

## GENERAL INFORMATION

Dear Exhibitor,

Capital Convention Contractors is pleased to have been selected as the Official Service Contractor for the MASSbuys Expo 2012 being held at DCU Center in Worcester, MA. In our commitment to an enjoyable and smooth running event, this Capital Exhibitor Service Manual has been prepared for your use in planning your event. *Please review the following information carefully and place orders early to save time and money!*

### Each 10' x 10' booth package includes:

8' High back drape	Two chairs
3' High side drape	Wastebasket
6' draped table	Exhibitor ID sign
Grey carpet	

### Each table top package includes:

6' draped table	Two chairs
Exhibitor ID sign	Grey carpet

**Drape Colors:** Silver & Blue

**Carpet:** Aisle & Booth - Grey

## Exhibitor Move-in and Move-out Schedule

Exhibitor Set-up:	Tuesday,	May 1	1:00 p.m. – 5:00 p.m.
Exhibit Hours:	Wednesday,	May 2	8:00 a.m. – 3:30 p.m.
Exhibitor Dismantle:	Wednesday,	May 2	3:30 p.m. – 6:30 p.m.

## Advance Order Deadline

To take advantage of discounts, advance orders must be paid in full and received with payment no later than **April 18, 2012**. *We must have a major credit card on file to process your orders!* Complete the Credit Card Authorization Form in its entirety with correct information. Capital Exhibitor Order Forms must be returned to our office and can be faxed directly to 508-351-9911. Order forms for other contractors should be returned to the specific contractor providing these services.

## Important Shipping Procedures

Capital recommends shipping exhibit materials up to 30 days prior to event move-in to our *Advance Freight Receiving Warehouse*. Making advance shipping arrangements will ensure a prompt and secure delivery to your exhibit site! The event's location will not have the facilities to receive and store such materials in advance and may refuse your shipment and additional charges may occur.

**For Advance Shipping to Warehouse:** All freight shipments must be shipped prepaid and received in our warehouse no later than **April 25, 2012**. *A 35% late charge will apply if orders for advance shipping are received after this date.*

**For Direct Shipping to Show Site:** DO NOT ship exhibit materials direct to show site to arrive prior to **May 1, 2012**. You MUST designate your shipment for arrival during exhibitor set-up date only and label your materials c/o CAPITAL CONVENTION CONTRACTORS.

We look forward to working with you!

## CAPITAL CONVENTION CONTRACTORS

If you have any questions, please feel free to contact Exhibitor Services at the number below.  
**MAIL OR FAX FORM TO:** Capital Convention Contractors · 10 Technology Dr · Suite 40 · Hudson, MA 01749  
Phone 877-335-3700 · Fax 508-351-9911 · Email [help@capitalconventions.com](mailto:help@capitalconventions.com)

## CREDIT CARD AUTHORIZATION FORM

American Express	<b>Circle One</b> VISA	MasterCard
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Exhibitor \_\_\_\_\_ Booth # \_\_\_\_\_

### CREDIT CARD BILLING INFORMATION

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

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Contact Person \_\_\_\_\_ Email \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_

Credit Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

Card Holder Name (please print) \_\_\_\_\_ Signature \_\_\_\_\_

Cardholder hereby authorizes Capital to charge credit card described herein for all charges incurred by Exhibitor and has read, understands and agrees to all forms in the exhibitor manual and agrees to pay all charges as described in the Cardholder Agreement. All estimated charges must be paid in ADVANCE, and a valid credit card must be on file with Capital authorizing payment for modified and/or additional charges. All charges must be paid by the end of the show.

**IMPORTANT: PLEASE PROVIDE YOUR BOOTH REPRESENTATIVE WITH A COPY OF THIS CREDIT CARD AUTHORIZATION FORM TO AVOID ANY MISUNDERSTANDING.**

### CREDIT CARD PAYMENT POLICY

**NO SERVICES WILL BE RENDERED UNTIL THIS DOCUMENT IS COMPLETED, SIGNED AND RETURNED TO CAPITAL**

**ADVANCE FLOOR ORDERS:** All orders require advance payment for initial estimate of charges for services AND a VALID CREDIT CARD with proper authorization be provided to Capital. You may prepay with a company check, but a credit card is required by Capital to ensure any unexpected charges, such as additional freight, clean-up cost, etc. that are paid at the time the show closes.

**THIRD PARTY ORDERS:** If you choose to contract work to a Display or Exhibit House/company and/or require services from Capital, the payment information presented above shall apply. Capital must be notified, in writing, from exhibiting company or any other Display or Exhibit Company involved in the set-up or dismantle of exhibits.

**DRAYAGE TO WAREHOUSE OR SHOW SITE AND/OR LABOR:** Capital's Payment Policy must be adhered to by exhibitor prior to any freight being shipped to Capital. All charges for freight, assembling, disassembling, shipping, handling and any other must be prepaid. If adjustments or additional charges are required at Show Close, they will be charged to the enclosed Credit Card provided, unless Exhibitor disputes charges in writing. Capital is **not responsible** for any damage or loss of your freight; please secure round trip insurance from your company insurance carrier.

**ALL CHARGES:** All charges/costs requested by Exhibitor MUST be **PAID IN FULL** before services are rendered, and any adjustment and/or additional charges must be paid by Show Close. Such costs will be charged to Exhibitor's credit card provided unless prior arrangements have been made. All Checks must be drawn on a US bank, and there will be a minimum charge for each NSF check written to Capital. Declined credit cards are subject to a \$35.00 service fee.

**ADJUSTMENTS:** Exhibitors are responsible for ensuring services rendered as ordered prior to Show Opening. All requests for adjustments must be made on site prior to the Show Closing. Capital will not be responsible for adjustments after the Show Closes unless prior arrangements have been made in writing to Capital.

**SALES TAX:** Applicable city, county and state taxes will apply. If any Exhibitor is exempt from paying sales tax, it is the Exhibitor's responsibility to provide Capital with its tax exempt certificate prior to the Show Opening.

**COLLECTION POLICY:** In the event this contract is turned over to an attorney for collection or dispute, Capital will be entitled to reasonable attorney fees.

**THIRD PARTY PAYMENT POLICY**

**Capital Convention Contractors will invoice third parties for payment of services rendered to exhibitors provided the following conditions are met:**

1. The payment record of the third party is acceptable to *Capital*.
2. This completed form is signed by both parties and returned to *Capital* at least 14 days prior to move-in.
3. **A completed Credit Card Authorization Form MUST accompany this form from each party.**
4. Capital's prepayment policy is adhered to; i.e. orders must be received with payment by the deadline dates.
5. If there is any doubt which party is to be invoiced for a service, the exhibiting firm accepts responsibility for payment upon presentation of invoice at show site.
6. The exhibiting firm is ultimately responsible for payment of all charges by show conclusion.
7. Both parties have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

**Please indicate which of the following items/services are to be invoiced to the third party:**

<input type="checkbox"/> All Capital Services	<input type="checkbox"/> Freight Handling
<input type="checkbox"/> Furniture/Carpet	
<input type="checkbox"/> Labor	<input type="checkbox"/> Other (specify) _____

**We understand and agree that we, the exhibiting firm, are ultimately responsible for payment of charges incurred. In the event the named third party does not make payment upon presentation of invoice at show site, such charges will be presented to the exhibiting firm for payment before the close of the show.**

**Exhibiting Firm**

Company Name \_\_\_\_\_ Booth # \_\_\_\_\_  
 Address \_\_\_\_\_  
 City/State/Zip Code \_\_\_\_\_  
 Phone (    ) \_\_\_\_\_  
 Authorized Signature \_\_\_\_\_ Printed Name \_\_\_\_\_

**Display House 3<sup>rd</sup> Party**

Display House 3<sup>rd</sup> party \_\_\_\_\_  
 Address \_\_\_\_\_  
 City/State/Zip Code \_\_\_\_\_  
 Phone (    ) \_\_\_\_\_  
 Authorized Signature \_\_\_\_\_ Printed Name \_\_\_\_\_

## ORDER SUMMARY

**Payment Policy:** All orders faxed or mailed to Capital must be accompanied by a Credit Card Authorization Form. Payment in full is due at show site. Absolutely no show site orders will be executed prior to full payment of all customer bills.

**Calculate your order total:**

<b>Service</b>	<b>Amount Due</b>
Exhibitor Booth Labor*	\$ _____
Material Handling*	\$ _____
Furnishings & Accessories	\$ _____
Custom Exhibit Rental	\$ _____
Special Signs & Banners	\$ _____
Standard & Deluxe Carpet	\$ _____
Miscellaneous	\$ _____
MA Tax 6.25%	\$ _____
<b>TOTAL ESTIMATED CHARGES \$</b>	<b>_____</b>

\*indicates nontaxable services

**PLEASE BE AWARE OF OUR PAYMENT AND PRICING POLICIES**

**ALL CHARGES MUST BE PAID PRIOR TO THE CLOSE OF THE SHOW**

**ORDERS RECEIVED WITHOUT FULL PAYMENT OR CREDIT CARD INFORMATION WILL NOT BE PROCESSED**

**MAKE CHECKS PAYABLE TO: CAPITAL CONVENTION CONTRACTORS**  
 Checks must include exhibiting firm name and booth number

**RETURN VIA FAX: 508-351-9911**

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_

Address \_\_\_\_\_ City/State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

Authorized Signature \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.  
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 Phone 877-335-3700 · Fax 508-351-9911 · Email [help@capitalconventions.com](mailto:help@capitalconventions.com)

## LIABILITY AND INSURANCE BULLETIN

*Capital Convention Contractor's liability shall be limited to the physical loss or damage to the specific article, which is lost or damaged as described below:*

