



Shepard Exposition Services  
4710 Trident Court  
Baltimore, MD 21227

Customer Service Phone: (410) 737-9270  
Customer Service Fax: (410) 737-9274  
Customer Service Email: [baltimore@shepades.com](mailto:baltimore@shepades.com)  
Event Code: M130251213

## SHOW INFORMATION

Eighth National RAC (and MAC) Summit and Readmissions Summit

**December 5 - 6, 2013**  
**Hyatt Regency Crystal City**  
**Arlington, Virginia**

### BOOTH PACKAGE

Items provided in your booth, per exhibitor:

- 8' High backwall drape, 3' High sidewall drape
- 7" x 44" Cardstock Identification Sign
- (1) 6' x 30" Skirted Table - Blue
- (2) Side Chairs
- (1) Wastebasket

Show drape color(s): Blue, White  
Aisle carpet color: Facility is carpeted wall to wall

### EXHIBIT SHOW SCHEDULE

General Exhibitor Move-in:	Thursday, December 5, 2013	8:00 AM - 10:00 AM
Exhibit Hours:	Thursday, December 5, 2013	10:00 AM - 7:00 PM
	Friday, December 6, 2013	7:00 AM - 10:30 AM
Exhibitor Move-out:	Friday, December 6, 2013	10:30 AM - 12:00 PM
Freight Re-route Time:	Friday, December 6, 2013	11:30 AM

### IMPORTANT DEADLINES

Exhibitor appointed contractor notification deadline: Thursday, November 7, 2013  
Discount price deadline for standard Shepard orders: Thursday, November 14, 2013  
First day for warehouse deliveries without a surcharge: Thursday, November 7, 2013  
Last day for warehouse deliveries without a surcharge: Friday, November 29, 2013  
First day freight can arrive at show facility: Thursday, December 5, 2013 at 8:00 AM

### SHIPPING ADDRESSES

#### Advance Shipments Address

[Exhibiting Co. Name & Booth Number]

Eighth National RAC (and MAC) Summit and Readmissions Summit  
c/o Shepard Exposition Services  
4710 Trident Court  
Baltimore, MD 21227

#### Direct Shipments Address

c/o Shepard Exposition Services

[Exhibiting Co. Name & Booth Number]

Eighth National RAC (and MAC) Summit and Readmissions Summit  
Hyatt Regency Crystal City  
2799 Jefferson Davis Highway  
Arlington, VA 22202

ALL UTILITY AND ANCILLARY FORMS SHOULD BE FAXED TO THE NUMBER INDICATED ON FORM. PLEASE DO NOT SEND UTILITY AND/OR ANCILLARY FORMS TO SHEPARD.



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## ONLINE ORDERING INSTRUCTIONS

Eighth National RAC (and MAC) Summit and Readmissions Summit


December 5 - 6, 2013  
Hyatt Regency Crystal City  
Arlington, Virginia


### \*\*\*ATTENTION EXHIBITORS\*\*\*

**ORDER NOW!** Follow these simple steps to order Shepard Services Online:

1. **GO TO:** [www.shepardes.com/intro.asp](http://www.shepardes.com/intro.asp)
2. Click on [Eighth National RAC \(and MAC\) Summit and Readmissions Summit](#)
3. **LOG IN** from the Show Information page.
4. **ENTER** your email address and password then click 
  - a. **NEW users :** User name = Your Email Address (provided by Show Management)  
Password = TBD
  - b. **Previous users :** User name = Your Email Address  
Password = Your pre-existing password
5. Don't remember your password? Click the link ["Forgot your password?"](#)  
and follow the prompts to have your password sent to the registered email address.
6. Once logged in, you will be prompted to review your profile information.
  - a. If your information is correct, click 
  - OR
  - b. If your information is not correct, please click "here" as indicated, update your profile and submit changes.
7. Welcome to Shepard Online Ordering!

Some helpful tips:

Use the  or  buttons to scroll through all your options.

Use the  button to add an item to your cart, BEFORE proceeding to the next screen.

To **NAVIGATE** to a specific page, use the menu headers at the top of the page.

To **VIEW** your shopping **CART**, click on 

To **DELETE** an item from your shopping cart, click  next to the item you wish to remove.

**QUESTIONS?** Do not hesitate to contact us for assistance!

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**Discount Deadline: November 14, 2013**

## PAYMENT AUTHORIZATION

Eighth National RAC (and MAC) Summit and Readmissions Summit

**December 5 - 6, 2013**

**Hyatt Regency Crystal City  
Arlington, Virginia**

Please complete the information requested below and return this form with your orders. You may choose to pay by credit card, check payable to Shepard Exposition Services, or bank wire transfer. However, we require your credit card authorization to be on file before we process your order(s) for service. We will use this authorization to charge your credit card account for any additional amounts incurred as a result of show site orders placed by your representative to include material handling charges for shipments received on your company's behalf and any unpaid balance due for Shepard services. **Credits for services will be issued at show site only.**

### WIRE TRANSFER

In order to accurately process the transfer of funds from your account, please complete the following information and fax it along with a copy of the wire receipt to the fax number printed on the header of this page. A \$50 service charge will be added for processing checks drawn on foreign banks. A \$25 service charge will be added for processing U.S. wire transfers. \$50 service charge for international wire transfers.

The following information must be included on the bank copy of the wire transfer confirmation:

Name of show that you are attending - **Eighth National RAC (and MAC) Summit and Readmissions Summit**

Exhibiting company name

Booth number

Account Name: Shepard Exposition Services, Inc. Bank Name: PNC Bank N.A., Pittsburgh, PA 15219 USA

Routing Number: 041000124 Account Number: 42-6061-9772

SWIFT CODE (US): PNCCUS33 SWIFT CODE (INTL): PNCCUS33

If payment is not received by the date shown above, I hereby agree to have the balance owed to Shepard Exposition Services, Inc. charged to the credit card indicated in the next section.

### CREDIT CARD INFORMATION

Type of Card:

☐☐☐

Pay by Check\* ☐

Pay by Wire\* ☐

Credit Card #:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Expiration Date:

Month		Year	

Billing Address:

Security Code:

--	--	--	--	--	--

City, ST, Zip:

Name on Card:

Authorized Signature:

*\*Please note: You may choose to pay by Check or Wire Transfer, however a credit card is required on file to process all orders.*

### EXHIBITING COMPANY INFORMATION

Please fill out the following information:

COMPANY NAME:

BOOTH #

COMPANY ADDRESS:

PHONE:

CITY, ST, ZIP:

FAX:

CONTACT NAME:

EMAIL:

**\*\* Please be sure to include the show name or show code and your booth # as well as the wire fee if you are sending a wire transfer, ACH payment, or check.**



## PAYMENT POLICY

**Show Site Orders:** Services ordered at show site will require full payment at the time the order is placed. Purchase orders may not be used in lieu of payment. Regular prices will apply to all show site orders. Floor orders are limited to availability.

**Third Party Orders:** If you contract your work to a display or exhibit house and require services from Shepard, the payment policy stated above applies. Please pass this information on to them. A Third Party Payment form must be completed and submitted three weeks prior to show opening.

**Invoices:** Prior to close of show, an invoice will be prepared and delivered to your booth for your review. Credits will be issued at show site only. If you have any questions, or want to pay your invoice by check or cash, please see our customer service representatives at the service desk on site.

**Charges:** All charges, regardless of amount, must be paid in full by cash, check or credit card. If credit card method is used, please ensure that the card limits are high enough to cover your expected charges.

**Past Due Accounts:** The buyer understands that there will be a 1 1/2% monthly (18% per year) finance charge on past due accounts and agrees to pay all costs incurred by Shepard Exposition Services while endeavoring to collect this account.

**Outbound Services:** All outbound services will be processed on your credit card. A copy of the receipt and invoice will be mailed within 10 days of the close of the show.

**International Customers:** International customers must pay for all services in U.S. funds. A \$50 service charge will be added for processing checks or wire transfers drawn on foreign banks.

**U.S. Wire Transfers:** A \$25 service charge will be added for processing U.S. wire transfers. Please complete the wire transfer portion of the Payment Authorization form. The credit card portion of the form must still be completed before your order will be processed.

**Tax Exempt Status:** If you are tax exempt in the state where the show is held, a copy of the certificate must accompany your order.

**Rental Responsibility:** All materials are on a rental basis and shall remain the property of Shepard. The customer shall be held financially responsible for any damage to Shepard equipment used by the customer.

**Price Quotes:** Prices quoted are for the duration of the show and include installation, rental, and removal, except where indicated.

**Default Colors:** If skirting and carpet colors are not selected, show colors will prevail.

**Exchanges and Cancellations:** Onsite exchanges and cancellations in orders will be assessed a 100% pick-up fee.

## DEFINITIONS AND SHEPARD RESPONSIBILITIES

The name "Shepard" shall be construed within the meaning of this contract as Shepard Exposition Services, Inc. and its employees, officers, agents, and assigns including any subcontractors Shepard may appoint. The term "exhibitor" refers to any party who contracts for services with Shepard. Shepard shall be responsible only for those services which it directly provides, and hereby agrees to execute its contracted duties in good faith. Shepard assumes no responsibility for any person, parties, or other contracting firms not under Shepard's direct supervision and control. Shepard 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 Shepard's reasonable control; or for ordinary wear and tear in the handling of materials. Due to the security and liability requirements, Shepard personnel will unload all vendor materials from the loading docks to the booths.

## INDEMNIFICATION

The exhibitor agrees to indemnify, forever hold harmless and defend Shepard and its employees, officers and agents from and against any and all claims, causes of action, fines, penalties, damages, liabilities, judgments, 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: (1) exhibitor's negligent supervision of any labor secured through Shepard or the negligent supervision of such labor by any of the exhibitor's employees, agents, representative, invitees, and/or exhibitor appointed contractor (EAC); (2) exhibitor's negligence, willful misconduct, or deliberate act, or such actions of exhibitor's employees, agents, invitees, representatives, or EACs at the show to which this contract relates, including but not limited to the misuse, improper use, unauthorized alteration or negligent handling of Shepard equipment; or (3) exhibitor's violation of Federal, State or Local ordinance; or violation of show regulations and/or rules as published by the Facility and/or Show Management.

## CLAIM(S) FOR LOSS AND PAYMENT FOR SERVICES

Exhibitor agrees that any and all claims for loss or damage shall be submitted to Shepard 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 exhibitor must vacate the show site. All claims reported after the 30-day period will be rejected. In no event shall a suit or action be brought against Shepard more than one year after the date that loss or damage occurred. Payment for services may not be withheld. In the event of any dispute between Shepard and the exhibitor relative to any loss or damage claim, the exhibitor shall not be entitled to, and shall not withhold payment for Shepard services as an offset against the amount of the alleged loss or damage. Any claim against Shepard shall be considered a separate transaction and shall be resolved on its own merit.

## SHEPARD'S LIMITS OF LIABILITY

If found liable for any loss or damage, Shepard's sole and maximum liability for loss or damage to exhibitor's materials will be limited to the repair or replacement with like kind and quantity, subject to a dollar amount not to exceed \$5.00 (five dollars) per pound based on the weight of the articles for which Shepard specifically acknowledges receipt in writing. Shepard 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 of or damage to material.

## INBOUND AND OUTBOUND SHIPMENTS

Consistent with trade show industry practices, there may be a lapse of time between the delivery of shipment(s) to the booth and the arrival of the exhibitor or his representative. During such time, the materials will be left unattended. Shepard is not, and cannot be, responsible for loss, damage, theft, or disappearances of exhibitor's materials after same have been delivered to the exhibitor's booth. Similarly, there may be a lapse of time between the completion of packing and the actual pick up of exhibitor's materials from the booth for loading onto a carrier. During such time, the materials will be left unattended. Shepard shall not be responsible for loss, damage, theft, or disappearance of exhibitor's materials before same have been picked up for loading after the show. All materials will be checked at the booth at the time of loading using document(s) submitted by the exhibitor and notations of exceptions to conditions of materials, or piece counts will be made on said document. Shepard assumes no responsibility for loss, damage, theft, or disappearance of exhibitor's materials after same have been delivered to exhibitor's appointed carrier or agent for transportation after the show. Shepard loads materials onto the carrier's truck under the supervision of the carrier driver who checks and signs for the materials. Shepard assumes no liability for any materials after the carrier assumes custody of materials. If exhibitor's designated carrier fails to show by the move out deadline after a show, Shepard shall have the authority to route exhibitor's shipment via an alternate carrier, or return shipment to a local warehouse for disposition at exhibitor's expense.

## PACKAGING, CRATES, AND EMPTY CONTAINERS

Shepard shall not be responsible for surface damage to loose or uncrated materials, pad-wrapped, or shrink-wrapped materials. Shepard shall not be responsible for concealed damage, damage to carpets in bags or poly, or damage to materials improperly packed. Shepard shall not be responsible for crates and packaging unsuitable for handling, partially assembled, or having prior damage. Affixing "Empty" storage labels to containers is the sole responsibility of the exhibitor or his representative. All previous labels should be removed. Shepard assumes no responsibility for removal or misdelivery of containers with old labels or incorrect information on labels or for loss or damage to materials stored in containers labeled "empty."



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## THIRD PARTY PAYMENT AUTHORIZATION

Eighth National RAC (and MAC) Summit and Readmissions Summit

**December 5 - 6, 2013**

**Hyatt Regency Crystal City  
Arlington, Virginia**

**The following information must be completed and the form returned to Shepard by the deadline date.**

Both parties MUST sign this form indicating acceptance; otherwise, request will be denied.

When a third party is handling your display and/or paying for any services on your behalf, we will agree to this third party arrangement if the following payment is agreed upon and all signatures are properly completed.

By signing this form, both parties agree and understand that the exhibiting firm is responsible for all charges.

In the event that the named third party does not make payment by show close, Shepard will be paid by the exhibiting firm on demand at show site.

The show site invoice may or may not include any outbound services, such as additional material handling, rigging, and/or shipping charges.

### SERVICES TO BE COVERED BY THIRD PARTY

☐ **All services**

☐ Rental Furniture

☐ Exhibit Display Rentals

☐ Overhead Rigging/Labor

☐ Carpet

☐ Cleaning

☐ Installation/Dismantling Labor

☐ Material Handling \*Please complete the Material Handling Authorization Form

☐ Logistics/Transportation Notes: \_\_\_\_\_

☐ Other (please specify): \_\_\_\_\_

### THIRD PARTY INFORMATION

COMPANY NAME: \_\_\_\_\_

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

PHONE: \_\_\_\_\_

CITY, ST, ZIP: \_\_\_\_\_

FAX: \_\_\_\_\_

CONTACT NAME: \_\_\_\_\_ EMAIL: \_\_\_\_\_

AUTHORIZED SIGNATURE: \_\_\_\_\_

### EXHIBITING COMPANY INFORMATION

COMPANY NAME: \_\_\_\_\_

BOOTH # \_\_\_\_\_

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

PHONE: \_\_\_\_\_

CITY, ST, ZIP: \_\_\_\_\_

FAX: \_\_\_\_\_

CONTACT NAME: \_\_\_\_\_ EMAIL: \_\_\_\_\_

AUTHORIZED SIGNATURE: \_\_\_\_\_

### THIRD PARTY CREDIT CARD INFORMATION

Type of Card:


☐

☐

☐

Credit Card #: \_\_\_\_\_

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

Month Year

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

Security Code: \_\_\_\_\_

City, ST, Zip: \_\_\_\_\_

Name on Card: \_\_\_\_\_

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



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## EXHIBITOR APPOINTED CONTRACTOR

Eighth National RAC (and MAC) Summit and Readmissions Summit

December 5 - 6, 2013  
Hyatt Regency Crystal City  
Arlington, Virginia

**Deadline Date: November 7, 2013**

**Please read the following information entirely prior to signing form and returning to Shepard.**

Complete this form for each non-official contractor used. Only the official show contractor or the facility may provide building services, utilities, rigging, material handling, cleaning, and furniture rental.

As the official show contractor, Shepard will provide all standard trade show services, including installation/dismantling labor, but exhibitors may appoint a non-official contractor to provide installation/dismantling labor provided all the following conditions are met:

~ EXHIBITOR must inform Shepard Exposition Services that they have contracted with a non-official contractor by completing this form and returning it by **deadline date**. If form is not submitted by deadline date, the Exhibitor Appointed Contractor will not be allowed to perform work in the hall except to supervise the official contractor provided labor.

~ The CONTRACTOR hired by the exhibitor must, by the deadline date, provide Shepard 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 Shepard Exposition Services as additionally insured for the time period of the show (including move-in and move-out days).

~ The CONTRACTOR must abide by the rules and regulations of the show and all pertinent union regulations.

~ CONTRACTOR employees must wear approved identification badges at all times while in the work area. Badge will be issued at show site to authorized contractor representatives when all requirements have been met.

~ If the non-official contractor is empowered to incur expense on behalf of the exhibitor, a Third Party Payment Authorization form must be completed and returned to Shepard. The exhibitor agrees that he is ultimately responsible for the cost of all services provided in connection to the exhibitor's booth.

