



Service Manual

RES 2022 - ARTISAN MARKET

MAY 23-26TH, 2022

**CAESARS PALACE
LAS VEGAS, NEVADA**

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Table Equipment

Each table top booth will be set with one (1) 6' blue skirted table and one (1) chair.

Artisan Market Carpet

The exhibit area is carpeted in standard ballroom carpet.

Discount Price Deadline Date

In order to receive advance order discount rates listed on the price sheet, we must receive your order and payment by Wednesday, May 4th, 2022.

Shipments to Advance Warehouse Deadline Date

Heritage will begin receiving freight at the advance warehouse on Monday, April 25th, 2022. To avoid late fees, all shipments to the advanced warehouse must arrive no later than Monday, May 16th, 2022. Shipments will be received Monday through Friday between the hours of 10:00 a.m. and 4:00 p.m.

Show Schedule**Exhibitor Move-In**

Sunday	May 22 nd	3:00 PM	-	6:00 PM
Monday	May 23 rd	9:00 AM	-	5:00 PM

Exhibit Hours

Monday	May 23 rd	5:00 PM	-	7:00 PM
Tuesday	May 24 th	7:30 AM	-	5:00 PM
Wednesday	May 25 th	8:00 AM	-	5:00 PM
Thursday	May 26 th	9:00 AM	-	2:30 PM

Exhibitor Move-Out

Thursday	May 26 th	2:30 PM	-	6:00 PM
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Dismantle and Move-Out Information

- All carriers must check-in no later than 4:00 PM, on Thursday, May 26th. All exhibit materials must be removed from the exhibit hall floor by 6:00 PM, on Thursday, May 26th. Heritage will begin redirecting all outbound freight not claimed by appointed freight carriers to the preferred show carrier at 4:00 PM.
- Please refer to the Outbound Shipments Form included in this packet for detailed information regarding outbound shipping procedures.



GENERAL INFORMATION/QUICK FACTS

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Post Show Paperwork and Labels

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

HES Freight Logistics

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

Ordering Online

Go To: heritagesvs.com/ordering

Warehouse Shipping Information:

Exhibitor Company Name and Booth Number

HERITAGE

TForce Freight C/O Think STG

7685 Commercial Way, Suite A&B

Henderson, NV 89011

FOR: RES 2022 – Artisan Market

Heritage will accept exhibit materials beginning Monday, April 25th, 2022 at the warehouse address. Material arriving after Monday, May 16th, 2022 will be received at the warehouse with an additional after deadline charge.

Show Site Shipping Address:

Exhibitor Company Name and Booth Number

C/O HERITAGE

Caesars Palace

3570 S. Las Vegas Blvd.

Las Vegas, NV 89109

FOR: RES 2022 – Artisan Market

Crated, boxed, or skidded materials will be accepted at show site beginning at 3:00 PM, Sunday, May 22nd, 2022 at the show site address. Shipments arriving before this date may be refused by the facility and may be subjected to additional venue handling fees.

Service Center Hours

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

We Appreciate Your Business!



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METHOD OF PAYMENT & CREDIT CARD AUTHORIZATION FORM

Must be completed and submitted with any HERITAGE order forms

Name of Convention **RES 2022 - ARTISAN MARKET** Booth# _____
Exhibiting Company _____
Phone # _____ Fax # _____
Address _____
City _____ State _____ ZIP _____
Contact Email _____
Print Name _____ Signature _____

Credit Card Payment

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

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

CARD HOLDER'S SIGNATURE

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

Company Check

Make Check Payable to: HERITAGE
620 Shenandoah Ave
St. Louis, MO 63104
Attn: Exhibitor Services

Please include a copy of this order form with your check.

Bank Wire Transfer

Enterprise Bank and Trust St. Louis, MO 63127 ABA# 081006162 ACCT# 0040520 HERITAGE Swift Code - Entrus44	Please reference name of show & booth number to credit your account. Customers are responsible for any bank processing fees. Please add \$25.00 to your invoice total for each wire to cover inbound bank processing fees.
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Please note: In some instances equipment or services may be handled by other contractors.

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

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



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ORDER SUMMARY FORM RES 2022 - ARTISAN MARKET

Discount Deadline:
5/4/2022

Order Services Early and SAVE!

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

Heritage Order Forms

Order Total

☐
☐
☐

Method of Payment & Credit Card Authorization

Material Handling

Installation & Dismantle Labor

Submit With First Order

NA

NA

TOTAL AMOUNT DUE **\$** _____

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

Exhibiting Company _____

Contact Name _____ Booth # _____

Phone # _____ Email _____

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

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

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

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

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

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

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

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

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

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

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

or indirectly of the EXHIBITOR at the show.

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

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

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

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

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

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

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

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

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

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

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

EMPTY REMOVAL INSTRUCTIONS

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

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

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

CERTIFIED WEIGHT TICKETS

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

INSURANCE

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

INBOUND SHIPMENT(S)

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

OUTBOUND SHIPMENT(S)

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

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LIABILITY

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

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

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

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

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

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

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

	Description	Price per CWT	200 lb Minimum
Rate Classifications	Warehouse Shipment (200 lb Minimum)		
	Crated or Skidded Shipment	\$162.00	\$324.00
	Special Handling Shipment	\$194.40	\$388.80
	Crated or Skidded after 5/16/2022 deadline date	\$202.50	\$405.00
	Special Handling Shipment after 5/16/2022 deadline date	\$234.90	\$469.80
	Show Site Shipment (200 lb Minimum)		
	Crated or Skidded Shipment	\$180.00	\$360.00
	Special Handling Shipment	\$216.00	\$432.00
	Uncrated or Pad Wrapped Shipment	\$252.00	\$504.00
	Small Package—Maximum Weight is 30 lbs per Shipment	\$50.00	\$50.00

*A small package shipment is a shipment totaling any number of pieces with a combined weight not to exceed 30 lbs that is received on the same day, from the same shipper and delivered by the same carrier.
 **Warehouse Shipments will be received Monday through Friday between the hours of 10:00a.m. and 4:00 p.m.

ROUND UP TO NEXT CWT (2CWT MINIMUM)

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

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

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

Exhibiting Company _____

Contact Name _____ Booth# _____

Phone # _____ Email _____

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



HERITAGE

IMPORTANT NOTICE REGARDING DIRECT SHIPMENTS

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

NOTE: Direct shipments will only be received beginning at 3:00 p.m., Sunday, May 22nd, 2022. Any materials sent to the venue prior to this date may be returned to sender and/or may be turned over to Heritage and will be billed according to the Show's Shipping & Receiving Rates, and will be subject to venue assessed fees.