1. Capital Convention Contractors shall not be responsible for damage to uncrated materials; materials improperly packed or concealed damage.
2. Capital Convention Contractors shall not be responsible for loss, theft, or disappearance of exhibitor's materials after same have been delivered to exhibitor's booth.
3. Capital and its subcontractors shall not be responsible for loss, theft, and disappearance of exhibitor's materials before it is picked up from exhibitor's booth for reloading after the close of the show. Outbound Bills of Lading are available at the Capital Exhibitor Service Desk. Outbound Bills of Lading will be checked at the time of actual pickup of freight from the booth. Piece counts will be adjusted and corrections will be made to the Bill of Lading where discrepancies may occur.
4. Capital and its subcontractors will not be responsible for ordinary wear and tear in handling of equipment. Neither will they be responsible for loss, damage or delay of shipments due to fire, theft, water, vandalism, acts of God, strikes, lockouts, work stoppages of any kind or any other circumstances beyond their control.
5. Capital and its subcontractors' liability shall be limited to physical loss or damage to the specific article which is lost or damaged, and in any event Capital's maximum liability shall be limited to \$.30 per pound per article with a maximum liability of \$50.00 per item or \$1,000.00 per shipment, whichever is less.
6. If Capital is found negligent for the damage of materials, the exhibitor's sole remedy will be to have Capital repair or replace the defective materials with that of like kind and quality. In no event shall Capital be liable for incidental or consequential damages, which may result or arise out of the damaged materials. This shall include those losses or damages, which may arise out of the inability of an exhibitor to show their product.
7. The consignment for delivery of a shipment to Capital by an exhibitor, or by any shipper on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth in this notice. It is understood that Capital and its subcontractors are not insurers. Insurance, if any, shall be based on the value of the material handling services and the scope of liability is unrelated to the value of the Exhibitor's property being handled. It is suggested that exhibitors insure all shipments from the time they leave your company until they are returned from the show. If a shipment must be re-routed due to incorrect or unclear shipping instructions on the Outbound Bill of Lading, Capital assumes no liability as a result of such rerouting or handling.
8. Capital and its subcontractors 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.
9. Loss or damage must be submitted to Capital prior to the close of the show on which the loss or damage occurred or shall be considered waived. No suit or action shall be brought against Capital or its subcontractors more than one (1) year after the accrual of the cause of action therefore.
10. Shipment received without receipts, freight bills or specified unit counts on receipts or freight bills such as UPS or van lines will be delivered to the exhibitor's booth without guarantee of piece count or condition. No liability will be assumed by Capital for such shipments.
11. Empty container labels are available at the service desk. Affixing the labels is the sole responsibility of the exhibitor or his/her representative. All previous labels should be removed or completely covered. Capital assumes no responsibility for errors to the aforementioned procedure, removal of containers with old empty labels and without Capital's labels, improper information on empty labels, or valuable stored in containers with empty labels.
12. Freight handling charges are the responsibility of the exhibitor to whom the shipments have been consigned. Also, charges for loading out freight shipments are the responsibility of the exhibitor from whose shipments are made. Exhibitors may not assign this responsibility to suppliers or customers.  
  
The exhibitor agrees, in the event of a dispute with Capital relative to any loss or damage to any of their materials or equipment that they will not withhold payment of any amount due to Capital for Drayage or any other service provided by Capital as an offset against the amount of the alleged loss or damage. Instead, they shall agree to pay Capital at the close of the show for all such charges, and they further agree that any claim they may have against Capital shall be pursued independently by them as a completely separate transaction to be resolved on its own merits.
13. Where an exhibitor indicates choice of carrier for pickup, it is the exhibitor's responsibility to arrange with such carrier for said pickup service. If the carrier does not pick up within the time limited for the removal of exhibitor's materials at the Exhibit Hall, we reserve the right to forward such materials by the shipping method of our choice or to remove said materials to our warehouse for disposition, at an additional charge to the exhibitor in accordance with prevailing rates for the service performed.
14. Materials left behind without orders placed at the Service Desk may be classified as abandoned. The Service Contractor shall not be responsible for same. We are not responsible for any delay of rush shipments. We will expedite such rush shipments to the best of our ability, but will not assume any financial responsibility for shipments, which do not arrive at their destination at a dated time.

If you have any questions, please feel free to contact Exhibitor Services at the number below.  
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## DCU CENTER LABOR GUIDELINES & NON-OFFICIAL CONTRACTOR RULES FOR EXHIBITOR PARTICIPTION

To assist you in planning for your participation in this upcoming exposition, we are certain you will appreciate knowing in advance that Union labor is required for certain aspects of your exhibit handling. To help you understand, we ask that you read the following:

### MATERIAL HANDLING

Union regulations require that the official material handling contractor off-load all equipment and display materials for **ALL** trucks, including box rental trucks of any size and all rental vans using the loading dock. **The use of fork trucks, pallet jacks and lift gates are permitted by personnel of the official drayage contractor.**

Exhibitors are allowed to perform their own material handling, provided they meet all of the following criteria:

- Personnel performing the work must be **bonafide, full-time employees** of the exhibiting company.
- Exhibitors may load/unload uncrated materials from a mini-van, car, station wagon or pick-up truck owned by the exhibiting company.
- Exhibitors may use **only** hand-operated equipment, which they have provided; two-wheeled hand trucks and four-wheeled flat carts are permitted.
- Exhibitors choosing to handle their own materials are responsible for their own storage during the show.

### EXHIBIT INSTALLATION AND DISMANTLING

Full time employees of the exhibiting companies may set their own exhibits without assistance from the Union employees. Any labor services that may be required beyond what your regular full time employees can provide must be rendered by the Union. Labor can be ordered in advance by returning the Labor Order Form, or at show site, at the service desk. Proof of full time employment status may be requested by the Union.

### NON-OFFICIAL CONTRACTOR RULES

Non-Official Installation and Dismantling Contractors must use Union labor supplied by Capital Convention Contractors. Supervision by Non-Official is allowed.

The following is required:

- Non-Officials must furnish Show Management the names and addresses and telephone numbers of key executives for emergency contact.
- All personnel must be properly identified with a badge at show site.

This statement and insurance rider **is not** required by the exhibitors who plan to set-up and dismantle their own booths or equipment with their own employees.

All Non-Officials Installation and Dismantle Contractor (supervisors) will be allowed on the exhibit floor **only** during official installation and dismantle hours, and must be identified with a temporary work pass, either supplied by Show Management or the Official Service Contractor.

### TIPPING

CAPITAL CONVENTION CONTRACTORS requests that exhibitors do not tip our employees. They are paid at an excellent wage scale denoting a professional status, and we feel that tipping is not necessary. This applies to all employees. Any request for such should be brought to the attention of a Capital representative at the service desk or correspondence may be directed to the attention of the General Manager at the Capital office.

### SAFETY

Standing on chairs, tables, or other rental furniture is prohibited. This furniture is not engineered to support standing weight. CAPITAL CONVENTION CONTRACTORS cannot be responsible for injuries or falls caused by the improper use of this furniture. If assistance is required in assembling your booth, please order labor on the Labor Order Form and the necessary ladders and tools will be provided.

If you have any questions, please feel free to contact Exhibitor Services at the number below.  
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## MATERIAL HANDLING RATE SCHEDULE

- \*Capital will begin receiving shipments at the advance warehouse 30 days prior to the move-in date of the show.
- \*Capital will receive direct shipments **during exhibitor move-in hours only**. Early shipments may be refused.
- \*Rate includes: Unload and deliver shipments to booth. Remove and store crates/boxes labeled EMPTY (labels are available from the on-site CCC Service Desk). Return crates/boxes at the close of the show. Remove freight from booth & load on outbound carrier from the loading dock.
- \*Shipments must be sent prepaid. Collect shipments will be refused.
- \*Outbound Bill of Lading must be completed and turned in at the CCC Service Desk. Exhibitors are responsible for all outbound shipping charges.

### Material Handling Rates

**200 lb. MINIMUM per shipment**

#### SHIPMENTS ~ CRATED

Includes shipments that can be unloaded at the dock with no additional handling required.

ADVANCE TO WAREHOUSE	\$56.00 PER 100 LBS
DIRECT TO SHOW	\$54.00 PER 100 LBS

#### SHIPMENTS ~ SPECIAL HANDLING

Includes shipments that are packed in such a manner as to require special handling, such as ground loading, side door loading, constricted space loading and designated piece loading or stacked, also included are mixed shipments without delivery receipts, such as Fed-Ex, UPS, or POV (personally owned vehicle).

ADVANCE TO WAREHOUSE	\$75.00 PER 100 LBS
DIRECT TO SHOW	\$73.00 PER 100 LBS.

#### SHIPMENTS ~ UNCRATED, UNSKIDDED OR UNWRAPPED

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

DIRECT TO SHOW ONLY	\$78.00 PER 100 LBS
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#### SMALL PACKAGE RATE

Packages arriving direct to show site - 25lbs maximum total.

DIRECT TO SHOW ONLY	\$35.00 FIRST PACKAGE \$20.00 EACH ADDITIONAL
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#### OVERTIME HANDLING

Shipments received, delivered or re-loaded after 4:30 p.m. or before 8 am Monday thru Friday or shipments handled on Saturday, Sunday and designated Holidays will be assessed additional overtime handling charges

35% PER 100 LBS

#### OFF TARGET SHIPMENTS

- \*Freight received at Show Site prior to the published move-in or after the show opens.
- \*Freight received at the Advance Warehouse after the published deadline.

35% PER 100 LBS

#### SPECIAL SERVICES- VEHICLE SPOTTING

Any vehicle driven onto the exhibit hall under its own power will incur a round-trip spotting fee of \$150.00. Vehicles not moved in under their own power will be unloaded and charged based on weight.

