

## Show Facts

### American Association of Dental Office Management (AADOM) The Westin Kierland Resort & Spa September 7 - 9, 2017

- ♦ Tabletops
- ♦ Included in each Tabletop will be one (1) 6' draped table, two (2) chairs, and one (1) wastebasket
- ♦ Exhibit Hall is carpeted in a multi-color pattern
- ♦ Electric Service, IT and AV must be ordered from The Westin Hotel (order form enclosed).

#### **Exhibitor Set-Up:**

Wednesday                      September 6th                      12:00 p.m. - 7:00 p.m.

#### **Show Hours:**

Thursday                      September 7th                      8:00 a.m. - 4:30 p.m.  
4:30 p.m. - 7:00 p.m. ~ Happy Hour on Show Floor

Friday                      September 8th                      7:30 a.m. - 5:00 p.m.

Saturday                      September 9th                      7:30 a.m. - 4:00 p.m.

#### **Breakdown Schedule:**

Saturday                      September 9th                      4:00 p.m. - 7:00 p.m.

#### **Additional Information:**

- ♦ Please note the dates on the forms to receive the discount rates and also the advance shipment deadline date.
- ♦ If you have questions regarding any of Show Management Convention Services forms, please contact us at (954) 764-7719 or email us at [customerservice@showmanagement.com](mailto:customerservice@showmanagement.com).

#### **Shipping Information:**

- ♦ Advance shipments to the warehouse at Fidelitone - 6920 W. Allison Road, Chandler, AZ 85226 accepted up to 30 days prior to show dates. Requested **NOT** to ship to The Westin Hotel.
- ♦ **ALL DIRECT SHIPMENTS MUST BE SCHEDULED IN ADVANCE WITH MARSHA HARDIN ~**  
**Office:** (954) 764 - 7719, **On-Site Cell:** (954) 444 - 3736, **Email:** [mhardin@showmanagement.com](mailto:mhardin@showmanagement.com)
- ♦ Advance shipment deadline: **August 30th** ~ Shipments received after this date will be handled at the standard rate.
- ♦ Please ship directly to the advance shipment warehouse **NO LATER THAN Friday, September 1, 2017**. Any shipments received after this date a higher rate will apply. (See Material Handling Form).



CONVENTION SERVICES  
 1900 NW 21st Avenue  
 Fort Lauderdale, Florida 33311  
 Ph: 954/764-7719 Fax: 954/764-2674  
 Email: customerservice@showmanagement.com

<b>Payment Policy</b>	
<b>Deadline: August 23, 2017</b>	
<b>Event:</b> AADOM	
<b>Location:</b> The Westin Kierland Resort & Spa	
<b>Show Dates:</b> September 7 - 9, 2017	

**A SIGNED COPY OF THIS POLICY MUST BE SENT ALONG WITH YOUR ORDER OR SERVICES WILL NOT BE RENDERED**

**ORDERING SERVICE**

All orders and changes to orders must be made in writing via fax, e-mail, mail or in person at the Convention Services office. No orders may be accepted over the phone. Advance orders shall receive priority service.

**PAYMENT FOR SERVICE**

Show Management Convention Services (SMCS) requires payment in full at the time an order is placed. Failure to provide payment may result in interruption of services. SMCS requires all exhibitors to complete the SMCS Credit Card Authorization form for all orders. All credit card advance orders will not be charged until the advance deadline date. For your convenience, additional services ordered by company representatives will be covered by this credit card authorization if another form of payment is not provided. SMCS accepts American Express, Master Card, Visa, cash, wire transfers (plus \$30.00 wire service charge) and company checks made payable to Show Management. All payments are to be in U.S. funds drawn on a U.S. Bank.

**ADVANCE RATE**

To qualify for the advance rate, completed orders must be received with payment on or before the advance deadline. Standard rates apply to orders and changes to orders after the deadline. If an order is placed without payment, standard rates apply unless payment is also received before the deadline.

**DEFAULT COLORS**

If skirting and/or carpet colors are not selected, show colors will prevail. If at show site exhibiting company determines that they would like a different color skirt other than the default color, the exhibiting company must pay a 50% cancellation fee and rent a new skirt.

**RENTAL RESPONSIBILITY**

All materials are on a rental basis and shall remain the property of Show Management Convention Services. The exhibiting company shall be held financially responsible for any damage to Show Management equipment used by the exhibiting company.

**THIRD PARTY BILLING**

The exhibiting company is ultimately responsible for payment of charges incurred on its behalf. In the event the named third party does not provide prompt payment, charges immediately revert to the exhibiting company along with any service charges, collection fees, etc.

**SHOW SITE ORDERS**

No service will be performed without full payment at the time the order is placed. Standard Rates will apply to ALL show site orders. Show site orders subject to availability.

**ADJUSTMENTS / CANCELLATIONS**

Adjustments to your invoice will not be made after the close of the show. Some items, services and labor are subject to cancellation fees. No credits will be issued for services ordered and installed even though not used.

**OUTBOUND SERVICES**

All outbound services will be processed on your credit card and a copy of the receipt will be mailed within 10 days of the close of show.

