electrical, plumbing, telephone, cleaning and material handling, no contractor other than the official contractor will be approved. This regulation is enforced as equipment and facilities are the sole responsibility of the respective owner. The exhibitor shall control only the material and equipment that he/ she owns and that is to be used in the exhibit space.

Official Service Contractors are appointed to perform and provide necessary services and equipment. The Official Service Contractor will provide all usual trade show services, including labor. Supervision, however, may be provided by the exhibitor. The exhibitor may appoint either the official contractor for supervision or a qualified non-official contractor.

Official Show Contractors:

- Ensure orderly and efficient installation and removal of exhibits.
- Assure the distribution of labor to all exhibitors according to need.
- Provide sufficient labor to satisfy the requirements of exhibitors and for the show itself.
- See that the proper type and limit of insurance are in force.
- Avoid any conflict with local union regulations and requirements.

Should an exhibitor wish to employ the services of a contractor other than the Official Show Contractor, the following conditions must be met:

- The exhibitor must inform Heritage of the name and address of the contractor and the work to be performed by completing the Authorization below. The Authorization must be received by Heritage no later than 30 days prior to the show. If notification is not received 30 days prior to the show, Heritage labor must be used for all work and the exhibitor appointed contractor will be permitted to supervise only.

The contractor hired by the exhibitor must

- Provide no later than 30 days prior to the show a Certificate of Insurance with at least the following limits:
 - Commercial Liability not less than \$1,000,000 each occurrence/ \$2,000,000 general aggregate, Workers Compensation Insurance, including Employer's Liability coverage, in a minimum amount not less than \$1,000,000; Auto Liability not less than \$1,000,000 each occurrence, naming HERITAGE (the General Contractor), Show Management, Facility, and Organizer as additional insured, except for Workers Compensation.
 - Agree to abide by all rules and regulations of the show and union rules and regulations.

This form must be accompanied by the insurance certificate. Please obtain this certificate from your insurance carrier and send with this form.

INCOMPLETE OR UNSIGNED FORMS WILL NOT BE ACCEPTED.

Signature of Exhibitor: _____ Date: _____

Service to be Performed: _____

Authorizer acknowledges reading and accepting all Terms and Conditions and agrees that Authorizer and Exhibiting Company will be fully governed by the provisions described therein.

Exhibiting Company _____

Contact Name _____ Booth # _____

Phone # _____ Email _____



EXHIBITOR APPOINTED CONTRACTORS (EAC)

NORM 2021

exhibitor.services@heritagesvs.com

1-800-360-4323

Fax 314-534-8050

Discount Deadline:

9/20/2021

Order online at: heritagesvs.com/ordering

Certificate of Insurance: Each EAC shall provide Heritage with a valid Certificate of Insurance and a copy of the additional insured endorsements required on the primary and excess/ umbrella general liability policies. The insurance form must list as Additional Insureds and/ or Covered Locations:

**HERITAGE
ORGANIZER
FACILITY**

Exhibitor(s) Represented (all Exhibitors represented by the contractor must be named as additional insured)

SHOW Move-In date(s) through Move-Out date(s) (See General Information Page)

The insurance form must list as the Certificate Holder:

**HERITAGE
620 Shenandoah Ave.
St. Louis, MO 63104**

Minimum Coverage Requirements for Primary & Excess/ Umbrella Commercial General Liability: Each EAC shall maintain insurance coverage of the types and in the minimum amounts as follows:

Limits: Primary: Each Occurrence \$1,000,000; Products - COMP/ OP AGG \$2,000,000; Personal & Adv Injury \$1,000,000; General Aggregate \$2,000,000
Excess/ Umbrella: Each occurrence \$1,000,000; Aggregate \$1,000,000
Coverage for contractual liability and products liability

The following entities shall be named as Additional Insureds for all ongoing operations:

**HERITAGE
ORGANIZER
FACILITY**

Exhibitor(s) Represented (all Exhibitors represented by the contractor must be named as Additional Insured)

SHOW Move-In date(s) through Move-Out date(s) (See Quick Facts pages)

Insurer shall waive any right of subrogation against **ORGANIZER** and **HERITAGE**, their officers, directors, agents or employees. Coverage cannot be cancelled or reduced without at least 30 days prior written notice to **ORGANIZER** and **HERITAGE**.

Workers' Compensation Insurance: Each EAC shall maintain Workers' Compensation and Occupational Disease Insurance in full compliance with all federal and state laws, covering all of the EAC's employees engaged in the performance of any work for the Exhibitor. Coverage for Workers' Compensation and Employers' Liability shall be insured for the following limit:

Each Accident \$1,000,000 Disease - Each Employee \$1,000,000 Disease - Policy Limit \$1,000,000

WCI Insurer shall waive any right of subrogation against **ORGANIZER** and **HERITAGE**, their officers, directors, agents or employees. Coverage cannot be cancelled or reduced without at least 30 days prior written notice to **ORGANIZER** and **HERITAGE**.

Automobile Liability: Automobile liability must be covered whether the EAC has a vehicle on-site or not. Each EAC shall maintain insurance coverage in the minimum amounts as follows: Combined Single Limit \$1,000,000

EAC acknowledges reading and accepting this Agreement and agrees that it will be fully governed by the provisions described herein.

Name of EAC: _____ Booth Number: _____

By (print name): _____

Signature: _____ Date: _____

exhibitor.services@heritagesvs.com

1-800-360-4323

Fax 314-534-8050

Order online at: heritagesvs.com/ordering**Discount Deadline:****9/ 20/ 2021****Exhibitor Appointed Contractor (EAC)
Work Authorization Form**

Return completed EAC Requirement forms to Heritage via email to exhibitorservices@heritagesvs.com by the by the Discount Deadline. **Please forward a copy of the Certificate of Liability Insurance sample to your EAC.**

This form must be completed by the exhibiting company. No EAC will be granted access to the show floor without this form **AND** completion of requirements and signature by your EAC on the EAC Requirement forms. Please check the appropriate boxes below of the products and/ or services you will have outside of those provided by the designated official contractor.

For insurance and safety reasons, the official contractor designated in the service manual must be used for services such as:

Booth Cleaning

Material Handling

Services:

Installation & Dismantle

Installation & Dismantle – Supervision Only

Security

Other (please specify): _____

Products:

Flooring/Carpet Rental

Computer Rental

Furniture/Signs/Accessories

Other (please specify): _____

Floral

Indicate Type of Service Performed for the Above Checked Boxes (i.e. installation, supervision, etc.):

**Note Other Products/ Services Here:

Please Type or Print**EAC Information:**

EAC Company Name: _____

Address: _____ City/ State/ Zip _____

EAC Company Phone: _____ Fax Number: _____

EAC Contact Name: _____ EAC Contact Cell: _____

EAC Contact Email: _____

Product/ Service Description: _____

**** ALL EAC COMPANY INFORMATION MUST BE COMPLETED**

Exhibitor Signature: _____ Date: _____

Exhibiting Company _____

Contact Name _____ Booth # _____

Phone # _____ Email _____

CERTIFICATE OF LIABILITY INSURANCE

SAMPLE

DATE (MM/ DD/ YYYY)

00/00/0000

PRODUCER (000)000-0000

FAX

 AGENTS NAME
 AGENTS ADDRESS

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE NAIC#

 INSURED
 YOUR COMPANY NAME
 YOUR COMPANY ADDRESS

INSURER A:

INSURER B:

INSURER C:

INSURER D:

INSURER E:

EAC FOR:

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSL LTR	ADD'L INSRD	TYPES OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/ DD/ YY)	POLICY EXPIRATION DATE (MM/ DD/ YY)	LIMITS	
		TYPES OF INSURANCE <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS MADE <input type="checkbox"/> OCCUR	POLICY #	EFF DATE	EXP DATE	EACH OCCURRENCE	\$ 1,000,000
						DAMAGE TO RENTED PREMISES (EA OCCURRENCE)	\$ 500,000
						MED EXP (Any one person)	\$ 5,000
						PERSONAL & ADV INJURY	\$ 1,000,000
						GENERAL AGGREGATE	\$ 2,000,000
						PRODUCTS-COMP-OP AGG	\$ 2,000,000
		GEN'L AGGREGATE LIMIT APLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC					
		AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	POLICY #	EFF DATE	EXP DATE	COMBINED SINGLE LIMIT (ea accident)	\$ 1,000,000
						BODILY INJURY (per person)	\$
						BODILY INJURY (per accident)	\$
						PROPERTY DAMAGE (per accident)	\$
		<input type="checkbox"/> GARAGE LIABILITY <input type="checkbox"/> ANY AUTO	POLICY #	EFF DATE	EXP DATE	AUTO ONLY-EA ACCIDENT	\$
						OTHER THAN EA ACC	\$
						AUTO ONLY: ACC	\$
		EXCESS/ UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTABLE <input type="checkbox"/> RETENTION \$ 10,000	POLICY #	EFF DATE	EXP DATE	EACH OCCURRENCE	\$ 1,000,000
						AGGREGATE	\$ 1,000,000
		WORKERS COMPENSATION AND EMPLOYERS LIABILITY ANY PROPRIETOR/ PARTNER/ EXECUTIVE OFFICER/ MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below	POLICY #	EFF DATE	EXP DATE	WC STATUTORY LIMITS	OTHER \$
						E.L. EACH ACCIDENT	\$ 1,000,000
						E.L. DISEASE-EA EMPLOYEE	\$ 1,000,000
						E.L. DISEASE- POLICY LIMIT	\$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT/ SPECIAL PROVISIONS

ADDITIONAL INSURED AS RESPECTS LIABILITY PER WRITTEN CONTRACT:

CERTIFICATE HOLDER

 HERITAGE
 620 Shenandoah Ave.
 St. Louis, MO 63104

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

exhibitor.services@heritagesvs.com

1-800-360-4323

Fax 314-534-8050

Order online at: heritagesvs.com/ordering**Discount Deadline:**
9/20/2021**THIRD PARTY AUTHORIZATION**

FOR USE OF AN EXHIBITOR APPOINTED CONTRACTOR: We understand and agree that we, the exhibiting firm, are ultimately responsible for payment of charges. 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 to the exhibiting company. The items checked below are to be invoiced to the third party:

- ALL SERVICES
 I & D LABOR
 MATERIAL HANDLING/ IN & OUT
 RENTAL FURNITURE & CARPET
 OTHER (Please specify)

THIRD PARTY AGENT:

CREDIT CARD NUMBER _____

EXPIRATION DATE ___/___/___ VERIFICATION CODE ___/___/___/___

 VISA AMERICAN EXPRESS MASTERCARD DISCOVER

CARDHOLDER'S NAME _____

AUTHORIZED SIGNATURE _____

PRINT NAME _____

COMPANY NAME _____

ADDRESS _____

CITY/ STATE/ ZIP _____

PHONE _____ FAX _____

EMAIL _____

We have read, understand and agree to all terms as described above and have advised our show site representative accordingly.

Exhibitor Signature: _____ **Print Name:** _____ **Date:** _____

(Please Print)

Exhibiting Company _____

Contact Name _____ Booth# _____

Phone # _____ Email _____

Please fax or email this form promptly to HERITAGE using the information at the top of the page - retain one copy for your files.

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Discount Deadline:

9/20/2021

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	Item	Quantity	Discount Rate	Standard Rate	Total
Furniture	F60 Plastic Side Chair (Gray)	_____ x	\$ 62.70	\$ 81.51	= _____
	F50 Padded Sled Base Chair (Gray)	_____ x	\$ 81.85	\$ 106.41	= _____
	F9 Padded Chair (Gray)	_____ x	\$ 81.85	\$ 106.41	= _____
	F10 Padded Arm Chair (Gray)	_____ x	\$ 88.70	\$ 115.31	= _____
	F20 Custom Padded Arm Chair (Gray)	_____ x	\$ 104.75	\$ 136.18	= _____
	F30 Padded High Stool (Gray)	_____ x	\$ 100.20	\$ 130.26	= _____
	F40 Custom Padded High Stool (Gray)	_____ x	\$ 131.55	\$ 171.02	= _____
	F75 Executive Chair (Black)	_____ x	\$ 195.00	\$ 253.50	= _____
Draped Display Tables	Circle your color choice: Red Blue Teal Burgundy HunterGreen Plum Silver Black White Gold Expo Green				
	F110 4' Table - 30" High	_____ x	\$ 113.20	\$ 147.16	= _____
	F120 6' Table - 30" High	_____ x	\$ 136.15	\$ 177.00	= _____
	F130 8' Table - 30" High	_____ x	\$ 159.05	\$ 206.77	= _____
	F140 4' Table - 42" Counter High	_____ x	\$ 140.70	\$ 182.91	= _____
	F150 6' Table - 42" Counter High	_____ x	\$ 163.65	\$ 212.75	= _____
	F160 8' Table - 42" Counter High	_____ x	\$ 186.60	\$ 242.58	= _____
	F170 4th Side Table Drape - 30" High	_____ x	\$ 47.40	\$ 61.62	= _____
	F180 4th Side Table Drape - 40" High	_____ x	\$ 47.40	\$ 61.62	= _____
	Undraped Display Tables	F190 4' Table - 30" High	_____ x	\$ 72.65	\$ 94.45
F200 6' Table - 30" High		_____ x	\$ 88.70	\$ 115.31	= _____
F210 8' Table - 30" High		_____ x	\$ 105.55	\$ 137.22	= _____
F220 4' Table - 42" Counter High		_____ x	\$ 78.75	\$ 102.38	= _____
F230 6' Table - 42" Counter High		_____ x	\$ 93.30	\$ 121.29	= _____
F240 8' Table - 42" Counter High		_____ x	\$ 113.95	\$ 148.14	= _____
F80 30" Diameter Pedestal (Gray) 18" H		_____ x	\$ 157.55	\$ 204.82	= _____
F90 30" Diameter Pedestal (Gray) 30" H		_____ x	\$ 157.55	\$ 204.82	= _____
F100 30" Diameter Pedestal (Gray) 42" H		_____ x	\$ 157.55	\$ 204.82	= _____
Table Risers Covered White		F250 4' Long Riser	_____ x	\$ 50.00	\$ 65.00
	F260 6' Long Riser	_____ x	\$ 61.50	\$ 79.95	= _____
	F270 8' Long Riser	_____ x	\$ 74.35	\$ 96.66	= _____

Method of Payment & Credit Card Authorization Form REQUIRED to be submitted with this form.

SUBTOTAL \$ _____
 TAX 8.6% \$ _____
 TOTAL DUE \$ _____

Please see the Terms and Conditions page for full explanation of our policy on cancellations and changes.

Exhibiting Company _____

Contact Name _____ Booth# _____

Phone # _____ Email _____

Please fax or email this form promptly to HERITAGE using the information at the top of the page - retain one copy for your files.

Chairs



Plastic Side Chair
F60
(Gray)



Padded Sled Base Chair
F50
(Gray)



Padded Chair
F9
(Gray)



Padded Arm Chair
F10
(Gray)



Custom Padded Arm Chair
F20
(Gray)



Padded High Stool
F30
(Gray)



Custom Padded High Stool
F40
(Gray)



Executive Chair
F75
(Black)

Skirted Tables



4' Display Table
F110
30" High



4' Display Table
F140
42" Counter High



6' Display Table
F120
30" Counter High



6' Display Table
F150
42" High



8' Display Table
F130
30" High



8' Display Table
F160
42" Counter High

Table Skirt and Drape Color Options



Red



Teal



Hunter Green



Silver



White



Blue



Burgundy



Plum



Black



Gold



Expo Green

Undraped Display Tables



4' Display Table
F190
30" High



4' Display Table
F220
42" Counter High



6' Display Table
F200
30" High



6' Display Table
F230
42" Counter High



8' Display Table
F210
30" High



8' Display Table
F240
42" Counter High



30" Diameter Pedestal
F80
18" H (Gray)



30" Diameter Pedestal
F90
30" H (Gray)



30" Diameter Pedestal
F100
42" H (Gray)

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WHAT IS MATERIAL HANDLING? Material handling is the process of receiving your crates/ cases/ boxes/ cartons, either at the warehouse in advance of the show or at show site during move-in; delivering them to your booth; removing empty containers for storage during the show; returning the empty containers to your booth after the show; delivering your materials back to the dock; and loading for outbound shipping. Charges are determined by weight and ease of handling.

EMPTY REMOVAL INSTRUCTIONS

All exhibitors must have all crates tagged for empty storage by 1 hour prior to end of exhibitor move-in.

NOTE: Exhibitors will be subject to a surcharge of up to 20% of the total freight invoice if crates are not tagged for removal by set deadline.