EXHIBITOR COMPANY NAME _____

BOOTH NUMBER _____

**C/O HERITAGE
CAESARS PALACE
3570 S. LAS VEGAS BLVD.
LAS VEGAS, NV 89109**

FOR: RES 2022 – ARTISAN MARKET

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

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

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



RELAX WITH OUR CAREFREE LOGISTICS!

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

INBOUND & OUTBOUND LOGISTICS

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

HES VALUE-ADDED SERVICES

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

Have a Logistics Question?

Contact our Logistics team:

Phone: 1-866-493-1675

Email: shipping@heritagesvs.com



Helping to Bring People Together

WHAT IS SHIPPING?

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



WHAT IS MATERIAL HANDLING?

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



Material Handling Process:

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

ONE EASY WAY TO KEEP YOUR CHARGES LOWER?

Consolidate, Consolidate, Consolidate!

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



OUTBOUND (RETURN) SHIPPING

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

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

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

Show Name _____

Booth Name _____

Booth Numbers (if known) _____

Return Delivery Information

Company Name _____

Address _____

Suite _____

City, State, Zip _____

Contact Name _____

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

Delivery Hours _____

☐ Standard Ground Shipping (Estimated 2-7 business days)

☐ Deliver by Date _____

☐ Must Deliver on Specific Date _____

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

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

Description of Pieces & Loading Area

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

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

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

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



INBOUND SHIPPING

NEED A RELIABLE CARRIER TO TRANSPORT YOUR INBOUND FREIGHT?

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

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

Show Name _____

Booth Name _____

Booth Numbers (if known) _____

Inbound Pickup Information

Company Name _____

Address _____

Suite _____

City, State, Zip _____

Contact Name _____

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

Pickup Hours _____

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

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

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

Description of Pieces & Loading Area

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

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

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

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

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



***Must arrive no later than
MONDAY, MAY 16TH, 2022***

**ADVANCE SHIPMENT
TO WAREHOUSE**

TO: _____
EXHIBITOR NAME

BOOTH NUMBER: _____

HERITAGE
C/O TFORCE FREIGHT/THINK STG
7685 COMMERCIAL WAY, SUITE A&B
HENDERSON, NV 89011

FOR: **RES 2022 - ARTISAN MARKET**



***Must arrive no later than
MONDAY, MAY 16TH, 2022***

**ADVANCE SHIPMENT
TO WAREHOUSE**

TO: _____
EXHIBITOR NAME

BOOTH NUMBER: _____

HERITAGE
C/O TFORCE FREIGHT/THINK STG
7685 COMMERCIAL WAY, SUITE A&B
HENDERSON, NV 89011

FOR: **RES 2022 - ARTISAN MARKET**



***Must arrive no later than
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EXHIBITOR NAME

BOOTH NUMBER: _____

HERITAGE
C/O TFORCE FREIGHT/THINK STG
7685 COMMERCIAL WAY, SUITE A&B
HENDERSON, NV 89011

FOR: **RES 2022 - ARTISAN MARKET**



DO NOT DELAY!

**DIRECT SHIPMENT
TO SHOW SITE**

MUST NOT ARRIVE BEFORE: SUNDAY, MAY 22ND

TO: _____
EXHIBITOR NAME

BOOTH NUMBER: _____

C/O HERITAGE
CAESARS PALACE
3570 S. LAS VEGAS BLVD.
LAS VEGAS, NV 89109

FOR: **RES 2022 - ARTISAN MARKET**



DO NOT DELAY!

**DIRECT SHIPMENT
TO SHOW SITE**

MUST NOT ARRIVE BEFORE: SUNDAY, MAY 22ND

TO: _____
EXHIBITOR NAME

BOOTH NUMBER: _____

C/O HERITAGE
CAESARS PALACE
3570 S. LAS VEGAS BLVD.
LAS VEGAS, NV 89109

FOR: **RES 2022 - ARTISAN MARKET**



DO NOT DELAY!

**DIRECT SHIPMENT
TO SHOW SITE**

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C/O HERITAGE
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FOR: **RES 2022 - ARTISAN MARKET**



DO NOT DELAY!

**DIRECT SHIPMENT
TO SHOW SITE**

MUST NOT ARRIVE BEFORE: SUNDAY, MAY 22ND

TO: _____
EXHIBITOR NAME

BOOTH NUMBER: _____

C/O HERITAGE
CAESARS PALACE
3570 S. LAS VEGAS BLVD.
LAS VEGAS, NV 89109

FOR: **RES 2022 - ARTISAN MARKET**

EXHIBIT LABOR (One Hour Minimum per Worker)

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

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

Installation Labor

- ☐ Supervision by Heritage I & D **Please complete the information on the next page.**
- Installation of your exhibit will be completed at our discretion prior to show opening
 - The charge for this service is 30% of the total installation labor bill, with a minimum of \$45.00.

Emergency Contact: _____ Phone Number: _____

- ☐ Supervision by Exhibitor Personnel

Supervisor will be: _____ Phone Number: _____

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

Dismantle Labor

- ☐ Supervision by Heritage I & D **Please complete the information on the next page.**
- Installation of your exhibit will be completed at our discretion prior to show opening
 - The charge for this service is 30% of the total installation labor bill, with a minimum of \$45.00.

Emergency Contact: _____ Phone Number: _____

- ☐ Supervision by Exhibitor Personnel

Supervisor will be: _____ Phone Number: _____

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

Exhibiting Company _____

Contact Name _____ Booth# _____

Phone # _____ Email _____

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



EXHIBIT LABOR - HERITAGE SUPERVISED RES 2022 - ARTISAN MARKET

exhibitor.services@heritagesvs.com

1-800-360-4323

Fax 314-534-8050

Order online at: heritagesvs.com/ordering

Discount Deadline:
5/4/2022

HERITAGE SUPERVISED LABOR

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

INBOUND SHIPPING INFORMATION AND SET-UP INFORMATION:

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

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

Other (Specify) _____

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

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

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

Comments: _____

Graphics: With Exhibit _____ Shipped Separately _____

Comments: _____

Special Tools/Hardware Required: _____

OUTBOUND SHIPPING INFORMATION

Ship To: _____

METHOD OF SHIPMENT

☐ HERITAGE EXHIBIT TRANSPORTATION

☐ Common Carrier

☐ Air Freight ☐ Next Day ☐ Second Day ☐ Deferred ☐ Expedited

OTHER CARRIER

Other Common Carrier: _____

Other Air Freight: _____

Van Line: _____

FREIGHT CHARGES

☐ Prepaid

☐ Collect

Bill To: _____

In the event your selected carrier fails to show on the final move-out day, please select one of the following options:

☐ Reroute via Heritage's Choice

☐ Delivery back to warehouse at the Exhibitor's expense.