**FREIGHT SHIPPING / LABOR / RIGGING**

If you will be shipping to our warehouse or show site, ordering installation, dismantling labor or rigging labor, you MUST complete the enclosed Payment & Credit Card Authorization form. Our services cannot be performed unless we have this form completed and returned to us.

Company Name: _____		Space #: _____	
Phone: _____	Fax: _____	Email: _____	
On-Site Contact: _____		On-Site Cell/Beeper: _____	
Name (print or type): _____		Signature*: _____	Date: _____
*By signing this form you acknowledge, understand and agree to the Show Management Convention Services Payment Policy and Terms & Conditions			






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**Payment & Credit Card  
 Authorization**

**Deadline:  
 August 23, 2017**

**Event:** AADOM  
**Location:** The Westin Kierland Resort & Spa  
**Show Dates:** September 7 - 9, 2017

I hereby authorize Show Management Convention Services (SMCS) to use the credit card account below for payment of services. This account will be charged for changes made by company representatives when not accompanied by another form of payment. If there are additional charges for services, payment for these additional services is due by the end of the show or will be charged to this credit card account. A \$30.00 service charge will be assessed for all declined credit cards.

Please Charge my:      

I also authorize charging any unpaid balance on my credit card

Account Number:

Exp. Date: Month:  Year:  V-Code:   
(For Visa and MasterCard users only)

Cardholder's Name: \_\_\_\_\_

Credit Card Billing Address: \_\_\_\_\_

Authorized Signature\*: \_\_\_\_\_ Print Name: \_\_\_\_\_

\* By signing this form you acknowledge, understand and agree to the Show Management Convention Services Payment Policy and Terms & Conditions

**ADVANCE RATES:**

Please note the deadline dates on each of the forms to receive the advance rates (In Deadline Date Order):

- |   |                 |
|---|-----------------|
| Furniture and Vacuuming Deadline:           | August 23, 2017 |
| Labor Order Deadline:                       | August 23, 2017 |
| Material Handling Questionnaire Deadline:   | August 23, 2017 |
| Advance Rate for Freight Shipment Deadline: | August 30, 2017 |

Company Name: \_\_\_\_\_ Space #: \_\_\_\_\_

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

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ On-Site Cell/Beeper: \_\_\_\_\_ Fax: \_\_\_\_\_

Name (print or type): \_\_\_\_\_ On-Site Contact: \_\_\_\_\_

Signature\*: \_\_\_\_\_ Date: \_\_\_\_\_

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**IMPORTANT INFORMATION:** \*Cancellation after deadline will be charged at 50% of prevailing rate. \*Cancellation after installation will be 100% of prevailing rate. \*Orders received after deadline will be filled as available at the standard rates. \*Floor orders are limited to availability. \*Phone orders will NOT be accepted. \*All materials are furnished on a rental basis and remain the property of SMCS. \*Adjustments to your invoice **will not** be made after the close of the show. \*A finance charge of 1.5% per month (18% annum) will be added to all accounts not paid within ten days of invoice date. \*In the event it becomes necessary to enforce this agreement for collection through legal counsel, exhibitor and/or exhibiting company agrees to pay a reasonable attorney's fee for such collection effort



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<b>Furniture &amp; Vacuuming</b>
<b>Advance Rate Deadline: August 23, 2017</b>
<b>Event:</b> AADOM <b>Location:</b> The Westin Kierland Resort & Spa <b>Show Dates:</b> September 7 - 9, 2017

PIPE & DRAPE OPTIONS					TOTAL			
Option 1) 8' High x 8' Wide Pipe & Drape Frame behind Booth ~ <b>(PERIMETER BOOTHS ONLY)</b>					\$ 25.00			
Option 2) 8' High x 8' Wide Pipe Frame (No Drape) ~ <b>(PERIMETER BOOTHS ONLY)</b>					\$ 20.00			
CHAIR & STOOLS		QTY	Advance	STANDARD	TOTAL			
Upholstered Side Chair			\$ 36.00	\$ 52.00				
Counter Stool With Back			\$187.00	\$200.00				
Counter Stool No Back			\$159.00	\$174.00				
ACCESSORIES								
Wastebasket			\$ 10.00	\$ 13.00				
Easel			\$ 28.00	\$ 34.00				
Bag Holder			\$ 40.00	\$ 60.00				
Literature Rack			\$110.00	\$150.00				
Cafe' Table 30" x 42" High			\$185.00	\$200.00				
VACUUM SERVICE								
Vacuum DAILY	<input type="text"/> x <input type="text"/> (Length) (Width)	=	<input type="text"/> = <input type="text"/> (Sq. Feet) (Per Day)	x	<input type="text"/> (# of Days)	\$ .30 per sq ft	\$ .45 per sq ft	
Please indicate days requested: <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday <b>Vacuuming Service is done in the AM</b>								
PORTER SERVICE					TOTAL			
# OF DAYS								
	Empty wastebaskets ONLY each night (rented from Show Management)			\$12.00	\$18.00			
Rate is in addition to vacuuming service. Rate is per day Please indicate days requested: <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday <b>Porter Service is done in the PM</b>								