Any shipment not handled by Heritage, but for which Heritage is required to handle storage of the empty shipping containers, a charge of \$50.00 per crate, case, box, or carton will be assessed.

CERTIFIED WEIGHT TICKETS

In the event that no weight tickets or inaccurate weight tickets are indicated on the delivery documents presented, Heritage shall estimate the weight or re-weigh, and charges shall be based upon the estimates. The estimated weight shall be final and binding if actual scale weight figures are not submitted prior to the close of the show. All shipments received at the warehouse and show site are subject to re-weigh.

OVERTIME

- Overtime charges are assessed when Heritage has been granted access to the facility during overtime, per the contractual agreement between show management and facility. This includes warehouse shipments.
- **Late Driver Check-In:** Drivers checking in after 1:30 pm are not guaranteed Straight Time rates.
- The overtime rate is applied to all shipments loaded or unloaded on Saturday, Sunday, holidays, and any time other than 8:00 am to 4:30 pm Monday through Friday.
- All weights are rounded off to the next cwt per Round Trip.
- The consignment or delivery of a shipment to Heritage by an exhibitor, or by a shipper on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/ or shipper) of the terms and conditions set forth.
- If shipment is moved into or out of show site on overtime due to scheduling beyond Heritage's control.

INSURANCE

It is understood that Heritage is not an insurer. Insurance, if any, should be obtained by the exhibitor. It is suggested that exhibitors arrange All Risk coverage. This can be done by endorsements to existing policies. Exhibitor's materials should be insured from the time they leave their firm until they are returned after the close of the show.

INBOUND SHIPMENT(S)

Consistent with trade show practices, there may be a lapse of time between the delivery of shipment(s) to the booth and the arrival of the exhibitor or his/ her representative. During this time, the materials will be left unattended. Heritage will not be responsible or liable for any loss, damage, theft, or disappearance of exhibitor's material after it has been delivered to the exhibitor's booth.

OUTBOUND SHIPMENT(S)

Heritage will not be responsible or liable for any loss, damage, theft, or disappearance of exhibitor's material between the time it is packed and when it is picked up and loaded. If found liable for any loss, Heritage's sole and exclusive **MAXIMUM** liability for loss or damage to **EXHIBITOR'S** materials and **EXHIBITOR'S** sole and exclusive remedy is limited to \$.30 (USD) per pound per article with a maximum liability of \$50.00 (USD) per item, or \$1,000 (USD per shipment), whichever is less.

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LIABILITY

- Shipments delivered or consigned direct to the dock or warehouse address are subject to the following: Heritage shall not be liable for loss, damage or delay due to fire, acts of God, strikes or causes beyond its control. Furthermore, Heritage maximum liability is limited to \$0.30 per pound per article, with a maximum of \$50.00 per item or \$1,000.00 per shipment, while these goods and materials are in the warehouse or in vehicles during delivery to or from the convention facility.
- Heritage shall not be responsible for damage to uncrated materials, improperly packed materials or concealed damage.
- Heritage shall not be responsible for loss, theft, or disappearance of materials after same has been delivered to the exhibitor's booth.
- Collect shipments will not be accepted. Send freight prepaid.
- Direct carrier shipments must have certified weight tickets. If correct weights are NOT provided, receiver's estimates will prevail. Mixed shipments arriving on van lines must have certified weight tickets separating weights of crated items from loose and uncrated items. Weights not broken out will be charged at "loose and uncrated" rates.
- NO LIABILITY IS ASSUMED for shipments without receipts, freight bills, or specific counts such as UPS or van lines.
- Empty container labels will be available at Heritage Service Desk. Affixing the labels is the sole responsibility of the exhibitor or his representatives. All previous labels should be removed or obliterated. Heritage assumes no responsibility for:
 - Error to above procedures.
 - Removal of containers with old empty labels and Heritage labels.
 - Improper information on empty labels.
 - Material stored in containers with empty labels.
- To expedite removal of materials, Heritage shall have authority to change designated carriers.
- Heritage has Right of Preference into and out of show-site building to prevent tie-ups and provide an orderly operation for the show.
- Exhibitors have the responsibility of arranging for outgoing shipments.
- Make sure materials are properly crated and labeled before turning in Bills-of-Lading to freight desk. This prevents shipping out empty crates.
- Acceptance of Bills-of-Lading by Heritage freight desk does not represent acceptance of counts on the bill. All outgoing freight will be counted by designated carrier at the booth, notifying Heritage of any adjustments. Heritage is not responsible for security of exhibitor freight that is left unattended in the booth while waiting for the designated carrier.
- Heritage shall not be liable to any extent whatsoever 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 an exhibitor's materials which may make it impossible or impractical to exhibit same.
- Claims for loss or damage must be submitted to Heritage prior to the close of the Show. No suit or action shall be brought against Heritage more than one (1) year after the accrual of the cause of action.
- Any claims regarding material handling services will be adjudicated on its own merits and shall not impact payment for any other services due.

ALL CHARGES ARE THE RESPONSIBILITY OF THE EXHIBITING COMPANY FROM WHOM MATERIALS HAVE BEEN RECEIVED AND HANDLED.

HERITAGE RESERVES THE RIGHT TO SHIP MATERIALS WITH OFFICIAL SHOW CARRIER IF EXHIBITOR CARRIER DOES NOT CHECK IN BY THE APPOINTED DATE AND TIME.

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- **Crated:** Material that is skidded or is in any type of shipping container that can be unloaded at the dock with **no special handling required.**
- **Special Handling:** Applies to shipments that are loaded by cubic space and/or packed in such a manner as to require additional labor/handling, such as ground unloading, constricted space unloading, designated piece unloading, or stacked shipments. Also included are mixed shipments and shipments without individual bills of lading. Shipments loaded in this manner require additional time, labor, or equipment, to unload, sort and deliver. **Federal Express (FedEx), UPS, USPS and DHL are included in this category due to their delivery procedures.**
- **What about carpet/ pad only shipments?** Shipments that consist of carpet and/or carpet padding only require additional handling because of additional labor and equipment to unload.
- **What is a Small Package?** (30lbs. maximum per package) Letters or small packages received at show-site **during show hours only.**
- **What is a Cartage Company?** Freight forwarders, as well as, other carriers, will often outsource the delivery of their freight to third party cartage companies. Cartage companies provide local pick-up and delivery services to and from the event venue, as well as, other locations. In most cases, cartage companies will consolidate shipments from multiple carriers onto a single truck. Due to their loading/unloading procedures, these shipments may fall into the additional handling category.
- **What is Ground Loading/ Unloading?** Vehicles that are not dock height, preventing the use of loading docks, such as U-hauls, flat bed trailers, double drop trailers, company vehicles with trailers that are not dock level, etc.
- **What is Constricted Space Loading/ Unloading?** Trailer loaded “high and tight” shipments that are not easily accessible. Freight is loaded to full capacity of trailer - top to bottom, side to side. One example of this is freight that is loaded down one side of a trailer that must be bypassed to reach targeted freight.
- **What is Designated Piece Loading/ Unloading?** Drivers that require the loading crew to bring multiple pieces of the freight to the rear of the trailer to select the next piece, having to remove freight from the trailer then reload to fit or the trailer must be loaded in a sequence to ensure all items fit.
- **What is Alternate Delivery Location?** Shipments that are delivered by a carrier that requires pieces to be delivered to different areas/ levels in the same building, or to other venues (such as a hotel near an event venue).
- **What are Stacked Shipments?** Shipments loaded in such a manner requiring multiple items to be removed to ground level for delivery to booth. Stacked or “cubed out” shipments, loose items placed on top of crates and/or pallets constitute special handling.
- **What are Multiple Shipments?** Multiple shipments on a truck do not automatically indicate special handling, unless the shipments are mixed on the truck, failing to maintain shipment integrity and/or have multiple deliver areas.
- **What are mixed shipments?** Mixed shipments are defined as shipments of mixed crated and uncrated goods, where the percentage of uncrated is minimal and does not warrant the full uncrated rate for the shipment, but does require special handling.
- **What does it mean if I have No Documentation?** Shipments arrive from a small package carrier (including, among others, Federal Express [FedEx] and UPS) without an individual Bill of Lading, requiring additional time, labor and equipment to process.
- **What is Inbound?** Shipments being sent to a warehouse for advance receiving or to show site.
- **What is Outbound?** Shipments leaving show site and being sent to another destination.
- **What is Off Target?** Used when there is a specific date and time that an exhibitor must move in by and is missed.
- **What is a Marshalling Yard Fee?** A marshalling service has been established to ease congestion at the facility and better utilize dock space. All carriers and privately owned vehicles must check in at the marshalling location prior to unloading/loading.
- **What is Overnight Parking Fee?** There is a fee for parking at the marshalling yard. This is for exhibitors with company owned trailers and box trucks only. **Any vehicles left without a parking pass will be towed at owner’s expense.**
- **What are Shipments Returned to Warehouse?** Shipments returned to the warehouse at close of show will be charged an additional fee of \$50.00 per CWT (2500lb. min.). Shipments not picked up from the warehouse within 72 hrs. will be charged for storage by Heritage.