PLEASE NOTE: Heritage will not be responsible for product or literature that is not properly packed and labeled by exhibitor personnel.

Exhibiting Company _____

Contact Name _____ Booth# _____

Phone # _____ Email _____

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



CAESARS PALACE

LAS VEGAS

EXPO / AUDIOVISUAL ORDER FORM

Company Name _____

Company Address _____

City _____ State _____ Zip Code _____

Country _____ Ordered by _____

Phone _____ Ext. _____ Fax _____

Email _____ Event Name _____

Booth # _____ On-Site Contact _____

Deliver Date _____ Time _____

Pickup Date _____ Time _____

CAESARS PALACE

LAS VEGAS

EXPO / AUDIOVISUAL ORDER FORM

ALL EQUIPMENT PRICES ARE PER DAY unless otherwise stated.

PACKAGES

VIDEO
49" Screen, Floor Monitor Stand,
HDMI Cable

AUDIO
2 Speakers, 2 Stands, 1 Wired
Microphone, 1 Mixer, All Cables/Cords

PROJECTION
8x8 Screen, Projector, AV Cart/Skirt,
HDMI Cable, All Cables/Cords

Qty	Days	Rate	Total
		\$1039	
		\$763	
		\$920	

FLAT SCREEN MONITORS

24"		\$210	
32"		\$368	
46"		\$777	
49"		\$903	
52"		\$956	
60"		\$1040	
70"		\$1234	
80"		\$1785	

Please call for pricing on Flat Screens 90" and larger and Video Wall Options

TOUCH SCREEN MONITORS

40"		\$573	
55"		\$999	

MONITOR ACCESSORIES

Mounting Bracket		\$123	
Floor Monitor Stand		\$111	
Laptop Shelf		\$25	
25' HDMI Cable		\$16	
HDMI To Mini Display Port Adapter		\$50	
DVD/Blu-Ray Player		\$100	
Power Strip		\$33	
25' Extension Cord		\$33	

AUDIO

Wireless Microphone- Handheld		\$263	
Wireless Microphone- Lavalier		\$263	
12 Channel Mixer		\$205	
Direct Box for Computer Audio		\$39	

COMPUTING

Laptop		\$385	
Wireless Mouse		\$50	
Wireless Keyboard		\$50	
Wireless Remote Presenter		\$50	

RIGGING, BANNER & SIGNS

Please Submit Online - <http://rigging.encoreglobal.com>

LABOR

Monitor Hang (one time charge, install and dismantle)		\$225	
Technician Assistance and Shadows (per hour charge, per technician)		\$118	

YOUR TOTALS

Total Equipment Charges	
Labor Charges (\$107 per hour, 2 hour minimum required for load in/load out)	
25% Service Charge	
TOTAL DUE	

Don't see what you are looking for? Please call to discuss the options or leave us a note below

CANCELLATION

Written cancellation of ordered equipment and services must be received 48 hours prior to delivery. Failure to do so will result in a 100% charge to your account.

ALL AUDIO VISUAL ON A TRADESHOW FLOOR IS AN EXCLUSIVE SERVICE OF ENCORE.

PLEASE EMAIL COMPLETED FORM TO CAESARSPALACEEXPO@ENCOREGLOBAL.COM OR FAX FORM TO 224-241-3267

www.encoreglobal.com P: 702-866-1133 F: 224-241-3267 E: CaesarsPalaceExpo@encoreglobal.com



Current as of 12/1/2021

CAESARS PALACE LAS VEGAS

GENERAL TERMS AND CONDITIONS

These General Terms and Conditions apply to any proposal, quote, order and/or agreement relating to audiovisual, internet and/or related equipment ("Equipment") rented by Client from Encore, as well as any audiovisual, internet, production and/or related services or labor ("Services") provided by Encore. These General Terms and Conditions incorporate by reference any attached or related proposal, quote, order, schedule, contract, change of work order and/or commencement of work and shall constitute the entire agreement ("Agreement") between Encore and Client (individually "Party" and, collectively, "Parties").

1. DEFINITIONS

For purposes of this Agreement, "Encore" means Encore, LLC and its employees, members, managers, officers, agents, assigns, affiliated companies, related entities and any subcontractors appointed by Encore. The term "Client" means the Client, its employees, officers, directors, managers, members, guests, invitees, agents, representatives and any Client Appointed Contractors ("CAC").

2. PAYMENT TERMS

Client agrees to pay Encore all charges in this Agreement, including any and all Equipment, Services and/or labor overages. Payment is due and payable in full upon signing this Agreement, unless Client has established a Master Account with the venue that includes Encore's Equipment and/or Services in which case all charges shall be billed to Client's Master Account pursuant to the terms set forth by the venue and due and payable to the venue upon conclusion of the event. Any direct bill or open account requires prior credit approval and may require a deposit prior to the start of the event. Any deposit received from Client shall be credited to the final invoice for the event. All invoices not paid in full within 30 days of the invoice date shall bear a finance charge at the lesser of the maximum rate allowed by applicable law, or 1.5% per month.

3. ESTIMATES AND CHARGES

In connection with this Agreement or any contract entered into between Encore and Client:

(a) Any estimate provided to Client in connection with the expected service hours, labor hours and/or number of days the Equipment is rented is solely an estimate. In the event the actual hours, actual quantities of Equipment rented hereunder or actual days the Equipment is rented is greater than the amount indicated in any proposal or quote, Client will be charged for those overages at Encore's standard rates, less any applicable discounts. A day's rental period is all or any portion of each 24-hour period starting at 07:00 and continuing through 06:59 the following day.