Sub Total	
7.95% Sales Tax	
Total	

Company Name: _____	Space #: _____
Phone: _____	Fax: _____
On-Site Contact: _____	On-Site Cell/Beeper: _____
Name (print or type): _____	Signature*: _____
	Date: _____
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<b>Exhibitor Appointed Contractor</b>
<b>Deadline: August 23, 2017</b>
<b>Event:</b> AADOM <b>Location:</b> The Westin Kierland Resort & Spa <b>Show Dates:</b> September 7 - 9, 2017

Please complete and submit this form to Show Management Convention Services at the address or fax number above by the deadline date shown. Complete one form for each non-official contractor used. Only the official contractor or the facility may provide building services, utilities and freight handling. No other contractors will be approved for these services. **The official service contractor will provide all usual trade show services, including labor. Exhibitors may appoint a qualified non-official contractor to provide installation labor and/or supervision provided all of the following conditions are met:**

- The EXHIBITOR must inform Show Management Convention Services that they have sub-contracted a non-official contractor by completing and submitting this form by the deadline date listed above. If Show Management Convention Services does not receive proper notification by the deadline date, then the non-official contractor personnel will not be allowed in the exhibit hall except to supervise the work in question, and the official contractor will provide the labor.
- The CONTRACTOR hired by the EXHIBITOR must, by the deadline date above, provide Show Management Convention Services with a current certificate of insurance with minimum limits of \$500,000 property damage per occurrence, \$1,000,000 personal injury per occurrence, workers compensation aggregate coverage of \$1,000,000 per occurrence, and naming Show Management Convention Services as additionally insured for the time period in question.
- The CONTRACTOR must abide by the rules and regulations of the show and all pertinent union and facility regulations.
- CONTRACTOR employees must wear approved identification at all times while in the work area. If required, badges will be issued at show site to authorized contractor representatives when all requirements have been met.

**INCOMPLETE OR UNSIGNED FORMS WILL NOT BE ACCEPTED**

I understand and agree to the above listed conditions.

Exhibitor Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_

Name of Service Contractor: \_\_\_\_\_ Date: \_\_\_\_\_

Services to be performed: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Contact Phone: \_\_\_\_\_ Contact Fax: \_\_\_\_\_

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

Company Name: \_\_\_\_\_ Space #: \_\_\_\_\_

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

State: \_\_\_\_\_ Zip: \_\_\_\_\_ Country: \_\_\_\_\_

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

On-Site Contact: \_\_\_\_\_ On-Site Cell/Beeper: \_\_\_\_\_

Name (print or type): \_\_\_\_\_ Signature\*: \_\_\_\_\_ Date: \_\_\_\_\_

\* By signing this form you acknowledge, understand and agree to the Show Management Convention Services Payment Policy and Terms & Conditions



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<b>Labor Order          (Installation &amp; Dismantling)</b>
<b>Deadline:          August 23, 2017</b>
<b>Event:</b> AADOM <b>Location:</b> The Westin Kierland Resort & Spa <b>Show Dates:</b> September 7 - 9, 2017

**• NO SERVICES WILL BE PERFORMED WITHOUT FULL PAYMENT IN ADVANCE •**

Please choose the plan and fill in the appropriate areas:

**Plan A**       **Plan B**

	INSTALLATION	DISMANTLE
Date labor needed		
Start Time		
Number of persons needed		
Hours per person		
Total Hours		
Hourly Rate		
Estimated Cost		
Estimated Total of installation /dismantling		
If using Plan A, add 25% supervision fee (or \$35.00 minimum)		
<b>ESTIMATED TOTAL OF LABOR DUE</b>		

		HOURLY RATE
Straight time	<b>Monday - Friday</b> 8:00 AM - 4:30 PM	\$ 85.00
	<b>Monday - Friday</b> 4:30 PM - 8:00 AM <b>Saturday &amp; Sunday</b> All Day	\$117.50

For Plan B, please list on-site exhibitor representative:

On-Site Phone:

**PLAN A - Show Management Supervised Labor**

- ◆ Proceeds without exhibitor present.
- ◆ In addition to above rates, a 25% supervision fee (\$35.00 minimum) will apply for both installation and dismantling.
- ◆ Show Management does NOT unpack or re-pack customer product. Customer must be present.
- ◆ Minimum one (1) hour charge applies, per man, and time will be charged in one hour increments thereafter.
- ◆ Work will be done on straight time if circumstances permit, however, this is NOT a guarantee. Overtime charges will apply as necessary.

**PLAN B - Exhibitor Supervised Labor**

- ◆ Does not proceed without exhibitor present.
- ◆ Start time can be guaranteed only in those instances where labor is requested for the start of the work day which is 8:00am.
- ◆ Must sign labor in and out at Show Management Service Desk.
- ◆ Minimum one (1) hour charge applies per man, and time will be charged in one hour increments thereafter.
- ◆ Order cannot be cancelled within 24 hours of scheduled labor needed date.
- ◆ Orders received at show site will be processed after advance orders.