**SEPARATE SHIPMENTS RECEIVED BY CAPITAL WILL NOT BE COMBINED. A 200 LB minimum charge applies to each shipment Capital receives.** Packages arriving separately, at separate times will result in each shipment receiving a 200 lb. minimum charge. **Therefore, be sure to request that your carrier delivers your total shipment at the same time.** Shipments received at the same time from different destinations are considered separate shipments.

**NOTE: Billed weight is based on incoming weight, whether the above services are used completely or in part.** The weight is rounded up to the next one hundred pounds (100 lbs.) and is taken from the INBOUND BILL OF LADING and/or the Certified Weight Ticket. Shipments arriving without specified weight on the Bill of Lading will be assigned an approximate weight by Capital. This weight will prevail.

**Inbound Bill of Lading:** All shipments must have a Bill of Lading or delivery slip showing the number of pieces, type of merchandise and weight. Shipments received without this information will be delivered to exhibitor's booth without guarantee of piece count or condition. No Liability will be assumed by Capital for such shipments.

**Empty Container Labels:** Empty labels will be available at the Capital Service Desk. Affixing the labels is the sole responsibility of the exhibitor. Capital assumes no responsibility for removal of containers with old empty labels, improper information on empty labels or valuables stored in containers with empty labels.

If you have any questions, please feel free to contact Exhibitor Services at the number below.

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## ESTIMATED MATERIAL HANDLING ORDER FORM

### INBOUND SHIPPING INFORMATION

**ADVANCE SHIPMENTS**

Please use enclosed freight labels  
Receiving hours: M-F 9:00 am to 4:00 pm

**Must arrive by: April 25, 2012**

To: Exhibitor Name/ Booth #

For: MASSbuys Expo 2012  
c/o Capital Convention Contractors  
35 Lyman Street  
Northborough, MA 01532

**DIRECT SHIPMENTS**

Please use enclosed freight labels  
Received only during exhibitor move-in hours

**Only on: May 1, 2012**

To: Exhibitor Name/ Booth #

For: MASSbuys Expo 2012  
DCU Center c/o Capital Convention Contractors  
50 Foster Street  
Worcester, MA 01608

\*\*\*\*PLEASE READ THE LIABILITY AND INSURANCE BULLETIN INCLUDED IN THIS MANUAL\*\*\*\*

	NUMBER OF PIECES	EST. WEIGHT	CARRIER(S)	TRACKING # (Please provide Pro Number)	EST. DATE OF ARRIVAL	EST. COST (Of Material Handling) (200 lb. min. per shipment)
<b>ADVANCE SHIPMENTS</b> Warehouse						
<b>DIRECT SHIPMENTS</b> Showsite/ Exhibit Hall						

If shipment is greater than 3,000 lbs., what is the weight of the single heaviest piece being shipped? \_\_\_\_\_  
Please provide contact information for person in charge of your move-in that will be on site:

CONTACT NAME \_\_\_\_\_ PHONE # ( ) \_\_\_\_\_

### OUTBOUND SHIPPING INFORMATION

- **OUTBOUND CAPITAL BILLS OF LADING** must be completed and turned in at the Capital Service Desk. Any freight left on the show floor without a completed Bill of Lading will result in a service fee equal to 1/2 hour of labor.
- **DO NOT LEAVE YOUR BILL OF LADING IN YOUR BOOTH!**
- **A credit card is required for material handling services. Exhibitor is responsible for all shipping charges regardless of carrier. Payments must be in US FUNDS. Please complete credit card information on the CREDIT CARD Authorization form.**
- **Drivers MUST check in at the loading dock by 5:00 PM on May 2, 2012 or the shipment will be re-routed to the show carrier.**
- **Return to Warehouse Fee:** Shipments returned to Capital's warehouse will be assessed a \$7.00 per cwt. or \$50.00 minimum charge, whichever is greater.

**CHECK** appropriate arrangements:

- Freight arrangements will be handled by Capital Convention Contractors common carrier, collect.
- Freight arrangements will be handled by exhibitor. NAME OF CARRIER: \_\_\_\_\_
- Steel banding at \$1.10 per linear foot, including labor. \$50.00 MINIMUM (include on Order Summary page)
- Shrink wrap at \$35.00 per skid \_\_\_\_\_ # x \$35.00 = \_\_\_\_\_ (include on Order Summary page)

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Material Handling Rate Schedule as well as the Liability and Insurance Bulletin as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_ Signature \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

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Use these labels **only** if shipping in **advance** to warehouse

From: \_\_\_\_\_  
Exhibiting Company/Organization

To: **Capital**  
**Convention Contractors**

35 Lyman Street  
Northborough, MA 01532

Show: MASSbuys Expo 2012

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

Carrier \_\_\_\_\_

Piece # \_\_\_\_ of \_\_\_\_\_

**RUSH**

**Exhibit Material**



Use these labels **only** if shipping in **advance** to warehouse

From: \_\_\_\_\_  
Exhibiting Company/Organization

To: **Capital**  
**Convention Contractors**

35 Lyman Street  
Northborough, MA 01532

Show: MASSbuys Expo 2012

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

Carrier \_\_\_\_\_

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35 Lyman Street  
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**Convention Contractors**

35 Lyman Street  
Northborough, MA 01532

Show: MASSbuys Expo 2012

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

Carrier \_\_\_\_\_

Piece # \_\_\_\_ of \_\_\_\_\_

**RUSH**

**Exhibit Material**

**NOTE:** Please review the Liability and Insurance Bulletin. The consignment or delivery of a shipment to Capital Convention Contractors, Inc., by an exhibitor, or by any other shipper on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and

Use these labels **only** if shipping  
**Direct to Show Site**

From: \_\_\_\_\_  
Exhibiting Company/Organization

To: **Capital**  
**Convention Contractors**  
c/o DCU Center  
50 Foster Street  
Worcester, MA 01608

Show: MASSbuys Expo 2012

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

Carrier \_\_\_\_\_

Piece # \_\_\_\_ of \_\_\_\_\_

**RUSH**

**Exhibit Material**



Use these labels **only** if shipping  
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**RUSH**

**Exhibit Material**

**NOTE:** Please review the Liability and Insurance Bulletin. The consignment or delivery of a shipment to Capital Convention Contractors, Inc., by an exhibitor, or by any other shipper on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and

## TABLE/DRAPE ORDER FORM

**Advance Order Price Deadline: April 18, 2012**

	QTY	DESCRIPTION	Advance Price	Floor Price	Amount
<b>TABLES-DRAPED</b>		4' X 2' - 30" HIGH	\$89.00	\$111.00	
		6' X 2' - 30" HIGH	\$99.00	\$124.00	
		8' X 2' - 30" HIGH	\$109.00	\$136.00	
<b>COUNTER HEIGHT TABLES-DRAPED</b>		4' X 2' - 40" HIGH	\$109.00	\$136.00	
		6' X 2' - 40" HIGH	\$129.00	\$161.00	
		8' X 2' - 40" HIGH	\$149.00	\$186.00	
<b>TABLES-UNDRAPED</b>		4' X 2' - 30" HIGH	\$49.00	\$62.00	
		6' X 2' - 30" HIGH	\$59.00	\$74.00	
		8' X 2' - 30" HIGH	\$69.00	\$86.00	
<b>COUNTER HEIGHT TABLES-UNDRAPED</b>		4' X 2' - 40" HIGH	\$55.00	\$69.00	
		6' X 2' - 40" HIGH	\$65.00	\$82.00	
		8' X 2' - 40" HIGH	\$75.00	\$94.00	
<b>TABLES-COCKTAIL FINISHED TOP</b>		30" ROUND - 30" HIGH	\$89.00	\$111.00	
		30" ROUND - 40" HIGH	\$99.00	\$124.00	
<b>TABLE RISERS</b>		4' X 10" HIGH	\$60.00	\$75.00	
		6' X 10" HIGH	\$70.00	\$88.00	
<b>TABLES-4<sup>TH</sup> SIDE DRAPE</b>		6' OR 8' TABLE	\$45.00	\$56.00	
		6' OR 8' COUNTER	\$45.00	\$56.00	
<b>CUSTOM BOOTH DRAPE</b>		8' HIGH PER LINEAR FT	\$9.50	\$13.50	
		3' HIGH PER LINEAR FT	\$6.50	\$8.50	

**\*\*IF YOU DO NOT INDICATE COLOR CHOICE -SHOW COLOR WILL BE PROVIDED\*\***

**CIRCLE COLOR CHOICE:**

ROYAL BLUE	SILVER	BURGUNDY
WHITE	RED	BLACK

**ADVANCE DISCOUNT ORDER PAYMENT MUST BE RECEIVED 14 DAYS PRIOR TO MOVE-IN.**

- ❖ No credit will be issued on equipment ordered and placed in your booth, either unused or after the close of the show. There is a 50% cancellation charge for orders cancelled at show-site.
- ❖ All materials are on a rental basis and remain the property of Capital.
- ❖ The undersigned is responsible for all items ordered and for its condition at close of show.

<b>SUB TOTAL</b>	\$ _____
<b>MA TAX 6.25 %</b>	\$ _____
<b>GRAND TOTAL</b>	\$ _____

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_ Signature \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.  
**MAIL OR FAX FORM TO:** Capital Convention Contractors · 10 Technology Dr · Suite 40 · Hudson, MA 01749  
 Phone 877-335-3700 · Fax 508-351-9911 · Email [help@capitalconventions.com](mailto:help@capitalconventions.com)

## BOOTH FURNISHINGS ORDER FORM

**Advance Order Price Deadline: April 18, 2012**

	QTY	DESCRIPTION	Advance Price	Floor Price	Amount
<b>CHAIRS</b>		PADDED SIDE CHAIR	\$45.00	\$57.00	
		PADDED ARM CHAIR	\$49.00	\$62.00	
		UPHOLSTERED BAR STOOL	\$59.00	\$74.00	
		FOLDING CHAIR	\$14.00	\$18.00	
<b>ACCESSORIES</b>		TRIPOD EASEL	\$25.00	\$32.00	
		GARMENT RACK	\$65.00	\$81.00	
		LITERATURE RACK	\$75.00	\$94.00	
		4' X 8' DISPLAY BOARD	\$140.00	\$175.00	
		6' SHOWCASE W/SHELVES	\$350.00	\$438.00	
		WASTEBASKET	\$16.00	\$20.00	
		RAFFLE DRUM	\$60.00	\$75.00	
		8' ALUMINUM BACK POST W/BASE	\$25.00	\$32.00	
		6'-10' ADJUSTABLE CROSS BAR	\$15.00	\$18.00	

<b>SUB TOTAL</b>	\$ _____.
<b>MA TAX 6.25 %</b>	\$ _____.
<b>GRAND TOTAL</b>	\$ _____.