(b) Labor rates are based upon prevailing rates and practices at the particular venue location where the event is held. All labor estimates, rates and minimum labor calls are based on local venue rules and/or local union rules, as applicable.

(c) All Equipment and materials are on a rental basis for the duration of the event and shall remain the property of Encore, except where specifically identified as a sale.

(d) Unless specifically stated in the Agreement, the charges herein do not include any electrical charges that may be incurred or charged by the event facility due to the extent of the event's audiovisual requirements. Client may be charged for such electrical charges upon conclusion of the event.

(e) If Client is exempt from the payment of sales or other applicable tax, a tax exemption certificate must be submitted prior to the commencement of the event. If Client fails to timely submit an applicable tax exemption certificate, the sales or other applicable tax shall be due and payable at the time of final invoice.

(f) If applicable, a service charge or AV house charge is included to allow Encore to provide the necessary event support required to execute successful meetings and events including immediate on-site support, pre-event planning and preparation and coordination with our hotel partners. The entire service charge or AV house charge is for administrative costs and is not a gratuity in whole or part to employees of Encore or any other party.

4. DAMAGE TO EQUIPMENT

Client agrees that, prior to the beginning of the event, it shall have the right to review and inspect the Equipment with Encore personnel to confirm it is in good operating condition. Client shall immediately notify Encore if any Equipment is defective or not in good operating condition. Client's failure

to review or inspect the Equipment prior to the start of the event or notify Encore if the Equipment is defective or not in good operating condition shall be deemed an acknowledgment that the Equipment is in good operating condition. Client agrees to pay for all damages because of lost, damaged or stolen Equipment, including loss or damage caused by Client's accident, misuse or neglect, based upon repair costs for reparable Equipment or full replacement cost for lost, stolen or irreparable Equipment. However, should the Equipment listed on this Agreement be damaged, lost or stolen due to Encore's sole negligence, Encore shall be responsible for the repair or replacement of the Equipment. In no event will Encore be liable for any Client damages or loss caused, in whole or in part, by the loss, malfunction or damage to any Equipment.

5. SUBLEASE

With the prior written consent of Encore, Client shall have the right to sublease the Equipment and, in the event of a sublease, Client shall be fully responsible for all insurance on, repair and replacement of, and reclamation of the Equipment. Encore reserves the right to replace the Equipment at Client's expense at full retail value if the subleased Equipment is lost, damaged or untimely returned.

6. EQUIPMENT HANDLING/SURRENDER

All Equipment may only be handled and operated by Encore personnel unless authorized by Encore. Equipment may not be moved, stored or serviced by Client or any other party. Client agrees that Encore shall have the right to enter the premises where the Equipment is located and shall have access to the Equipment at all times for the purposes of set, strike, maintenance and routine checks. On the expiration or earlier termination of this Agreement, the Equipment shall be returned in good repair, condition and working order, subject only to reasonable wear and tear. If Client brings its own computer to be used for presentation purposes during the event, Encore recommends the computer be tested with the event Equipment to ensure compatibility.

7. CONDITION OF EQUIPMENT

Encore maintains and services the Equipment in accordance with manufacturers' specifications and industry practice. However, Encore does not provide any express or implied warranty for the Equipment or Services, including any warranty of fitness for a particular purpose or merchantability, and it does not warrant or guarantee that the Equipment, Services or labor being provided will be free of defect, malfunction or operator error. If the Equipment malfunctions or does not operate properly during the event for any reason whatsoever, Client agrees to immediately notify Encore's on-site representative. Encore will attempt to remedy the problem as soon as possible so that the event is not interrupted. Client agrees and acknowledges that Encore shall not be liable and assumes no responsibility for any loss, cost, damage or injury to persons or property in connection with or as a result of inoperable or malfunctioning Equipment or otherwise.

8. DAMAGE WAIVER

If elected by Client and included in this Agreement as an additional fee, Encore agrees to waive any liability of Client for loss or damage to the Equipment. This waiver will not apply if it is determined the loss or damage was intentionally caused by Client, in which case Client will be fully responsible for all such loss or damage.

9. INTERNET/NETWORK EQUIPMENT AND SERVICES

In the event this Agreement includes internet/network equipment and/or services, Client understands and agrees as follows:

(a) Every device connected to the internet/network must have a purchased IP address from Encore, regardless of whether the IP address is used or not;

(b) No servers or routers are allowed including, but not limited to, NAT, DHCP and proxy servers.

(c) Encore reserves the right to disconnect any equipment that, in Encore's sole discretion, is found to be causing overall network problems without any refunds for services that have been disconnected;

(d) Client agrees not to share, resell, extend, bridge or otherwise misuse Encore's connections and/or services. Encore, in its sole discretion, reserves the right to disconnect any Client found to have violated this Agreement or usage equipment without any refunds for services that have been disconnected;

(e) Specific service location is defined as the area in the booth/room or other area designated by the Client. Service extended beyond rooms, air walls,

PLEASE EMAIL COMPLETED FORM TO CAESARSPALACEEXPO@ENCOREGLOBAL.COM OR FAX FORM TO 224-241-3267

www.encoreglobal.com P: 702-866-1133 F: 224-241-3267 E: CaesarsPalaceExpo@encoreglobal.com



Current as of 12/1/2021

CAESARS PALACE

LAS VEGAS

GENERAL TERMS AND CONDITIONS

doorways, walkways or 50' distance from the drop point will require an additional location and incur an additional fee;

(f) Encore is not responsible for any cable and/or equipment provided by Client or any third party;

(g) The network may only be used for lawful purposes and in accordance with these terms and conditions. Transmission of any materials in violation of any local, state, federal or international laws or regulations is strictly prohibited.

This includes, but is not limited to, copyrighted materials, materials judged to be threatening or obscene, or materials protected by trade secrets;

(h) **WIRELESS (802.11) DECLARATION.** Wireless internet service is inherently vulnerable to interference from other devices that transmit similar radio frequency signals or that operate within the same frequency spectrum.

Encore cannot guarantee that interference will not occur. Encore does not recommend wireless service for mission critical services such as product presentations or demonstrations. For demonstrations or to present products and other mission critical activity via the internet, Encore highly recommends Client purchases hardwired services such as a Room/Booth Connect or Event Connect. If you are unsure which product best suits your needs, please contact Encore's on-site representative.