Company Name: _____	Space #: _____
Phone: _____	Fax: _____
Email: _____	
On-Site Contact: _____	On-Site Cell/Beeper: _____
Name (print or type): _____	Signature*: _____
Date: _____	

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## Material Handling Rates & Order Form

**Advance Rate Deadline:  
August 30, 2017**

**Event:** AADOM  
**Location:** The Westin Kierland Resort & Spa  
**Show Dates:** September 7 - 9, 2017

- ◆ ALL SHIPMENTS ARE REQUIRED TO HAVE DOCUMENTED WEIGHT TICKETS.
- ◆ IF MATERIAL DOES NOT INCLUDE A WEIGHT TICKET, SHOW MANAGEMENT CONVENTION SERVICES WILL WEIGH MATERIAL.
- ◆ NO COLLECT SHIPMENTS WILL BE ACCEPTED.
- ◆ RATES ARE BASED ON PER SHIPMENT ON THE INBOUND WEIGHT AND THE DATE/TIME FREIGHT IS RECEIVED.

WEIGHT	ADVANCE RATE	STANDARD RATE
	Shipment(s) arriving by August 30, 2017	Shipment(s) arriving after August 30, 2017
Up to 19 lbs.	\$ 51.00	\$ 60.00
20 to 100 lbs.	\$ 133.00	\$ 149.00
101 to 300 lbs.	\$ 375.00	\$ 421.00
301 to 500 lbs.	\$ 564.00	\$ 631.00
501 to 1000 lbs.	\$ 869.00	\$ 974.00
1001 to 1500 lbs.	\$1,246.00	\$1,395.00
1501 to 2000 lbs.	\$1,614.00	\$1,807.00
2001 lbs. and over	\$ 97.00 per hundred weight	\$107.00 per hundred weight

For your convenience, we will use your authorization (*given on the Payment & Credit Card Authorization form*) to charge your credit card for services not covered by your initial payment and/or any order(s) placed by you or your representative.

**CRATED / CARTONED / PACKAGED / SKIDDED MATERIAL** Rates above include all labor and equipment required to unload shipment, storage at no charge for 30 days prior to set-up time, delivery to exhibit space, handling of empty containers to and from booth area, and reloading of shipment onto outbound carrier at the close of the event.

Amount = \_\_\_\_\_

**SHIPMENTS REQUIRING SPECIAL HANDLING** will be handled at the exhibitors risk and will be charged the above published rates plus 50%. Includes, but is not limited to any shipment that is loaded and/or packed in such a manner as to require additional handling, ground loading, side door loading, constricted space loading, designated piece loading and stacked shipment(s).

Includes shipments that are loose and not in crates, cases, boxes, and/or non-skidded machinery without proper lifting bars or hooks.

Includes shipments arriving at the warehouse after **September 1, 2017** and during show hours.

Rate x 50% = \_\_\_\_\_

**OVERTIME RATES in the amount of 25% of the above mentioned rates** will be assessed and applied each way to freight either received at the warehouse or show site that must be moved into or out of booth(s) before 8:00 am or after 4:30 pm Monday to Friday or on Saturday and/or Sunday.

Rate x 25% = \_\_\_\_\_

**Estimated Total Due \$** \_\_\_\_\_

Company Name: _____	Space #: _____
Phone: _____	Fax: _____
Email: _____	
On-Site Contact: _____	On-Site Cell/Beeper: _____
Name (print or type): _____	Signature*: _____
Date: _____	

**\*By signing this form you acknowledge, understand and agree to the Show Management Convention Services Payment Policy and Terms & Conditions**

**IMPORTANT INFORMATION:** \*Shipments must arrive prepaid. \*No collect shipments will be accepted. \*Phone orders will NOT be accepted. \*Adjustments to your invoice **will not** be made after the close of the show. \*A finance charge of 1.5% per month (18% annum) will be added to all accounts not paid within ten days of invoice date. \*In the event it becomes necessary to enforce this agreement for collection through legal counsel, exhibitor and/or exhibiting company agrees to pay a reasonable attorney's fee for such collection effort.



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<b>Material Handling Shipping Instructions</b>
<b>Advance Rate Deadline: August 30, 2017</b>
<b>Event:</b> AADOM <b>Location:</b> The Westin Kierland Resort & Spa <b>Show Dates:</b> September 7 - 9, 2017

**BEFORE SHIPPING:**

Complete payment arrangements with Show Management Convention Services by filling out the Payment & Credit Card Authorization form and mail, email or fax to Show Management Convention Services.

**WHEN TO SHIP:**

Shipments consigned to the WAREHOUSE will incur a 50% Special Handling fee if materials arrive after **September 1st**.  
**Please ship directly to the Advance Warehouse address below.**

**ALL SHIPMENTS MUST BE PREPAID.**

**COLLECT SHIPMENTS OR LOOSE OR UNCRATED MATERIALS WILL NOT BE ACCEPTED.**

**ADVANCE RATE DEADLINE: AUGUST 30, 2017**

**DUE TO LABOR DAY HOLIDAY FREIGHT MUST ARRIVE NO LATER THAN 9/1/17**

**Where to Ship &  
Label Format:**

<b>WAREHOUSE Shipping Address Must arrive no later than September 1, 2017</b>
Name of Exhibiting Company/Booth Number SMCS AADOM c/o Fidelitone 6920 W. Allison Road Chandler, Arizona 85226
<b>Warehouse Hours: 9:00am - 3:00pm Mon - Fri</b>

The consignment or delivery of a shipment to Show Management Convention Services by a customer, or by a shipper, or carrier acting on behalf of a customer shall be construed as an acceptance by the customer (and/or shipper) of the terms and conditions set forth for all material handling services.