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MATERIAL HANDLING SERVICES

CRATED: Material that is skidded or is in any type of shipping container that can be unloaded at the dock with no additional handling required.

SPECIAL HANDLING: Material delivered by a carrier in such a manner that it requires additional handling, such as ground unloading, stacked or constricted space unloading, designated piece unloading, shipment integrity, alternate delivery location, loads mixed with pad wrapped material, carpet and/or pad only shipments, no documentation and shipments that require additional time, equipment or labor to unload. Federal Express, UPS & DHL are included in this category due to their delivery procedures.

UNCRATED: Material that is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting points.

STRAIGHT TIME: 8:00 A.M. to 4:30 P.M. Monday through Friday

OVERTIME: 4:30 P.M. to 8:00 A.M. Monday through Friday, Saturday, Sunday, and Holidays

Union Holidays: New Year's Day, Martin Luther King Day, President's Day, Good Friday, Patriot's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day

NOTE: The advanced warehouse will only receive shipments between 10 AM and 4:30 PM, Monday through Friday

Description		Price per CWT	200 lb Minimum	
Rate Classifications	Warehouse Shipment (200 lb Minimum)			
	Crated or Skidded Shipment	<u>\$89.50</u>	<u>\$179.00</u>	
	Special Handling Shipment	<u>\$107.40</u>	<u>\$214.80</u>	
	Show Site Shipment (200 lb Minimum)			
	Crated or Skidded Shipment	<u>\$89.50</u>	<u>\$179.00</u>	
	Special Handling Shipment	<u>\$107.40</u>	<u>\$214.80</u>	
	Uncrated or Pad Wrapped Shipment	<u>\$125.30</u>	<u>\$250.60</u>	
	Small Package—Maximum Weight is 30 lbs per Shipment	<u>\$50.00</u>	<u>\$50.00</u>	
	*A small package shipment is a shipment totaling any number of pieces with a combined weight not to exceed 30 lbs that is received on the same day, from the same shipper and delivered by the same carrier.			
	**Warehouse Shipments will be received Monday through Friday between the hours of 10:00a.m. and 4:00 p.m.			

Additional Surcharges	Description	Price per CWT	200 lb Minimum	
	Shipment Delivered After Deadline Date (in addition to above rates)			
	Warehouse Shipment Crated or Skidded, After Deadline 9/30/21.	<u>\$22.38</u>	<u>\$44.76</u>	
	Warehouse Shipment Special Handling, After Deadline 9/30/21.	<u>\$26.85</u>	<u>\$53.70</u>	
	All rates quoted above are straight time rates. All freight received at the warehouse that must be moved into or out of the booth before 8:00 am or after 4:30 pm on weekdays will be charged overtime rates for each instance. Show site overtime hours are before 8:00 am and after 4:30 pm on weekdays. Any time on Saturday, Sunday or holidays will be charged overtime each way in addition to the above rates.			
	Overtime Charge—Warehouse Shipment (in addition to above rates)			
	Crated or Skidded Shipment	<u>\$22.38</u>	<u>\$44.76</u>	
Special Handling Shipment	<u>\$26.85</u>	<u>\$53.70</u>		
	Overtime Charge—Show Site Shipment (in addition to above rates)			
	Crated or Skidded Shipment	<u>\$22.38</u>	<u>\$44.76</u>	
	Special Handling Shipment	<u>\$26.85</u>	<u>\$53.70</u>	
	Uncrated or Pad Wrapped Shipment	<u>\$31.33</u>	<u>\$62.66</u>	
	Off-Target Charge (in addition to above rates)	<u>25% additional</u>		

Description	Weight	÷ 100 =	CWT	x	Price per CWT =	Estimated Total Cost (200 lb. min)
<i>example: Special Handling</i>	467	÷ 100 =	5		\$168.90	\$844.50
		÷ 100 =				
		÷ 100 =				
		÷ 100 =				
		÷ 100 =				
TOTAL						

Please see the Terms and Conditions page for full explanation of our policy on cancellations and changes.

Certified weight tickets and proper documentation will be required on all loads containing machinery/ equipment. Any shipments containing a mixture of exhibit material and machinery/ equipment not accompanied by separate certified weight tickets will be charged at the prevailing exhibit material rates. All machinery/ equipment shipments not crated or skidded or without proper lifting bars or hooks will be considered uncrated exhibit material and charged at the appropriate prevailing rate.

Exhibiting Company _____

Contact Name _____ Booth# _____

Phone # _____ Email _____

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1-800-360-4323

Fax: 314-534-8050

Discount Deadline:

9/20/2021

Priority Empty Container Return – This service provides for the priority return of your empties to your booth after the close of the show. This service must be ordered prior to the removal of your empties. To order, fill in information below and return to HERITAGE.

Item	Estimated # of Pieces	Standard Rate	Total
Priority Return FR350 Priority Empty Container Return	_____ x	\$100	= _____

PLEASE NOTE THAT THIS SERVICE CANNOT BE ORDERED AFTER THE PIECES HAVE BEEN TAKEN TO STORAGE

Accessible storage is unsecured. A storage area will be available for exhibitor's samples and literature in the facility. Depending on space available in the facility, these items may be stored on trailers in the loading dock area. Heritage employees will be available to access storage items during show hours, one hour prior to show opening, and one half hour after show closing each day. All material in storage on the last day of the show will be returned to their designated booth space at the close of the show. Due to fire regulations and for security purposes, **NO LARGE DELIVERIES CAN BE MADE DURING SHOW HOURS.** Show management reserves the right to stop deliveries at any time during the show hours, so please schedule deliveries prior to show opening. Storage space may be limited. Orders **MUST** be received by the deadline date to guarantee storage space. The charge for storage space is as follows:

Item	# of Days	Standard Rate	Total
Accessible Storage FR101 Set-up Fee (There is a One-time Set-up Fee)	N/A	\$50.00	= _____
Storage Fee (Based Upon Squared Feet Required for Storage):			
FR025 Up to 25 square feet	_____ x	\$75.00	= _____
FR2650 26 to 50 square feet	_____ x	\$125.00	= _____
FR51100 51 to 100 square feet	_____ x	\$175.00	= _____
FR101150 101 to 150 square feet	_____ x	\$225.00	= _____
FR151200 151 to 200 square feet	_____ x	\$275.00	= _____
SUBTOTAL			_____

Labor – Each time your materials are accessed, you will be charged a minimum of one-half (1/2) hour of labor according to the hourly rates indicated on the Exhibitor Labor Form. Please note that all exhibit materials that are still remaining in storage trailers will be returned to your booth space upon official show closing.

YES, I wish to reserve space for accessible storage, I plan on storing _____ pallets/boxes/crates/cases
(# of pieces) (circle one)

Deliveries – To have items placed in or removed from accessible storage, please notify the Heritage Service Desk.

Method of Payment & Credit Card Authorization Form REQUIRED to be submitted with this form.

SUBTOTAL \$ _____
TOTAL DUE \$ _____

Please see the Terms and Conditions page for full explanation of our policy on cancellations and changes.

ALL GOODS STORED WITH HERITAGE ARE STORED AT YOUR OWN RISK. We shall not be liable for any injury, damage, loss, theft, or destruction, including, but not limited to damage from atmospheric conditions or rust, negligence (whether caused by ourselves or by servants, agents, employees or others), failures to act breach of contract, breach of warranty, water condensation, fire, floods, acts of God or any act beyond our sole control. We are not liable for any direct, consequential, or incidental damages nor for loss of profit or loss due to failures to obtain or turnover goods at any particular time or place whatsoever, however such loss may be incurred. We are not liable for or chargeable with any loss of sales, income, resale, commissions, or brokerage, nor for any freight or demurrage.