(i) **ALL WIRELESS ACCESS POINTS NOT AUTHORIZED BY ENCORE ARE PROHIBITED.** Client provided access points are prohibited for use within the event facility without Encore's prior approval. Wireless access points without adjustable power outputs are prohibited under all circumstances. If a Client wishes to showcase its wireless products, it must contact Encore at least 14 days prior to the start of the event so that Encore may attempt (with no guarantee) to engineer a cohesive operating network that limits or controls interference. Approvals may incur a site survey fee.

10. CANCELLATION

Unless otherwise agreed to in writing, if Client cancels the scheduled event more than 30 days prior to the start of the event, Client will not be charged any cancellation fee, except for any out of pocket expenses incurred by Encore. In the event of a full or partial cancellation less than 30 days, but more than 72 hours, prior to the start of the event, Client shall pay Encore 50% of the price set forth in the Agreement, plus any out of pocket expenses incurred by Encore. In the event of full or partial cancellation less than 72 hours prior to the start of the scheduled event, Client shall pay Encore 100% of the price set forth in the Agreement. **ALL CANCELLATIONS MUST BE MADE IN WRITING AND RECEIVED BY ENCORE'S ON-SITE REPRESENTATIVE BEFORE BECOMING EFFECTIVE.**

11. CLIENT MATERIAL HANDLING

Unless this Agreement includes or contemplates Encore's handling of Client's materials, Client shall not ask Encore to handle or assist in handling Client's materials and Encore assumes no responsibility for loss, damage, theft or disappearance for any such materials. In the event Encore handles Client's materials as part of this Agreement, Encore's maximum liability for loss or damage to such materials and Client's sole and exclusive remedy is limited to \$.50 (USD) per pound per article with a maximum liability of \$100.00 (USD) per item, or \$1,500.00 (USD) per shipment, whichever is less. All shipment weights are subject to correction and final charges determined by the actual or re-weighed weight of the shipment.

12. DEFAULT

If Client fails to pay rent or otherwise fails to observe, keep or perform any provision of this Agreement, or if Client should enter into voluntary or involuntary bankruptcy or receivership or other legal impediment that could impair the Equipment, Encore shall have the right to:

(a) Immediately reclaim the Equipment and declare the entire amount of rent immediately due and payable without demand or notice to Client. Client waives any damages occasioned by such reclamation. Any reclamation shall not constitute a termination of this Agreement unless Encore expressly notifies Client in writing;

(b) Sue to recover all amounts owed or accruing to Encore;

(c) Terminate this Agreement as to any or all items of Equipment or Services and recover the full price of the Agreement; and/or

(d) Exercise any other remedy at law or equity. All such remedies are

cumulative and may be exercised concurrently or separately. The exercise of any remedy shall not release Client from this Agreement and Client shall remain liable for the full performance of all obligations to be performed by Client under this Agreement.

13. GOVERNING LAW AND VENUE

Any and all claims, actions, disputes or controversies arising out of or related to this Agreement shall be governed by and construed in accordance with the laws of the State of Nevada, without regard to conflict of laws provisions.

Any and all claims, actions, disputes or controversies arising out of or related to this Agreement shall be litigated only in the appropriate state or federal court situated in Clark County, Nevada. The Parties submit to the exclusive jurisdiction and venue of such courts for purposes of any such action and the enforcement of any judgment or order arising therefrom. Each Party further waives any right to a change of venue or any objection to the jurisdiction of the state and federal courts located in Clark County, Nevada.

14. ATTORNEYS' FEES AND COSTS

In the event of any dispute or action related to or arising out of this Agreement, the prevailing Party shall be awarded reasonable attorneys' fees and costs, court costs, Equipment recovery costs and storage charges.

15. INDEMNIFICATION

Client agrees to fully defend, indemnify and forever hold harmless Encore from and against any and all claims, causes of action, fines, penalties, damages, liabilities, judgments and expenses (including, but not limited to, attorneys' fees and costs) arising from Client's and/or CAC's: (a) negligence or willful misconduct; (b) violation of any applicable federal, state or local law or ordinance; (c) violation of any show or event rule, policy or regulation published or set forth by the show or event venue; and/or (d) copyright, patent or other intellectual property infringement including, but not limited to, any and all claims related to Encore's use of materials, recordings, videos, transmissions, software, and/or hardware provided by Client.

16. LIMITATION OF LIABILITY

In no event will Encore be liable to Client or any other party for any special, exemplary, incidental or consequential damages (including, but not limited to lost profits, earnings, use or data), whether in contract, tort or otherwise.

17. FORCE MAJEURE

The Parties' performance under this Agreement is subject to war, threat of war, terrorism, disasters, acts of God, government regulations, strikes, labor disputes, civil disorder, curtailment of transportation facilities, or any other emergency of comparable nature beyond the Parties' control, making it impossible, illegal or materially impractical to perform its obligation under this Agreement and which requires the event to be postponed or cancelled ("Force Majeure Event"). Both Parties agree that, if possible, the event that is the subject of this Agreement will be rescheduled at the first available opportunity suitable for each Party. In the event the Parties are unable to reschedule due to a Force Majeure Event, this Agreement may be terminated upon reasonable written notice without a cancellation charge as set forth herein, except that Encore shall be entitled to reimbursement of all actual costs incurred and actual services rendered pursuant to this Agreement.

18. SEVERABILITY

In the event that any provision of this Agreement shall be unenforceable or inoperative as a matter of law, the remaining provisions shall remain in full force and effect and be construed as though such unenforceable or inoperative provisions had never been a part of this Agreement.

19. SURVIVAL

All provisions of this Agreement related to indemnification, disclaimers and limitations on liability and all other obligations of the Parties that arise in connection with Encore's provisions of Equipment and/or Services survive the termination of this Agreement.

20. ENTIRE AGREEMENT

This Agreement contains the Parties' entire understanding and may not be modified except in writing signed by both Parties.



CAESARS PALACE

LAS VEGAS

CREDIT CARD AUTHORIZATION

CREDIT CARD AUTHORIZATION

Type of Card: ☐ Visa ☐ Mastercard ☐ Amex ☐ Discover

Credit Card Account # _____ Vcode* _____ Exp. Date _____
* 3 digit number on back of Visa, MC and Discover or 4 digit number on front of AmEx card.