Customer accepts responsibility for the payment of Show Management Convention Services charges in connection with the handling of customer's shipment(s) as set forth in the Material Handling Rates & Order Form, and customer guarantees payment to Show Management Convention Services in the event that any third party who acts on Customer's behalf shall fail to pay such charges.

Company Name: _____	Space #: _____
Phone: _____	Fax: _____
Email: _____	
On-Site Contact: _____	On-Site Cell/Beeper: _____
Name (print or type): _____	Signature*: _____
Date: _____	
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**Material Handling  
Questionnaire**

**Deadline:  
August 23, 2017**

**Event:** AADOM  
**Location:** The Westin Kierland Resort & Spa  
**Show Dates:** September 7 - 9, 2017

**Completing this form by the deadline date of August 23, 2017 will enable us to better coordinate the move-in of your exhibit and assist in tracing your shipment if necessary. Please complete and return with the Material Handling Rates & Order Form.**

**1. Where are you shipping?**

Advance Warehouse

**2. What is the est. total weight to be shipped?**

lbs.

**3. Est. total number of exhibit items being shipped**

Crated  Carton  Machinery

**4. What is the weight of the heaviest piece being shipped?**

lbs.

**5. List any special handling requirements to unload your exhibit. (extended forklift blades, special lifting bars, etc.)**

Yes  No

**6. List carrier name(s)**

**7. Enter name of Exhibit Manager/Coordinator in charge of booth set-up**

Name

Phone

**8. Booth and labor set-up**

**A. What on-site labor are you planning on using?**

**B. What date and time will your labor be on-site to begin booth installation?**

**9. Services Ordered**

*Please check all services ordered:*

- Electrical  Telecommunications  A / V Equipment  
 Booth Cleaning  Furniture  Other Items (please list)

Company Name: \_\_\_\_\_ Space #: \_\_\_\_\_

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

On-Site Contact: \_\_\_\_\_ On-Site Cell/Beeper: \_\_\_\_\_

Name (print or type): \_\_\_\_\_ Signature\*: \_\_\_\_\_ Date: \_\_\_\_\_

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## Outbound Freight Procedure

**Deadline:**  
**August 23, 2017**

**Event:** AADOM  
**Location:** The Westin Kierland Resort & Spa  
**Show Dates:** September 7 - 9, 2017

### TO ASSIST YOU WITH ARRANGEMENTS FOR OUTBOUND SHIPMENTS, SMCS WILL HAVE A SERVICE DESK TO PROVIDE YOU WITH LABELS, BILLS OF LADING AND SHIPPING INFORMATION

NOTE: UPS Freight IS NOT UPS Ground, Air, 2nd Day, etc.. It is a Freight Trade Show Service

**UPS Freight is the appointed show carrier and outbound arrangements have already been made with them.** If it is your preference to use a carrier other than UPS Freight, it is your responsibility to make the necessary pick up arrangements and a bill of lading must be turned in at the service desk for all types of shipments. Carriers should arrive prepared with the exhibiting company name, number of pieces, and destination for any shipment they are picking up. *No freight will be loaded onto any carrier without this information!* Materials sold locally and awaiting customer pick up should be dealt with in the same manner as all other outbound shipments. In the event your designated carrier does not make the pick up at the allocated time, SMCS reserves the right to force any shipment onto UPS Freight trailers in order to vacate the show grounds.

Should you use Federal Express, UPS Ground, UPS Air, Airborne, or any other air freight forwarder, it will be necessary for you to provide the appropriate shipping document with your account clearly visible and affix the necessary document to each item being shipped. When contacting the carrier for pick up arrangements either at show site or at our warehouse, you must inform the service desk personnel of the scheduled arrangements along with the confirmation numbers and complete a bill of lading for our reference.

Any shipment not picked up at show site or where no disposition is made will be returned to the warehouse and will incur a return fee along with applicable storage charges. These charges are in addition to the material handling rates. All charges for services performed must be settled before any shipment will be released to any carrier.