**ADVANCE DISCOUNT ORDER PAYMENT MUST BE RECEIVED 14 DAYS PRIOR TO MOVE-IN.**

- ❖ No credit will be issued on equipment ordered and placed in your booth, either unused or after the close of the show. There is a 50% cancellation charge for orders cancelled at show-site.
- ❖ All materials are on a rental basis and remain the property of Capital.
- ❖ The undersigned is responsible for all items ordered and for its condition at close of show.

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_ Signature \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.  
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## STANDARD & CUSTOM CARPET ORDER FORM

**Advance Order Price Deadline: April 18, 2012**

**Custom carpet is required for booths longer than 40' or booths configured as an island or Peninsula.**

**All prices include: delivery, installation, carpet tape and removal.**

NOTE: Your booth comes with grey carpet at no charge as part of your booth package. Please use this form only if you would like to change the color of the carpet in your booth (additional charges apply).

**CIRCLE COLOR CHOICE:** BLUE GREY BURGUNDY RED FOREST GREEN BLACK

### STANDARD CARPET

QTY	DESCRIPTION	Advance Price	Floor Price	Amount
	9 x 10	\$119.00	\$149.00	
	9 x 20	\$238.00	\$298.00	
	9 x 30	\$357.00	\$446.00	

### PADDING & VISQUEEN

Minimum order of 100 square feet is required for padding & visqueen orders.

SQ FT	DESCRIPTION	Advance Price	Floor Price	Amount
	Padding 1/2"	\$1.00	\$1.50	
	Visqueen	\$.50	\$1.00	

### CUSTOM CARPET

Minimum order of 100 square feet is required for custom carpet orders.

**Advance Price:** Booth size \_\_\_\_\_ (100 sq. ft. min) x \$2.35 sq. ft. = \_\_\_\_\_

**Floor Price:** Booth size \_\_\_\_\_ (100 sq. ft. min) x \$2.94 sq. ft. = \_\_\_\_\_

### PRESTIGE CARPET

Minimum order of 100 square feet is required for prestige carpet orders.

**Advance Price:** Booth size \_\_\_\_\_ (100 sq. ft. min) x \$5.00 sq. ft. = \_\_\_\_\_  
Please call Exhibitor Services for Prestige Carpet Color Choices

#### ADVANCE DISCOUNT ORDER PAYMENT MUST BE RECEIVED 14 DAYS PRIOR TO MOVE-IN.

- ❖ No credit will be issued on equipment ordered and placed in your booth, either unused or after the close of the show.
- ❖ There is a 50% cancellation charge for orders cancelled at show-site.
- ❖ All materials are on a rental basis and remain the property of Capital.
- ❖ The undersigned is responsible for all items ordered and for its condition at close of show.

<b>SUB TOTAL</b>	\$	_____
<b>MA TAX 6.25%</b>	\$	_____
<b>GRAND TOTAL</b>	\$	_____

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance bulletin included in this packet and as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_ Signature \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.

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Phone 877-335-3700 · Fax 508-351-9911 · Email help@capitalconventions.com

## CUSTOM EXHIBIT PACKAGE ORDER FORM

**Advance Order Price Deadline: April 18, 2012**

Capital will install a 10' custom hardwall booth to ensure your exhibit experience will be worry free. Your booth will be waiting for you when you arrive and then at the end of the show you will be able to just walk away.

**Included in your custom booth package:**

- Header Sign (Not Backlit)
- Standard Color Carpet
- Choice of Velcro Friendly, Sintra, Slatwall or Pegboard Walls
- Tracklight with 1 head per panel (power not included)
- 40" High Side Returns
- 3 – 12" Flat Shelves
- 6' Draped Counter
- Two Bar Stools
- One Wastebasket
- Set-up & Removal
- Opening Day Booth Cleaning
- 200 lbs. of Material Handling



**ALL THIS FOR ONLY \$1,300.00** (Tax not included)

**Material & Colors for Backwall - Choose One**

- |                            |                             |                            |                             |
|----------------------------|-----------------------------|----------------------------|-----------------------------|
| <b>FABRIC</b>              | <b>SINTRA</b>               | <b>SLATWAL</b>             | <b>PEGBOARD</b>             |
| <input type="radio"/> Grey | <input type="radio"/> White | <input type="radio"/> Grey | <input type="radio"/> White |
| <input type="radio"/> Blue | <input type="radio"/> Grey  |                            |                             |
|                            | <input type="radio"/> Black |                            |                             |

**Carpet Colors – Choose One**

- |                             |                                |
|-----------------------------|--------------------------------|
| <input type="radio"/> Grey  | <input type="radio"/> Burgundy |
| <input type="radio"/> Red   | <input type="radio"/> Green    |
| <input type="radio"/> Blue  | <input type="radio"/> Plum     |
| <input type="radio"/> Black |                                |

**Header Copy – please print clearly**

Letter Color:  Blue  Red  Black  Grey  Burgundy  Green  
 Special artwork, logos or colors will be quoted upon request.  
 Please include samples and comments with this order.

**Skirt Colors - Choose One**

- |                             |                                |
|-----------------------------|--------------------------------|
| <input type="radio"/> Grey  | <input type="radio"/> Burgundy |
| <input type="radio"/> Red   | <input type="radio"/> Green    |
| <input type="radio"/> Blue  | <input type="radio"/> White    |
| <input type="radio"/> Black | <input type="radio"/> Gold     |

**ADVANCE DISCOUNT ORDER PAYMENT MUST BE RECEIVED 14 DAYS PRIOR TO MOVE-IN.**

- ❖ No credit will be issued on equipment ordered and placed in your booth, either unused or after the close of the show. There is a 50% cancellation charge for orders cancelled at show-site.
- ❖ Orders cancelled after installation will be charged 100% of original price.
- ❖ All materials are on a rental basis and remain the property of Capital.
- ❖ The undersigned is responsible for all items ordered and for its condition at close of show.
- ❖ Late Orders will be charged an additional 25%.

<b>SUB TOTAL</b>	\$ <u>1,300.00</u>
<b>Late Orders Add 25%</b>	\$ _____
<b>MA TAX 6.25 %</b>	\$ _____
<b>GRAND TOTAL</b>	\$ _____

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_  
 Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_ Signature \_\_\_\_\_  
 Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.  
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 Phone 877-335-3700 · Fax 508-351-9911 · Email help@capitalconventions.com

## SIGN ORDER FORM

**Sign Order Deadline: April 18, 2012**

**PLEASE NOTE:** In order to receive the **discount rate** on your signs and graphics, this form **must arrive** at Capital at least two (2) weeks prior to exhibitor move-in.

### CUSTOM SIGNS

Special or custom signs can be made. Prices listed are for one color copy, ten words or less to be applied on white Card stock or foam core depending on size. We welcome inquiries regarding signs not listed.

QTY	SIZE	Advance Price	Floor Price	Amount
	7" x 44"	\$30.00	\$45.00	
	14" x 22"	\$38.00	\$57.00	
	22" x 28"	\$65.00	\$98.00	
	28" x 44"	\$85.00	\$127.00	

### ADDITIONAL SIGN OPTIONS

Add your company's logo and other options for an additional cost. Exhibitor must supply artwork.

QTY	DESCRIPTION	Advance Price	Floor Price	Amount
	Logo	\$100.00	\$125.00	
	Over 10 words	\$1.00	\$2.00	
	Cardboard Easel Back	\$4.00	\$6.00	
	Directional Arrow	\$5.00	\$7.00	

### BANNERS

Prices are based upon one color vinyl graphics applied to white 10 oz. material with grommets and up to ten words of copy. Other color materials and hanging options are available.

QTY	Dimensions	SQ.FT.	Advance Price	Floor Price	Total
_____	_____ X _____ = _____ X _____		\$14.00 per sq. ft.	\$25.00 per sq. ft.	\$ _____

<b>SUB TOTAL</b>	\$ _____.
<b>MA TAX 6.25 %</b>	\$ _____.
<b>GRAND TOTAL</b>	\$ _____.

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_ Signature \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.  
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 Phone 877-335-3700 · Fax 508-351-9911 · Email [help@capitalconventions.com](mailto:help@capitalconventions.com)

## LABOR ORDER FORM

Labor is available for installation and dismantling of exhibits, shrink-wrapping and banding of materials.

**RATES:**

- Straight Time: \$ 59.00 per man-hour.** First 8 hours in a shift. One hour minimum.
- Overtime: \$ 88.50 per man-hour.** After 8 hours in a shift. One hour minimum.