~ The non-official contractor agrees to have evidence, in the booth, that it has a valid authorization from the Exhibitor for services.

~ The non-official contractor must confine its operations to the exhibit area of its clients. No service desks, storage areas or other work facilities will be located anywhere in the facility. Show aisles and public areas are not part of the Exhibitor's booth space.

~ The non-official contractor may not solicit business on the exhibit floor.

~ The non-official contractor must have all business licenses, work permits and insurance required by State and City governments and Facility Management before beginning work, and shall provide Show Management with evidence of compliance.

~ If required, the non-official contractor must be able to provide evidence that it has current and applicable labor contracts and must comply with all labor agreements and jurisdictions. The non-official contractor must not jeopardize the production of the event by any act or practice that would lead to work stoppages, strikes or labor disputes.

~ Non-official contractor employees must wear approved identification badges at all times while in the work area. Badges will be issued at show site, to authorized representatives, when all requirements have been met.

**The following information must be completed and the form returned to Shepard by the deadline date.**

Name of Non-official Contractor: \_\_\_\_\_

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

Contact Name: \_\_\_\_\_

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

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

Exhibitor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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





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**Discount Deadline: November 14, 2013**

## SIGNATURE SERIES PACKAGES

Eighth National RAC (and MAC) Summit and Readmissions Summit

**December 5 - 6, 2013**

**Hyatt Regency Crystal City**

**Arlington, Virginia**

### Signature Series - We Make Exhibiting EZ!!

Signature Series Packages offer one stop shopping convenience for all of your trade show needs.

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\*Some restrictions may apply - material handling based on standard freight, does not include small packages, late to warehouse surcharges, special handling, marshaling yard or other applicable fees.



**GO GOLD!!** Upgrade your package to include 100 sq. ft. of 1/2" Carpet Padding (50009) and Visqueen (50010).

**GO PLATINUM!!** Includes the Gold Upgrade plus daily vacuuming and (1) 500 watt electrical drop.

Discount	Regular
114.00	148.20
330.00	429.00

Please complete the following:

**Company Name:** \_\_\_\_\_ **Booth #:** \_\_\_\_\_  
**Contact Name:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_  
**Authorized Signature:** \_\_\_\_\_

Signature also indicates you read and accept the Payment Policy and Terms and Conditions.

Must order by discount deadline date to receive discounted pricing. Payment Authorization must be completed and returned with order.

There are no exchanges or refunds once item has been delivered to your booth. Cancellation must be received in writing 48 hours prior to first exhibitor move-in day. Rental items not ordered and found in use in your booth are subject to "Regular" rate billing.

\* All tax rates are subject to change.

Subtotal:	\$
6.000% Tax*:	\$
Amount Due:	\$

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**Discount Deadline: November 14, 2013****EXPO FURNISHINGS**

Eighth National RAC (and MAC) Summit and Readmissions Summit

**December 5 - 6, 2013**  
**Hyatt Regency Crystal City**  
**Arlington, Virginia****TABLES - ALL DISPLAY TABLES ARE 24" WIDE**

Choose drape color (place color code next to order):

Red (01)	Gold (04)	Burgundy (07)
Green (02)	Blue (05)	Grey (10)
White (03)	Black (06)	Teal (13)

**SKIRTED TABLES**

Code	Qty.	Color	Size	Discount	Regular	Amount
50042			4'L X 30"H	115.20	149.75	
50046			6'L X 30"H	141.60	184.10	
50050			8'L X 30"H	179.40	233.20	
50043			4'L X 42"H	140.05	182.05	
50047			6'L X 42"H	179.35	233.15	
50051			8'L X 42"H	210.85	274.10	
50052			4th Side 30"	70.00	91.00	
50171			4th Side 42"	70.00	91.00	

Tables are skirted 3-sided, must order 4th side for all sides to be draped on 6' and 8' tables.

**UNSKIRTED TABLES**

Code	Qty.	Size	Discount	Regular	Amount
50040		4'L X 30"H	82.10	106.75	
50044		6'L X 30"H	96.05	124.85	
50048		8'L X 30"H	115.50	150.15	
50041		4'L X 42"H	92.40	120.10	
50045		6'L X 42"H	115.50	150.15	
50049		8'L X 42"H	128.80	167.45	

**RISERS - WOODEN PLANKING, 8" WIDE****DRAPED RISERS**

Code	Qty.	Size	Discount	Regular	Amount
50082		4'L X 6"H	49.70	64.60	
50084		6'L X 6"H	63.30	82.30	
50086		8'L X 6"H	80.30	104.40	
50083		4'L X 12"H	100.60	130.80	
50085		6'L X 12"H	125.20	162.75	
50087		8'L X 12"H	139.55	181.40	

**UNDRAPED RISERS**

Code	Qty.	Size	Discount	Regular	Amount
50076		4'L X 6"H	23.90	31.05	
50078		6'L X 6"H	33.60	43.70	
50080		8'L X 6"H	43.50	56.55	
50077		4'L X 12"H	46.40	60.30	
50079		6'L X 12"H	66.25	86.15	
50081		8'L X 12"H	80.95	105.25	

**STANDARD SEATING**

Code	Qty.	Item	Discount	Regular	Amount
50020		Side Chair	72.00	93.60	
50021		Arm Chair	102.00	132.60	
50024		Stool w/back	114.00	148.20	

**STANDARD ACCESSORIES**

Code	Qty.	Item	Discount	Regular	Amount
50091		Wastebasket	21.00	27.30	
50094		Floor Easel	41.40	53.80	
50245		Literature Rack	159.10	206.85	
LS1		LS1 Literature Rack	275.40	358.00	



Code	Qty.	Item	Discount	Regular	Amount
50175		Bag Rack	202.50	263.25	
50092		Coat Rack	71.90	93.45	
50093		Garment Rack	202.50	263.25	



Code	Qty.	Item	Discount	Regular	Amount
50427		Tensabarrier Stanchion	88.80	115.45	
50095		Sign Holder, 22x28	140.15	182.20	

**SKIRTING OF EXHIBITOR EQUIPMENT-per linear ft.**

50058		Sateen Skirting	15.80	20.55	
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Please select sateen color from below:

<input type="checkbox"/> Red (01)	<input type="checkbox"/> Gold (04)	<input type="checkbox"/> Burgundy (07)
<input type="checkbox"/> Green (02)	<input type="checkbox"/> Blue (05)	<input type="checkbox"/> Grey (10)
<input type="checkbox"/> White (03)	<input type="checkbox"/> Black (06)	<input type="checkbox"/> Teal (13)

Please complete the following:

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

Contact Name: \_\_\_\_\_

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

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

Phone #: \_\_\_\_\_

Total Expo Furnishings:	\$
6.000% Tax*:	\$
Amount Due:	\$

Signature also indicates you read and accept the Payment Policy and Terms and Conditions.

Must order by discount deadline date to receive discounted pricing. Payment Authorization must be completed and returned with order.

There are no exchanges or refunds once item has been delivered to your booth. Cancellation must be received in writing 48 hours prior to first exhibitor move-in day. Rental items not ordered and found in use in your booth are subject to "Regular" rate billing.

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**Discount Deadline: November 14, 2013****CARPETING & CLEANING**

Eighth National RAC (and MAC) Summit and Readmissions Summit

**December 5 - 6, 2013****Hyatt Regency Crystal City****Arlington, Virginia****EXPO CARPET - 16 OZ.****Choose Color:**Red (01) ☐  
Blue (05) ☐  
Tuxedo (50) ☐Black (06) ☐  
Teal (13) ☐  
Burgundy (07) ☐

Qty.	Item	Discount	Regular	Amount
50401	8' x 10'	186.00	241.80	
50402	8' x 20'	354.00	460.20	
50403	8' x 30'	528.00	686.40	
50404	8' x 40'	702.00	912.60	

Variation in dye lot may occur when ordering more than one cut of carpet unless ordered as Special Cut Carpet.

**SPECIAL CUT EXPO CARPET**

50006	Per Square Foot	3.50	4.55	
-------	-----------------	------	------	--

**Visqueen will automatically be installed at published rate listed below to protect Special Cut carpet during move-in.** Please note all carpet is a maximum of ten feet wide and is installed accordingly.

Prices quoted above include installation and taping of front edge only. All rental carpet is delivered clean to your booth space, but during setup, carpet may become dirty. Please order cleaning service at least once before show opening.

**PREMIUM CARPET - 32 OZ., 100% ULTRA CUT PILE WITH ACTION BACK OR JUTE BACKING****Choose Color:**Red (01) ☐  
Silver Cloud (18) ☐  
Deep Navy (22) ☐Charcoal (17) ☐  
Black (06) ☐  
Cobalt (21) ☐

Qty.	Item	Discount	Regular	Amount
46001	Rental/sq.ft	5.65	7.35	
46003	Rental 1000+/sq.ft	4.80	6.25	
46002	Purchase/sq.ft.	14.40	18.70	

Minimum 100 sq. ft. is required. No refunds on cancellations. Rental includes installation and removal of carpet and visqueen.

Purchase carpet: please fill out Labor Order Form (carpet installation section) to have carpet installed.

**PADDING & VISQUEEN**

Qty.	Item	Discount	Regular	Amount
50009	1/2" Padding	0.90	1.15	
50008	1" Padding	2.10	2.75	
50010	Visqueen	0.35	0.45	

**BOOTH CLEANING - Minimum 100 sq.ft.**

Booth cleaning rates are per square foot.

Qty.	Item	Discount	Regular	Amount
47001	Vacuum Once	0.42	0.55	
47002	Daily Vacuum	0.84	1.10	

Carpet is delivered clean, but may become dirty during setup. We suggest that you order vacuuming at least once before show opening.

Please note: booth cleaning and porter service are non-taxable for this show.

Total Carpeting &amp; Cleaning

6.00% Tax\*: \$

Amount Due: \$

\$
\$
\$

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

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

Contact Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

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

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\* All tax rates are subject to change.

**BOOTH DIMENSIONS**

What is your booth size (ft.)?

 X 
  = 
  sq. ft.
 **PERIODIC PORTER SERVICE**

Porter Service Rates are per square foot

Qty.	Item	Discount	Regular	Amount
47030	Porter Svc Once	0.50	0.65	
47031	Daily Porter Svc	0.95	1.25	

Porter Service includes emptying wastebaskets within the booth every two hours during the show. It may be ordered once for only the first day of the show or daily.



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Event Code: M130251213

**Discount Deadline: November 14, 2013**

## SPECIALTY FURNISHINGS/ACCESSORIES

Eighth National RAC (and MAC) Summit and Readmissions Summit

**December 5 - 6, 2013**  
**Hyatt Regency Crystal City**  
**Arlington, Virginia**

### SPECIALTY CHAIRS AND TABLES



	Qty.	Item	Discount	Regular	Amount
51086		Director's Chair	76.55	99.50	
51090		Director's Stool	136.90	177.95	
51089		Ped. Table, 42"	201.20	261.55	
50032		Ped. Table, 30"	201.20	261.55	
50030		Rnd Side Table	97.30	126.50	
50031		Sq. Side Table	97.30	126.50	

### SHOWCASES



Full View



Quarter View

	Qty.	Item	Discount	Regular	Amount
50067		Full View 4'	763.10	992.05	
50068		Full View 6'	841.70	1094.20	
50069		Quarter View 4'	763.10	992.05	
50070		Quarter View 6'	841.70	1094.20	

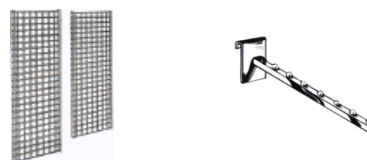
Standard Showcases are a gray finish.

### MISCELLANEOUS ITEMS



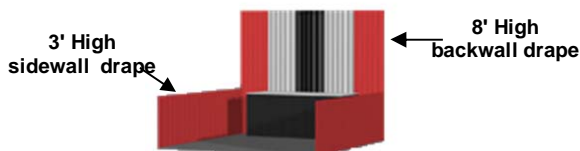
	Qty.	Item	Discount	Regular	Amount
50185		Drawing Bowl	44.65	58.05	
50098		Refrigerator	581.10	755.45	
50088		8' Upright	26.75	34.80	
50089		8' Crossbar	17.80	23.15	

### GRID AND GRID ACCESSORIES



	Qty.	Size	Discount	Regular	Amount
50236		2'x8' w/legs, each	182.40	237.10	
50237		2'x8' w/o legs, each	136.75	177.80	
50242		7-Ball Waterfall	12.55	16.30	

Other accessories available, please call customer service for more information.



### SPECIAL DRAPERY BACKGROUNDS - Per linear foot

Must be approved by show management.

	Ln. Ft.	Item	Discount	Regular	Amount
50073		8' High	18.20	23.65	
50074		3' High	14.35	18.65	

Choose Color: Minimum 4' panel rental required.

<input type="checkbox"/> Red (01)	<input type="checkbox"/> Blue (05)	<input type="checkbox"/> Grey (10)
<input type="checkbox"/> White (03)	<input type="checkbox"/> Black (06)	<input type="checkbox"/> Burgundy (07)

### VELCRO TACK BOARD



50061



50060

	Qty.	Item	Discount	Regular	Amount
50060		4' X 8' Horz.	247.00	321.10	
50061		4' x 8' Vert.	247.00	321.10	

Total Specialty Furnishings/Accessories:	\$
6.000% Tax*:	\$
Amount Due:	\$

Please complete the following:

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**Authorized Signature:** \_\_\_\_\_

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## EXECUTIVE FURNITURE

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### COMFORT SEATING/OTTOMANS

Qty.	Item	Discount	Regular	Amount
<b>Key West - Black</b>				
	SOM	736.10	956.95	
	LSM	652.60	848.40	
	OCB	535.10	695.65	
<b>Lisbon - Charcoal Leather</b>				
	SOC	967.70	1258.00	
	LSC	872.75	1134.60	
	CHC	641.30	833.70	
<b>Memphis</b>				
	MPS	692.50	900.25	
	MPC	491.40	638.80	
<b>Astro</b>				
	SOQ	901.15	1171.50	
	CHQ	595.80	774.55	
<b>Newport</b>				
	SED	1882.15	2446.80	
	LSD	840.55	1092.70	
	CHD	462.95	601.85	
<b>Miscellaneous Seating</b>				
	SO1	834.80	1085.25	
	OCU	514.20	668.45	
	OCW	1005.60	1307.30	
	OCY	250.45	325.60	
<b>Ottomans</b>				
	OSA	398.40	517.90	
	OTP	476.30	619.20	
	OTM	497.05	646.15	
	OTH	151.75	197.30	
	VIB02	114.55	148.90	



### COCKTAIL, END TABLES & LAMPS

Qty.	Item	Discount	Regular	Amount
<b>Cocktail Tables</b>				
	C1E	352.85	458.70	
	C1F	322.55	419.30	
	C1C	332.00	431.60	
	COLI	210.90	274.15	
<b>End Tables</b>				
	E1E	332.00	431.60	
	E1F	301.60	392.10	
	E1C	311.15	404.50	
	EOLI	198.00	257.40	
<b>Lamps</b>				
	LA15	186.85	242.90	
	LA14	126.55	164.50	



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**Phone #:** \_\_\_\_\_

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Subtotal	\$
6.000% Tax*	\$
Amount Due:	\$



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## EXECUTIVE FURNITURE

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### CONFERENCE TABLES

Qty.	Item	Discount	Regular	Amount
<b>Geo Tables - 29" High</b>				
	CE2 (60"L)	538.90	700.55	
	CF2 (60"L)	519.85	675.80	
	CE1 (42"L)	371.90	483.45	
	CF1 (42"L)	352.85	458.70	
<b>Graphite Nebula - 29" High</b>				
	CB2 (6'L)	580.60	754.80	
	CB3 (8'L)	703.90	915.05	
	CB1 (42"RND)	476.20	619.05	
<b>Mahogany - 29" High</b>				
	CC6 (6'L)	538.90	700.55	
	CC7 (8'L)	664.00	863.20	
	CC8 (10'L)	1056.80	1373.85	
	CC5 (42"RND)	473.60	615.70	
<b>Miscellaneous Conf. Table - 29" High</b>				
	CG1 (42"RND)	383.20	498.15	



### CONFERENCE CHAIRS

Qty.	Item	Discount	Regular	Amount
<b>Panton</b>				
	OTO	569.15	739.90	
	SC9	250.45	325.60	
<b>Luxor - Black Leather</b>				
	XC3	466.80	606.85	
	XC2	506.60	658.60	
	XC1	538.90	700.55	
<b>Altura - Black Crepe</b>				
	XC6	415.55	540.20	
	XC5	457.25	594.45	
	XC4	497.05	646.15	
<b>Brewer</b>				
	SC3	222.00	288.60	
	SC2	222.00	288.60	
<b>Miscellaneous Chairs</b>				
	SC8	206.75	268.80	
	SC1	237.10	308.25	
	SC4	237.10	308.25	
	SC6	290.35	377.45	



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**Company Name:** \_\_\_\_\_ **Booth #:** \_\_\_\_\_  
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**Authorized Signature:** \_\_\_\_\_