Exhibiting Company _____ Booth# _____

Address _____ City _____ State _____ Zip _____

Please fax, mail or email this form promptly to HERITAGE using the information at the top of the page - retain one copy for your files.



IMPORTANT NOTICE REGARDING DIRECT SHIPMENTS

Please be aware that the Arizona Grand Resort & Spa does NOT receive exhibitor freight, literature or supplies through the venue package room. The package room is too small to handle Exhibit Materials and the venue's everyday receiving. All exhibit materials, being shipped directly to show site must be addressed as listed below to insure unloading and delivery to your booth area.

NOTE: Direct shipments will only be received beginning at 1:00 p.m., Thursday, October 7th, 2021. Any materials sent to the venue prior to this date may be returned to sender and/or may be turned over to Heritage and will be billed according to the Show's Shipping & Receiving Rates, and will be subject to venue assessed fees.

<p>EXHIBITOR COMPANY NAME _____</p> <p>BOOTH NUMBER _____</p> <p>C/O HERITAGE ARIZONA GRAND RESORT & SPA 8000 S. ARIZONA GRAND PKWY. PHOENIX, AZ 85044</p> <p>FOR: NORM 2021</p>
--

All shipments should be accompanied with a Bill of Lading or Packing List indicating the total weight of shipment and piece count.

See the enclosed Shipping Information/Material Handling Order Form for detailed service descriptions, rates and limits of liability.

**WE APPRECIATE YOUR COOPERATION.
HERITAGE EXPOSITION SERVICES**



RELAX WITH OUR CAREFREE LOGISTICS!

HES Logistics is the official show carrier. Our dedicated team of Logistics Specialists will provide you with personalized and efficient shipping solutions to make sure your freight arrives on time. We make shipping easy and convenient!

INBOUND & OUTBOUND LOGISTICS

- *Small Package*
- *Standard Ground*
- *Next Day, 2nd Day, and 3rd Day Service Levels*
- *Air Ride*
- *Flat Bed*
- *Dedicated Truckload*

HES VALUE-ADDED SERVICES

- *Priority empty return for all inbound HES Logistics customers*
- *Transparent quotes with no hidden charges such as reweigh or trade show fees.*
- *HES Logistics available 7 days a week*
- *Late to Warehouse and Late to Show Site Fee waived*
- *Outbound shrink-wrap at no charge*

Have a Logistics Question?

Contact our Logistics team:

Phone: 1-866-493-1675

Email: shipping@heritagesvs.com



Helping to Bring People Together

WHAT IS SHIPPING?

Shipping is the process of a carrier picking up your items from your office or place of origin and transporting it to the dock of either advance warehouse or facility dock of your event. It is separate from Material Handling. Exhibitors may use any carrier they want, including HES Logistics.



WHAT IS MATERIAL HANDLING?

Material Handling is the process of receiving your shipment from your carrier and managing it through the event cycle. It is a standard tradeshow practice and it is a chargeable fee typically based on the weight of your shipment. Don't forget to add Material Handling to your budget!



Material Handling Process:

- Unloading the trade show freight from your carrier once it arrives at the receiving dock.
- Transporting your shipment to your booth space.
- Removing empty shipping containers (boxes, crates, and pallets) from your booth.
- Temporarily storing your empty shipping containers during the show.
- Returning empty shipping containers to your booth once the event is over.
- Transferring the freight back to the loading dock.
- Loading the items into your carrier's delivery vehicle for return shipping

ONE EASY WAY TO KEEP YOUR CHARGES LOWER?

Consolidate, Consolidate, Consolidate!

Skid items as much as possible so that they are sure to arrive together. Each shipment that arrives at a separate time is assessed the minimum charge. Whether you ship to the advance warehouse or show site, it is in your best interest to consolidate as much as possible.



OUTBOUND (RETURN) SHIPPING

NEED A RELIABLE CARRIER TO TRANSPORT YOUR OUTBOUND (RETURN) FREIGHT?

Email, fax, or call in the information needed below to have your freight returned to your offices or next destination, and invoiced along with any other orders placed with the show decorator, Heritage Trade Show Services.

NOTE: If the inbound or outbound shipment requires air or expedited service, please inform HES Logistics as soon as possible. HES Logistics can accommodate any type of shipping need, but specializes in LTL ground freight totaling 100 lbs or greater.

Show Name _____

Booth Name _____

Booth Numbers (if known) _____

Return Delivery Information

Company Name _____

Address _____

Suite _____

City, State, Zip _____

Contact Name _____

Contact Number _____
(for the driver to call if needed)

Delivery Hours _____

Standard Ground Shipping (Estimated 2-7 business days)

Deliver by Date _____

Must Deliver on Specific Date _____

**USE THE SHOW CARRIER (HES Logistics)
FOR ROUNDTRIP SHIPPING!**

BENEFITS INCLUDED

- Lowest Material Handling Rate Offered by Heritage
- Complimentary Priority Empty Container Return
- Complimentary Shrink Wrapping and / or Banding at the Show Site, if requested
- No need to schedule a pickup for the return shipment
- All-inclusive pricing with no additional fees for pickups and deliveries, including weekend and night service
- One convenient invoice encompassing all Heritage Trade Show Services
- Transportation experts are available before, during, and after the show
- Reliable customer service seven days a week, offering complete shipment visibility and expert supervision

Description of Pieces & Loading Area

(quantity / type / approx. lbs & dims L" xW" xH") Example: 2 Cases 150 lbs each 54"x36"x12" / 1 crate 600 lbs 96"x48"x40"

Is there a loading dock at the delivery address? (ex. Lift Gate Truck Required / Residential / Inside pickup / Notify / White Glove Service) _____

If not, please describe delivery area and / or additional instructions for the driver: _____

- For return (outbound) shipping, REGARDLESS OF CARRIER, all exhibitors MUST fill out a HERITAGE Bill of Lading (BOL or MHA) to the show site, unless you are hand carrying all of your items out of the show. Please fill out and return the BOL/ MHA at the Heritage Service Desk. Thank You
- Generic adhesive labels can also be found at the Heritage Service Desk



INBOUND SHIPPING

NEED A RELIABLE CARRIER TO TRANSPORT YOUR INBOUND FREIGHT?

Email, fax, or call in the information needed below to have your freight shipped to the advance warehouse or showsite, and invoiced along with any other orders placed with the show decorator, Heritage Trade Show Services.

NOTE: If the inbound or outbound shipment requires air or expedited service, please inform HES Logistics as soon as possible. HES Logistics can accommodate any type of shipping need, but specializes in LTL ground freight totaling 100 lbs or greater.

Show Name _____

Booth Name _____

Booth Numbers (if known) _____

Inbound Pickup Information

Company Name _____

Address _____

Suite _____

City, State, Zip _____

Contact Name _____

Contact Number _____
(for the driver to call if needed)

Pickup Hours _____

Pickup Date _____
(call HES Logistics to discuss, if needed)

USE THE SHOW CARRIER (HES Logistics) FOR ROUNDTRIP SHIPPING!

BENEFITS INCLUDED

- Lowest Material Handling Rate Offered by Heritage
- Complimentary Priority Empty Container Return
- Complimentary Shrink Wrapping and / or Banding at the Show Site, if requested
- No need to schedule a pickup for the return shipment
- All-inclusive pricing with no additional fees for pickups and deliveries, including weekend and night service
- One convenient invoice encompassing all Heritage Trade Show Services
- Transportation experts are available before, during, and after the show
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Description of Pieces & Loading Area

(quantity / type / approx. lbs & dims L" xW" xH") Example: 2 Cases 150 lbs each 54"x36"x12" / 1 crate 600 lbs 96"x48"x40"

Is there a loading dock at the pickup address? (ex. Lift Gate Truck Required / Residential / Inside pickup / Notify / White Glove Service) _____

If not, please describe pickup area and / or additional instructions for the driver: _____

Check this box if you request the show carrier to deliver the same pieces back to the original pickup address, via standard ground (not time critical) shipping

Check this box if you request the show carrier to ship a different piece count, to ship to a different address, or is time sensitive whatsoever. -- Please fill out the next page if you choose this option.