### CALCULATE ESTIMATED LABOR

	DATE	TIME	# OF MEN	TOTAL HOURS	RATE PER MAN HOUR	ESTIMATED COST
INSTALLATION:	_____	_____	AM _____	X _____	X \$ _____	= \$ _____
			PM _____	X _____	X \$ _____	= \$ _____
DISMANTLE:	_____	_____	AM _____	X _____	X \$ _____	= \$ _____
			PM _____	X _____	X \$ _____	= \$ _____

**FINAL COSTS WILL BE CALCULATED AFTER COMPLETION OF SERVICES. COSTS ARE BASED ON OPTIONS AND ACTUAL LABOR TIME.**

**ON-SITE LABOR ORDERS WILL BE CHARGED AN ADDITIONAL 30%**

**Labor Options (choose one)**

- Exhibitor Supervised Labor
  Capital Supervised Labor

### EXHIBITOR SUPERVISION

All labor is performed under the direction of the exhibitor. Exhibitor must meet the scheduled labor at the Capital Service Desk. Failure to check in at the scheduled time will result in a one-hour minimum charge per person requested. Starting times are guaranteed only in those instances where labor is requested for the start of the workday. Twenty-four hour notice is required for cancellation of labor services.

**Company Representative:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

### CAPITAL SUPERVISION

This plan allows for exhibitors to be set up prior to exhibitors arrival. The charge for this service is **50% of the exhibitor's total labor bill**, with a minimum of \$45.00 on installation and \$45.00 on dismantles. In order to perform this service without the exhibitor's representative present, Capital must have detailed set-up instructions (blueprints/floor plans, etc.) with this labor order. **Please see the next page for outbound shipping instructions.**

**Set Up Information Required:**

Booth display being shipped to:  Warehouse  Show site Scheduled delivery date \_\_\_\_\_

Shipment consists of:  Crates  Cartons  Carpets/pads

If no carpet is being shipped, is carpet ordered through Capital?  Yes  No

Blueprints & Exhibit instructions:  Attached  Shipped with Display

**FULL PAYMENT MUST ACCOMPANY ALL ORDERS**

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_ Signature \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.  
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## LABOR ORDER FORM (CONTINUATION)

**Only Exhibitors hiring Capital to dismantle their booth should complete this form.**

### OUTBOUND SHIPPING

At the close of the show, exhibitor freight will be shipped to the **following address**:

If your freight is being shipped to another tradeshow, be sure to include the show name and your booth number.

Company Name: \_\_\_\_\_ Booth #: \_\_\_\_\_

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

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

Attention: \_\_\_\_\_

### SELECT SHIPPING METHOD

**Exhibitor Carrier Choice:** \_\_\_\_\_

**Official Show Carrier:** YRC Ground \***Must arrive by:** \_\_\_\_\_

**PLEASE NOTE:** If an exhibitor is using a carrier of his/her choice (not using the official show freight carrier) the exhibitor is responsible for arranging for the carrier to pick up at the close of the show. Shipping costs are not included and are the responsibility of the exhibitor. Capital cannot guarantee pick up time for exhibitor appointed carriers, all shipments are moved out of the exhibit hall at Capital's discretion.

### BILLING INFORMATION

#### Bill Shipping Charges to (if different from above):

Shipper (signature) \_\_\_\_\_ Print Name: \_\_\_\_\_

Freight Charges Billed to:

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

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

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

Attention: \_\_\_\_\_ Phone: \_\_\_\_\_

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_ Signature \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.

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## EXHIBITOR-APPOINTED NON-OFFICIAL CONTRACTOR AUTHORIZATION

If your company plans to use a Contractor other than Capital, please read, complete and submit this form to Capital Convention Contractors.

### 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.

Exceptions are:

- Supervision may be provided by the exhibitor.
- The exhibitor may appoint the official contractor for supervision.
- The exhibitor may appoint a qualified non-official contractor.

### Official Service Contractors are appointed to:

- Ensure the 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 limits of insurance are in force.
- Avoid any conflicts with local union regulations and requirements.

### SHOULD THE EXHIBITOR WISH TO EMPLOY THE SERVICES OF A CONTRACTOR OTHER THAN THE OFFICIAL CONTRACTOR, THE FOLLOWING CONDITIONS MUST BE MET:

1. The exhibitor must inform Capital Convention Contractors of the name and address of the contractor and the work performed. This information must be received in writing no later than 30 days prior to the show in Capital's office. If this information is **not** received 30 days prior to the show, Capital labor must be used for all work. The non-official contractor will be permitted to supervise only.
2. The non-official contractor to be used by the exhibitor must do the following:
  - a. Provide a certificate of insurance with at least the following limits: Comprehensive General Liability not less than \$1,000,000 with respect to injuries to any one person in any occurrence; and \$500,000 with respect to damage of property; Workers' Compensation Insurance, including employee liability coverage, in a minimum amount of not less than \$1,000,000 of individual and/or aggregate coverage, and naming Capital Convention Contractors as additional insured.
  - b. Agree to abide by all the rules and regulations of the show.
  - c. Agree to abide by all union rules and regulations.
  - d. Information must be received in the Capital office no later than 30 days prior to the show.
  - e. Identification badges must be worn at all times. Temporary labor badges will be provided. Badges will be issued only to persons actually used to supervise, install, dismantle and maintain exhibit-related equipment.

*For services such as electrical, plumbing, telephone, cleaning and drayage, no other contractor other than the official contractor will be approved. This regulation is made necessary because work is done on equipment and facilities owned by parties other than the exhibitor. The exhibitor shall provide only the material and equipment that he owns and that is to be used in his exhibit space.*

### INCOMPLETE OR UNSIGNED FORMS WILL NOT BE ACCEPTED.

**Return this form, along with Certificate of Insurance and name and addresses of employees who are working in your booth by March 30, 2012 to Capital.**

ACKNOWLEDGED AND AGREED TO: Signature of Exhibitor: \_\_\_\_\_

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

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

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

Contractor Street Address \_\_\_\_\_

City/State \_\_\_\_\_

Zip Code \_\_\_\_\_

Contractor Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.

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## SIGN HANGING ORDER FORM

**Deadline Order Date: April 18, 2012**

### General Information

- Capital is responsible for supervision, assembly, installation and removal of all hanging signs.
- All orders **MUST** be received with payment to Capital 14 days prior to move-in.
- All hanging signs must conform to Show Management rules and regulations and facility limitations.
- All signs must have approved hanging points with the exception of cloth banners. Capital reserves the right to refuse to hang a sign if, in their opinion, it appears unsafe.
- A detailed diagram showing location of sign hanging must be submitted with order.
- All signs requiring electrical must be in accordance with the National Electrical Code.
- If signs require assembly, dismantling, installation for support devices or hoisting cable, work will be done on a time and material basis. All labor to assemble is at the exhibitor's expense.

**RATES:**

- Straight Time: \$ 225.00 per man-hour:** First 8 hours in a shift. One hour minimum.
- Overtime: \$ 337.50 per man-hour:** After 8 hours in a shift. One hour minimum.

CALCULATE SIGN HANGING LABOR						
DATE	TIME	# OF LIFTS	TOTAL HOURS	RATE PER HOUR	ESTIMATED COST	
INSTALLATION: _____	_____	AM _____ PM _____	X _____	X \$ _____	= \$ _____	
DISMANTLE: _____	_____	AM _____ PM _____	X _____	X \$ _____	= \$ _____	

FINAL COSTS WILL BE CALCULATED AFTER COMPLETION OF SERVICES. COSTS ARE BASED ON OPTIONS AND ACTUAL LABOR TIME.

ON-SITE SIGN HANGING ORDERS WILL BE CHARGED AN ADDITIONAL 30% TO HOURLY RATES

### EXHIBITOR SUPERVISION

**Company Representative:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

### CAPITAL SUPERVISION

**Please provide accurate information for accurate sign hanging. A 30% charge applies for Capital Supervised labor.**

Does this sign need to be assembled  Yes  No    Weight \_\_\_\_\_ Height \_\_\_\_\_ Length \_\_\_\_\_ #of hanging points \_\_\_\_\_

**SIGN DESCRIPTION:**     Fabric/Cloth     Non-Fabric     Circle     Rectangle     Square

_____ Ft from left	<div style="border: 1px solid black; padding: 5px; margin: 0 auto;"> <p style="text-align: center;">_____ Ft from top aisle</p> <p style="text-align: center;">_____ Ft from bottom aisle</p> <p style="text-align: center;">_____ Ft from top of sign to floor</p> </div>	_____ Ft from right
--------------------	--	---------------------

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_ Signature \_\_\_\_\_

Phone (    ) \_\_\_\_\_ Fax (    ) \_\_\_\_\_ Email address \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.  
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## US FIRE DEPARTMENT REGULATIONS

For Exhibits, Exhibitions and Trade Shows – Public & Private

**Booth Construction** – Booths platforms and space dividers shall be of materials that are flame-retardant or rendered so, satisfactory to the Fire Department representatives. Coverings for counters or tables used within or as part of the booth shall be flame-retardant. All electrical wiring and apparatuses will be of a wire UL type approved.

**Fire Department** – A permit shall be required for the following:

1. Display or operate any heater, barbecue, heat-producing or open flame device, candles, lamps lanterns, torches, etc.
2. Display or operate any electrical, mechanical, or chemical device, which may be deemed hazardous by the fire department.
3. Use or storage of inflammable liquids and dangerous chemicals.
4. Display any internal combustion engine (*special requirements available upon request*).
5. Use of compressed gases. (Permit available for 32CF bottles ½ or less full).

**Obstructions** – Aisle and exits, as designated on approved show plans, shall be kept clean, clear and free of obstacles. Booth construction shall be substantial and fixed in position in specified areas for the duration of the show. Easels, signs, etc., shall not be placed beyond the booth area into aisles. Firefighting equipment shall be provided and maintained in accessible, easily seen locations and may be required to be posted with designating signs.

**Fire-Retardant Treatment** – All decorations, drapes, signs, banners, acoustical materials, cotton, paper, hay straw, moss, split bamboo, plastic cloth, and similar materials shall be flame-retardant to the satisfaction of the Fire Department. Booth identification banners and signs shall be flame-retardant unless smaller than 1232 square inches (28" x 44") if separated from other combustibles by a minimum of 12" horizontally and 24" vertically. Oil cloth, tar paper, nylon and certain other plastic materials cannot be made flame-retardant, and their use is prohibited.