Subtotal	\$
6.000% Tax*	\$
Amount Due:	\$

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## EXECUTIVE FURNITURE

Eighth National RAC (and MAC) Summit and Readmissions Summit

December 5 - 6, 2013

Hyatt Regency Crystal City

Arlington, Virginia

### BAR TABLES

Qty.	Item	Discount	Regular	Amount
<b>36" Round x 42" High</b>				
	VTN	313.15	407.10	
	VTM	313.15	407.10	
<b>30" Round x 42" High</b>				
	VTK	302.10	392.75	
	VTJ	302.10	392.75	
	VTF	342.60	445.40	
	VTC	302.10	392.75	
	WTJ	383.05	497.95	
	WTF	421.85	548.40	



VTN



VTM



VTK



VTJ



VTF



VTC



WTJ



WTF

### BARS

Qty.	Item	Discount	Regular	Amount
<b>Martini Bars - 47" High</b>				
	BR1	1755.40	2282.00	
	BRC	5052.70	6568.50	



BR1



BRC

### BAR STOOLS

Qty.	Item	Discount	Regular	Amount
<b>Ohio - Chrome, 31" High</b>				
	BS3	230.20	299.25	
	BS2	230.20	299.25	
	BS1	230.20	299.25	
<b>Banana - Chrome, 30" High</b>				
	BST	309.55	402.40	
	BSS	309.50	402.35	
<b>Oslo - 30" High</b>				
	BSD	322.40	419.10	
	BSC	322.40	419.10	
<b>Miscellaneous</b>				
	BSL (29"H)	245.00	318.50	
	BSN (29"H)	348.10	452.55	
	BCE (32"H)	285.50	371.15	



BS3



BS2



BS1



BST



BSS



BSD



BSC



BSL



BSN



BCE

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Please complete the following:

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 Contact Name: \_\_\_\_\_ Phone #: \_\_\_\_\_  
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Subtotal	\$
6.000% Tax*	\$
Amount Due:	\$



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## EXECUTIVE FURNITURE

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Arlington, Virginia

Discount Deadline: November 14, 2013

### CAFÉ TABLES

Qty.	Item	Discount	Regular	Amount
<b>36" Round x 29" High</b>				
	ZTP	291.00	378.30	
	ZTN	291.00	378.30	
	ZTM	291.00	378.30	
	XTP	392.35	510.05	
	XTN	392.35	510.05	
	XTM	392.35	510.05	
<b>30" Round x 29" High</b>				
	ZTK	261.60	340.10	
	ZTJ	261.60	340.10	
	XTK	361.00	469.30	
	XTJ	361.00	469.30	
	XTF	397.80	517.15	



ZTP-36"  
ZTK-30"



ZTN-36"  
ZTJ-30"



ZTM-36"



XTP-36"  
XTK-30"



XTN-36"  
XTJ-30"



XTM-36"



XTF-30"

### STACKING & UTILITY SEATING

Qty.	Item	Discount	Regular	Amount
<b>Stacking Chair, 37" High</b>				
	CS8	140.00	182.00	
	CS9	140.00	182.00	
<b>Altura - Black Crepe</b>				
	SY1	252.35	328.05	
	DF1	373.90	486.05	

CS8



CS9



SY1



DF1



### PRODUCT DISPLAY, FILES, REFRIGERATORS, & TRAINING ROOM FURNITURE

Qty.	Item	Discount	Regular	Amount
<b>Product Display</b>				
	PMB36	337.45	438.70	
	PMB42	397.70	517.00	
	PDK	580.60	754.80	
	PDL	593.80	771.95	
	BC6	431.00	560.30	
	BC7	421.85	548.40	
	ET1	431.00	560.30	
	ET2	431.00	560.30	
<b>Training Room</b>				
	CP5	504.70	656.10	
	PO3	604.20	785.45	
	PO1	383.05	497.95	
	WD2	443.95	577.15	
	CO4	383.05	497.95	
<b>Lateral Files</b>				
	L26	534.25	694.55	
	L27	504.70	656.10	
<b>Refrigerator</b>				
	R1Q	351.85	457.40	

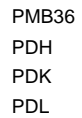
PEDESTALS

COLOR

SIZE

Graphite

PDL



BC6



BC7



ET1



ET2



CP5



PO3



PO1



WD2



CO4



L26



L27



R1Q



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Please complete the following:

Company Name: \_\_\_\_\_ Booth #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Phone #: \_\_\_\_\_  
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Subtotal	\$
6.000% Tax*	\$
Amount Due:	\$





Shepard Exposition Services

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Atlanta, GA 30318

Exhibit Solutions Sales Phone: 404-720-8652

Exhibit Solutions Sales Fax: 404-720-8757

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Event Code: M130251213

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## INLINE BOOTH RENTALS

Eighth National RAC (and MAC) Summit and Readmissions Summit

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### EXHIBIT SOLUTIONS INLINE BOOTH RENTALS

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- \*Custom Design for Rentals      \*Onsite Logistics Management      \*Freight Management
- \*Graphic Development/Printing      \*Installation/Dismantle      \*Custom Furniture Rental

**Please visit us online for additional options and information: <http://www.shepardes.com/shep-gallery.html>**

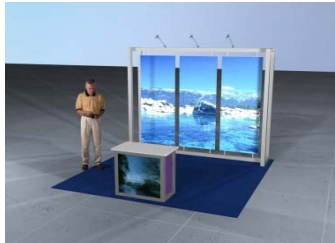
#### The Eddie



Qty.	Description	Discount	Regular
	10' x 10'	3087.60	4013.90
	10' x 20'	5028.00	6536.40
<b>Subtotal</b>			

(66470, 66471)

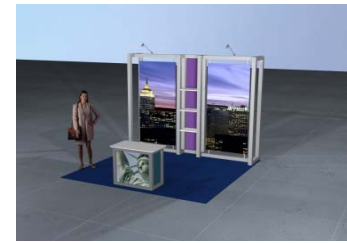
#### The Jonathon



Qty.	Description	Discount	Regular
	10' x 10'	2154.00	2800.20
	10' x 20'	3770.40	4901.50
<b>Subtotal</b>			

(66474, 66475)

#### The Pierce



Qty.	Description	Discount	Regular
	10' x 10'	2671.80	3473.35
	10' x 20'	5073.00	6594.90
<b>Subtotal</b>			

(66477, 66478)

#### The Madison



Qty.	Description	Discount	Regular
	10' x 10'	3240.00	4212.00
	10' x 20'	3840.00	4992.00
<b>Subtotal</b>			

(66484, 66485)

#### The Grant



Qty.	Description	Discount	Regular
	10' x 10'	3420.00	4446.00
	10' x 20'	4740.00	6162.00
<b>Subtotal</b>			

(66486, 66487)

#### The Harrison



Qty.	Description	Discount	Regular
	10' x 10'	3144.00	4087.20
	10' x 20'	4620.00	6006.00
<b>Subtotal</b>			

(66492, 66493)

All Exhibit Booth Rentals include installation/dismantling and graphic panels as shown (not all booths have graphic panels). Prices quoted are for print-ready graphics. If graphics submitted are not print-ready, additional fees may apply. Please contact the Exhibit Solutions Department with any questions you may have at 404-720-8652.

**\*\*Please Note\*\*** Carpet is not included. To order please refer to the Carpet & Cleaning form.

**Please fax completed form to Exhibit Solutions Department at 404-720-8757.**

Please complete the following:

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**Contact Name:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_

**Authorized Signature:** \_\_\_\_\_

Subtotal	\$
6.000% Tax*	\$
Amount Due:	\$

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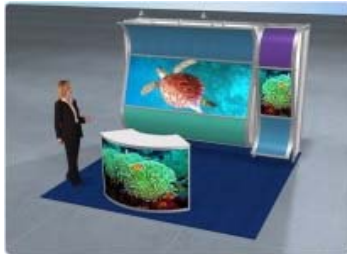
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- \*Graphic Development/Printing      \*Installation/Dismantle      \*Custom Furniture Rental

Please visit us online for additional options and information: <http://www.shepardes.com/shep-gallery.html>

#### The Jackson



Qty.	Description	Discount	Regular
	10' x 10'	3354.00	4360.20
	10' x 20'	5070.00	6591.00
<b>Subtotal</b>			

(66490, 66491)

#### The Lincoln



Qty.	Description	Discount	Regular
	10' x 10'	3180.00	4134.00
	10' x 20'	4380.00	5694.00
<b>Subtotal</b>			

(66482, 66483)

#### The Roosevelt



Qty.	Description	Discount	Regular
	10' x 10'	3330.00	4329.00
	10' x 20'	5280.00	6864.00
<b>Subtotal</b>			

(66488, 66489)

#### The Lucy



Qty.	Description	Discount	Regular
	10' x 10'	1980.00	2574.00
<b>Subtotal</b>			

(66473)

#### The Dale



Qty.	Description	Discount	Regular
	10' x 10'	3456.00	4492.80
<b>Subtotal</b>			

(66481)

All Exhibit Booth Rentals include installation/dismantling and graphic panels as shown (not all booths have graphic panels). Prices quoted are for print-ready graphics. If graphics submitted are not print-ready, additional fees may apply. Please contact the Exhibit Solutions Department with any questions you may have at 404-720-8652.

**\*\*Please Note\*\*** Carpet is not included, to order please refer to the Carpet & Cleaning form.

**Please fax completed form to Exhibit Solutions Department at 404-720-8757.**

Please complete the following:

<b>Company Name:</b> _____	<b>Booth #:</b> _____	Subtotal \$	
<b>Contact Name:</b> _____	<b>Phone #:</b> _____	6.000% Tax*: \$	
<b>Authorized Signature:</b> _____		Amount Due: \$	

Signature also indicates you read and accept the Payment Policy and Terms and Conditions.

Must order by discount deadline date to receive discounted pricing. Payment Authorization must be completed and returned with order.

There are no exchanges or refunds once item has been delivered to your booth. Cancellation must be received in writing 48 hours prior to first exhibitor move-in day. Rental items not ordered and found in use in your booth are subject to "Regular" rate billing.

\* All tax rates are subject to change.



Shepard Exposition Services  
1531 Carroll Drive, NW  
Atlanta, GA 30318

Exhibit Solutions Sales Phone: 404-720-8652  
Exhibit Solutions Sales Fax: 404-720-8757  
Customer Service Email: [ESSRentals@shepardes.com](mailto:ESSRentals@shepardes.com)  
Event Code: M130251213

## EXHIBIT RENTAL ACCESSORIES

Eighth National RAC (and MAC) Summit and Readmissions Summit

December 5 - 6, 2013  
Hyatt Regency Crystal City  
Arlington, Virginia

Discount Deadline: November 5, 2013

### SHOWCASES AND LOCKING CABINETS



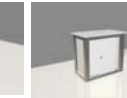
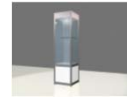
**Quartermview Showcase**  
4' 6" W X 1' 9" D x 3' 3" H



**Square Showcase**  
1' 9" W x 1' 9" D x 7' H



**LC3**  
3' 9" W x 2' 3" D x 3' 6" H



Showcases					
Code	Qty.	Description	Discount	Regular	Amount
66270		Quartermview	975.05	1267.55	
Please choose metal color: <input type="checkbox"/> Black (06) <input type="checkbox"/> White (03) <input type="checkbox"/> Silver (15)					
66272		Square	1052.35	1368.05	
Please choose metal color: <input type="checkbox"/> Black (06) <input type="checkbox"/> White (03) <input type="checkbox"/> Silver (15)					



**LC1 - 1 meter wide**  
3' 6" W x 1' 9" D x 3' 6" H



Locking Cabinets					
Code	Qty.	Description	Discount	Regular	Amount
66282		LC1	722.65	939.45	
Please choose metal color: <input type="checkbox"/> Black (06) <input type="checkbox"/> White (03) <input type="checkbox"/> Silver (15)					
66283		LC2	876.95	1140.05	
Please choose metal color: <input type="checkbox"/> Black (06) <input type="checkbox"/> White (03) <input type="checkbox"/> Silver (15)					
66284		LC3	533.15	693.10	
Please choose panel color: <input type="checkbox"/> Black (06) <input type="checkbox"/> White (03)					



**LC2 - 1.5 meters wide**  
5' W x 1' 9" D x 3' 6" H



### RECEPTION COUNTERS AND COMPUTER STANDS



**RC1**  
7' 9" W x 3' 5" D x 3' 9" H



**RC2**  
4' 9" W x 2' 3" D x 3' 3" H



**RC3**  
5' 3" W x 3' 3" D x 3' 6" H



**CS1**  
CS1 - 3' W x 1' 9" D x 6' 3" H  
CS2 - 2' 3" W x 1' 6" D x 6' 3" H



Reception Counters and Computer Stands					
Code	Qty.	Description	Discount	Regular	Amount
66274		RC1	2091.50	2718.95	
Please choose metal color: <input type="checkbox"/> Chrome (CH) <input type="checkbox"/> Wood (W)					
66275		RC2	772.90	1004.75	
Please choose metal color: <input type="checkbox"/> Black (06) <input type="checkbox"/> White (03) <input type="checkbox"/> Silver (15)					
66276		RC3*	1676.65	2179.65	
66285		CS1*	975.05	1267.55	
66286		CS2	568.25	738.75	

\*Item includes graphics. A Shepard Representative will contact you with art requirements.

### PRODUCT DISPLAY AND TRAFFIC BUILDERS

Product Display					
Code	Qty.	Description	Discount	Regular	Amount
66277		Gondola	516.35	671.25	
Please choose metal color: <input type="checkbox"/> Black (06) <input type="checkbox"/> White (03) <input type="checkbox"/> Silver (15)					
66278		GL1*	912.00	1185.60	
66279		GL2*	862.90	1121.75	

\*Item includes graphics. A Shepard Representative will contact you with art requirements.

Phone Charging Station					
Code	Qty.	Description	Discount	Regular	Amount
66430		Phone Station	1740.00	2262.00	



**Gondola**  
3' 6" W x 1' 9" D x 5' H



**GL1**  
GL1 - 5' 4" W x 1' 3" D x 8' H  
**GL2**  
GL2 - 4' 3" W x 1' 3" D x 7' H



Please note that electrical services must be ordered separately. You may find the forms in the Utilities section of the service manual.

Please fax completed form to the Exhibit Solutions Department at 404-720-8757.

Please complete the following:

Company Name:	Booth #:	Subtotal:	\$
Contact Name:	Phone #:	6.000% Tax*:	\$
Authorized Signature:		Amount Due:	\$

Signature also indicates you read and accept the Payment Policy and Terms and Conditions.

Must order by discount deadline date to receive discounted pricing. Payment Authorization must be completed and returned with order.

There are no exchanges or refunds once item has been delivered to your booth. Cancellation must be received in writing 48 hours prior to first exhibitor move-in day. Rental items not ordered and found in use in your booth are subject to "Regular" rate billing.

\* All tax rates are subject to change.



Shepard Exposition Services

4710 Trident Court  
Baltimore, MD 21227

Customer Service Phone: (410) 737-9270  
Customer Service Fax: (410) 737-9274  
Customer Service Email: [baltimore@shepardes.com](mailto:baltimore@shepardes.com)  
Event Code: M130251213

**Discount Deadline: November 14, 2013**

## LABOR ORDER FORM

Eighth National RAC (and MAC) Summit and Readmissions Summit

**December 5 - 6, 2013**  
**Hyatt Regency Crystal City**  
**Arlington, Virginia**

### INSTALLATION & DISMANTLING LABOR ESTIMATE AND QUESTIONNAIRE

**Please complete the following:**

How many laborers will you require? \_\_\_\_\_ Installation \_\_\_\_\_ Dismantling  
Date of installation: \_\_\_\_\_ Requested start time: \_\_\_\_\_ Est. Hours \_\_\_\_\_  
Date of dismantling: \_\_\_\_\_ Requested start time: \_\_\_\_\_ Est. Hours \_\_\_\_\_

I will need Shepard Supervised Labor for (please check one):

☐ Installation ☐ Dismantling ☐ Both Install/Dismantle

Code	Qty.	Item	Discount	Regular	Sup. Fee	Amount
<b>Shepard Supervised Labor (Exhibitor not present)</b>						
68066		ST	79.50	103.35	30% **	
68067		OT	119.25	155.05	30% **	
68068		DT	159.00	206.70	30% **	

**\*\*Supervisory fee is 30% of total cost or \$60, whichever is greater.**

I will need Exhibitor Supervised Labor for (please check one):

☐ Installation ☐ Dismantling ☐ Both Install/Dismantle

Code	Qty.	Item	Discount	Regular	Amount
<b>Exhibitor Supervised Labor</b>					
68060		ST	79.50	103.35	
68061		OT	119.25	155.05	
68062		DT	159.00	206.70	

Dismantle: 68063/68064/68065

Sup install: 68069 Sup dismantle: 68073

### Labor Hours

ST - Straight time: Monday-Friday, 8:00 AM - 4:30 PM  
OT - Overtime: Monday-Friday, 4:30 PM - Midnight; Saturday/Sunday, 8:00 AM - 4:30 PM  
DT - Double time: All other hours and holidays

**If you are shipping carpet to the show and require Shepard to install it for you, please complete the following:**

<b>Exhibitor-Owned Carpet Installation/Dismantling</b>					
68080		SQ. FT.	1.00	1.30	
68079		MINIMUM	159.00	206.70	

Booth size: \_\_\_\_\_ ft. x \_\_\_\_\_ ft. = \_\_\_\_\_  
Carpet install date/time: \_\_\_\_\_

**Please note:** - Hours are based on estimates, you will be invoiced for actual time incurred.  
- Requested times are not guaranteed and are based on availability.  
- Minimum one hour will be charged. Additional time will be billed in in half-hour increments.