**To be completed for reference only. A bill of lading must be submitted by exhibitor at show site.**

#### Ship To:

Company Name  Attention   
 Address  Country   
 City  State  Zip Code

More than 1 shipping destination?  Yes (attach additional information)  No

**Type of Carrier:**  UPS AIR  UPS GROUND  FEDEX AIR  FEDEX GROUND  
 SHOW CARRIER (**UPS FREIGHT**)  OTHER

*Note: All outbound shipments will be shipped collect unless otherwise specified.*

Bill Charges To  Phone  Address   
 City  State  Zip Code

**\*All carriers are required to check in at the service desk on September 9th between 4:30pm - 5:30pm\***

Company Name: \_\_\_\_\_ Space #: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_  
 On-Site Contact: \_\_\_\_\_ On-Site Cell/Beeper: \_\_\_\_\_  
 Name (print or type): \_\_\_\_\_ Signature\*: \_\_\_\_\_ Date: \_\_\_\_\_

**\*By signing this form you acknowledge, understand and agree to the Show Management Convention Services Payment Policy and Terms & Conditions**



CONVENTION SERVICES  
 1900 NW 21st Avenue  
 Fort Lauderdale, Florida 33311  
 Ph: 954/764-7719 Fax: 954/764-2674  
 Email: customerservice@showmanagement.com

<b>Terms &amp; Conditions</b>	
<b>Deadline: August 23, 2017</b>	
<b>Event:</b> AADOM	
<b>Location:</b> The Westin Kierland Resort & Spa	
<b>Show Dates:</b> September 7 - 9, 2017	

**A SIGNED COPY OF THESE TERMS & CONDITIONS MUST BE SENT ALONG WITH YOUR ORDER OR SERVICES WILL NOT BE RENDERED**

Please read carefully!

You are entering into a contract which may limit your possible recoveries in case of loss or damage. The terms and conditions set forth below become a part of the contractual agreement between Show Management Convention Services and you, the CUSTOMER. Acceptance of said terms and conditions will be construed when the documents in this packet are signed by the CUSTOMER, his/her agent, or representative.

**DEFINITIONS**

The word SMCS shall be construed within the meaning of this contract as Show Management Convention Services (aka: Show Management) and their employees, officers, agents, and assigns including any subcontractors that SMCS may appoint. The term CUSTOMER refers to any party who contracts for services with SMCS.

**SMCS RESPONSIBILITIES**

SMCS shall be responsible only for those services which it directly provides, and hereby agrees to execute its contractual duties in good faith. SMCS assumes no responsibilities for any persons, parties, or other contracting firms not under SMCS's direct supervision and control. SMCS shall not be responsible for loss, delay, or damage due to strikes, lockouts, work stoppages, natural elements, vandalism, acts of God, civil disturbances, power failures, acts of terrorism or war or any other causes beyond SMCS's reasonable control, or ordinary wear and tear in the handling of materials. SMCS 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 material which may make it impossible or impractical to exhibit same.

**INSURANCE**

It should be clearly understood that SMCS is not an insurer. Each CUSTOMER should arrange complete risk coverage for the value of said equipment through endorsements to existing policies, insuring the exhibit material from the time it leaves their facility until it is returned. It should be further understood and agreed that SMCS does not provide for full liability, should loss or damage occur. Should SMCS incur a liability, it shall be limited to the specific article which is lost or damaged, and in any event, the maximum liability shall be limited to \$ .30 per pound per article with a maximum liability of \$50.00 per item, or \$500.00 per shipment, whichever is less.

**CLAIM(S) FOR LOSS**

CUSTOMER agrees that any and all claims for loss or damage shall be submitted to SMCS prior to the conclusion of the show when alleged loss or damage occurred prior to that time, and in all cases within 30 days of the conclusion of the show. For claim reporting purposes, the "conclusion" of the show shall be construed as the end of the day on which CUSTOMER must vacate the show site. All claims reported after the 30 day period will be rejected.

**PAYMENT FOR SERVICES MAY NOT BE WITHHELD**

In the event of any dispute between the CUSTOMER and SMCS relative to any loss or damage claim, the CUSTOMER shall not be entitled to, and shall not withhold payment for SMCS services as an offset against the amount of the alleged loss or damage. Any claim against SMCS shall be considered a separate transaction and shall be resolved on its own merit.

**INDEMNIFICATION**

CUSTOMER agrees to indemnify, forever hold harmless and defend SMCS and their employees, officers, and agents from and against any and all claims, causes of action, fines, penalties, damages, liabilities, judgements, and expenses on account of personal injury or death, damage to or loss of property or profits arising out of, or contributed to by any of the following:  
 CUSTOMER'S negligent supervision of any labor secured through SMCS or the negligent supervision of such labor by any of the CUSTOMER'S employees, agents, representatives invitees, and/or any CUSTOMER appointed contractor (EAC).  
 CUSTOMER'S negligence, willful misconduct, or deliberate act, or such actions of CUSTOMER'S employees, agents invitees, representatives or EAC's at the show or exposition to which this contract relates, including but not limited to the misuse, improper use, unauthorized alteration, or negligent handling of SMCS equipment.  
 CUSTOMER'S violation of Federal, State, or Local ordinances.  
 CUSTOMER'S violation of Show Regulations and/or Rules as published by Facility and/or Association Management.

**PACKING AND CRATING**

SMCS shall not be responsible for surface damage to loose or uncrated materials, pad-wrapped materials, or shrink-wrapped materials. SMCS shall not be responsible for concealed damage, damage to carpets in bags or poly, or damage to materials improperly packed. SMCS shall not be responsible for crates and packaging which are unsuitable for handling, partially assembled, or having prior damage.