**Combustibles** – Literature on display shall be limited to reasonable quantities (one-day supply). Reserve supplies shall be kept in closed containers and stored in a neat and compact manner in a location approved by the Fire Department. All exhibit and display empty cartons must be stored in an approved drayage area. If the show is under a 24-hour approved manned security program, automobiles are allowed to retain 1 gallon or less of fuel, gas caps must be taped. Batteries are to be disconnected and taped.

**STORAGE BEHIND BOOTH BACKWALL IS STRICTLY PROHIBITED.**

If you have any questions, please feel free to contact Exhibitor Services at the number below.

**MAIL OR FAX FORM TO:** Capital Convention Contractors · 10 Technology Dr · Suite 40 · Hudson, MA 01749  
Phone 877-335-3700 · Fax 508-351-9911 · Email [help@capitalconventions.com](mailto:help@capitalconventions.com)



## Client Utility Package

Attached are the order forms for the services we offer at the DCU Center in Worcester, Massachusetts.

Things to know –

- > The electrical charge is not per day. It is a one-time charge that will cover you through the entire show.
- > 24-hour service is an additional charge and is required on all equipment that will need to run continuously.
- > Internet can be accessed on-site with a credit card and does not need to be paid in advance of the show.
- > These services are offered through the venue and are in no way part of the decorator or promoter costs.
- > If you require, assistance please contact Dawn @ 508-929-0517, Monday - Friday 9am to 5pm.
- > In case of emergency outside of the above hours, please call the Security Desk @ 508-929-0181.
- > To get the advanced rate, you must submit your order 15 days prior to the first event move-in day.
- > For your convenience, orders placed 2 or more days prior to the first event move in day can be submitted via any of the following methods:

Fax: 508-929-0787  
E-mail: [dsaavedra@dcucenter.com](mailto:dsaavedra@dcucenter.com)  
Mail: DCU Center  
50 Foster Street - Exhibitor Services  
Worcester, MA 01608

- > All other orders must be hand delivered to the service desk on-site.

Thank you for visiting us!





50 Foster Street - Exhibitor Services  
Worcester, MA 01608

P: (508) 929-0517 - F: (508) 929-0787 - dsaavedra@dcucenter.com  
Mail/Fax/E-mail available up until 2 days before first move in day  
All other orders must be hand delivered to the service desk on-site

### Electrical Service Order Form

Event Name & Date _____	Booth # _____
Firm Name _____	Contact _____
Address _____	Phone # _____
City, State Zip _____	Email _____

Payment Notice - Advance Rates apply only to orders paid in full and received 15 days prior to the first scheduled move-in day. Standard Rates must be paid on orders received less than 15 days prior to the first scheduled move-in day. Only credit cards or checks will be accepted with mail-in standard orders.  
Cash or credit card accepted with standard move-in orders. Make checks payable to: **DCU Center**

Payment Info - Payment must be in U.S. Funds (Please Check One)

Cash/Check # \_\_\_\_\_ Visa \_\_\_\_\_ MC \_\_\_\_\_ Discover \_\_\_\_\_ Amex \_\_\_\_\_

Credit Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Name on Card \_\_\_\_\_ V-Code \_\_\_\_\_

Cardholder Billing Address \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Locations and special instructions for electrician: (attach layout drawing if necessary):

Description	Qty.	Advance Rate	MA Sales Tax 6.25%	Advance Rate Total	Qty.	Standard Rate	MA Sales Tax 6.25%	Standard Rate Total	Subtotal	Total
<b>A) Standard Electrical Service</b>										
110 v 5 amp (500 watts)		\$67.76	\$4.24	\$72.00		\$84.71	\$5.29	\$90.00	\$ -	A) \$ -
110 v 10 amp (1000 watts)		\$80.00	\$5.00	\$85.00		\$99.76	\$6.24	\$106.00	\$ -	
110 v 20 amp (2000 watts)		\$88.47	\$5.53	\$94.00		\$111.06	\$6.94	\$118.00	\$ -	
208 v single phase 10 amp		\$113.88	\$7.12	\$121.00		\$142.12	\$8.88	\$151.00	\$ -	
208 v single phase 20 amp		\$135.53	\$8.47	\$144.00		\$168.47	\$10.53	\$179.00	\$ -	
208 v single phase 30 amp		\$160.94	\$10.06	\$171.00		\$200.47	\$12.53	\$213.00	\$ -	
208 v single phase 40 amp		\$197.65	\$12.35	\$210.00		\$246.59	\$15.41	\$262.00	\$ -	
208 v single phase 50 amp		\$239.06	\$14.94	\$254.00		\$298.35	\$18.65	\$317.00	\$ -	
208 v single phase 60 amp		\$274.82	\$17.18	\$292.00		\$343.53	\$21.47	\$365.00	\$ -	
<b>B) Special Electrical Services</b>										
208 v Three phase 10 amp		\$128.00	\$8.00	\$136.00		\$160.00	\$10.00	\$170.00	\$ -	B) \$ -
208 v Three phase 20 amp		\$186.35	\$11.65	\$198.00		\$233.41	\$14.59	\$248.00	\$ -	
208 v Three phase 30 amp		\$248.47	\$15.53	\$264.00		\$310.59	\$19.41	\$330.00	\$ -	
208 v Three phase 40 amp		\$305.88	\$19.12	\$325.00		\$382.12	\$23.88	\$406.00	\$ -	
208 v Three phase 60 amp		\$322.82	\$20.18	\$343.00		\$403.76	\$25.24	\$429.00	\$ -	
<b>C) Service Accessories</b>										
Quad Box		\$22.59	\$1.41	\$24.00		\$24.47	\$1.53	\$26.00	\$ -	C) \$ -
Extension Cord (25ft)		\$17.88	\$1.12	\$19.00		\$18.82	\$1.18	\$20.00	\$ -	
Triple Tap (3 outlets)		\$12.24	\$0.76	\$13.00		\$13.18	\$0.82	\$14.00	\$ -	
Power Strip (15 amp max)		\$23.53	\$1.47	\$25.00		\$25.41	\$1.59	\$27.00	\$ -	
Power Strip with surge protector (15 amp)		\$28.24	\$1.76	\$30.00		\$32.00	\$2.00	\$34.00	\$ -	
GFI Protector		\$52.71	\$3.29	\$56.00		\$58.35	\$3.65	\$62.00	\$ -	
<b>D) 24 Hour service required - Add 50% to Service Connection Charge</b>										
Is 24 hr service required? _____										D) \$ -
<b>E) Labor For Special Electrical Work - Including repairs, special placement and tracing malfunctions</b>										
Please contact Exhibitor Services for availability and charges.										Rate
Service Provided _____										\$ -
<b>TOTAL</b>										\$ -

Please read attached important conditions and regulations.





50 Foster Street, Worcester, MA 01608

### **ELECTRIC SERVICE - IMPORTANT CONDITIONS AND REGULATIONS**

1. **ADVANCE ORDERS:** To receive advance rate, orders must be received a minimum of 15 days prior to first scheduled move-in day.
2. **CONDITIONS FOR PROCESSING SERVICE ORDER FORMS:**
  - a. Payment **IN FULL, IN U.S. FUNDS**, must accompany service order form.
  - b. Date payment is received by the DCU Center will determine applicable rate.
  - c. All order form information must be completed in full for order to be processed. Incomplete order forms could result in processing delays, resulting in slow service completion.
  - d. No service will be completed until full payment is received.
  - e. Cancellations:
    1. After service - **NO REFUND**.
    2. 6 days or less prior to first scheduled move-in day - **85% REFUND**.
    3. More than 6 days prior to first scheduled move-in day - **FULL REFUND**.
3. Rates quoted for all connections cover only bringing of service to the booth in the most convenient manner as determined by the The DCU Center and **DO NOT** include connecting equipment to provided services. Special placement or relocation of service will result in a labor charge. Payment **IN FULL** must be rendered for such services before the close of event day.
4. Obstructions blocking utility floor boxes are subject to relocation as necessary.
5. Advance orders will receive priority service.
6. Claims will not be considered unless filed in writing by exhibitor prior to close of show.
7. Requests for special voltage and/or other "Special Requirements" (see form) must be received by the DCU Center 30 days prior to scheduled exhibitor arrival and move-in.
8. Electrical labor must be ordered in advance in order to have electricians available when needed.
9. All equipment regardless of source of power must comply with all Federal, State and Local Safety Codes.
10. Use of open clip sockets, latex or lamp cord wire, unapproved duplex or triplex attachment plugs in exhibits is prohibited.
11. Standard wall, column and permanent building electrical outlets are not a part of booth space and are not to be used by exhibitors unless specified otherwise.
12. Under no circumstances shall anyone other than "house electricians" make electrical connections.
13. Special equipment requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be executed without "house electrician", however, all service connections and over load protection to such equipment must be made by "house electricians" only.
14. All equipment must be properly tagged or marked with complete information as to type and/or amount of current, voltage, phase, frequency, horsepower, etc. required.
15. All materials and equipment furnished by the DCU Center for this service order shall remain the property of the DCU Center and shall be removed by **ONLY** the DCU Center at the close of the show.
16. DCU Center electricians are authorized to cut floor coverings to permit installation of service unless otherwise directed.
17. All exhibitors' 120 Volt cords must be of the 3 wire, grounded type. All exposed non-current carrying metal parts of fixed equipment which are liable to be energized, shall be grounded.
18. The DCU Center reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by the DCU Center electrical supervisors.
19. Booth power will be turned on 1 hour prior to event opening and turned off 30 minutes after close. 24 hour service will be provided only to those locations that have ordered and paid for 24 hour service.
20. Power requirements crossing aisles will not be installed unless approved by show management.
21. Prices are based upon current wage rates and are subject to change without notice.
22. Requests for refunds or credits must be made in writing prior to first scheduled move-in day.