Your Order Total _____ Digital Signature _____



ELECTRICAL SERVICES FORM

Booth Number _____ Event Name _____

Event Dates _____ Install Location In Room/ Booth _____

Install Date & Time _____ Disconnect Date & Time _____

Exhibiting Company Name _____

Billing Address _____

City _____ State _____ Zip Code _____

On-site Contact _____ Phone _____ On-site Phone _____

Ordered by _____ Email _____

By signing and delivering this form; customer agrees to all terms and conditions stated.

Please read thoroughly for all instructions prior to placing order.

*** No checks accepted ***

A proposal will be generated from this form.

Once approved, Encore will contact you for payment to finalize order.

Encore, its contractors, and subcontractors are not responsible for voltage fluctuation or power failure due to temporary conditions or loose connections. For your protection, you should install a surge protector under/ over voltage protector on your computer(s) and/or other equipment you deem necessary. Encore Electrical should make installation of all electrical service. Encore will not be responsible for any damaged or lost equipment, component computer hardware or software and/or any damage or injury to any person, caused by the installation, connection, or plugging into any electrical by persons other than our personnel.

NO REFUNDS ONCE SERVICE INSTALLATION BEGINS

INSTALLATION CANNOT BEGIN UNTIL ORDER IS FINALIZED AND PAYMENT METHOD HAS BEEN RECEIVED

To receive advanced pricing; Encore must receive your completed order, with billing information, fifteen (15) days prior to show move-in.

*** FOR 24 HOUR POWER, SERVICE RATES DOUBLE

ELECTRICAL SERVICES - 120 VOLTS

120 VOLTS - 500 WATTS OR 5 AMPS

120 VOLTS - 1000 WATTS OR 10 AMPS

120 VOLTS - 2000 WATTS OR 20 AMPS

Standard Order Rate	Advanced Order Rate	Qty	Subtotal
\$151.00	\$120.80		
\$245.00	\$196.00		
\$352.00	\$281.60		

ELECTRICAL SERVICES - 208 VOLTS

208 VOLTS SINGLE PHASE - 20 AMPS

208 VOLTS SINGLE PHASE - 30 AMPS

208 VOLTS SINGLE PHASE - 60 AMPS

208 VOLTS SINGLE PHASE - 100 AMPS

\$655.00	\$524.00		
\$670.00	\$536.00		
\$1,035.00	\$828.00		
\$1,625.00	\$1,300.00		

For All 208 Volt services please indicate receptical type needed

NEMA Number: _____

*** Please call for additional services that are not listed on this order form, or for custom quotes for large orders ***

ELECTRICAL MATERIALS

6' OUTLET PLUG STRIP

25' EXTENSION CORD

\$33.00	\$26.40		
\$33.00	\$26.40		

LABOR RATES: STRAIGHT TIME - \$125.00 · OVERTIME - \$250.00

LABOR TOTAL

GRAND TOTAL

25% SERVICE FEE

MATERIAL AND SERVICES OVERALL TOTAL

All materials and services will require an additional 25% service fee

LABOR: Labor between the hours of 8:00am and 5:00pm, Monday through Friday will be at the straight time labor rate. Labor before 8:00am and after 5:00pm, Monday through Friday and all Saturdays, Sundays and Holidays will be at the overtime rate. A minimum charge per booth on one hour for installation will apply to all booths requiring labor. Labor to disconnect will be based on one-half of the installation time and will be automatically applied to your invoice. A scaled floor plan is needed in order to proceed for orders with multiple outlet locations and/or island booths.

Setup/ Disconnect Labor dates/ times are based on the load-in schedule (and space availability) for your event. Encore does not control the event schedule for your event and therefore cannot control if setup/disconnect is during straight time or overtime hours.

Electrical services is an exclusive service of Caesars Palace

Prices Subject to change without Notice

ELECTRICAL TERMS AND CONDITIONS

1.) Acceptance of terms: Client expressly acknowledges by receipt of services and/or products delivered by Encore Event Technologies to Client or its designee, to the terms and conditions herein contained.

2.) If an uninterrupted power supply is required for the full duration of the show, please order 24 hour power. An example would include a computer server that cannot ever lose power and/or other equipment that must remain on throughout the show during overnight hours.

3.) A scaled floor plan is required for orders with multiple outlet locations and/or island booths. If a power location in an island booth is not provided prior to show move-in, a location will be determined by Encore in order to maintain deliver schedules. Relocation of the service will be charged on a time and material basis.

4.) Encore Event Technologies reserves the right to disconnect any equipment that is found to be causing overall electrical problems without offering any refunds for services that have been disconnected.

5.) Client agrees not to share, resell, extend, bridge or otherwise misuse Encore Event Technologies connections and/or services. Encore Event Technologies reserves the right to disconnect any client found to have violated this usage agreement.

6.) Outlet prices for 120 Volt power include delivery of the service to one location at the rear of your booth. If you require outlets in other locations, have lights or electrical items to hang or erect, or have other electrical requirements, additional electrical labor will be required. Specific service location is defined as the area in the booth/ room designated by the client.

7.) Encore Event Technologies is not responsible for cable and/or equipment provided by the client or any third party.

8.) Modification: This agreement shall not be amended by the parties except by written instrument signed by both parties.

9.) Choice of Law: This agreement shall be governed by, and construed in accordance with, the laws of the State of Nevada. In event of litigation, the place of venue shall be in the county of Clark in the State of Nevada.

10.) Entire Agreement: This agreement contains the entire understanding and agreements between the parties hereto the within subject matter,

and there are no representations, agreements, or understandings, oral or written, between and among the parties hereto relating to the subject matter of this agreement which are not fully expressed herein.

11.) Facsimile Signatures: Signatures sent/ received via facsimile shall be considered as originals, and as such are valid signatures.

12.) Equipment Responsibility: Client fully understands and accepts complete responsibility for all equipment leased to Client. Such responsibility shall include, but not be limited to, damage, any necessary repairs, replacement of equipment not capable of being repaired to a fully functional status, loss of equipment, loss of income, and all other forms of loss or damage. All equipment, accessories, cables, knobs, switches and cases are included in equipment responsibility.

13.) Equipment procedures: a) Exhibitors will be responsible for the protection of any equipment rented from Encore Event Technologies and will ensure that all equipment is returned to Encore Event Technologies. Encore Event Technologies reserves the right to charge the customer for any lost equipment. b) Rental equipment provided by Encore Event Technologies for this order will remain the property of Encore Event Technologies. c) Only Encore Event Technologies personnel are authorized to modify system wiring or cabling within the facility. d) All equipment must comply with F.C.C. Regulations.