**EMPTY CONTAINERS**

Affixing "empty storage" labels to containers is the sole responsibility of the CUSTOMER or their representative. All previous labels should be removed. SMCS assumes no responsibility for removal or mis-delivery of containers with old labels or incorrect information on labels, or for loss of or damage to materials stored in containers labeled "empty". SMCS shall in no event be liable for collateral, exemplary, indirect costs or damages, or loss of sales resulting from or related to a claim for loss or damage of material. Any shipment not handled by SMCS, but for which SMCS is required to handle the storage of empty shipping containers, a charge of \$75.00 per crate, case, or any type of container will be assessed.



**Terms & Conditions  
(Continued)**

**Deadline:**  
**August 23, 2017**

**Event:** AADOM  
**Location:** The Westin Kierland Resort & Spa  
**Show Dates:** September 7 - 9, 2017

**INBOUND SHIPMENTS**

Consistent with trade show industry practices, there may be a lapse in time between the delivery of shipment(s) to the booth and the arrival of the CUSTOMER or their representative. During such time, the materials will be left unattended. SMCS is not, and cannot be, responsible for loss, damage, theft, or disappearances of CUSTOMER'S materials after same have been delivered to the CUSTOMER'S booth at the show site. All shipments should be made on a commercial bill of lading.

SMCS shall not be liable for shipments received without receipts, freight bills, or specified unit counts on receipts of freight bills, such as UPS, Fed Ex, Van Lines, etc. Such shipments will be delivered to booth without guarantee of piece count or condition. Further, the CUSTOMER agrees, in connection with the receipt, handling, temporary storage, and reloading of the freight, that SMCS and its affiliates will provide these services as CUSTOMER'S agent and not as bailee or shipper.

Bills of lading or delivery slips indicating number of pieces, description of merchandise and weight are required for all shipments. In the event no weight is indicated on delivery documents, SMCS will estimate the weight if no actual scale weight is provided prior to the close of the event. This estimated weight will be final and binding.

**OUTBOUND SHIPMENTS**

SMCS will have bills of lading and labels available at the Service Desk. **NO SHIPMENT WILL BE LOADED WITHOUT A BILL OF LADING.**

Once materials have been labeled, packed and ready to be shipped, completed bills of lading should be turned in to the Service Desk. Materials sold locally and awaiting customer pick up should be dealt with in the same manner as all other outbound shipments.

Consistent with trade show industry practices, there may be a lapse of time between the completion of packing and the actual pick up of CUSTOMER'S materials from the booth for loading onto a carrier. During such time, the materials will be left unattended. SMCS shall not be responsible for loss, damage or theft of materials loaded after the show. All materials will be checked at the booth at the time of loading using document(s) submitted to SMCS by the CUSTOMER. Notations of exceptions to conditions of materials, or piece counts will be on the form submitted by the CUSTOMER.

Exhibitors selecting carriers other than the selected show carrier will need to make their own arrangements for pick up. SMCS will not release any shipment to any carrier until the CUSTOMER has provided a completed bill of lading to the service desk. In the event a carrier arrives at show site or warehouse with their own bill of lading, SMCS will not honor the paperwork unless and until the CUSTOMER has completed a standard bill of lading provided by SMCS or written instruction from the CUSTOMER indicating the pick up is acceptable.

SMCS assumes no responsibility for loss, damage, theft or disappearance of CUSTOMER'S materials after the same have been delivered to CUSTOMER'S appointed carrier, or agent for transportation after the show. SMCS loads materials onto the carrier's truck under the supervision of the carrier's driver who checks and assumes custody of materials, SMCS assumes no liability for any materials after carrier assumes custody of materials.

If CUSTOMER'S designated carrier fails to show by the move-out deadline after a show, SMCS shall have the authority to route CUSTOMER'S shipment via an alternate carrier, or return shipment to a local warehouse for disposition at CUSTOMER'S expense.

Materials left behind without orders at the service desk may be classified as abandoned. SMCS shall not be responsible for same. SMCS is not responsible for any delay of rush shipments. While rush shipments will be expedited to the best of our ability, we will not assume any financial responsibility for shipments which do not arrive at their destination at a dated time.

Materials returned to warehouse where no disposition is made by the CUSTOMER or for pick up by a chosen carrier, the CUSTOMER agrees to be responsible for a return to warehouse surcharge of \$38.00 per hundred weight with a \$190.00 minimum charge when this service is necessary. Materials will be held in storage until payment and instruction for destination is provided.

**GENERAL INFORMATION**

The material handling rates quoted include the labor and equipment for unloading and loading the freight. Labor and equipment is available for uncrating, unskidding, assembling, positioning, leveling, dismantling, recrating, and reskidding machinery and/or equipment of exhibitors. Rates for these services can be obtained from SMCS.

All shipments must be consigned to SMCS to enable us to accept them for handling. Direct shipments should not be addressed to hotels, convention centers, or any named show site, as they have no facility for storing exhibit freight.