Subtotal	\$
N/A Tax*	\$
Amount Due:	\$

### SHEPARD SUPERVISION INFORMATION

**Please complete this section if you have chosen Shepard to supervise your installation and/or dismantling.**

### Inbound Freight Information

Carrier Company Name: \_\_\_\_\_  
# of pieces: \_\_\_\_\_ Weight of Shipment: \_\_\_\_\_  
Is shipment? ☐ Crated ☐ Uncrated  
Tracking/Pro #: \_\_\_\_\_  
Estimated arrival date: \_\_\_\_\_  
Shipment to arrive at: ☐ Warehouse ☐ Show site

### Set-up Information for Installation

Please check all that apply and provide information where requested.

Booth Size:  x   
Forklift required? ☐ Yes ☐ No  
Carpet is? ☐ owned ☐ rented from Shepard  
Carpet padding? ☐ Yes ☐ No  
Drawings are? ☐ Faxed to Shepard ☐ Shipped w/exhibit crates

### On-site Exhibitor Contact Information

Name: \_\_\_\_\_ Phone #: \_\_\_\_\_  
Hotel: \_\_\_\_\_  
Arrival date/time: \_\_\_\_\_  
Departure date/time: \_\_\_\_\_

Please complete the following: **Company Name:** \_\_\_\_\_ **Booth #:** \_\_\_\_\_  
**Contact Name:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_  
**Authorized Signature:** \_\_\_\_\_

Signature also indicates you read and accept the Payment Policy and Terms and Conditions.

Must order by discount deadline date to receive discounted pricing. Payment Authorization must be completed and returned with order.

Orders cancelled without written 48-hour notice will be charged a one (1) hour cancellation fee.

\* All tax rates are subject to change.

### Outbound Freight Information

Carrier Company Name: \_\_\_\_\_  
Deliver Shipment To: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, ST, Zip: \_\_\_\_\_  
Type of Service (air, van line, ground, etc.): \_\_\_\_\_  
**If for any reason your shipment is not picked up by your carrier, please choose one of the following options:**  
Force freight through preferred carrier: ☐  
Send shipment back to Shepard warehouse: ☐ (\$400 min. fee)

### Services You Have Ordered

(please check all that apply)

☐ Electrical ☐ Furniture ☐ A/V Equipment  
☐ Booth Cleaning ☐ Telephone/Internet

### Electrical Information:

☐ Electrical should go under the carpet (diagram is attached)  
☐ Electrical drawings are attached  
☐ Electrical drawings are with exhibit in crate number  
☐ Electrical drawings were sent to the official contractor





Shepard Exposition Services  
4710 Trident Court  
Baltimore, MD 21227

Customer Service Phone: (410) 737-9270  
Customer Service Fax: (410) 737-9274  
Customer Service Email: [baltimore@shepardes.com](mailto:baltimore@shepardes.com)  
Event Code: M130251213

**Discount Deadline: November 14, 2013**

## GROUND RIGGING/FORKLIFT RENTAL

Eighth National RAC (and MAC) Summit and Readmissions Summit

**December 5 - 6, 2013**  
**Hyatt Regency Crystal City**  
**Arlington, Virginia**

### GROUND RIGGING FORKLIFT RENTAL

**DO NOT USE THIS FORM FOR MATERIAL HANDLING SERVICES.**

Please complete the following: # of pieces to be spotted \_\_\_\_\_ Heaviest piece to be spotted \_\_\_\_\_  
Requested date/time: \_\_\_\_\_ (times are not guaranteed)

Description of work to be performed: \_\_\_\_\_

Code	Qty.	Item Description	Discount	Regular	Amount
<b>FORKLIFT RENTAL - UP TO 5,000 LB CAPACITY</b>					
35028		Straight-time Hourly Rental	275.25	357.75	
35039		Overtime Hourly Rental	334.90	435.25	
35067		Double-time Hourly Rental	394.50	512.75	

Code	Qty.	Item Description	Discount	Regular	Amount
<b>FORKLIFT RENTAL - UP TO 10,000 LB CAPACITY</b>					
35029		Straight-time Hourly Rental	550.50	715.75	
35049		Overtime Hourly Rental	669.75	870.75	
35069		Double-time Hourly Rental	789.00	1025.75	

Code	Qty.	Item Description	Discount	Regular	Amount
<b>FORKLIFT RENTAL - UP TO 20,000 LB CAPACITY</b>					
35035		Straight-time Hourly Rental	825.75	1073.50	
35066		Overtime Hourly Rental	1004.65	1306.00	
35070		Double-time Hourly Rental	1183.50	1538.50	

### CRANE RENTAL AVAILABLE UPON REQUEST

ST - Straight time: Monday-Friday, 8:00 AM - 4:30 PM  
OT - Overtime: Monday-Friday, 4:30 PM - Midnight; Saturday/Sunday, 8:00 AM - 4:30 PM  
DT - Double time: All other hours and holidays

### RIGGING LABOR RATES

Code	Qty.	Item Description	Discount	Regular	Amount
<b>RIGGING FOREMAN LABOR PER MAN HOUR</b>					
35085		Straight-time Hourly Rate	99.38	129.20	
35086		Overtime Hourly Rate	149.06	193.80	
35099		Double-time Hourly Rate	198.75	258.40	

Code	Qty.	Item Description	Discount	Regular	Amount
<b>RIGGERS AND MATERIAL HANDLERS PER MAN HOUR</b>					
35087		Straight-time Hourly Rate	79.50	103.35	
35100		Overtime Hourly Rate	119.25	155.05	
35101		Double-time Hourly Rate	159.00	206.70	

#### PLEASE NOTE:

Rate structure includes forklift and (1) operator only.

Minimum crews are based on scope of work and area jurisdiction.

Additional labor and groundmen will be billed at the hourly rate.

The minimum charge for labor and equipment is one (1) hour. Labor and equipment thereafter is charged in half (1/2) hour increments.

Orders cancelled without 24-hour notices will be charged a one (1) hour cancellation fee.

#### PLEASE NOTE:

The minimum charge for labor and equipment is one (1) hour. Labor and equipment thereafter is charged in half (1/2) hour increments.

Orders cancelled without 24-hour written notice will be charged a one (1) hour cancellation fee.

Please complete the following:

**Company Name:** \_\_\_\_\_ **Booth #:** \_\_\_\_\_  
**Contact Name:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_  
**Authorized Signature:** \_\_\_\_\_

Signature also indicates you read and accept the Payment Policy and Terms and Conditions.

Must order by discount deadline date to receive discounted pricing. Payment Authorization must be completed and returned with order.

There are no exchanges or refunds once item has been delivered to your booth. Cancellation must be received in writing 48 hours prior to first exhibitor move-in day.

\* All tax rates are subject to change.

Subtotal	\$
N/A Tax*	\$
Amount Due:	\$



Shepard Exposition Services

4710 Trident Court

Baltimore, MD 21227

Customer Service Phone: (410) 737-9270

Customer Service Fax: (410) 737-9274

Customer Service Email: [baltimore@shepardes.com](mailto:baltimore@shepardes.com)

Event Code: M130251213

**Discount Deadline: November 14, 2013**

## SIGN ORDER FORM

Eighth National RAC (and MAC) Summit and Readmissions Summit

**December 5 - 6, 2013**

**Hyatt Regency Crystal City**

**Arlington, Virginia**

### SIGNS, BANNERS AND ACCESSORIES

Code	Qty.	Description	Discount	Regular	Amount
<b>Standard Foamcore Signs, Single-sided</b>					
70009		Vertical, 22" x 28"	154.50	200.85	
70010		Horz., 22" x 28"	154.50	200.85	
70011		Vertical, 28" x 44"	235.45	306.10	
70012		Horz., 28" x 44"	235.45	306.10	
70025		Meterboard, 39" x 90.75"	476.45	619.40	
<b>Accessories</b>					
70017		Blank Foamcore, 4'x 8'	42.00	54.60	
70021		Velcro, per ft, min. 5 ft.	2.75	3.60	

Code	Qty.	Description	Discount	Regular	Amount
<b>Vinyl Banners with Digital Printing</b>					
70065		grommets, per sq. ft.-Vertical	19.60	25.50	
70071		grommets, per sq. ft. - Horizontal	19.60	25.50	
70066		Pockets, per sq. ft. - Vertical	21.05	27.35	
70072		Pockets, per sq. ft. - Horizontal	21.05	27.35	

Code	Qty.	Description	Discount	Regular	Amount
<b>Replacement ID Sign - Cardstock</b>					
70004		7" x 44" Horz.	46.20	60.05	

**Sign prices are based on customer supplying print-ready graphics in the requested format (see below).**

Please complete the following:

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

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

**Contact Name:** \_\_\_\_\_

**Phone #:** \_\_\_\_\_

**Authorized Signature:** \_\_\_\_\_

Subtotal \$

6.000% Tax\*: \$

Amount Due: \$

Signature also indicates you read and accept the Payment Policy and Terms and Conditions.

Must order by discount deadline date to receive discounted pricing. Payment Authorization must be completed and returned with order.

Graphic files/requests must be received by discount deadline date to qualify for discounted prices.

There are no exchanges or refunds once sign has been ordered and processed.

\* All tax rates are subject to change.

### SIGN SUBMISSION INFORMATION

**Please follow these requests, so Shepard can provide the highest of quality signs for your show.**

#### File Submission Media

- ~ CD-ROM
- ~ Email attachment (4 mgs or smaller only)
- ~ FTP (.zip compression), call for FTP information

When sending disks, please label them with the following:

Exhibitor Co. Name, Booth #, Show Name, Show Date

#### Acceptable Software & Formats

- ~ Adobe Illustrator (AI/EPS), InDesign, Photoshop & Acrobat
- ~ Files should be formatted in high-resolution quality, 100-300 dpi
- ~ Vector-based artwork preferred with fonts converted to outline

#### Artwork Dimensions & Color Specifications

- ~ All artwork submitted should be created at 100% actual size or in 10% reduction increments (please indicate scale used)
- ~ Specify target colors as PMS C or U, and send us 100% accurate proofs with your disk. (Color variations may occur due to output devices.)

#### Other Graphic Services Available

- ~ Artwork/graphic design services (70067)
- ~ Logo reproduction (70052)
- ~ Special artwork mounting (70069)

**Please note: If customer-provided graphic files are not to exact specifications/requirements, a design-time surcharge will apply.**





Shepard Exposition Services  
1531 Carroll Drive, NW  
Atlanta, GA 30318

Shepard Logistics Phone: 888-568-8858  
Shepard Logistics Fax: 404-720-8733  
Shepard Logistics Email: [logistics@shepardes.com](mailto:logistics@shepardes.com)  
Event Code: M130251213

## SHEPARD LOGISTICS SERVICES

Eighth National RAC (and MAC) Summit and Readmissions Summit

**December 5 - 6, 2013**  
**Hyatt Regency Crystal City**  
**Arlington, Virginia**

**COMPLETE THIS FORM ONLY IF YOU ARE SHIPPING YOUR EXHIBIT MATERIALS BY SHEPARD LOGISTICS SERVICES**

### EXHIBIT MATERIALS TRANSPORTATION

INBOUND PICK UP LOCATION INFORMATION	SHIPPING INFORMATION																
<p>• Payment Authorization form must be on file to pick up as charges will be included on your show services invoice.</p> <p>Requested Pick Up Date: _____</p> <p>Hours of Operation: _____</p> <p>Company _____</p> <p>Address _____</p> <p>(City) _____ (State) _____ (Zip) _____</p>	<p>Items to be shipped</p> <table border="1"> <thead> <tr> <th>Number of Pieces</th> <th>Est. Weight</th> </tr> </thead> <tbody> <tr> <td>Crates</td> <td></td> </tr> <tr> <td>Cartons (cardboard)</td> <td></td> </tr> <tr> <td>Cases/Trunks (fiber) (color)</td> <td></td> </tr> <tr> <td>Skids/Pallets</td> <td></td> </tr> <tr> <td>Carpet (color)</td> <td></td> </tr> <tr> <td>Other</td> <td></td> </tr> <tr> <td><b>Total Pieces</b></td> <td><b>Total Wt.</b></td> </tr> </tbody> </table> <p>Declared Value \$ _____</p> <p>Available at exhibitors' expense at the rate of \$1.00 per \$100.00 of value declared. Minimum charge of \$10.00.</p>	Number of Pieces	Est. Weight	Crates		Cartons (cardboard)		Cases/Trunks (fiber) (color)		Skids/Pallets		Carpet (color)		Other		<b>Total Pieces</b>	<b>Total Wt.</b>
Number of Pieces	Est. Weight																
Crates																	
Cartons (cardboard)																	
Cases/Trunks (fiber) (color)																	
Skids/Pallets																	
Carpet (color)																	
Other																	
<b>Total Pieces</b>	<b>Total Wt.</b>																

### SHIP TO

☐ I will be shipping to the **WAREHOUSE**  
(Company Name, Booth #)  
Eighth National RAC (and MAC) Summit and Readmissions Summit  
c/o Shepard Exposition Services  
4710 Trident Court  
Baltimore, MD 21227

Warehouse Deadline November 29, 2013  
Date

☐ I will be shipping to **SHOW SITE**  
(Company Name, Booth #)  
Eighth National RAC (and MAC) Summit and Readmissions Summit  
Hyatt Regency Crystal City  
2799 Jefferson Davis Highway  
Arlington, VA 22202

Delivery date: December 5, 2013

Size of largest piece: L \_\_\_\_\_ W \_\_\_\_\_ H \_\_\_\_\_  
Loading Dock ☐ Yes ☐ No Lift Gate \_\_\_\_\_  
Residential \_\_\_\_\_ Inside Pick up \_\_\_\_\_ Inside Delivery \_\_\_\_\_  
Special Instructions: \_\_\_\_\_

### OUTBOUND SHIPPING INFORMATION

☐ I would like to schedule Outbound Transportation. Please provide me with a Material Handling Agreement at show site for my shipping instructions and signature. So we may deliver your Outbound Material Handling Agreement and labels, please complete the following information.

#### Ship to Address:

Contact Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Deliver By Date: \_\_\_\_\_  
Number of labels: \_\_\_\_\_  
Special Instructions: \_\_\_\_\_

### TYPE OF SERVICE - Choose One




☐ Next Day Air ☐ 2nd Day Air

Service via Air Transportation is charged based on Dimensional weight or Actual weight whichever is greater.

☐ Standard Ground ☐ Other (Truck Load, Specialized)

### TRANSPORTATION CHARGES

Charges for transportation services provided by Shepard shall be billed to the Credit Card on file.

Type Card ☐  ☐  ☐   
Credit Card #: \_\_\_\_\_  
Expiration Date: \_\_\_\_\_ Security Code: \_\_\_\_\_  
Billing Address: \_\_\_\_\_  
City, ST, Zip: \_\_\_\_\_  
Name on Card: \_\_\_\_\_  
Authorized Signature: \_\_\_\_\_

**FAX COMPLETED FORM TO 404-720-8733**

A REPRESENTATIVE FROM SHEPARD LOGISTICS WILL CONFIRM RECEIPT OF YOUR EXHIBIT TRANSPORTATION REQUEST.

Please complete the following:

Exhibiting Co. Name: \_\_\_\_\_ Booth #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Phone #: \_\_\_\_\_  
Email: \_\_\_\_\_ Fax #: \_\_\_\_\_  
Authorized Signature: \_\_\_\_\_

Signature indicates you have read and accept the Payment Policy and Terms and Conditions.