14.) Cancellation Policy: A 10% fee will be applied to orders canceled between the date the order is placed, and the install date. NO REFUNDS OR CREDITS for orders cancelled after installation has begun.

15.) Claims will not be considered, or adjustments made, unless filed in writing, by Exhibitor, prior to the close of the event.

16.) Encore Event Technologies does not provide an expressed or implied warranty for the equipment and services provided, including no warrant of fitness for particular purpose or merchantability. Part of the Agreement with Encore Event Technologies is a limitation of liability so that Client's sole remedy or recourse against Encore Event Technologies shall be the return of the price that the Client paid for services and/or equipment rental, regardless of type, nature or basis for the claim. Encore Event Technologies shall have no liability whatsoever for personal injury, property damage, business loss, business interruption, consequential or punitive damages.

Digital Signature _____



CAESARS PALACE

LAS VEGAS

INTERNET SERVICES FORM

To receive advanced pricing, Encore must receive your completed order, with billing information, fifteen (15) days prior to show move-in.

Booth Number _____ Event Name _____

Event Dates _____ Install Location In Room/ Booth _____
(Provide floor plan if available)

Install Date & Time _____ Disconnect Date & Time _____

Exhibiting Company Name _____

Billing Address _____

City _____ State _____ Zip Code _____

On-site Contact _____ Phone _____ On-site Phone _____

Ordered by _____ Email _____

WIRED INTERNET SERVICES

SINGLE CONNECT BASIC

Wired Connectivity for a Single Device, Private IP via DHCP in a single location, Access Code via splashpage, up to 3Mbps Bandwidth

SINGLE CONNECT PLUS

Wired Connectivity for a Single Device, Private IP via DHCP in a single location, Access Code via splashpage, up to 5Mbps Bandwidth

SINGLE CONNECT ENHANCED

Wired Connectivity for a Single Device, private IP via DHCP in a single location, Access code via splashpage, 10 Mbps Dedicated Bandwidth

EVENT CONNECT

Wired Connectivity for Up to 6 devices, in a single location (1 Location), DHCP or static IP's via dedicated VLAN connection. 30Mbps dedicated bandwidth.

ADDITIONAL WIRED DEVICES

Per Device Charge for additional wired connections
(Single Connect Enhanced & Wired Event Connect only)

ADDITIONAL WIRED LOCATIONS

Per Location Charge to add wired connections to additional locations within the same venue meeting space
(Single Connect Enhanced & Wired Event Connect only)

SWITCH RENTAL

Up to 24 port gigabit switch

Standard Event Rate	Advanced Event Rate	Qty	Subtotal
\$300	\$240		
\$500	\$400		
\$1,500	\$1,200		
\$5,000	\$4,000		
\$60	\$40		
\$240	\$300		
\$120	\$150		

WIRELESS INTERNET SERVICES

WIRELESS CONNECT ENHANCED

Wireless Connectivity Recommended for 5 Concurrent Devices (20 Max), private IP addresses via DHCP in a Single Location, Access Code via splashpage, 10 Mbps Dedicated Bandwidth.

WIRELESS EVENT CONNECT

Wireless Connectivity for up to 40 Concurrent Devices, private IP addresses via DHCP in a single location, Access code via splashpage (Splashpage Bypass Available), 30 Mbps Dedicated Bandwidth.

ADDITIONAL WIRELESS DEVICES

Add Wireless Access in Increments of 10 Devices

ACCESS POINT ACTIVATION FEE

Includes 1 access point. Used to add coverage or density to a single additional location.
(Only Applicable in venues without permanent infrastructure)

\$1,200	\$960		
\$4,000	\$3,200		
\$500	\$400		
\$1,000	\$800		

CUSTOM OPTIONS

ADDITIONAL BANDWIDTH

(Enhanced & Event Connect only) 10Mbps bandwidth

TECHNICIAN LABOR

Hourly Rate
Straight Time Double time rates will apply for labor after 5:00pm, Monday through Friday and all Saturdays, Sundays and Holidays. Labor is included with ordered services labor is only required for services in addition to what is ordered

\$1000	\$800		
	\$125		

SERVICES TOTAL

25% SERVICE FEE

GRAND TOTAL

All materials and services will require an additional 25% service fee - (Service fee is calculated pre-discount)

NO ROUTERS OR WIRELESS DEVICES OF ANY KIND WILL BE PERMITTED WITHOUT WRITTEN AUTHORIZATION

Encore and their contractors or subcontractors shall not be liable for, and are hereby released from any direct, special, indirect, incidental, or punitive consequential damages, including without limitations lost profits, damage to business reputation, lost opportunity or commercial loss of any kind, to the customer that results directly or indirectly from the use of or the

INTERNET TERMS AND CONDITIONS

These General Terms and Conditions govern the audiovisual, internet and/or related equipment ("Equipment") rented by Client from Encore, as well as any audiovisual, internet, production and/or related services or labor ("Services") provided by Encore for the event ("Event") specified in the Proposal, Order or similar ordering document. These General Terms and Conditions incorporate by reference any attached or related proposal, quote, order, schedule, contract, change of work order and/or commencement of work and shall constitute the entire agreement ("Agreement") between Encore and Client (individually "Party" and, collectively, "Parties").

1. DEFINITIONS For purposes of this Agreement, "Encore" means Encore Group (USA) LLC and its employees, members, managers, officers, agents, assigns, affiliated companies, related entities and any subcontractors appointed by Encore. The term "Client" means the Client, its employees, officers, directors, managers, members, guests, invitees, agents, representatives and any Client Appointed Contractors ("CAC").

2. PAYMENT TERMS Client agrees to pay Encore all charges in this Agreement, including any and all Equipment, Services and/or labor overages. Payment is due and payable in full upon signing this Agreement, unless Client has established a Master Account with the Event venue that includes Encore's Equipment and/or Services in which case all charges shall be billed to Client's Master Account pursuant to the terms set forth by the venue and due and payable to the venue upon conclusion of the Event. Any direct bill or open account requires prior approval and may require a credit check and/or a deposit up to the full amount of the Proposal or Order prior to the start of the Event. Any deposit received from Client shall be credited to the final invoice for the Event. All invoices not paid in full within 30 days of the invoice date shall bear a finance charge at the lesser of the maximum rate allowed by applicable law, or 1.5% per month.