***Must arrive no later than
THURSDAY, SEPTEMBER 30TH, 2021***

***Must arrive no later than
THURSDAY, SEPTEMBER 30TH, 2021***

**ADVANCE SHIPMENT
TO WAREHOUSE**

**ADVANCE SHIPMENT
TO WAREHOUSE**

TO: _____
EXHIBITOR NAME

TO: _____
EXHIBITOR NAME

BOOTH NUMBER: _____

BOOTH NUMBER: _____

HERITAGE
TFORCE FREIGHT C/ O FIDELITONE
6920 W. ALLISON RD.
CHANDLER, AZ 85226

HERITAGE
TFORCE FREIGHT C/ O FIDELITONE
6920 W. ALLISON RD.
CHANDLER, AZ 85226

FOR: **NORM 2021**

FOR: **NORM 2021**



***Must arrive no later than
THURSDAY, SEPTEMBER 30TH, 2021***

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THURSDAY, SEPTEMBER 30TH, 2021***

**ADVANCE SHIPMENT
TO WAREHOUSE**

**ADVANCE SHIPMENT
TO WAREHOUSE**

TO: _____
EXHIBITOR NAME

TO: _____
EXHIBITOR NAME

BOOTH NUMBER: _____

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HERITAGE
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HERITAGE
TFORCE FREIGHT C/ O FIDELITONE
6920 W. ALLISON RD.
CHANDLER, AZ 85226

FOR: **NORM 2021**

FOR: **NORM 2021**



DO NOT DELAY!

DO NOT DELAY!

**DIRECT SHIPMENT
TO SHOW SITE**

**DIRECT SHIPMENT
TO SHOW SITE**

MUST NOT ARRIVE BEFORE: THURSDAY, OCT. 7TH

MUST NOT ARRIVE BEFORE: THURSDAY, OCT. 7TH

TO: _____
EXHIBITOR NAME

TO: _____
EXHIBITOR NAME

BOOTH NUMBER: _____

BOOTH NUMBER: _____

C/O HERITAGE
ARIZONA GRAND RESORT & SPA
8000 S. ARIZONA GRAND PKWY.
PHOENIX, AZ 85044

C/O HERITAGE
ARIZONA GRAND RESORT & SPA
8000 S. ARIZONA GRAND PKWY.
PHOENIX, AZ 85044

FOR: **NORM 2021**

FOR: **NORM 2021**



DO NOT DELAY!

DO NOT DELAY!

**DIRECT SHIPMENT
TO SHOW SITE**

**DIRECT SHIPMENT
TO SHOW SITE**

MUST NOT ARRIVE BEFORE: THURSDAY, OCT. 7TH

MUST NOT ARRIVE BEFORE: THURSDAY, OCT. 7TH

TO: _____
EXHIBITOR NAME

TO: _____
EXHIBITOR NAME

BOOTH NUMBER: _____

BOOTH NUMBER: _____

C/O HERITAGE
ARIZONA GRAND RESORT & SPA
8000 S. ARIZONA GRAND PKWY.
PHOENIX, AZ 85044

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PHOENIX, AZ 85044

FOR: **NORM 2021**

FOR: **NORM 2021**

exhibitor.services@heritagesvs.com

1-800-360-4323

Fax 314-534-8050

Order online at: heritagesvs.com/ordering

To help you in your planning, it's important to understand in advance that union labor will be required for certain aspects of your exhibit handling. Since Work Rules and Union Jurisdictions vary from city to city, please familiarize yourself with the following statements to help you in understanding the Union Requirements in the facility.

EXHIBIT INSTALLATION AND DISMANTLING

Stagehand Local #336/#415 has jurisdiction via a labor agreement with HERITAGE for the erection, touch-up, dismantling, and repair of all exhibits when this work is done by persons other than your full-time company personnel. This work is to include wall coverings, floor coverings, pipe and drape, painting, hanging of signs and decorative materials from the ceiling, placement of all signs and the erection of platforms used for exhibit purposes.

Jurisdiction does not cover the placement of your products on display, the opening of cartons containing your products, or the performance, testing, maintenance or repairs of your products.

If full-time company personnel are utilized to set an exhibit, they must carry company identification such as a medical identification card or a payroll stub.

The utilization of workers hired from a non-union agency or company is prohibited.

To secure labor, please complete the labor forms enclosed.

MATERIAL HANDLING

Stagehand Local #336/#415 has jurisdiction via a labor agreement with HERITAGE for the loading and unloading of all trucks, trailers, and common and contract carriers as well as the handling of empty containers and the operation of material handling equipment. It also has the jurisdiction for the unloading, uncrating, unskidding, leveling, painting and assembly of machinery and equipment as well as the reverse process.

HERITAGE has the responsibility to manage docks and schedule vehicles for the smooth and efficient move-in/ move-out of the trade show. HERITAGE will not be responsible for any material it does not handle.

Exhibitors may "hand carry" material provided they do not use material handling equipment to assist them. When exhibitors choose to "hand carry" material, they may not be permitted access to the loading dock/ freight door areas.

GRATUITIES

HERITAGE requests that exhibitors do not tip its employees by giving money, merchandise, or other special consideration for services rendered. Exhibitors should not give coffee breaks other than mid-morning and mid-afternoon when HERITAGE employees have a fifteen minute paid break. Any attempts to solicit a gratuity by an employee for any service, should be reported immediately to a supervisor of HERITAGE. HERITAGE employee(s) are paid an excellent wage, and tipping is not an accepted company policy.

IN GENERAL

Craftsmen at all levels are instructed to refrain from expressing any grievances or directly challenging the practices of any exhibitor. All questions arising with regard to HERITAGE'S jurisdiction or practices must be directed to a HERITAGE management representative.

exhibitor.services@heritagesvs.com

1-800-360-4323

Fax 314-534-8050

**Discount Deadline:
9/20/2021**
Order online at: heritagesvs.com/ordering
EXHIBIT LABOR (One Hour Minimum per Worker)

		Advance Price Per Hour	Standard Price per Hour
Straight Time	8:00 a.m. to 4:30 p.m. Monday through Friday	\$103.35	\$134.36
Overtime	4:30 p.m. to 8:00 a.m. Monday through Friday, Saturday, Sunday, and Holidays	\$155.03	\$201.54

- Show Site prices will apply to all labor orders placed at show site.
- Standard Pricing is per person/ per hour
- Start time guaranteed only when labor is requested for the start of the working day (8:00 a.m.), unless the official set up time begins later in the day.
- One hour minimum per man--labor thereafter is charged in half (1/2) hour increments.
- Supervisor must check in at Service Desk to pick up laborers. Upon completion of work, supervisor must return to Service Desk to release laborers.
- Labor must be cancelled in writing, 24 hours in advance to avoid a one (1) hour cancellation fee per worker.
- When scheduling dismantle labor, be sure to allow sufficient time for empty containers to be returned to your booth.
- Heritage supervising jobs will be completed at our discretion prior to show opening and before the hall must be cleared. Please include setup plan/ photo, special instructions and inbound shipping information with this order.

Installation Labor
 Supervision by Heritage I & D **Please complete the information on the next page.**

- Installation of your exhibit will be completed at our discretion prior to show opening
- The charge for this service is 30% of the total installation labor bill, with a minimum of \$45.00.

Emergency Contact: _____ Phone Number: _____

 Supervision by Exhibitor Personnel

Supervisor will be: _____ Phone Number: _____

Date	Time	No. of People		Approx. Hours		Total Hours		Hourly Rate		Total Estimated Cost
			X		=		X		=	\$
			X		=		X		=	\$
						Heritage Supervision (30% / \$45.00)			=	\$
						Total Installation			=	\$

Dismantle Labor
 Supervision by Heritage I & D **Please complete the information on the next page.**

- Installation of your exhibit will be completed at our discretion prior to show opening
- The charge for this service is 30% of the total installation labor bill, with a minimum of \$45.00.

Emergency Contact: _____ Phone Number: _____

 Supervision by Exhibitor Personnel

Supervisor will be: _____ Phone Number: _____

Date	Time	No. of People		Approx. Hours		Total Hours		Hourly Rate		Total Estimated Cost
			X		=		X		=	\$
			X		=		X		=	\$
						Heritage Supervision (30% / \$45.00)			=	\$
						Total Dismantle			=	\$

Exhibiting Company _____

Contact Name _____ Booth# _____

Phone # _____ Email _____

Please fax or email this form promptly to HERITAGE using the information at the top of the page - retain one copy for your files.

exhibitor.services@heritagesvs.com

1-800-360-4323

Fax 314-534-8050

Discount Deadline:**9/20/2021****Order online at: heritagesvs.com/ordering****HERITAGE SUPERVISED LABOR**

IN ORDER TO BETTER SERVE YOU-PLEASE COMPLETE THE FOLLOWING INFORMATION IF YOUR DISPLAY IS TO BE SET-UP AND/ OR DISMANTLED BY HERITAGE AND YOU WILL NOT BE PRESENT TO SUPERVISE THE INSTALLATION AND/ OR DISMANTLE.