## SHIPPING LABELS


Eighth National RAC (and MAC) Summit and Readmissions Summit

### ADVANCE SHIPPING ADDRESS LABELS

<b>R U S H</b>	
	<b>ADVANCE WAREHOUSE</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____
	<b>c/o Shepard Exposition Services 4710 Trident Court Baltimore, MD 21227</b>
	<b>Delivery Hours: M-F, 8-4:30 PM</b>
For: <b>Eighth National RAC (and MAC) Summit and Readmissions Summit</b>	
First day freight can arrive w/o a surcharge: November 7, 2013	
Last day freight can arrive w/o a surcharge: November 29, 2013	

<b>R U S H</b>	
	<b>ADVANCE WAREHOUSE</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____
	<b>c/o Shepard Exposition Services 4710 Trident Court Baltimore, MD 21227</b>
	<b>Delivery Hours: M-F, 8-4:30 PM</b>
For: <b>Eighth National RAC (and MAC) Summit and Readmissions Summit</b>	
First day freight can arrive w/o a surcharge: November 7, 2013	
Last day freight can arrive w/o a surcharge: November 29, 2013	

### DIRECT TO SHOW SITE SHIPPING ADDRESS LABELS

<b>R U S H</b>	
	<b>DIRECT TO SHOW</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____
	<b>C/O: SHEPARD EXPOSITION SERVICES Hyatt Regency Crystal City 2799 Jefferson Davis Highway Arlington, VA 22202</b>
	<b>For: Eighth National RAC (and MAC) Summit and Readmissions Summit</b>
<b>MUST NOT BE DELIVERED PRIOR TO:</b>	
<b>December 5, 2013 @ 8:00 AM</b>	

<b>R U S H</b>	
	<b>DIRECT TO SHOW</b>
	TO: _____ (EXHIBITING CO. NAME)
	Booth #: _____
	<b>C/O: SHEPARD EXPOSITION SERVICES Hyatt Regency Crystal City 2799 Jefferson Davis Highway Arlington, VA 22202</b>
	<b>For: Eighth National RAC (and MAC) Summit and Readmissions Summit</b>
<b>MUST NOT BE DELIVERED PRIOR TO:</b>	
<b>December 5, 2013 @ 8:00 AM</b>	



Shepard Exposition Services  
4710 Trident Court  
Baltimore, MD 21227

Customer Service Phone: (410) 737-9270  
Customer Service Fax: (410) 737-9274  
Customer Service Email: [baltimore@shepardes.com](mailto:baltimore@shepardes.com)  
Event Code: M130251213

## MATERIAL HANDLING AUTHORIZATION

Eighth National RAC (and MAC) Summit and Readmissions Summit

December 5 - 6, 2013  
Hyatt Regency Crystal City  
Arlington, Virginia

### SHIPMENT INFORMATION

**Please complete the following information:**

We plan to ship to: ☐ Advance Warehouse ☐ Direct to Show Site

We plan to ship on (date): \_\_\_\_\_

Our materials should arrive on (date): \_\_\_\_\_

Carrier Name: \_\_\_\_\_ Pro #: \_\_\_\_\_

Origin of Shipment (city, state): \_\_\_\_\_

Please provide a contact name and number for any questions Shepard may have in regards to this shipment:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

**Please indicate number of pieces and the estimated weight:**

# of Pieces	Description	Weight
	Crates	
	Cartons	
	Cases	
	Carpet	
	Miscellaneous	
Total Weight		

### MATERIAL HANDLING RATES AND ESTIMATE WORKSHEET

**SHIP WITH SHEPARD LOGISTICS AND RECEIVE A 10% DISCOUNT ON MATERIAL HANDLING WITH *Signature Series Shipping*.**

To set up your *Signature Series Shipping*, please call 888-568-8858, or complete the Shepard Logistics Order Form included in this manual. *Signature Series Shipping* does not apply to shipments considered small package, local or shipments over 10,000 lbs. Roundtrip SLS shipping is required to qualify for *Signature Series Shipping*.

#### COMPUTATION OF MATERIAL HANDLING SERVICES

The following services, whether used completely, or in part, are offered as a package. When recording weight, round up to the next 100 lbs. For example: 285 lbs. = 300 lbs./100 lbs. = 3 X RATE = \$ Amount or minimum charge, whichever is greater.

Standard Material Handling						
Direct Shipments to Showsite						
Weight	Type	ST/ST	ST/OT	OT/OT	Price	Total
	Crated	85.25	110.75	128.00		
	Uncrated	128.00	166.50	192.00		
	Sp. Handling	110.75	144.00	166.25		
Crated: 35410 - ST/ST 35411 - ST/OT 35412 - OT/OT						
Uncrated: 35413 - ST/ST 35414 - ST/OT 35415 - OT/OT						
Special Handling: 35416 - ST/ST 35417 - ST/OT 35418 - OT/OT						
Advance Shipments to Warehouse						
Weight	Type	ST/ST	ST/OT	OT/OT	Price	Total
	Crated	92.00	119.50	138.00		
	Sp. Handling	119.50	155.25	179.25		
Crated: 35419 - ST/ST 35420 - ST/OT 35421 - OT/OT						
Special Handling: 35422 - ST/ST 35423 - ST/OT 35424 - OT/OT						
Small Packages (FedEx/UPS/DHL under 30 lbs.)						
Pieces	Type	ST/ST	ST/OT	OT/OT	Price	Total
	Per Carton	46.00	59.75	69.00		
	Min. per ship.	92.00	119.50	138.00		
Per carton: 35425 - ST/ST 35426 - ST/OT 35427 - OT/OT						
Minimum per shipment: 35428 - ST/ST 35429 - ST/OT 35430 - OT/OT						

Signature Series Material Handling						
Direct Shipments to Showsite						
Weight	Type	ST/ST	ST/OT	OT/OT	Price	Total
	Crated	76.75	99.75	115.25		
	Uncrated	115.25	149.75	173.00		
	Sp. Handling	99.75	129.75	149.75		
Crated: 35431 - ST/ST 35432 - ST/OT 35433 - OT/OT						
Uncrated: 35434 - ST/ST 35435 - ST/OT 35436 - OT/OT						
Special Handling: 35437 - ST/ST 35438 - ST/OT 35439 - OT/OT						
Advance Shipments to Warehouse						
Weight	Type	ST/ST	ST/OT	OT/OT	Price	Total
	Crated	82.75	107.50	124.25		
	Sp. Handling	107.50	139.75	161.25		
Crated: 35440 - ST/ST 35441 - ST/OT 35442 - OT/OT						
Special Handling: 35443 - ST/ST 35444 - ST/OT 35445 - OT/OT						

#### RATES ARE PER 100 LBS. WITH A 200 LB. MINIMUM

Subtotal	\$
N/A Tax*	\$
Amount Due:	\$

For credit card payments, please complete the payment authorization form. Any additional overtime charges will be invoiced at show site and are subject to change pending move-in/move-out schedule.

We understand that your calculation is only an estimate. Invoicing will be calculated from actual certified weight ticket or reweigh ticket on inbound material handling receiving report. Adjustments will be made accordingly. Any adjustments to charges must be made at show site.

**Single pieces weighing more than 5000 pounds CANNOT be accepted at the warehouse.** Loose, easily damaged, uncrated, or blanket-wrapped shipments should be shipped directly to the show site.

If you have any questions about material handling, please contact Shepard Customer Service department.

Please complete the following:

**Company Name:** \_\_\_\_\_ **Booth #:** \_\_\_\_\_  
**Contact Name:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_  
**Authorized Signature:** \_\_\_\_\_

Shepard Exposition Services is authorized to perform material handling services on behalf of the exhibiting company named above. Signature also indicates you have read and accept the Payment Policy and Terms and Conditions, sign and return to Shepard.

Payment Authorization must be completed and returned with Material Handling Worksheet. Other charges may apply, please review Material Handling Information form included in this manual.

\* All tax rates are subject to change.



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Event Code: M130251213

## STORAGE AUTHORIZATION FORM

Eighth National RAC (and MAC) Summit and Readmissions Summit

December 5 - 6, 2013  
Hyatt Regency Crystal City  
Arlington, Virginia

### STORAGE AUTHORIZATION

Please fill out the information below:

Company Name: \_\_\_\_\_ Booth #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

- For liability reasons, only shipments for which material handling drayage charges have been paid to Shepard will be eligible for Shepard storage services.
- All packages must be properly packed & labeled. Shepard Exposition Services' limit of liability will be **\$5.00 per pound or \$500.00 per package or container**, whichever is less. No uncrated material will be accepted at the warehouse.

### SHOWSITE STORAGE

- ☐ **Secured Storage:** Materials will be placed into secured storage and will be returned to your booth after the close of the show. The materials will be accessible during the show by Shepard personnel only. A minimum one-hour material handling labor charge at show rates will apply each time material is handled to or from storage. There is no charge to return materials to your booth at the close of the show. **Secured storage rates are eighty (80) cents per square foot per day (\$20.00 Minimum).**  
(35400)
- ☐ **Accessible Storage:** Materials in accessible storage will be accessible during the show but not necessarily by exhibitors. When Shepard personnel are required to move materials into or out of storage, will be billed at the material handling labor rates each time material is moved. **(\$100.00 Minimum)**  
There will be no charge to return material to the booth at the close of the show. Accessible storage is not considered secure and is stored at the sole risk of the Exhibitor.  
(35166)

### POST SHOW TRANSPORTATION AND HANDLING

Shepard Exposition Services will store your shipments in our warehouse both before and after your event. Please take note of the important information below.

All shipments selected to be returned to warehouse are subject to applicable transportation and handling fees. Please note that Onsite Material Handling Fees do not include transportation or handling to and from the warehouse.

- ☐ **Return to Warehouse Service Fee:** At the customer's request, each shipment returned to the Shepard warehouse will incur the following charge: **\$20.00 per cwt. (\$400.00 min.)** (35005)
- ☐ **Storage per Month Service Fee:** Monthly storage is **\$10.00 per cwt per month (\$100.00 min.)**. Storage fee will automatically be charged for shipments that are returned to Warehouse and stored in excess of three (3) business days.  
(Monthly storage is charged the current year.) (35006)

Special instructions or remarks:

Where will your shipments be going AFTER they have been stored?

- ☐ Shipped to another destination as arranged via Shepard Logistics Services
- ☐ Transport to another SES show: \_\_\_\_\_ Delivery Date: \_\_\_\_\_
- ☐ Pick-up arranged with another carrier

Please complete the following:

Company Name: \_\_\_\_\_ Booth #: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Phone #: \_\_\_\_\_  
Authorized Signature: \_\_\_\_\_

Signature also indicates you read and accept the Payment Policy and Terms and Conditions.

Must order by discount deadline date to receive discounted pricing. Payment Authorization must be completed and returned with order.

There are no exchanges or refunds once item has been delivered to your booth. Cancellation must be received in writing 48 hours prior to first exhibitor move-in day. Rental items not ordered and found in use in your booth are subject to "Regular" rate billing.

\* All tax rates are subject to change.



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## MATERIAL HANDLING INFORMATION

Eighth National RAC (and MAC) Summit and Readmissions Summit

### MATERIAL HANDLING INFORMATION & ADDITIONAL CHARGES

#### **SPECIAL HANDLING**

**Rate as shown on Material Handling Authorization Form**

The standard material handling applies to shipments that cannot be readily handled off or onto a truck using a conventional forklift or pallet jack equipment without rehandling. A special handling charge applies if your shipment requires extra labor for stacking or unstacking containers on a truck (cubic loading), tarping or untarping freight or containers, rigging pieces for loading or unloading on a truck or from the ground, loading or unloading materials in a freight elevator, or other circumstances requiring the rehandling of materials including but not limited to freight on the truck needing to be unloaded in a specific order/orientation or requires freight on the truck to be moved to unload actual delivery.

#### **OVERTIME**

**Surcharge: 30%**

**35301**

Based on show move-in/move-out schedule and/or late driver check-in, an overtime surcharge per occurrence applies to shipments handled at show site during overtime hours. Your advance warehouse shipments may be received during straight time, but due to scheduling conflicts beyond Shepard's control may be moved into the exhibit hall on overtime. Any additional overtime charges will be invoiced at show site and are subject to change pending move-in/move-out schedules. Handling times will be documented on shipping documents. Drivers picking up outbound shipments will be sequenced for loading ONLY after a bill of lading is submitted to the Shepard Service Desk AND the driver has checked in.

#### **WAREHOUSE OVERTIME**

Warehouse Material Handling rates may be subject to inbound overtime fees should the move-in schedule dictate overtime is required to deliver all warehouse freight prior to the beginning of exhibitor move-in. This would also be true if freight was received after hours at the warehouse trapping facility.

#### **EARLY/LATE SHIPMENTS TO WAREHOUSE**

**Surcharge: 25%**

**35003**

A surcharge will apply to shipments not arriving within the published dates (refer to Show Information page for dates) for advance warehouse or arriving on show site after show opening.

#### **UNCRATED SHIPMENTS**

**Rate as shown on Material Handling Authorization Form**

An additional charge of 50% (or as stated on Material Handling Authorization page) of the applicable material handling charge at the time of delivery shall be charged for all loose, uncrated, or unprotected shipments received at the show site docks. The charge is a one-time charge that includes both move-in and move-out of the show, and is based on the weight of the shipment handled.

#### **OFF-TARGET DELIVERIES**

**Surcharge: 15%**

**35004**

For targeted shows (exhibitors who received/requested a Targeted Date/Time), a surcharge will apply if shipment is not delivered (or carrier has not checked in) during assigned target date/time.

#### **MARSHALING YARD**

**Surcharge: \$30 per Shipment**

**35250**

Where Shepard Exposition Services as the show contractor must lease space for marshaling yard operations because no space is provided by the facility, Shepard may charge a one time fee per shipment processed inbound and/or outbound through the marshaling yard.

#### **REWEIGH OF SHIPMENTS**

**Surcharge: \$25.00 per forklift load**

**35282**

An additional charge per forklift load will be applied to shipments that have to be reweighed at the dock due to the lack of a certified weight ticket, or an incorrect or understated weight on a delivery document.

#### **EMPTY CRATE STORAGE**

**Surcharge: \$10.00 per piece, Minimum \$40.00**

**35105**

A charge per crate, carton or skid applies when Shepard handles the storage and return of empties from a shipment not received by Shepard and therefore not subject to material handling charges.

#### **SMALL PACKAGE CONSOLIDATION**

Cartons weighing 30lbs or less will qualify for the small package rate. Should one delivery contain 15 or more small packages, it can be consolidated and charged as standard material handling for a lower rate. Packages exceeding 30lbs will be billed standard Material Handling fees at the prevailing show rates.

#### **ENVELOPE DELIVERIES**

**Surcharge: \$10.50 per envelope**

**35007**

During show hours at the show facility, a charge will apply to receiving and delivering envelope packages to your booth.

#### **MOBILE SPOTTING FEE**

**Surcharge: \$150.00 round trip**

**35106**

Vehicles operated by exhibitors may be allowed on the exhibit hall floor for loading or unloading, if Shepard determines such activity to be operationally feasible and safe. All vehicles operated on the exhibit hall floor must be escorted by Shepard personnel. In such cases, a MOBILE SPOTTING FEE will be charged. All local fire marshal rules and regulations apply. Please call customer service for details.

If you have any questions about material handling, please contact Shepard Customer Service department.



## MATERIAL HANDLING Q&A

### What is material handling (also referred to as drayage)?

Material handling is the process of unloading your freight from your shipping carrier, either at the warehouse or show site, delivering it to your booth, storing your empty containers (empties) if required, returning of your empties at the close of show, and then reloading your freight back onto your shipping carrier.

### What is the definition of "freight"?

Any exhibit materials that are shipped or delivered to the advance warehouse or show facility via shipping carrier, POV, or delivery truck.

### What is a "certified weight ticket"?

A printed weight ticket from a scale certified or inspected by a government authority such as the Dept. of Agriculture, indicating the date weighed, the weight of the shipment and the vehicle ID of the unit being weighed.

## IMPORTANT FACTS ABOUT ADVANCE SHIPMENTS

### What are advance shipments?

All shipments that are addressed to the advance warehouse address (please refer to "Advance Warehouse" shipping labels included in this manual).

Shepard will begin accepting your shipments 30 days prior to first show open day (date may vary depending on show schedule).

The warehouse will receive shipments Monday-Friday, 8:00am - 4:00pm, excluding holidays.

Shipments must arrive by advance warehouse deadline date to avoid a late surcharge. (Please refer to the "Show Information" page included with this manual for deadline date.)

Crates, cartons, skids, fibercases, and carpets can be accepted at the warehouse, but DO NOT ship crates weighing over 5,000 lbs., loose/uncrated shipments and/or machinery to warehouse. You must ship those items direct to show site.

All shipments must have a bill of lading or delivery slip indicating number of pieces and weight. **Certified weight tickets required.**

All shipments must be prepaid, no collect on delivery shipments will be accepted.

## MATERIAL HANDLING CHARGES

### What determines how much I'm charged?

Charges are based off the weight from your inbound weight ticket included with your shipment.

### How do I calculate material handling charges?

Material handling services, whether used completely, or in part, are offered as a package. When recording weight, round up to the next 100 lbs.  
EXAMPLE: 285 lbs. = 300 lbs./100 lbs. = 3 X RATE = \$ Amount or minimum charge, whichever is greater.

### Will there be any additional charges?

Additional charges may apply. Please review the Material Handling Authorization and Material Handling Additional Services forms included in the manual for all applicable fees.

## SMALL PACKAGES

### What are small package carrier shipments?

Shipments that arrive via small package carrier such as FedEx Express Service, UPS small package service, DHL small package service, and other carriers in this category and do not have a **certified weight ticket** included with shipment. This applies to packages weighing under 30 lbs.

### How do I calculate my small package carrier shipment?

Charges for small package carrier shipments are based on per carton, per delivery.  
Example: I'm shipping 3 packages via FedEx, how much will I be charged?