50 Foster Street - Exhibitor Services  
Worcester, MA 01608

P: (508) 929-0517 - F: (508) 929-0787 - dsaavedra@dcucenter.com  
Mail/Fax/E-mail available up until 2 days before first move in day  
All other orders must be hand delivered to the service desk on-site

### Housekeeping Order Form

Event Name & Date _____	Booth # _____
Firm Name _____	Contact _____
Address _____	Phone # _____
City, State Zip _____	Email _____

Payment Notice - Advance Rates apply only to orders paid in full and received 15 days prior to the first scheduled move-in day. Standard Rates must be paid on orders received less than 15 days prior to the first scheduled move-in day. Only credit cards, cashier checks, or certified checks will be accepted with mail-in standard orders. Cash or credit card accepted with standard move-in orders. Make checks payable to: **DCU Center**

Payment Info - Payment must be in U.S. Funds (Please Check One)	
Cash/Check # _____	Visa _____ MC _____ Discover _____ Amex _____
Credit / Debit Card # _____	Exp. Date _____
Name on Card _____	V-Code _____
Cardholder Billing Address _____	
Authorized Signature _____	

Comments / Additional Requirements: \_\_\_\_\_

**Calculating Square Footage**                      Length                      Width

Booth Size \_\_\_\_\_ x \_\_\_\_\_ = \_\_\_\_\_ - sq. ft. (100 sq. ft. minimum)

Description	Sq. Ft	Advance Rate	# of Days	Advance Rate Total	Sq. Ft	Standard Rate	# of Days	Standard Rate Total	Subtotal	Total
<b>A) Vacuuming</b> - Includes emptying and relining of standard size wastepaper basket										
Initial Service		\$0.15		\$0.00		\$0.18		\$0.00	\$0.00	
Additional Servicing		\$0.12		\$0.00		\$0.15		\$0.00	\$0.00	A) \$ -
<b>B) Shampooing</b> - Carpets shampooed night before show opens only										
Carpet Shampooing		\$0.20	1	\$0.00		\$0.25	1	\$0.00	\$0.00	B) \$ -
<b>C) Additional Housekeeping Services</b> -										
Should you require refuse removal or periodic housekeeping services, please call the DCU Center Operations Department for information on available services and rates.										
									Rate	
									\$ -	
									\$ -	C) \$ -
										TOTAL \$ -

Please read attached important conditions and regulations.



Revised August 2009



50 Foster Street, Worcester, MA 01608

#### HOUSEKEEPING - IMPORTANT CONDITIONS AND REGULATIONS

1. **ADVANCE ORDERS:** To receive advance rate, orders must be received a minimum of 15 days prior to first scheduled move-in day.
2. **CONDITIONS FOR PROCESSING SERVICE ORDER FORMS:**
  - a. Payment **IN FULL, IN U.S. FUNDS** must accompany service order form.
  - b. Date payment is received by the DCU Center will determine applicable rate.
  - c. All order form information must be completed in full for order to be processed. Incomplete order forms could result in processing delay resulting in slow service completion.
  - d. No service will be completed until full payment is received.
  - e. Cancellations:
    1. After service - NO REFUND.
    2. 6 days or less prior to first scheduled move-in day - 85% REFUND.
    3. More than 6 days prior to first scheduled move-in day - FULL REFUND.
3. Claims will not be considered unless filed in writing by exhibitor prior to close of show.
4. Prices are based upon current wage rates and are subject to change without notice.
5. Service time(s) are to be determined by the DCU Center Operations Department.





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Worcester, MA 01608

P: (508) 929-0517 - F: (508) 929-0787 - dsaavedra@dcucenter.com  
Mail/Fax/E-mail available up until 2 days before first move in day  
All other orders must be hand delivered to the service desk on-site

### Telephone Service Order Form

Event Name & Date _____	Booth # _____
Firm Name _____	Contact _____
Address _____	Phone # _____
City, State Zip _____	Email _____

Payment Notice - Advance Rates apply only to orders paid in full and received **15 days prior to the first scheduled move-in day**. Standard Rates must be paid on orders received **less than 15 days prior to the first scheduled move-in day**. Only credit cards or checks will be accepted with mail-in standard orders.

Cash or credit card accepted with standard move-in orders. Make checks payable to: **DCU Center**

**Payment Info - Payment must be in U.S. Funds (Please Check One)**

Cash/Check # \_\_\_\_\_ Visa \_\_\_\_\_ MC \_\_\_\_\_ Discover \_\_\_\_\_ Amex \_\_\_\_\_

Credit Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Name on Card \_\_\_\_\_ V-Code \_\_\_\_\_

Cardholder Billing Address \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Locations and special instructions: (attach layout drawing if necessary):  
\_\_\_\_\_

Description	Qty.	Advance Rate	MA Sales Tax 6.25%	Advance Rate Total	Qty.	Standard Rate	MA Sales Tax 6.25%	Standard Rate Total	Subtotal	Total
<b>A) Telephone Service</b>										
Dial 9 for outside service is in effect, including credit card service										
Single Line Service		\$155.29	\$9.71	\$165.00		\$186.35	\$11.65	\$198.00	\$ -	A) \$ -
Multi Line Service		\$155.29	\$9.71	\$165.00		\$186.35	\$11.65	\$198.00	\$ -	
Single Line with Speakerphone		\$175.06	\$10.94	\$186.00		\$203.29	\$12.71	\$216.00	\$ -	
<b>B) Telephone Rental</b>										
Telephone sets must be picked up at Service Desk.										
Telephone Set Rental		\$23.53	\$1.47	\$25.00		\$23.53	\$1.47	\$25.00	\$ -	B) \$ -
<b>C) Special Telephone Line Services</b>										
For installation charges of special lines, such as ISDN or other data lines, please contact Exhibitor Services for availability and charges.									Rate	
_____									\$ -	C) \$ -
Service Provided _____										
<b>D) Telephone Technician Labor - Above prices include bringing lines to the booth in the most convenient manner, for wiring repairs, special cable runs, etc., please contact Exhibitor Services for labor charges and availability.</b>										
_____									Rate	
_____									\$ -	D) \$ -
Service Provided _____										
										<b>TOTAL \$ -</b>

Please read attached important conditions and regulations.





50 Foster Street, Worcester, MA 01608

### TELEPHONE SERVICE - IMPORTANT CONDITIONS AND REGULATIONS

1. **ADVANCE ORDERS:** To receive advance rate, orders must be received a minimum of 15 days prior to first scheduled move-in day.
2. **CONDITIONS FOR PROCESSING SERVICE ORDER FORMS:**
  - a. Payment **IN FULL, IN U.S. FUNDS** must accompany service order form.
  - b. Date payment is received by the DCU Center will determine applicable rate.
  - c. All order form information must be completed in full for order to be processed. Incomplete order forms could result in processing delay resulting in slow service installation.
  - d. No service will be installed until full payment is received.
  - e. Cancellations: Refunds will be computed as follows:
    1. After service- **NO REFUND**
    2. Before installation, but 6 days or less prior to first scheduled move-in day - **85% REFUND**
    3. Before installation and more than 6 days prior to first scheduled move-in day - **FULL REFUND**
3. Rates quoted for all connections cover only bringing of service to the booth in the most convenient manner as determined by the DCU Center and **DO NOT** include connecting equipment to provided services. Special placement or relocation of service will result in a labor charge. Payment **IN FULL** must be rendered for such services before the opening of event day.
4. **CREDIT WILL NOT BE GIVEN FOR TELEPHONE SERVICE INSTALLED BUT NOT USED.**
5. All materials and equipment furnished by the DCU Center for this service order shall remain the property of the DCU Center and shall not be removed from the DCU Center.
6. Claims will not be considered unless filed in writing by exhibitor prior to close of show.
7. Under no circumstances shall anyone other than DCU Center Technical Personnel make service connections.
8. Unless otherwise directed, DCU Center Technical Personnel are authorized to cut floor coverings to permit installation of service.
9. A labor charge will be assessed for relocating service after initial installation has been completed.

#### **Service Installation And Equipment Use**

1. **TELEPHONES MUST BE PICKED UP AND RETURNED TO EXHIBITOR SERVICE DESK.**
2. Deposits for telephone sets and long distance service must be paid prior to issuance of telephone and activation of long distance service. Deposits for telephone sets may be included with order but a completely processed and signed credit card form is required for long distance service.
3. The exhibitor is responsible for all telephone calls charged to their line.
4. The exhibitor is responsible for all telephone equipment while in his/her possession. Equipment not returned or returned damaged will result in forfeiture of deposit and/or increased charges to exhibitor.

#### **Type of Service:**

1. Please Note: (1) Telephone services PBX based. Call Forwarding, Call Waiting, and Speed Dialing are not available.
- (2) Lines are suitable for dial up data transmission (3) We do not guarantee higher transmission speeds.
- (4) Standard connection is RJ-11C plug. (5) Dial 9 For Outside Service is in effect, including credit card service.
2. Single Line - Basic service includes one touch tone line installed in booth. Unlimited local calls within area calling zone are included.
3. Multi-Line Telephone Requirements - A multi-button, touch tone telephone set provides **up to two individual lines**. Individual line rates apply.
4. Specialized Data Services - If you require special conditioning, data jacks, (i.e., RJ 45S), or high speed dedicated circuits, you must contact Exhibitor Services 15 days prior to installation date.