INBOUND SHIPPING INFORMATION AND SET-UP INFORMATION:

Freight will be shipped to: Warehouse _____ Show Site _____ Date _____

Total No. of: Crates _____ Cartons _____ Fiber Cases _____

Other (Specify) _____

Setup Plan/ Photo: Attached _____ To Be Sent With Exhibit _____ In Crate No. _____

Carpet: With Exhibit _____ Rented From Heritage _____ Color _____ Size _____

Electrical Placement: Drawing Attached _____ Drawing With Exhibit _____ Electrical Under Carpet _____

Comments: _____

Graphics: With Exhibit _____ Shipped Separately _____

Comments: _____

Special Tools/ Hardware Required: _____

OUTBOUND SHIPPING INFORMATION

Ship To: _____

METHOD OF SHIPMENT **HERITAGE EXHIBIT TRANSPORTATION** Common Carrier Air Freight Next Day Second Day Deferred Expedited**OTHER CARRIER**

Other Common Carrier: _____

Other Air Freight: _____

Van Line: _____

FREIGHT CHARGES Prepaid Collect

Bill To: _____

In the event your selected carrier fails to show on the final move-out day, please select one of the following options: Reroute via Heritage's Choice Delivery back to warehouse at the Exhibitor's expense.**PLEASE NOTE: Heritage will not be responsible for product or literature that is not properly packed and labeled by exhibitor personnel.**

Exhibiting Company _____

Contact Name _____ Booth# _____

Phone # _____ Email _____

Please fax or email this form promptly to HERITAGE using the information at the top of the page - retain one copy for your files.

exhibitor.services@heritagesvs.com

1-800-360-4323

Fax 314-534-8050

Order online at: heritagesvs.com/ordering

Please read carefully and follow all requirements and instructions to insure proper production of high quality graphics and timely delivery. Feel free to contact HERITAGE with any questions or concerns.

**For Print Ready
Graphics****CMYK** color mode**150 dpi at 100% scale**

No bleed/ trim necessary

Vector artwork files preferred - **.PDF, .AI, and .EPS**Rasterized artwork files - **.TIFF or .JPG**

Full scale artwork only. However if necessary, use 300 dpi at 50% scale

Outline/ Rasterize all fonts

Flatten all transparencies

Change all opacities to solid colors

Keep all critical logos and text 0.25" from the edges

Supply links

GRAPHIC SUMMARY REQUIRED for large volume graphic orders.

Please indicate/ specify graphic size, quantity, single or double sided, material (i.e. vinyl, foam core...), area of use and description of graphic i.e. text/ copy.

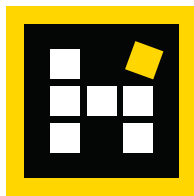
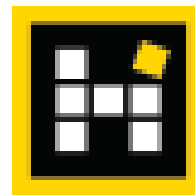
Click **HERE** for a sample graphic summary to download.**For Heritage
Designed
Graphics**Please supply vector logos - **.AI, .EPS or .PDF**High resolution photos - **10MB or higher recommended**

Preferred font choice and/ or supply font file

Any Pantone (PMS) color references i.e. your company's brand colors

**To Submit
Artwork
Files****Via Dropbox** - email **graphics@heritagesvs.com** and Heritage will setup a shared Dropbox folder. Please save/ upload files in this folder.

OR

Via Email - attachments 10MB or less.**Acceptable
Artwork****NOT Acceptable
Artwork****Questions?**Contact Heritage Graphics Department or your Account Executive
graphics@heritagesvs.com | 1-800-360-4323

exhibitor.services@heritagesvs.com

1-800-360-4323

Fax 314-534-8050

Order online at: heritagesvs.com/ordering

Discount Deadline:
9/20/2021

Discount prices only apply to orders received with full payment by the discount deadline date listed on the general information page. All charges for equipment and/or services are payable in advance or when placing order at show site. Orders will not be processed without payment. For your convenience, MasterCard, American Express, Visa and Discover will be accepted.

INDIVIDUAL CLEANING FOR YOUR BOOTH MAY BE ORDERED BY FILLING IN INFORMATION BELOW.
CHARGES BASED UPON GROSS EXHIBIT BOOTH AREA. (100 SQ. FT. MINIMUM)

EXCESS TRASH WILL BE SUBJECT TO AN ADDITIONAL FEE FOR DISMANTLING AND DISPOSAL AT MARKET RATE

Item	Total # of Days	Total # Sq. Ft.	Standard Rate	Total
Carpet Cleaning L150	Vacuuming before initial opening of Exhibit and DAILY thereafter, including emptying of waste baskets nightly	_____ x _____	\$0.45 = _____	
	Vacuuming ONCE before initial opening of Exhibit	1 x _____	\$0.45 = _____	
SUBTOTAL				_____

Item	Total # of Days	Total # Sq. Ft.	Standard Rate	Total
Exhibit Cleaning L200	Cleaning and dusting of display background and furnishings before initial opening of Exhibit and DAILY thereafter	_____ x _____	\$0.55 = _____	
	Cleaning and dusting of display background and furnishings ONCE before initial opening of Exhibit	1 x _____	\$0.55 = _____	
SUBTOTAL				_____

Item	Total # of Days	Total # Hours	Standard Rate	Total
Porter Service L220	Includes emptying of wastebaskets and policing of your exhibit at two-hour intervals during show hours (4 hour minimum per day)	_____ x _____	\$50.65 = _____	
	Requested Time(s) for Porter Service _____			

Special Instructions: _____

Method of Payment & Credit Card Authorization Form REQUIRED to be submitted with this form.

SUBTOTAL \$ _____
TOTAL DUE \$ _____

Please see the Terms and Conditions page for full explanation of our policy on cancellations and changes.

Exhibiting Company _____

Contact Name _____ Booth# _____

Phone # _____ Email _____

Please fax or email this form promptly to HERITAGE using the information at the top of the page - retain one copy for your files.



TELECOMMUNICATIONS & INTERNET REQUEST FORM

CUSTOMER INFORMATION:

Date:		Event Manager:	
Company:		Group or Convention Name:	
Install Date:	Install Time:	Disconnect Date:	Disconnect Time:
Install Location:			
Master Account:		Suite Number:	

Section to be completed by Arizona Grand Resort & Spa

SERVICES:	Number of Connections:	Number of Days	Install Cost:	Daily Rental Cost:	Total:
Hard Wired Line			\$200	\$50/Line	
Wireless Connection Number of Devices:			N/A	\$50/Device (10 mbs)	
Analog DID Line + House Phone			\$200	Usage Only	
Analog DID Line + Speakerphone Number of Speakerphones:			\$200	\$50/Device + Usage	

ADDITIONAL NOTES:

- Please do not put your credit card information on this sheet.
- Wireless connections can be purchased on-site with your credit card. A request form is not required for purchase and a receipt will be sent via email.
- All lines are analog with the exception of high-speed Internet.
- All long distance telephone calls are charged at operator assisted day rate with an additional surcharge added. Toll free calls are free for the first 60 minutes and \$0.10/minute thereafter.
- All applicable taxes will be charged. Phone usage charges are 11% tax. All other charges with the exception of labor are 8.6% tax.
- Customers are advised to secure phones after hours to avoid unauthorized charges.
- Customer supplied wireless network equipment may not be used at any time.
- Customer supplied routers may only be used in conjunction with a custom solution.
- In the event of loss or damaged equipment, replacement costs will be applied.
- There may be additional charges for extra cabling, equipment and custom configurations.
- Signature below indicates full responsibility for all usage charges.
- Requests submitted within 24 hours of the event will be subject to rush order fees.
- Please email completed form to itsupport@classichotels.com or to your assigned Event Manager.