3 x per carton rate = \$ amount charged (plus any additional fees that may apply)

Please be advised that your whole shipment may not arrive to its destination at one time. Therefore you may be charged per each delivery, and minimum charges may apply.

## CRATED~UNCRAVED~SPECIAL HANDLING

### What are CRATED materials?

Materials delivered that are skidded or in a container that can easily be unloaded/reloaded with no special handling required.

### What are UNCRAVED materials?

Materials delivered that are loose, pad-wrapped or unskidded without proper lifting bars and/or hooks.

### What is SPECIAL HANDLING?

Shipments delivered that require extra labor for stacking or unstacking containers on a truck, tarping or untarping freight or containers, or rigging pieces for loading or unloading on a truck or from the ground, or other circumstances requiring the rehandling of materials. Cannot be completed solely with one forklift and operator.

### What is the difference between material handling and shipping?

**Shipping** is the process of carrying your shipment from your location, pick-up area to its destination and also the process of returning your shipment back to your location after the close of the show. **Material handling** begins at the time your shipment arrives to the docks (please refer to "What is material handling?" for the full definition.)

### Do I need to order a fork lift to unload or reload my freight?

No, please do not order a forklift for unloading/reloading of your materials.

### What does CWT mean?

CWT is an acronym for Century Weight, therefore it means per 100 lbs.

## IMPORTANT FACTS ABOUT DIRECT SHIPMENTS

### What are direct shipments?

All shipments that are addressed directly to the exhibit facility (please refer to "Direct to Show" shipping labels included in this manual).

Shipments must arrive during published exhibitor move-in times only. Do not ship direct to show site in advance. If delivery cannot be guaranteed to arrive during exhibitor move-in, shipment must go to advance warehouse.

All shipments must have a bill of lading or delivery slip indicating number of pieces and weight. **Certified weight tickets required.**

Crates weighing over 5,000 lbs. or loose/uncrated shipments must be shipped direct to show site to arrive during exhibitor move-in times.

All shipments must be prepaid, no collect on delivery shipments will be accepted.

## SIGNATURE SERIES SHIPPING

### How can I make shipping my show materials easier?

Signature Series Shipping will make it easier with the following benefits:

- ~ Receive a 10% discount off of material handling rates (restrictions apply).
- ~ Worry-free shipping to and from your show.
- ~ Priority Empty Service - priority of empty return at the close of show
- ~ Volume discounted shipping rates
- ~ Charges will be billed to your show invoice-one less invoice/bill to keep track of.
- ~ No driver wait fees.

## LIABILITY INSURANCE

### What is and why would I need liability insurance?

Accidents happen, therefore, most show organizers and facilities require liability insurance. Please refer to your booth contract for exact minimums required.

Please make sure your materials are covered from the moment they leave your company location to the time they return after the close of the show.

If applicable, included in your manual is information and an application for liability insurance and booth coverage can also be purchased to protect your valuable exhibit materials.

## OUTBOUND SHIPMENTS

You must complete a Shepard Material Handling Agreement (MHA) for all outbound shipments. A MHA will be distributed at show site if all services have been paid in full, or you can request one at the customer service desk.

Upon completion of packing and labeling of your materials, complete the bill of lading with all required information, and return to customer service. If you have questions on how to complete your bill of lading, please ask a Shepard customer service representative located at the customer service desk.

If you are NOT using the designated shipping carrier, you must call your carrier with pick-up information. If your carrier fails to pick up your shipment, Shepard will either reroute your freight through the carrier of our choice or return to the local warehouse (whichever is indicated on your MHA).





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## OUTBOUND BILL OF LADING/SHIPPING LABEL REQUEST

Eighth National RAC (and MAC) Summit and Readmissions Summit

**December 5 - 6, 2013**  
**Hyatt Regency Crystal City**  
**Arlington, Virginia**

### PRE-PRINTED OUTBOUND BILL OF LADING AND SHIPPING LABELS

All outbound shipments require a Bill of Lading and shipping labels. Shepard offers complimentary pre-printing of these items. To take advantage of this service, please complete this request and submit by the deadline date above. Your pre-printed BOL and labels will be delivered to your booth prior to the close of the show.

**\*Note: All third parties must pick up BOL/labels at the Shepard Service Desk.**

#### SHIP TO ADDRESS:

COMPANY NAME \_\_\_\_\_

DELIVERY ADDRESS \_\_\_\_\_

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

CONTACT NAME \_\_\_\_\_ BOOTH \_\_\_\_\_

**Number of Pieces:** \_\_\_\_\_ **Number of Labels Requested:** \_\_\_\_\_

☐ Crate

☐ Skid

☐ Cases

☐ Carton

#### Type of Service:

☐ Ground

☐ Overnight

☐ 2nd Day

#### CARRIER SELECTION

☐ OFFICIAL SHOW CARRIER: SHEPARD LOGISTICS ☐ OTHER: \_\_\_\_\_

\*\*If selecting a carrier other than Shepard Logistics, you must schedule the pickup.

\*\* If using FedEx or UPS you must have *and apply* their shipping labels

#### OUTBOUND SHIPMENT REQUIREMENTS:

1. Shepard will print and deliver your BOL with Shipping Labels to your booth prior to the close of the show.
2. Exhibitors must properly package and label all materials.
3. Completed BOL must be turned in to the Shepard Service Desk including piece count and estimated weight.
4. Please see the SES service desk if you do not receive a BOL

#### TRANSPORTATION CHARGES BILLING ADDRESS:

☐ SAME AS SHIP TO ADDRESS

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

Address \_\_\_\_\_

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

#### Shipping Options:

Inside Delivery \_\_\_\_\_ Residential \_\_\_\_\_ Lift Gate \_\_\_\_\_ No Loading Docks \_\_\_\_\_

Please complete the following:

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

**Contact Name:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_

**Authorized Signature:** \_\_\_\_\_

Signature also indicates you read and accept the Payment Policy and Terms and Conditions.



## INSURANCE 4 EXHIBITORS

## EXHIBITOR GENERAL LIABILITY INSURANCE PROGRAM

\$1,000,000 Per Occurrence / \$2,000,000 Aggregate

## Premium Rates and Benefits - Please check all plan numbers that apply.

☐ 1 Day - \$89.00☐ Six Months - \$500.00☐ 2-5 Days - \$109.00☐ Annual - \$950.00☐ 6-30 Days - \$400.00☐ Additional 5% of total premium to increase general aggregate to \$2,000,000

Why wait? Visit our website [www.insurance4exhibitors.com/shepard](http://www.insurance4exhibitors.com/shepard) to complete the online application and register in 3 minutes or less or fill out this form and submit via fax. We accept: VISA, MasterCard or American Express.

NAME: \_\_\_\_\_

CONTACT: \_\_\_\_\_

PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

Dates of Event: \_\_\_\_\_ Time(s): \_\_\_\_\_

Location of Event: \_\_\_\_\_

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

Description of Event: \_\_\_\_\_

Has any prior coverage been cancelled or non-renewed: ☐ Yes ☐ No

If yes, please describe and provide loss history: \_\_\_\_\_

Name, Address and Relationship of all additional insured to be added to the policy:

1.) \_\_\_\_\_ 2.) \_\_\_\_\_ 3.) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

No coverage is bound until you receive a certificate of insurance and payment is made. Insurance4Exhibitors reserves the right to return your payment and not bind coverage. Coverage and a certificate of insurance will be bound within 1 business day.

This summary of coverage and exclusions is no substitute for reading the entire policy. To receive an entire policy, contact the program administrator.

Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly provides false information on an application for insurance may be guilty of a crime and may be subject to civil fines and criminal penalties. I certify that the above information is true and coverage is not applicable until notified by broker.

☐ Please bill by VISA / MasterCard / AmEx Card # \_\_\_\_\_

Exp. Date \_\_\_\_\_ Authorized Amount \_\_\_\_\_ CID / CIV Code \_\_\_\_\_

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

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

Date \_\_\_\_\_

## Shepard Glossary

**Advanced Freight** – Refers to freight that has been sent to Shepard's warehouse prior to the Event move in.

**Advance Order** – An order for services sent to service contractor prior to installation date.

**Aisle Carpet** – The carpet that is placed on the Event floor in the aisles to separate the booths.

**Back Wall** – Refers to the drape used at the rear of a standard booth.

**Bill of Lading** – A legal document that establishes the terms between the shipper (exhibitor) and transportation company (carrier) for the transport of goods between specified points for a specified charge. A bill of lading is required to be filled out and turned in at the Shepard Service Desk at the close of the show, after the exhibitor is all packed up, in order to Shepard to release the freight to the transportation company (carrier)

**Booth Package** – This term describes the equipment supplied to exhibitors from show management.

**Certified Weight Ticket** – Certified weight ticket is a required documented measurement used for shipping exhibit properties. All carriers checking into a Shepard marshaling yard are required to present a certified weight ticket at check in.

**Common Carrier** – A transportation company moving exhibitor freight, which usually only accepts crated materials that it can consolidate with the properties of other customers into one shipment bound for the same destination. Only Shepard can accept freight from a common carrier.

**Corner Booth** – An exhibit space with exposure on at least two aisles, usually found at the end of a row of inline booths.

**CWT** – "Century Weight" or "hundredweight". The total weight of a crate is divided by 100 to obtain billable weight. 51,000 lbs / 100 = 510 cwt

**Drayage** – The service that includes delivery of materials to an exhibit space, removal of empty crates, storage of crates during the Event, return of crates at the end of the Event, and delivery of materials to the carrier loading area.

**DT Labor** – Double-time labor, or work performed on double time and charged at twice the published rate.

**Empty Sticker** – A colored sticker used to mark empty crates and boxes for storage provided in the material handling service. See Service Desk for Empty Stickers.

**Exclusive Contractor** – One who holds an exclusive contract with a facility or event manager to provide specified services to that facility or Event.

**Exhibitor-Approved Contractor (EAC)** – Also called an independent contractor, a supplier hired by an exhibitor to perform trade Event services independently of Event management-appointed contractors.

**Exhibitor Kit** – Also known as a Service Manual, this is package of information that contains all rules, regulations and ordering forms relating to an exhibition, provided to exhibitors by Event management.

**Facility Carpeted** – Indicates the exhibit hall and/or ballroom in which the Event is taking place is already carpeted.

**Floor Order** – An order for product or service placed after Advance Deadline therefore not eligible for discounted rates.

**Floor Port** – A utility box recessed in the floor containing electrical, telephone or plumbing connections.

**Freight** – Exhibit properties and other materials shipped for an exhibit.

**Freight Desk** – The area where inbound and outbound exhibit materials are handled at a trade event.

**Forklift /Ground Rigging** – Handling and assembly of machinery that requires the use of a forklift. This includes positioning and/or re-skidding of exhibitor material, machinery and equipment.

**Hard wall** – A type of exhibit construction in which walls are made of a solid material, rather than fabric.

**I&D** – Installation and dismantling of an exhibit by a labor source. Exhibitors may orders this service from the general contractor.

**ID Signs** – Typically a 7" x 44" cardstock sign that contains exhibitor name and booth number.

**In-line** – An exhibit that is constructed in a continuous line with other exhibits.

**Island Exhibit** – An exhibit with aisles on four sides. There is no pipe and drape construction provided to Island booths.

**Labor** – Contracted workers who perform services. When labor is ordered, hours are based on estimates and will be billed actual time incurred.

Requested times are not guaranteed and are based on availability. Minimum of one hour will be charged. Additional time will be billed in increments. Rates are based on when labor was performed: ST, OT, DT.

**Logistics** – Point to point transportation services for freight by an appointed carrier.

**Marshaling Yard** – A lot where trucks gather for orderly dispatch to Event site. When Shepard provides a marshaling yard, all carriers must check in, present a weight ticket, and will be guided to the docks to unload when a space is available. The same is true for the out of the show. Applicable fee applies.

**Move In** – Refers to the date and time that exhibitors gain access to a facility and are able to begin the construction and/or set up of their booth.

**Mobile Spotting Fee** – The charge for Shepard personnel to safely guide vehicles operated by exhibitors on the exhibit hall floor when approved by show management and if Shepard determines such activity to be operationally feasible and safe. All vehicles operated on the exhibit hall floor must be escorted by Shepard personnel. All local fire marshal rules and regulations apply. Please call customer service for details.

**Move-out** – The date/time specified by Event management for dismantling exhibits and clearing the exhibition floor. Also referred to as Tear Down.

**Padded Van Shipment** – Uncrated goods covered with blankets or other protective padding and shipped via van line.

**Perimeter Booth** – A booth space on an outside wall.

**Pipe and Drape** – Tubing covered with draped fabric to make up rails and back wall of a trade show.

**Porter Service** – A service that includes the emptying of wastebaskets within the booth at specific intervals during the show.

**Quad Box** – Four electrical outlets in one box provided by the electrical contractor.

**Registration** – This refers to an area that Event management uses to register and check in Event exhibitors, buyers and attendees. This is the place in which show badges can be obtained.

**Rigger** – A skilled worker responsible for handling and assembly of machinery.

**Right-to-Work state** – A state where no person can be denied the right to work because of membership or non-membership in a labor union. See the Union Rules and Regulations within your manual for specific guidelines.

**Service Desk** – The location at which exhibitors order services.

**Side Rails** – The wall between two booths used to divide exhibits, typically 3' high.

**Skirting** – Decorative covering around tables and risers. Tables are skirted on 3 sides unless additional skirting is ordered.

**Special Handling**: An additional charge that applies to exhibits shipments requiring extra labor, equipment, or time for delivery to exhibit space.

**ST labor** – Straight time labor, or work performed during normal hours at the standard rate.

**Targets** – Exhibitor move in date/time prior to general move-in available by appointment only.

**Visqueen** – A clear heavy plastic sheeting that is placed over exhibiting carpeting after it is laid in order to protect it until show opens.

# Hyatt Regency Crystal City

## ELECTRICAL REQUEST

EVENT: \_\_\_\_\_ EVENT DATE: \_\_\_\_\_  
Y/EXHIBITOR: \_\_\_\_\_ BOOTH #: \_\_\_\_\_  
CONTACT: \_\_\_\_\_ EMAIL: \_\_\_\_\_  
FAX: \_\_\_\_\_  
D BY: \_\_\_\_\_

**PLEASE FAX COMPLETED FORM TO: 703 - 413 - 6754**  
For questions please contact Engineering at 703 - 413 - 6750

**PAYMENT: WE DO NOT ACCEPT PURCHASE ORDERS FOR ELECTRICAL CHARGES.**  
**PAYMENT MUST BE RECEIVED WITH ALL ELECTRICAL ORDERS 10 DAYS PRIOR TO THE EVENT**  
please place an X next to your method of payment: Credit Card \_\_\_\_\_ Check \_\_\_\_\_ Master Account \_\_\_\_\_

*Pay To: Hyatt Regency Crystal City Attention: Engineering, 2799 Jefferson Davis Hwy, Arlington, VA 22202*

Credit Card # \_\_\_\_\_ EXP \_\_\_\_\_ Name on Card \_\_\_\_\_

### CHARGES ARE PER EVENT

QUANTITY		DESCRIPTION	COST	TOTAL
	10 AMPS	Basic Hookup - 120 VOLT (up to 1,000 WATTS)	\$85	
	15 AMPS	1001 - 1500 WATTS - 120 VOLT	\$90	
	20 AMPS	1501 - 2000 WATTS - 120 VOLT	\$100	
		Power Strips (each)	\$25	
		Extension Cords (each)	\$25	
		Panel Size		
	50 AMPS - 3Ø	208 VOLT	\$400	
	100 AMPS - 3Ø	208 VOLT	\$700	
	150 AMPS - 3Ø	208 VOLT	\$1,000	
	200 AMPS - 3Ø	208 VOLT	\$1,500	
	250 AMPS - 3Ø	208 VOLT	\$1,750	
	300 AMPS - 3Ø	208 VOLT	\$2,250	
	350 AMPS - 3Ø	208 VOLT	\$2,500	
	400 AMPS - 3Ø	208 VOLT	\$3,000	
		Banner Installation \$50.00 per occurrence or \$50 per person per hour weekdays. \$75 per occurrence or \$75 per person per hour weekends & evenings from 4:00 pm - 7:00 am		
		<b>Subtotal</b>		
		(E) Exempt	6% Tax	
		<b>TOTAL</b>		

208 - VOLT 1-PHASE DOUBLE PRICE - CONVERTERS & EURO RECEPTACLES ARE NOT AVAILABLE  
**24 HOUR CANCELLATION IS REQUIRED**

RINT: \_\_\_\_\_ SIGN: \_\_\_\_\_ DATE: \_\_\_\_\_

### HOTEL USE ONLY

Install Date \_\_\_\_\_ Accepted By \_\_\_\_\_  
# Hours on Install \_\_\_\_\_ Cost/Hour \_\_\_\_\_ TOTAL \_\_\_\_\_  
Room Number Charged to \_\_\_\_\_ Master Account Charged to \_\_\_\_\_