Any shipments requiring special handling due to length, width, height, or weight will be handled on a time and material basis. Any single piece, due to its size, that will not fit through doorways or elevators will be taken as far as possible and then becomes the responsibility of the exhibitor. Arrangements to enlarge such openings, if requested, will be made by SMCS at the expense of the CUSTOMER.

SMCS shall have control over all freight docks, doors, elevators, and crate storage areas, as the material handling contractor.

Unless the bill of lading clearly identifies the weights of crated and uncrated material, SMCS will invoice the entire load as uncrated/loose and will be unable to adjust charges later.

Any cancellation of services must be placed in writing and provided to SMCS at least 48 hours prior to the set up.

Company Name: \_\_\_\_\_ Space #: \_\_\_\_\_

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

On-Site Contact: \_\_\_\_\_ On-Site Cell/Beeper: \_\_\_\_\_

Name (print or type): \_\_\_\_\_ Signature\*: \_\_\_\_\_ Date: \_\_\_\_\_

**\*By signing this form you acknowledge, understand and agree to the Show Management Convention Services Payment Policy and Terms & Conditions**

Event Name/ Dates:		
Exhibitor Name:	Booth #	
Address		
City	State	Zip
Contact:	Phone#	Fax #
On-Site Contact:	Phone #	
Email Address:		
Method of Payment (If a guest of the Resort, you may bill to your guest room)		
<input type="checkbox"/> Guest Room #	<input type="checkbox"/> Credit Card (A link to pay online will be sent via email)	

**CONDITIONS & REGULATIONS**

- Utility/wall outlets are not part of the booth space, do not provide guaranteed or reliable service, risk circuit failure due to potential overload from shared use and would result in a Basic Power charge.
- All equipment must be properly wired, labeled with Voltage/Amperage/Wattage and meet IEEE & NEMA standards as well as comply with all Federal, State and City regulations.
- Claims of equipment failure, power outages or service challenges will not be considered unless a PSAV representative is notified prior to the close of the exposition or event.
- Special power or wiring configurations may only be facilitated by a House Electricians.
- All material and equipment furnished by PSAV or The Westin Kierland in servicing this order shall remain the property of PSAV or The Westin Kierland and shall not be removed from the facilities.
- Power cabling must be 3-wire grounded with no open clips, bare sockets, latex, or lamp cords.
- Dedicated as well as heavy Power is available and subject to Labor & daily Rental Rates.
- Neither PSAV nor The Westin Kierland are responsible for voltage fluctuations, outages, or power failure due to misuse, external electrical provider outages, or anything covered by *Force Majeure*.
- Credit will not be issued for equipment or services that were ordered, provided, but not used.**
- Payment in full is required in advance and all amounts are subject to all applicable City and State Taxes. Orders must be submitted at least two (2) weeks prior to Install Date to guarantee published rates. Orders submitted late or "on site" are subject to availability at prevailing rates and must be paid prior to delivery of equipment and/or services. If it becomes necessary for PSAV or The Westin Kierland to engage an attorney due to default on the part of the Exhibitor, Exhibitor agrees to pay all costs, expenses and attorney's fees.
- There will be a \$35 fee for any declined credit card transaction.
- Neither PSAV nor The Westin Kierland will be responsible for protests, strikes, accidents, fires, or any delays beyond our control and where the provisions of a *Force Majeure* would apply.

I have read and understand these Conditions and Regulations of The Westin Kierland Resort and approve of all charges for equipment and services requested:

Signature \_\_\_\_\_ Printed Name \_\_\_\_\_ Dated \_\_\_\_\_

INSTALL Date:	Time:	REMOVE Date:	Time:		
Audio/Visual Item Descriptions	Daily Rate	Qty	# of Days	TOTAL	
Dedicated 20a Circuit w/AC Cord & Powerstrip	\$150				
Basic Power w/AC Cord & Powerstrip	\$75				
Additional AC Cord w/ 6-Outlet Powerstrip	\$30				
Flatscreen Monitor (60" or larger) w/Floor Stand	Call				
55" Flatscreen Monitor w/Floor Stand	\$675				
32" Flatscreen Monitor w/Table Stand	\$325				
24" Wide Screen LCD Computer Monitor	\$240				
Blu-Ray/DVD Player	\$145				
Laptop or PC Computer – Windows, Office	\$300				
HP Color Network Capable Printer	\$425				
HP B&W Network Capable Printer	\$190				
Flip Chart w/Post-it Pad & Markers	\$90				
Flip Chart w/Pad & Markers	\$70				
High-Speed Wireless Internet (1 <sup>st</sup> Connection)	\$45				
High-Speed Wireless Internet (Each additional)	\$35				
High-Speed Wired Internet (1 <sup>st</sup> Connection)	\$300				
High-Speed Wired Internet (Each additional)	\$75				
<i>This is an abbreviated list. Please contact our Sales Team at (480) 624-1014 if additional equipment or services are needed such as Projection, Lighting or heavy Power.</i>				<b>Sub-Total</b>	\$
				<b>24% Service Charge</b>	\$
				<b>8.6% Tax</b>	\$
				<b>GRAND TOTAL</b>	\$

**ORDER CONFIRMATION #**