Subtotal:	
Service Charge (27%):	
Tax (8.6%):	
Total:	

Authorized Signature:

SUBMIT FORM



AUDIOVISUAL EXHIBIT ORDER FORM
Arizona Grand Resort & Spa
 8000 Arizona Grand Pkwy, Phoenix, AZ 85044
 PLEASE PRINT LEGIBLY



Please return completed order forms : michael.slider@encoreglobal.com

COMPANY NAME		CONVENTION NAME:	
SETUP DATE & TIME:	REMOVAL DATE & TIME:	BOOTH/ SUITE/ ROOM:	
BILLING ADDRESS:	CITY:	STATE & POSTAL CODE:	
CONTACT NAME:	PHONE:	FAX:	
EMAIL ADDRESS:	ON-SITE CONTACT:		

AUDIO VISUAL PACKAGES:	DAILY RATE:	QTY:	DAYS OF USE:	TOTAL:
PROJECTION PACKAGE: TRIPOD SCREEN, CART,CABLING, AND PROJECTOR	\$612			
PROJECTION SUPPORT PACKAGE: TRIPOD SCREEN, CART, AND CABLING	\$180			
32" LCD & TABLE TOP STAND:	\$335			
55" LCD & MOBILE STAND PACKAGE	\$725			
LAPTOP COMPUTER:	\$225			
WIRELESS PRESENTER/ LASER POINTER:	\$65			
19" FLAT PANEL COMPUTER MONITOR	\$140			
Misc. Video (HDMI, VGA, SDI, Adapters)	Contact For Pricing			
Audio Speaker	\$108			

EXHIBIT BOOTH POWER:	DAILY RATE:	QTY:	DAYS OF USE:	TOTAL:
10 AMP CIRCUIT	\$85			
20 AMP CIRCUIT	\$130			
SINGLE PHASE 60 AMP	\$279			
THREE PHASE 60 AMP	\$435			
THREE PHASE 100 AMP	\$735			
THREE PHASE 200 AMP	\$1,460			

LABOR:	DAILY RATE:	QTY:	DAYS OF USE:	TOTAL:
SET/STRIKE LABOR	\$95 PER HOUR			

*The rental rates listed are subject to labor charge, 25% hotel service charge, and sales tax. You will receive a confirmation email with an order listing the itemized equipment reserved for your event. Building utility outlets are not part of the booth space and are not to be used by Exhibitor unless otherwise specified. All equipment must be properly tagged and wired with the complete information as to the type of current, voltage, phase, cycle, horse power, etc., and must comply with all Federal, State and City regulations. Claims will not be considered unless filed by Exhibitor prior to the close of exposition. Only Camelback Inn house electricians shall make special or direct wiring connections. Exhibitor's cords must be of the 3-wire grounded type (open clips, sockets, latex and lamp cord wire are not permitted). The Camelback Inn will not be responsible for voltage fluctuation or power failure due to temporary conditions. Credit will not be given for outlets installed and not used.

SUBTOTAL: #REF!

NAME ON CARD:	Card Type
CREDIT CARD NUMBER:	
EXPIRATION DATE:	SECURITY CODE:
AUTHORIZED SIGNATURE:	DATE:
* I understand that I will be held fully liable for any damage to or loss of the above listed equipment.	

All services are billed per quantity per day. Orders and payments must be received (2) week before delivery/setup to qualify for the listed pricing above. LAST MINUTE REQUESTS ARE SUBJECT TO AVAILABILTY and receive an additional fee. Basic Power is required for any Exhibitor in need of electricity. Proper voltage & amperage requirements remain the exhibitors responsibility. All orders are subject to 8.8% sales tax. Please scan this form to the email listed above.

exhibitor.services@heritagesvs.com

1-800-360-4323

Fax 314-534-8050

Order online at: heritagesvs.com/ordering

The information contained in this brief outline does not by any means cover completely the ordinances and regulations contained in the local Fire Prevention Code.

The following are basic rules governing concessions, exhibits, and shows in any building open to the public:

1. All curtains, drapes and decorations must be constructed of flameproof material, or treated with an approved flameproofing solution. (Treatment shall be renewed as often as may be necessary to maintain the flameproofing effect.)
2. No combustible materials, merchandise or signs shall be attached to, hung from, or draped over flameproofed side and rear divider draperies of booths or attached to table skirting facing aisles, unless flameproofed.
3. All exits, hallways and aisles leading from buildings or tents are to be kept clear and unobstructed at all times.
4. No exit door shall be locked, bolted or otherwise fastened or obstructed at any time an exhibit building is open to the public. Moreover, it shall be unlawful to obstruct, or reduce in any manner, the clear width of any doorway, hallway, passageway or other means of egress. Additionally, all required exits shall be so located as to be discernible and accessible with unobstructed access thereto.
5. Access through turnstiles, gates, rails or similar devices shall not be permitted unless such a device is equipped to swing readily in the direction of exit travel under a total force of not more than 15 pounds and/or prior approval of the Fire Marshal.
6. All sawdust, shavings, hay and straw shall be flameproofed, stored and maintained in a manner approved by the Fire Marshal.
7. Automobiles, trucks, tractors, machinery and other motor vehicles utilizing flammable fuels, which are placed on display inside any building shall have no more than two (2) gallons of fuel in the tank; all fuel tanks shall be locked or effectively sealed and battery cables shall be disconnected from the ignition system. Ignition keys for vehicles on display shall be kept by a responsible person at the display location for removal of such vehicles from the building in the event of an emergency.
8. There shall not be any gasoline powered forklifts or carts allowed in a place of assembly. Exceptions: Propane or electric vehicles are allowed.
9. The use of liquefied petroleum gases inside buildings, tents or other areas is strictly prohibited, except for demonstration purposes when approved by the Fire Marshal. Maximum LPG allowed for exhibition purposes is a six (6) pound cylinder.
10. "No Smoking by Order of Fire Marshal" signs shall be posted and maintained in areas designated by the Fire Marshal.
11. Provide for daily removal and disposal of trash and rubbish from buildings and tents.
12. All electrical wiring shall be installed in a manner approved by the City Chief Electrical Inspector.
13. Provide and maintain approved fire extinguishing equipment in all areas as designated by the Fire Marshal.
14. All standpipe and hose cabinets shall be kept clear and unobstructed at all times.
15. All appliances fired by natural gas shall be approved by the City Chief Mechanical Inspector and Fire Marshal before being used.
16. The use of welding and cutting equipment for demonstration purposes must be by permit from the Fire Marshal.
17. Cylinders of compressed gases are prohibited unless approved by the Fire Marshal, and shall be secured in a vertical or horizontal position depending on the tank use and design.
18. The operator or the person in charge of operation or use of any place of assembly or education shall check egress facilities before such building is occupied for any use. If such inspection reveals that any element of the required means of egress is obstructed, inaccessible, locked, fastened or otherwise unsuited for immediate use, admittance to the building shall not be permitted until necessary corrective action has been completed.
19. There shall not be any obstructions blocking exit doors from the outside of any building such as autos parked in doorways or barricades across sidewalks.
20. No curtains, drapes or decorations shall be hung in such a manner as to cover any exit signs.
21. No vehicles shall be parked in fire lanes outside of buildings.
22. No flammable liquids shall be used or admitted inside of buildings except by approval of the Fire Marshal.
23. Artificial lighting such as lanterns and candles are prohibited.
24. The use of all gas-fired heating units, either portable or stationary, shall meet the approval of the City Chief Mechanical Inspector and the Fire Marshal. The use of the so-called "salamander" stove is strictly prohibited.
25. All cooking appliances shall be equipped with ventilating hoods and equipment as deemed necessary by the Fire Marshal, but in any instance such equipment shall be installed in accordance with provision of the City Building and Fire Codes. However, countertop fryers not exceeding 15 lbs. of oil may be used without the necessary ventilating hood and surface protection requirements. Additionally, the exhibitor shall be allowed no more than one (1) fryer per booth and shall provide two (2) ten (10) pound B.C. extinguishers, positioned on both sides of said fryers. All cooking appliances shall be listed by a National Testing Agency: i.e. Underwriters Laboratory or Factory Mutual
26. Booth and seating plans must be approved by the Fire Marshal. Submit plans to the Fire Marshal no later than 15 days before set-up date.
27. There shall not be any ticket booths, tables or any other display setup in the lobby without the prior approval of the Fire Marshal.
28. All aisles shall be maintained at a minimum of ten (10) feet clearance.
29. All covered structures in excess of ninety (90) square feet in area shall be protected by an automatic fire detection system approved by the Fire Marshal.
30. All floor plans submitted shall be totally representative of the halls, rooms and/or areas in which the events are held in, such as the location of manual pull stations, fire hose standpipe closets, exits, aisles and man doors in air walls, etc.