# TELEPHONE REQUEST ORDER FORM

2799 JEFFERSON DAVIS HIGHWAY  
ARLINGTON, VA 22202 PHONE: (703) 418.1234 FAX: (703) 418.1289

Convention Services/Catering Manager: \_\_\_\_\_ Date Ordered: 9/5/2013

Show or Group Name: \_\_\_\_\_ Company Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Installation Date & Time: \_\_\_\_\_ Removal Date & Time: \_\_\_\_\_

Location: Regency A Secondary Location: \_\_\_\_\_

## SERVICE REQUESTED:

☐ IN HOUSE ONLY (ANALOG LINE):

\$100 Installation Fee + \$75 per day line usage

QUANTITY	# OF DAYS	COST

☐ DIRECT INWARD DIAL – DID (ANALOG LINE):

\$125 Installation Fee + \$100 per day line usage + calls

QUANTITY	# OF DAYS	COST

FOR USE AS: ☐ MODEM ☐ FAX ☐ TELEPHONE

☐ POLYCOM SPEAKER PHONE (3 WAY SPEAKER):

\$150 per day (phone line not included)

QUANTITY	# OF DAYS	COST

## TOTAL CHARGES:

\$\_\_\_\_\_ SUBTOTAL

\$\_\_\_\_\_ 25% LATE FEE (Less than 24hr notice)

\$\_\_\_\_\_ 5% SALES TAX

\$\_\_\_\_\_ TOTAL

Credit Card or Master Account Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

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

**\*\*Please note that a charge of \$100 will be billed to the account if it is decided that the telephone request is not needed after it has been installed.\*\***

## FOR OFFICE USE ONLY

JACK #:	EXTENSION #:	CHECKED IN BY:
INSTALLED BY:	ACCOUNT #:	CHECKED OUT BY:



# Exhibitor Ethernet Service Order Form Hyatt Regency Crystal City



## SWISSCOM HOSPITALITY SERVICES EXHIBITOR ORDERING INSTRUCTIONS \*PLEASE READ THOROUGHLY TO ENSURE A COMPLETE SERVICE REQUEST\*

1. **Fill out the accompanying forms completely:** include contact (ordering and onsite), payment information and signatures on all faxed or mailed service requests.
2. **Using a credit card for payment:** completely fill out the payment/credit card authorization form. Make sure signature is the same as the credit card holder's name; also attach a copy of the credit card holder's driver's license with the form. *\*Charges will appear as Hyatt Regency Crystal City\**
3. **Using a check for payment:** Mail original check with service order form to Hyatt Regency Crystal City  
2799 Jefferson Davis Highway Arlington, VA 22202 ATTN: Accounting  
*\*\*\*DO NOT MAKE CHECKS OUT TO SWISSCOM HOSPITALITY SERVICES DIRECTLY\*\*\**
4. **Include service drop location within your booth:** On the bottom of the order form is a diagram for service location. Simply fill in the blank lines with orientation (i.e. front, back and/or adjacent booth numbers) and mark an (X) within the diagram for drop location. *\*\*\*Charges may apply for service relocations\*\*\**
5. **Additional network devices (more than one):** When ordering services you will receive one routable IP address as well, any additional devices using network resources (regardless of IP addressing scheme) will be subject to an additional device fee, charged per device. Simply order additional device/IP addresses for these connections (in excess of the one included IP address), all hubs and cabling will be provided.  
*\*\*\* You will not be permitted to use access points, switches or hubs without paying for the additional devices\*\*\**
6. **Terms & Conditions:** Please read through the accompanying terms and conditions as you are acknowledging such with your order form signature.
7. **Services not covered by this form:** More network solutions such as; VLAN(s), videoconferencing, WiFi Hotspots, Webcasting and more are available upon request. Email requests for a customized solution to [Tracy.Evans@swisscom.com](mailto:Tracy.Evans@swisscom.com)
8. **Fax your order:**  
Tracy Evans and 775-587-1815  
C/O Swisscom Hospitality Services
  - a. **A completely filled out exhibitor form:** including ordering/onsite contact info, set-up time and service location diagram.
  - b. **A completely filled out payment form:** Check/CC info with signature and a copy of the driver's license. If you are not comfortable sending this to our private and secure fax, please call and we will accommodate you as we protect information vigorously.
  - c. **Make sure both the order and payment form are signed:** this will make sure there are no delays in your service request(s).
9. We will contact you within 48 hours of fax receipt via e-mail or telephone and supply you a service invoice for your records.
10. Questions? Contact Swisscom Hospitality Services – 301-789-2152 or [Tracy.Evans@swisscom.com](mailto:Tracy.Evans@swisscom.com)





# Exhibitor Ethernet Service Order Form

## Hyatt Regency Crystal City



\*\*\*NO STAMPS PLEASE - FILL IN ALL FIELDS OR YOUR ORDER WILL NOT BE PROCESSED\*\*\*

PLEASE PRINT LEGIBLY

<u>Customer Information</u>				<u>Show Information</u>	
Company Name:		Ordering Contact Email:		Booth Number	
Ordering Contact:		Ordering Contact Phone:		Set Up Date	
On-Site Contact:		Onsite Cell Phone:		Set Up Time	
Company Address:				Strike Date	
City:	ST:	ZIP		Strike Time	
Show Name:				Show Dates	

<u>High Speed Ethernet Service (per booth)<sup>1</sup></u>					
<u>Exhibitor HSIA Service are billed per event</u>		<u>QTY</u>	<u>Discount<sup>1</sup></u>	<u>Standard</u>	<u>Total</u>
<ul style="list-style-type: none"> <li><b>Shared Ethernet Network Access</b> T1 or better 10/100 Base TX, RJ-45 wired connection with 1 routable DHCP IP address</li> </ul>		x	\$ 595.00	\$ 695.00	
<u>Additional Services are billed as one-time fee<sup>2,3</sup></u>					
	<u>QTY</u>	<u>Discount<sup>1</sup></u>	<u>Standard</u>		
<ul style="list-style-type: none"> <li><b>Additional DHCP Device Connections (each)</b> DHCP IP address: auto-assigned once connected to network</li> </ul>		x	\$ 100.00	\$ 125.00	
<ul style="list-style-type: none"> <li><b>Additional Static Device Connections (each)</b> Static IP address: assigned by Swisscom</li> </ul>		x	\$ 100.00	\$ 125.00	
			<b>SUBTOTAL</b>		
<ul style="list-style-type: none"> <li><b>Installation/Setup Fee (per booth)</b></li> </ul>		x	\$95.00		

**GRAND TOTAL:**

- Orders received with payment 30 days prior to first show date qualify for discount.
- Client must pay for each device connected to the network regardless of addressing scheme used.
- Cables and 10/100 auto-sensing switch is included with multiple device orders.

\*Subject to \$150 charge if switch is not returned or returned damaged after use\*

### Booth Layout Diagram:

Provide orientation and mark service location with (X)  
(FRONT, BACK, SIDES OR ADJACENT BOOTH NUMBERS)



By placing this order, the undersigned agrees to terms, conditions, limited liability and acceptable use policy as stated at the end of this form and as posted at [www.swisscom.com/hospitality](http://www.swisscom.com/hospitality)

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Tracy Evans 301-789-2152 775-587-1815 tracy.evans@swisscom.com



# Exhibitor Ethernet Service Order Form Hyatt Regency Crystal City



## Payment and Credit Card Authorization

<b><u>Payment Information</u></b>		Swisscom SO# (Completed by Swisscom HS) _____	
Company Check or Money Order→ <b>MAKE PAYABLE TO: Hyatt Regency Crystal City</b> <b>MAIL TO: 2799 Jefferson Davis Highway Arlington, VA 22202</b> <b>ATTN: ACCOUNTING</b>		<b>Grand Total:</b> _____ <i>(total from order form)</i>	
<b>** IF PAYING BY CREDIT CARD YOU ARE AUTHORIZING PROPERTYNAME TO CHARGE YOUR CREDIT CARD IN THE AMOUNT LISTED ON YOUR ORDER FORM**</b>			
*CC	Type: _____	Acct #: _____	Exp. Date _____
CC Billing Address: _____ Billing Phone #: _____			
City _____ State: _____ Zip: _____			
Name on CC _____		Authorized Signature: _____	

### **\*\*ONCE COMPLETED FAX TO 775-587-1815**

(this is a private and secure direct fax to Swisscom Hospitality Services)

- A completely filled out exhibitor form:** including ordering/onsite contact info, set-up time and service location diagram.
- A completely filled out payment form:**  
If paying by CC – all CC info with signature and a copy of the driver's license.  
If paying by check - include a copy of the mailed check in the fax.
- Make sure both the order and payment form are signed:** this will make sure there are no delays in your service request(s).

By placing this order, the undersigned agrees to terms, conditions, limited liability and acceptable use policy as stated at the end of this form and as posted at [www.swisscom.com/hospitality](http://www.swisscom.com/hospitality)

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Exhibitor Ethernet Service Order Form

## Hyatt Regency Crystal City



### General Terms & Conditions

**1. Services.** Swisscom's network management services (the "Services") may include connection to the Internet. In order to provide Internet connectivity, Swisscom shall: (a) manage all data circuits; (b) ban all unauthorized wireless access points and signals – otherwise known as Rogue APs; (c) provide on-site technical assistance, as needed and in the reasonable discretion of the parties; and (d) provide a twenty-four (24)-hour telephone support and monitoring of the network and all network equipment from its network operations center - NOC.

**2. Policies Incorporated by Reference.** Swisscom's Privacy Policy and Acceptable Use Policy, as such may be amended from time to time, each of which is posted on Swisscom's Web site at [www.Swisscom.com/Hospitality](http://www.Swisscom.com/Hospitality), are hereby incorporated by this reference as if fully set forth herein, and Customer shall be bound by the terms thereof.

**3. Configuration by Swisscom.** In the event that Swisscom configures any of Customer's hardware and/or software so that the Customer may use the Services, such configuration shall be undertaken with reasonable care and in keeping with standard industry practices. Under no circumstances shall Swisscom be liable to Customer for any damage caused by such configuration, and Swisscom makes no representation or warranty that any such configured hardware or software shall be in fact be compatible with the Services or returned to its original condition or configuration at any time. Any re-configuration of Customer's hardware and/or software shall be undertaken by Customer at its sole risk and expense.

**4. Limitation of Security.** Customer acknowledges that messages sent over the Internet are not guaranteed to be completely secure, and Customer shall not hold Swisscom responsible for any damages caused by any delay, loss, diversion, alteration or corruption of any messages or data which are sent or received through or by means of the Services. Communications over the Internet may be subject to interruption, transmission blackout, delayed transmission due to Internet traffic or incorrect data transmission due to the public nature of the Internet or otherwise, and Swisscom shall not be liable for any loss or damage resulting therefrom. All activities conducted in connection with Customer's use of the Services are at Customer's own risk. Swisscom does not warrant the security of any information Customer may forward or be requested to provide to any third parties.

**5. No Warranties.** Customer acknowledges that it is technically impracticable to provide Services free of faults, and Swisscom does not undertake to do so. Swisscom hereby warrants that it shall perform the Services in accordance with the terms hereof. SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS AND ALL OTHER WARRANTIES ARE HEREBY EXPLICITLY DISCLAIMED, INCLUDING WITHOUT LIMITATION, ANY AND ALL WARRANTIES OF MERCHANTABILITY AND/OR WARRANTIES OF FITNESS FOR ANY PARTICULAR PURPOSE. Without limiting the foregoing, it is agreed and understood that while Swisscom is obligated to facilitate connectivity to the Internet as a part of the provision of the Services, Swisscom makes no representation whatsoever as to the functionality of the Internet itself. Customer acknowledges that ultimate connectivity to the Internet depends in substantial part on the capacity of hardware, software and other means and devices which are beyond the ability of Swisscom to control or manage.

**6. Limitation of Liability.** Neither Swisscom nor its affiliates shall be liable to Customer or any third party on account of any claim; loss; lost revenues or profits; consequential, indirect, incidental or punitive damages; costs; court costs and attorneys' fees; expense or liability suffered, incurred or sustained by Customer from any cause arising from or relating to this Agreement, including, without limitation, damages claimed as a result of any temporary or permanent failure of availability or performance of the Services, unless such claim, loss, damage, cost, expense or liability stems from the willful breach or gross negligence of Swisscom relating to its obligations under this Agreement. Swisscom's entire liability for any claim, loss, damage or expense from any cause arising out of or related to this Agreement, whether based on contract, tort, warranty or on any other legal or equitable ground shall be limited solely to money damages and shall in no event exceed sums actually paid for the Services provided pursuant to this Agreement.

**7. Indemnification.** Customer shall indemnify and hold harmless Swisscom, the owner and manager of the property where the Services are provided, as well as each such party's officers directors, employees, agents and assigns, from and against any claims which may result from damages caused to Customer and/or any third parties by virtue of Customer's use of the Services and any failure thereof and all loss, cost, damage, expense or liability, including, without limitation, court costs and attorneys' fees, arising out of, in whole or in part, directly or indirectly, intentional violations of any applicable law or governmental regulation by Customer. Further, Customer acknowledges that Swisscom has no control over the content of information transmitted by Customer or its users and that Swisscom does not examine the use to which Customer or its users put the Services or the nature of the information Customer or its users send or receive. Customer shall indemnify and hold Swisscom, its stockholders, officers, directors, employees and agents harmless from any and all loss, cost, damage, expense or liability relating to or arising out of the transmission, reception, and/or content of information of whatever nature transmitted or received by Customer or its users.

**8. Service Interruptions, Modifications, and Instructions.** Customer agrees that Swisscom may, as required in its sole discretion: (a) temporarily suspend the Services for the purpose of repair, replacement, maintenance or improvement of any of Swisscom's equipment, software or telecommunication services; (b) vary the technical specification of the Services for any reason; or (c) give instructions about the use of the Services resulting from any applicable law, rule, or regulation. Such instructions shall be deemed to form part of this Agreement.

**9. Dispute Resolution.** In the event that this Agreement and/or the Services become the subject of a dispute between the parties, such dispute shall be resolved between the parties exclusively through arbitration, in accordance with this Section 9 and the commercial dispute resolution procedures of the American Arbitration Association. Each party shall select one person to act as an arbitrator, and a third arbitrator shall be chosen by the first two arbitrators (such three arbitrators, the "Panel"). The judgment on the award rendered by the Panel may be entered in any court having competent jurisdiction and shall be final, non-appealable and conclusive and binding upon the parties. The arbitration shall be held in Washington, D.C. Each party shall bear its own expenses incurred in any such arbitration. The arbitrator shall not be empowered to award costs, fees or damages in excess of the limitations imposed herein to either party.

#### **10. Miscellaneous.**

A. **Force Majeure.** Swisscom shall not be liable for its failure to perform any of its obligations herein if such failure results from delays, failure to perform, damages, losses or destruction, or malfunction of any equipment or any consequence thereof caused or occasioned by, or due to fire, flood, water, the elements, labor disputes or shortages, utility curtailments, power failures, explosions, civil disturbances, governmental actions, shortages of equipment for supplies, general disruption of the Internet, unavailability of transportation, acts or omissions of third parties, acts of God, or any other cause beyond Swisscom's reasonable control.

B. **No Waiver.** The failure of either party to enforce or insist upon compliance with any of the provisions herein or the waiver thereof, in any instance, shall not be construed as a general waiver or relinquishment of any other provision hereof.

C. **Binding Effect; Amendment.** This Agreement shall be binding upon and enforceable against Customer and anyone using or accessing the Services by or through Customer, as an employee, agent, invitee or otherwise, and Customer shall be responsible for the conduct of such persons. This Agreement may not be amended except by an instrument in writing, executed by the parties.

D. **Notices.** All notices, requests, consents, and other communications hereunder shall be in writing and shall be deemed effectively given and received upon delivery in person, or one business day after delivery by national overnight courier service or by telecopier transmission with acknowledgment of transmission receipt, in each case addressed to the parties to this Agreement.

E. **Merger.** This Agreement supersedes and merges all prior agreements, promises, understandings, statements, representations, warranties, indemnities and covenants and all inducements to the placing and accepting of this Agreement relied upon by either party herein, whether written or oral, and embodies the parties' complete and entire agreement with respect to the subject matter hereof. No statement or agreement, oral or written, made before the execution of this Agreement shall vary or modify the written terms hereof in any way whatsoever.

F. **Third Party Beneficiaries/Parties in Interest.** This Agreement has been made and is made solely for the benefits of parties, and their respective successors and permitted assigns. Nothing herein or in this Agreement is intended to confer any rights/remedies on any third party.

G. **Relationship of the Parties.** Each party hereto shall conduct itself under this Agreement as an independent contractor and not as an agent, partner, joint venturer or employee of the other party, and shall not bind or attempt to bind the other party to any contract. Nothing contained herein or in this Agreement shall be deemed to form a partnership or joint venture between the parties.

