

**GENERAL INFORMATION**

**Dear Exhibitor,**

Capital Convention Contractors is pleased to have been selected as the Official Service Contractor for the New England Supply Chain Conference & Exhibition, October 3, 2011 being held at Royal Plaza Hotel in Marlborough, MA. In our commitment to an enjoyable and smooth running event, this Capital Exhibitor Service Manual has been prepared for your use in planning your event. *Please review the following information carefully and place orders early to save time and money!*

**Each booth package includes:**

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

**Drape Color(s):** Blue & Burgundy

**Carpet:** Exhibit hall is carpeted

**Exhibitor Move-in and Move-out Schedule**

Exhibitor Set-up:	Sunday,	October 2	12:00 p.m. – 5:00 p.m.
Exhibit Hours:	Monday,	October 3	8:00 a.m. – 5:00 p.m.
Exhibitor Dismantle:	Monday,	October 3	5:00 p.m. – 7:00 p.m.

**Advance Order Deadline**

To take advantage of discounts, advance orders must be paid in full and received with payment no later than **September 19, 2011**. *We must have a major credit card on file to process your orders!* Complete the Credit Card Authorization Form in its entirety with correct information. Capital Exhibitor Order Forms must be returned to our office and can be faxed directly to 508-351-9911. Order forms for other contractors should be returned to the specific contractor providing these services.

**Important Shipping Procedures**

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

**For Advance Shipping to warehouse:** All freight shipments must be shipped prepaid and received in our warehouse no later than **September 28, 2011**. *A 25% late charge will apply if orders for advance shipping are received after this date.*

**For Direct Shipping to Show Site:** DO NOT ship exhibit materials direct to show site to arrive prior to **October 3, 2011**. You MUST designate your shipment for arrival during exhibitor set-up date only and label your materials c/o CAPITAL CONVENTION CONTRACTORS.

We look forward to working with you!

**CAPITAL CONVENTION CONTRACTORS**

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

## CREDIT CARD AUTHORIZATION FORM

American Express      **Circle One**      MasterCard  
   VISA

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

### CREDIT CARD BILLING INFORMATION

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

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

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

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

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

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

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

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

### CREDIT CARD PAYMENT POLICY

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

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

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

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

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

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

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

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

**THIRD PARTY PAYMENT POLICY**

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

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

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

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

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

**Exhibiting Firm**

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

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

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

**ORDER SUMMARY**

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

**Calculate your order total:**

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

\*indicates nontaxable services

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

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

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

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

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

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

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

If you have any questions, please feel free to contact Exhibitor Services at the number below.  
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## **LIABILITY AND INSURANCE BULLETIN**

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

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

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

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

### Material Handling Rates

**200 lb. MINIMUM per shipment**

#### SHIPMENTS ~ CRATED

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

**ADVANCE TO WAREHOUSE**

**\$58.00 PER 100 LBS**

#### SHIPMENTS ~ SPECIAL HANDLING

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

**ADVANCE TO WAREHOUSE**

**\$75.50 PER 100 LBS**

#### SMALL PACKAGE RATE

Packages arriving direct to show site less than 25lbs per package.

**\$35.00 PER PACKAGE**

#### OVERTIME HANDLING

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

**\$20.30 PER 100 LBS**

#### OFF TARGET SHIPMENTS

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

**\$20.30 PER 100 LBS**

#### SPECIAL SERVICES- VEHICLE SPOTTING

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

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

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

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

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

If you have any questions, please feel free to contact Exhibitor Services at the number below.  
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**ESTIMATED MATERIAL HANDLING ORDER FORM**

**INBOUND SHIPPING INFORMATION**

**ADVANCE SHIPMENTS**

Please use enclosed freight labels  
 Receiving hours: M-F 9:00 am to 4:00 pm  
**Must arrive by: September 28, 2011**  
 To: Capital Convention Contractors  
 For: New England Supply Chain Conference & Exhibition  
 c/o Capital Convention Contractors  
 35 Lyman Street  
 Northborough, MA 01532

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

	NUMBER OF PIECES	EST. WEIGHT	CARRIER(S)	TRACKING # (Please provide Pro Number)	EST. DATE OF ARRIVAL	EST. COST (Of Material Handling) (200 lb. min. per shipment)
ADVANCE SHIPMENTS Warehouse						

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

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

**OUTBOUND SHIPPING INFORMATION**

- **OUTBOUND CAPITAL BILLS OF LADING** must be completed and turned in at the Capital Service Desk. Any freight left on the show floor without a completed Bill of Lading will result in a service fee equal to ½ hour of labor.
- **DO NOT LEAVE YOUR BILL OF LADING IN YOUR BOOTH!**
- **A credit card is required for material handling services. Exhibitor is responsible for all shipping charges regardless of carrier. Payments must be in US FUNDS. Please complete credit card information on the CREDIT CARD Authorization form.**
- **Drivers MUST check in at the loading dock by 6:00 PM on October 3, 2011 or the shipment will be re-routed to the show carrier.**
- **Return to Warehouse Fee:** Shipments returned to Capital's warehouse will be assessed a \$7.00 per cwt. or \$50.00 minimum charge, whichever is greater.

**CHECK** appropriate arrangements:

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

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

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

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

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

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

35 Lyman Street  
Northborough, MA 01532

Show: NE Supply Chain Conference

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

Carrier \_\_\_\_\_

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

**RUSH**

**Exhibit Material**

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

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

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

35 Lyman Street  
Northborough, MA 01532

Show: NE Supply Chain Conference

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

Carrier \_\_\_\_\_

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

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

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Use these labels **only** if shipping in  
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From: \_\_\_\_\_  
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To: **Capital**  
**Convention Contractors**

35 Lyman Street  
Northborough, MA 01532

Show: NE Supply Chain Conference

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

Carrier \_\_\_\_\_

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

**RUSH**

**Exhibit Material**

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