#### **Long Distance Service:**

1. Direct Dial Long Distance calls billed on a per minute basis.
2. Payment for Long Distance calls will be subtracted from credit card deposit. If additional money is owed, it must be paid prior to show close.
3. Exhibitors are responsible for all calls made on their assigned lines.
4. Long Distance calls and other services will be billed at the prevailing rate.
5. Phones are restricted from all 900 exchange calling.

**Telephone Sets Supplied By Exhibitors Must be Touch Tone and meet FCC Regulations.**





50 Foster Street - Exhibitor Services

Worcester, MA 01608

P: (508) 929-0517 - F: (508) 929-0787 - dsaavedra@dcucenter.com

Mail/Fax/E-mail available up until 2 days before first move in day

All other orders must be hand delivered to the service desk on-site

### Water, Drain & Compressed Air Service Order Form

Event Name & Date _____	Booth # _____
Firm Name _____	Contact _____
Address _____	Phone # _____
City, State Zip _____	Email _____

Payment Notice - Advance Rates apply only to orders paid in full and received 15 days prior to the first scheduled move-in day. Standard Rates must be paid on orders received less than 15 days prior to the first scheduled move-in day. Only credit cards, cashier checks, or certified checks will be accepted with mail-in standard orders. Cash or credit card accepted with standard move-in orders. Make checks payable to: **DCU Center**

**Payment Info - Payment must be in U.S. Funds (Please Check One)**

Cash/Check # \_\_\_\_\_ Visa \_\_\_\_\_ MC \_\_\_\_\_ Discover \_\_\_\_\_ Amex \_\_\_\_\_

Credit / Debit Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Name on Card \_\_\_\_\_ V-Code \_\_\_\_\_

Cardholder Billing Address \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Comments / Additional Requirements: \_\_\_\_\_

Description	Qty.	Advance Rate	Qty.	Standard Rate	Subtotal	Total
<b>A) One Time Water Fill and Drain</b>						
Fill and Drain for 1 unit up to 500 gallons		\$95.00		\$120.00	\$ -	A) \$ -
Add'l units in same booth up to 500 gallons		\$47.50		\$60.00	\$ -	
Each add'l 100 gallons		\$18.00		\$20.00	\$ -	
<b>B) Water Supply - Prices based on 1/2" line. **Drain not included**</b>						
Pressure may vary. Minimum pressure 45 PSI, maximum pressure 80 PSI. If pressure is critical, exhibitor should arrange to have a pressure regulator installed						
First Connection		\$185.00		\$232.00	\$ -	B) \$ -
Each Additional Connection		\$92.50		\$116.00	\$ -	
Water lines above 1/2" are subject to a 50% surcharge						
Size of water line required: _____					\$ -	
<b>C) Drain Connections - Prices based on 3/4" line. **Water Connection not included**</b>						
First Connection		\$200.00		\$250.00	\$ -	C) \$ -
Each Additional Connection		\$100.00		\$125.00	\$ -	
Drain lines above 3/4" are subject to a 50% surcharge						
Size of drain line required: _____					\$ -	
<b>D) Compressed Air - Prices based on 3/8" line.</b>						
Standard supplied connector is 3/8" coil air quick disconnect type. Special adapters and multiple connections will require additional charges.						
Air pressure varies, minimum 90 PSI to maximum 125 PSI. If moisture content and pressure are critical, exhibitor should bring drier and regulator.						
<b>USE OF PORTABLE AIR COMPRESSORS IS PROHIBITED</b>						
First Connection		\$175.00		\$220.00	\$ -	D) \$ -
Each Additional Connection		\$87.50		\$110.00	\$ -	
Air lines above 3/8" are subject to a 50% surcharge						
Size of air line required: _____					\$ -	
<b>E) 24 Hour service required - Add 50% to Service Connection Charge</b>						E) \$ -
Is 24 hr service required? _____						
<b>F) Labor For Special Electrical Work - Including repairs, special placement and tracing malfunctions</b>						F) \$ -
Please contact Exhibitor Services for availability and charges.						
Service Provided _____						Rate \$ -
<b>TOTAL</b>						<b>\$ -</b>

Please read attached important conditions and regulations.





50 Foster Street, Worcester, MA 01608

### WATER - DRAIN - COMPRESSED AIR SERVICES - IMPORTANT CONDITIONS AND REGULATIONS

1. **ADVANCE ORDERS:** To receive advance rate, orders must be received a minimum of 15 days prior to first scheduled move-in day.
2. **CONDITIONS FOR PROCESSING SERVICE ORDER FORMS:**
  - a. Payment **IN FULL, IN U.S. FUNDS** must accompany service order form.
  - b. Date payment is received by the DCU Center will determine applicable rate.
  - c. All order form information must be completed in full for order to be processed. Incomplete order forms could result in processing delay resulting in slow service completion.
  - d. No service will be completed until full payment is received.
  - e. Cancellations:
    1. After service - **NO REFUND.**
    2. 6 days or less prior to first scheduled move-in day - **85% REFUND.**
    3. More than 6 days prior to first scheduled move-in day - **FULL REFUND.**
3. Rates quoted for all connections cover only bringing of service to the booth in the most convenient manner as determined by the DCU Center and **DO NOT** include connecting equipment to provided services. Special placement or relocation of service will result in a labor charge. Payment **IN FULL** must be rendered for such services before the opening of event day.
4. Obstructions blocking utility floor boxes are subject to relocation as necessary.
5. Advance orders will receive priority service.
6. Claims will not be considered unless filed in writing by exhibitor prior to close of show.
7. Requests for special water or air hookups and/or other "Special Requirements" (see form) must be received by the DCU Center 30 days prior to scheduled exhibitor arrival and move-in.
8. Labor must be ordered in advance in order to have electricians available when needed.
9. All equipment must comply with all Federal, State and Local Safety Codes.
10. Standard wall, column and permanent building water taps are not a part of booth space and are not to be used by exhibitors unless specified otherwise.
11. Under no circumstances shall anyone other than "house engineers" make water or air connections.
12. Special equipment requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be executed without "house engineer", however, all service connections to such equipment must be made by "house engineers" only.
13. All equipment must be properly tagged or marked with complete information as to type and/or amount of current, voltage, phase, frequency, horsepower, water pressure or air pressure required.
14. All materials and equipment furnished by the DCU Center for this service order shall remain the property of the DCU Center and shall be removed **ONLY** by "house engineers" at the close of the show.
15. DCU Center engineers are authorized to cut floor covering to permit installation of service unless otherwise directed.
16. The DCU Center reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by DCU Center engineering supervisors.
17. Water and/or air service will be turned on 1 hour prior to event opening and turned off 30 minutes after close. 24 hour service will be provided only to those locations that have ordered and paid for 24 hour service.
18. Water or Air services crossing aisles will not be installed unless approved by show management.
19. Prices are based upon current wage rates and are subject to change without notice.
20. Requests for refunds or credits must be made in writing prior to first scheduled move-in day.





50 Foster Street - Exhibitor Services

Worcester, MA 01608

P: (508) 929-0517 - F: (508) 929-0787 - dsaavedra@dcucenter.com

Mail/Fax/E-mail available up until 2 days before first move in day

All other orders must be hand delivered to the service desk on-site

### Internet Service Order Form

Event Name & Date _____	Booth # _____
Firm Name _____	Contact _____
Address _____	Phone # _____
City, State Zip _____	Email _____

Payment Notice - Advance Rates apply only to orders paid in full and received 15 days prior to the first scheduled move-in day. Standard Rates must be paid on orders received less than 15 days prior to the first scheduled move-in day. Only credit cards or checks will be accepted with mail-in standard orders. Cash or credit card accepted with standard move-in orders. Make checks payable to: **DCU Center**

**Payment Info - Payment must be in U.S. Funds (Please Check One)**

Cash/Check # \_\_\_\_\_ Visa \_\_\_\_\_ MC \_\_\_\_\_ Discover \_\_\_\_\_ Amex \_\_\_\_\_

Credit Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Name on Card \_\_\_\_\_ V-Code \_\_\_\_\_

Cardholder Billing Address \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Locations and special instructions for technician: (attach layout drawing if necessary):

Description	Qty.	Advance Rate Total	Qty.	Standard Rate Total	Subtotal	Total
<b>A) Internet Service</b>						
Internet service can be paid for either onsite with your credit card by simply opening your browser (IE, Netscape, Mozilla etc, our system works with all browsers and operating systems). Or if you would rather pay with a check in advance or onsite, we can accommodate you as well.						
Internet service is for one (1) computer if additional computers are required you will need to purchase additional connections.						
<b>Service</b>	<b>Connection Speed</b>					
1 Day Basic	512k/256k			\$9.96	\$ -	
1 Day Plus	1M/512k			\$24.96	\$ -	
1 Day Premium	3M/1M			\$49.96	\$ -	
2 Day Basic	512k/256k			\$19.96	\$ -	
2 Day Plus	1M/512k			\$49.96	\$ -	
2 Day Premium	3M/1M			\$99.96	\$ -	
3 Day Basic	512k/256k			\$29.96	\$ -	
3 Day Plus	1M/512k			\$74.96	\$ -	
3 Day Premium	3M/1M			\$149.96	\$ -	
						A) \$ -
<b>B) Category 5 Ethernet Cable Service</b>						
Special note: Category 5 Ethernet Cable services are in addition to the cost of the internet service and all onsite wiring is done on a first come-first serve basis.						
Special note: Category 5 Ethernet Cable services must be ordered at least 72 hours prior to the first scheduled move-in day, if it is within 72 hours of the first scheduled move-in day you must call exhibitor services to see if Category 5 Ethernet Cable services will be available.						
Category 5 Ethernet Cable run		\$125.00		\$150.00	\$ -	B) \$ -
<b>C) Special Internet Services</b>						
Please contact Exhibitor Services for availability and charges.					Rate	
					\$ -	C) \$ -
Service Provided _____						
<b>TOTAL</b>						<b>\$ -</b>