H. **Severability.** If any term or provision of this Agreement is determined to be illegal, unenforceable, or invalid in whole or in part for any reason, such illegal, unenforceable, or invalid provisions or part(s) thereof shall be stricken therefrom and such provision shall not affect the legality, enforceability, or validity of the remainder of this Agreement. If any provision, or part thereof, of this Agreement is stricken in accordance with the provisions of this section, then the stricken provision shall be replaced, to the extent possible, with a legal, enforceable, and valid provision that is as similar in tenor to the stricken provision as is legally possible.

I. **Governing Law.** This Agreement shall be governed by the laws of the Commonwealth of Virginia, regardless of its laws regarding conflicts of laws.



# Exhibitor Ethernet Service Order Form

## Hyatt Regency Crystal City



Customer Information				Show Information	
Company Name		Ordering Contact E-mail		Booth Number	
Ordering Contact		Ordering Contact Phone		Set Up Date	
On-Site Contact		On-Site Cell Phone		Set Up Time	
Company Address				Strike Date	
City	ST:                      Zip:			Strike Time	
Show Name				Show Dates	

High Speed Ethernet Access (Per Booth) Exhibitor HSIA Services are Billed per Event	QTY		Discount Rate (1)	Standard Rate	Total
<b>Shared Ethernet Access</b> T1 or better 10/100Base Tx, RJ45 Wired Connection with 1 Routable DHCP IP Address		X	\$595.00	\$695.00	
<b>Wireless Internet Access</b> Per wireless device.		x	\$50.00	\$100.00	
Additional Services (Billed as One Time Fee)	QTY		Discount Rate(1)	Standard Rate	
Additional DHCP Device Connection(s) Each		x	\$100.00	\$125.00	
Additional Static Device Connection(s) Each		x	\$100.00	\$125.00	
QTY					
Installation & Set Up Fee (per booth)		x	\$95.00	\$95.00	
				Grand Total	

1. Orders received with payment 30 days prior to first show date qualify for discount
2. Client must pay for each device connected to the network regardless of addressing scheme used.
3. Cables and 10/100 auto sensing switches are included in Multiple device orders. \*Subject to a \$150 replacement charge if switch is not returned or damaged after use.

Booth Layout Diagram

Provide orientation and mark service with an (x) for desired location



By placing this order, the undersigned agrees to terms and conditions, limited liability and acceptable use policy as stated at the end of this form and as posted at [www.swisscom.com/hospitality](http://www.swisscom.com/hospitality).

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Exhibitor Ethernet Service Order Form

## Hyatt Regency Crystal City



1. **Exhibitor & Payment Forms:** Please ensure all information is accurate and complete. Incomplete or missing information may delay service delivery. If you need assistance or have questions, please contact Ed Moodoyan by e-mail at [edward.moodoyan@swisscom.com](mailto:edward.moodoyan@swisscom.com) or by phone at 617-596-5558.
2. **Service Location:** Please ensure that you have indicated the desired drop location at the bottom of the order form. If your booth is larger than the standard 10x10 booth, please contact Ed Moodoyan by e-mail at [edward.moodoyan@swisscom.com](mailto:edward.moodoyan@swisscom.com) or by phone at 617-596-5558.
3. **Additional Devices:** Exhibitors are not permitted to place the following network devices on the network without prior approval. (Hubs, switches, routers, servers, routers or access points) These devices may cause issues across the entire network if not properly configured. If you are planning on using one of these devices in your booth please contact Ed Moodoyan by e-mail at [edward.moodoyan@swisscom.com](mailto:edward.moodoyan@swisscom.com) or by phone at 617-596-5558.
4. **Additional Services Available upon Request:** Advanced networking solutions such as wireless access, VLAN's, and dedicated bandwidth are available upon request. Please contact Ed Moodoyan by e-mail at [edward.moodoyan@swisscom.com](mailto:edward.moodoyan@swisscom.com) or by phone at 617-596-5558.
5. **Placing an order:** Please place your order by e-mailing or faxing all completed documents to:

Ed Moodoyan

Phone: 617-596-5558

[edward.moodoyan@swisscom.com](mailto:edward.moodoyan@swisscom.com)

Fax: 775-806-6260

6. **Required document to complete order:**
  - a. A completely filled out order form.
  - b. A completely filled out payment form.
  - c. Please make sure everything is signed.
7. **We will contact you within 48 hours to confirm your order.**



## Exhibitor Ethernet Service Order Form Hyatt Regency Crystal City



Payment Information		
<b>Company Check or Money Order:</b> <b>Make payable to:</b> Hyatt Regency Crystal City <b>Mail To:</b> 2799 Jefferson Davis Highway. Arlington VA, 22202 <b>Attn:</b> Accounting		Grand Total (from order form)  _____
<b>**If paying by credit card you are authorizing the Hyatt Regency Crystal City to charge your credit card in the amount listed on your order form**</b>		
Card Type:	Acct. #:	Exp Date:
Billing Address:		Billing Phone #:
City:	State:	Zip Code:
Name on Card:		
Signature:		

Once Completed please e-mail to: [edward.moodoyan@swisscom.com](mailto:edward.moodoyan@swisscom.com) or Fax: 775-806-6260

1. A completely filled out exhibitor form.
2. A completely filled out payment form
  - a. Please include a copy of you driver license
  - b. If paying by check, please include a copy of the check when submitting your order.
3. Make sure both the payment form and exhibitor form are signed.

By placing this order, the undersigned agrees to the terms and conditions, limited liability and acceptable use policy as stated on the back of this form.

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_





# Exhibitor Ethernet Service Order Form

## Hyatt Regency Crystal City



1. Services. Swisscom's network management services (the "Services") may include connection to the Internet. In order to provide Internet connectivity, Swisscom shall: (a) manage all data circuits; (b) provide on-site technical assistance, as needed and in the reasonable discretion of the parties; and (c) provide a twenty-four (24)-hour telephone support and monitoring of all network and access points from its network operations center.

2. Policies Incorporated by Reference. Swisscom's Privacy Policy and Acceptable Use Policy, as such may be amended from time to time, each of which is posted on Swisscom's Web site at [www.swisscom.ch/hospitality](http://www.swisscom.ch/hospitality), are hereby incorporated by this reference as if fully set forth herein, and Customer shall be bound by the terms thereof.

3. Configuration by Swisscom. In the event that Swisscom configures any of Customer's hardware and/or software so that the Customer may use the Services, such configuration shall be undertaken with reasonable care and in keeping with standard industry practices. Under no circumstances shall Swisscom be liable to Customer for any damage caused by such configuration, and Swisscom makes no representation or warranty that any such configured hardware or software shall be in fact be compatible with the Services or returned to its original condition or configuration at any time. Any re-configuration of Customer's hardware and/or software shall be undertaken by Customer at its sole risk and expense.

4. Limitation of Security. Customer acknowledges that messages sent over the Internet are not guaranteed to be completely secure, and Customer shall not hold Swisscom responsible for any damages caused by any delay, loss, diversion, alteration or corruption of any messages or data which are sent or received through or by means of the Services. Communications over the Internet may be subject to interruption, transmission blackout, delayed transmission due to Internet traffic or incorrect data transmission due to the public nature of the Internet or otherwise, and Swisscom shall not be liable for any loss or damage resulting therefrom. All activities conducted in connection with Customer's use of the Services are at Customer's own risk. Swisscom does not warrant the security of any information Customer may forward or be requested to provide to any third parties.

5. Virus Protection. Virus Protection is the Customer's responsibility. In the event that the Customer introduces a device infected with a virus, or whose device contracts a virus while connected to the network, it is the Customer's responsibility to remove the infected device from the network until the virus is eliminated. Swisscom will assist the Customer in the event of a virus by using standard troubleshooting methods and consultation. Swisscom will not provide any virus-protection software. Pre-arranged fees and charges agreed upon by the Customer will still apply in the event of network complications due to Customer's virus-infected device.

6. No Warranties. Customer acknowledges that it is technically impracticable to provide Services free of faults, and Swisscom does not undertake to do so. Swisscom hereby warrants that it shall perform the Services in accordance with the terms hereof. SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS AND ALL OTHER WARRANTIES ARE HEREBY EXPLICITLY DISCLAIMED, INCLUDING WITHOUT LIMITATION, ANY AND ALL WARRANTIES OF MERCHANTABILITY AND/OR WARRANTIES OF FITNESS FOR ANY PARTICULAR PURPOSE. Without limiting the foregoing, it is agreed and understood that while Swisscom is obligated to facilitate connectivity to the Internet as a part of the provision of the Services, Swisscom makes no representation whatsoever as to the functionality of the Internet itself. Customer acknowledges that ultimate connectivity to the Internet depends in substantial part on the capacity of hardware, software and other means and devices which are beyond the ability of Swisscom to control or manage.

7. Limitation of Liability. Neither Party nor its affiliates shall be liable to each other or any third party on account of any claim; loss; lost revenues or profits; consequential, indirect, incidental or punitive damages; costs; court costs and attorneys' fees; expense or liability suffered, incurred or sustained from any cause arising from or relating to this Agreement, including, without limitation, damages claimed as a result of any temporary or permanent failure of availability or performance of the Services, unless such claim, loss, damage, cost, expense or liability stems from the willful breach or gross negligence of either party relating to its obligations under this Agreement. Each Party's entire liability for any claim, loss, damage or expense from any cause arising out of or related to this Agreement, whether based on contract, tort, warranty or on any other legal or equitable ground shall be limited solely to money damages and shall in no event exceed sums actually paid for the Services provided pursuant to this Agreement.

8. Indemnification. Each Party shall indemnify and hold harmless the other, the owner and manager of the property where the Services are provided, as well as each such party's officers, directors, employees, agents and assigns, from and against any claims which may result from damages caused to either Party and/or any third parties by virtue of the Parties' use of the Services and any failure thereof and all loss, cost, damage, expense or liability, including, without limitation, reasonable court costs and attorneys' fees, arising out of, in whole or in part, directly or indirectly, intentional violations of any applicable law or governmental regulation by either Party. Further, Customer acknowledges that Swisscom has no control over the content of information transmitted by Customer or its users and that Swisscom does not examine the use to which Customer or its users put the Services or the nature of the information Customer or its users send or receive. Customer shall indemnify and hold Swisscom, its stockholders,

officers, directors, employees and agents harmless from any and all loss, cost, damage, expense or liability relating to or arising out of the transmission, reception, and/or content of information of whatever nature transmitted or received by Customer or its users.

9. Service Interruptions, Modifications, and Instructions. Customer agrees that Swisscom may, as required in its sole discretion: (a) temporarily suspend the Services for the purpose of repair, replacement, maintenance or improvement of any of Swisscom's equipment, software or telecommunication services; (b) vary the technical specification of the Services for any reason; or (c) give instructions about the use of the Services resulting from any applicable law, rule, or regulation. Such instructions shall be deemed to form part of this Agreement.

10. Dispute Resolution. In the event that this Agreement and/or the Services become the subject of a dispute between the parties, such dispute shall be resolved between the parties exclusively through arbitration, in accordance with this Section 9 and the commercial dispute resolution procedures of the American Arbitration Association. Each party shall select one person to act as an arbitrator, and a third arbitrator shall be chosen by the first two arbitrators (such three arbitrators, the "Panel"). The judgment on the award rendered by the Panel may be entered in any court having competent jurisdiction and shall be final, non-appealable and conclusive and binding upon the parties. The arbitration shall be held in the venue in which the event takes place. Each party shall bear its own expenses incurred in any such arbitration. The arbitrator shall not be empowered to award costs, fees or damages in excess of the limitations imposed herein to either party.

#### 11. Miscellaneous.

A. Force Majeure. Swisscom shall not be liable for its failure to perform any of its obligations herein if such failure results from delays, failure to perform, damages, losses or destruction, or malfunction of any equipment or any consequence thereof caused or occasioned by, or due to fire, flood, water, the elements, labor disputes or shortages, utility curtailments, power failures, explosions, civil disturbances, governmental actions, shortages of equipment for supplies, general disruption of the Internet, unavailability of transportation, acts or omissions of third parties, acts of God, or any other cause beyond Swisscom's reasonable control.

B. No Waiver. The failure of either party to enforce or insist upon compliance with any of the provisions herein or the waiver thereof, in any instance, shall not be construed as a general waiver or relinquishment of any other provision hereof.

C. Binding Effect; Amendment. This Agreement shall be binding upon and enforceable against Customer and anyone using or accessing the Services by or through Customer, as an employee, agent, invitee or otherwise, and Customer shall be responsible for the conduct of such persons. This Agreement may not be amended except by an instrument in writing, executed by the parties.

D. Notices. All notices, requests, consents, and other communications hereunder shall be in writing and shall be deemed effectively given and received upon delivery in person, or one business day after delivery by national overnight courier service or by telecopier transmission with acknowledgment of transmission receipt, in each case addressed to the parties to this Agreement.

E. Merger. This Agreement supersedes and merges all prior agreements, promises, understandings, statements, representations, warranties, indemnities and covenants and all inducements to the placing and accepting of this Agreement relied upon by either party herein, whether written or oral, and embodies the parties' complete and entire agreement with respect to the subject matter hereof. No statement or agreement, oral or written, made before the execution of this Agreement shall vary or modify the written terms hereof in any way whatsoever.

F. Third Party Beneficiaries/Parties in Interest. This Agreement has been made and is made solely for the benefits of parties, and their respective successors and permitted assigns. Nothing herein or in this Agreement is intended to confer any rights/remedies on any third party.

G. Relationship of the Parties. Each party hereto shall conduct itself under this Agreement as an independent contractor and not as an agent, partner, joint venturer or employee of the other party, and shall not bind or attempt to bind the other party to any contract. Nothing contained herein or in this Agreement shall be deemed to form a partnership or joint venture between the parties.

H. Severability. If any term or provision of this Agreement is determined to be illegal, unenforceable, or invalid in whole or in part for any reason, such illegal, unenforceable, or invalid provisions or part(s) thereof shall be stricken therefrom and such provision shall not affect the legality, enforceability, or validity of the remainder of this Agreement. If any provision, or part thereof, of this Agreement is stricken in accordance with the provisions of this section, then the stricken provision shall be replaced, to the extent possible, with a legal, enforceable, and valid provision that is as similar in tenor to the stricken provision as is legally possible.

I. Governing Law. This Agreement shall be governed by the laws of the Commonwealth of Virginia, regardless of its laws regarding conflicts of laws.

# PSAV Presentation Services

In-House @ Hyatt Regency Crystal City

## Exhibitor Order Form

Phone: 703.418.6746 Fax: 703.413.6889



EQUIPMENT	QTY	x	DAILY COST	x	# OF DAYS	=	TOTAL
A-Frame Easel			\$20.00				
AV Cart (36", 42" or 54" w/skirt)			\$25.00				
<b>COMPUTER EQUIPMENT</b>							
Laptop Computer Package			\$300.00				
Desktop Computer			\$200.00				
LaserJet Printer			\$150.00				
Fax Machine			\$125.00				
COPIERS			PLEASE CALL				
<b>DATA MONITORS/PLASMAS</b>							
20" LCD Flat Panel Data Monitor			\$300.00				
42" Plasma Data/Video Monitor (w/stand)			\$650.00				
50" Plasma Data/Video Monitor (w/stand)			\$700.00				
<b>TELEVISION PACKAGES</b>							
32" TV/VHS Flat Panel Pkg (cart & skirt)			\$400.00				
32" TV/DVD Flat Panel Pkg (cart & skirt)			\$425.00				
<b>SOUND SYSTEMS</b>							
Laptop Sound System			\$100.00				
<b>GAME SYSTEMS</b>							
Nintendo Wii ***			PLEASE CALL				
Playstation 3***			PLEASE CALL				
*** Includes 32" LCD TV or 42" plasma w/ 1 game							
* Plasma sound must be requested, and an additional charge per speaker will be added**							
*Wall Mounts are available upon request, they will be additional costs, please call***							
*Delivery, Installation, Removal & Pick-up included in total cost*							
<b>CUSTOM SIGNAGE</b> PRICES STARTING AT \$30.00							
Subtotal							
VA Sales Tax (6%)							
Loss/Damage Waiver - Insurance policy covering accidental damage to equipment 9% eq amt.							
*** Electrical power arrangements are the responsibility of the exhibitor***						<b>TOTAL</b>	
<b>EXHIBITOR INFORMATION</b>				<b>PAYMENT INFORMATION</b>			
Show Name		Booth #		The customer agrees to pay in full for loss or theft of any equipment provided by PSAV Presentation Services.			
Firm Name							
Ordered by:				Pre-payment must accompany ALL orders unless prior arrangements have been made			
On-Site Contact							
Address				<input type="checkbox"/> Check Enclosed (payable to PSAV Presentation Services) <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> AMERICAN EXPRESS <input type="checkbox"/> DINERS CLUB			
City, State, Zip							
Phone		Fax		Cardholders Name:			
E-mail address:							
Install Date		Time		Credit Card Number:		Exp. Date:	
Removal Date		Time		Signature		Date:	

**PSAV Presentation Services @ Hyatt Regency Crystal City**  
2799 Jefferson Davis Highway  
Arlington, VA 22202

FOR MORE INFORMATION:  
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e-mail: 222hb@psav.com