3. ESTIMATES AND CHARGES In connection with this Agreement: (a) Encore developed the applicable Proposal or Order based upon information provided by the Client. Therefore, any estimate provided to Client in connection with the expected service hours, labor hours and/or number of days the Equipment is rented is solely an estimate. If the actual hours, actual quantities of Equipment rented hereunder or actual days the Equipment is rented is greater than the amount indicated in any proposal or quote, Client will be charged for those overages at Encore's standard rates, less any applicable discounts. A day's rental period is all or any portion of each 24-hour period starting at 07:00 and continuing through 06:59 the following day. (b) Labor rates are based upon prevailing rates and practices at the venue location where the Event is held. All labor estimates, rates and minimum labor calls are based on local venue rules and/or local union rules, as applicable. (c) All Equipment and materials are on a rental basis for the duration of the Event and shall remain the property of Encore, except where specifically identified as a sale. (d) Unless specifically stated in the Agreement, the charges herein do not include any electrical charges that may be incurred or charged by the Event facility due to the extent of the Event's audiovisual requirements. Client may be charged for such electrical charges upon conclusion of the Event. (e) If Client is exempt from the payment of sales or other applicable tax, a tax exemption certificate must be submitted prior to the commencement of the Event. If Client fails to timely submit an applicable tax exemption certificate, the sales or other applicable tax shall be due and payable at the time of final invoice. (f) If applicable, a service charge or AV house charge is included to allow Encore to provide the necessary Event support required to execute successful meetings and events including immediate on-site support, pre-event planning and preparation and coordination with our hotel partners. The entire service charge or AV house charge is for administrative costs and is not a gratuity in whole or part to employees of Encore or any other party.

4. DAMAGE TO EQUIPMENT Client agrees that, prior to the beginning of the Event, it shall have the right to review and inspect the Equipment with Encore personnel to confirm it is in good operating condition. Client shall immediately notify Encore if any Equipment is defective or not in good operating condition. Client's failure to review or inspect the Equipment prior to the start of the Event or notify Encore if the Equipment is defective or not in good operating condition shall be deemed an acknowledgment that the Equipment is in good operating condition. Client agrees to pay for all damages because of lost, damaged

or stolen Equipment, including loss or damage caused by Client's accident, misuse or neglect, based upon repair costs for reparable Equipment or full replacement cost for lost, stolen or irreparable Equipment. However, should the Equipment listed on this Agreement be damaged, lost or stolen due to Encore's sole negligence, Encore shall be responsible for the repair or replacement of the Equipment. In no event will Encore be liable for any Client damages or loss caused, in whole or in part, by the loss, malfunction or damage to any Equipment.

5. SUBLEASE With the prior written consent of Encore, Client shall have the right to sublease the Equipment and, in the event of a sublease, Client shall be fully responsible for all insurance on, repair and replacement of, and reclamation of the Equipment. Encore reserves the right to replace the Equipment at Client's expense at full retail value if the subleased Equipment is lost, damaged or untimely returned.

6. EQUIPMENT HANDLING/ SURRENDER All Equipment may only be handled and operated by Encore personnel unless authorized by Encore. Equipment may not be moved, stored or serviced by Client or any other party. Client agrees that Encore shall have the right to enter the premises where the Equipment is located and shall always have access to the Equipment for the purposes of set, strike, maintenance and routine checks. On the expiration or earlier termination of this Agreement, the Equipment shall be returned in good repair, condition and working order, subject only to reasonable wear and tear. If Client brings its own computer to be used for presentation purposes during the Event, Encore recommends the computer be tested with the Event Equipment to ensure compatibility.

7. CONDITION OF EQUIPMENT Encore maintains and services the Equipment in accordance with manufacturers' specifications and industry practice. However, Encore does not provide any express or implied warranty for the Equipment or Services, including any warranty of fitness for a particular purpose or merchantability, and it does not warrant or guarantee that the Equipment, Services or labor being provided will be free of defect, malfunction or operator error. If the Equipment malfunctions or does not operate properly during the Event for any reason whatsoever, Client agrees to immediately notify Encore's on-site representative. Encore will attempt to remedy the problem as soon as possible so that the Event is not interrupted. Client agrees and acknowledges that Encore shall not be liable and assumes no responsibility for any loss, cost, damage or injury to persons or property in connection with or as a result of inoperable or malfunctioning Equipment or otherwise.

8. DAMAGE WAIVER If elected by Client and included in this Agreement as an additional fee, Encore agrees to waive any liability of Client for loss or damage to the Equipment. This waiver will not apply if it is determined the loss or damage was intentionally caused by Client, in which case Client will be fully responsible for all such loss or damage.

9. INTERNET/NETWORK EQUIPMENT AND SERVICES In the event this Agreement includes internet/network equipment and/or services, Client understands and agrees as follows: (a) Every device connected to the internet/network must have a purchased IP address from Encore, regardless of whether the IP address is used or not; (b) No servers or routers are allowed including, but not limited to, NAT, DHCP or proxy servers. (c) Encore reserves the right to disconnect any equipment that, in Encore's sole discretion, is found to be causing overall network problems without any refunds for services that have been disconnected; (d) Client agrees not to share, resell, extend, bridge or otherwise misuse Encore's connections and/or services. Encore, in its sole discretion, reserves the right to disconnect any Client found to have violated this Agreement or usage equipment without any refunds for services that have been disconnected; (e) Specific service location is defined as the area in the booth/room or other area designated by the Client. Service extended beyond rooms, air walls, doorways, walkways or 50" distance from the drop point will require an additional location and incur an additional fee; (f) Encore is not responsible for any cable and/or equipment provided by Client or any third party; (g) The network may only be used for lawful purposes and in accordance with these terms and conditions. Transmission of any materials in violation of any local, state, federal or international laws or regulations is strictly prohibited. This includes, but is not limited to, copyrighted materials, materials judged to be threatening or obscene, or materials protected by trade secrets; (h) **WIRELESS (802.11) DECLARATION.** Wireless internet

INTERNET TERMS AND CONDITIONS

service is inherently vulnerable to interference from other devices that transmit similar radio frequency signals or that operate within the same frequency spectrum. Encore cannot guarantee that interference will not occur. Encore does not recommend wireless service for mission critical services such as product presentations or demonstrations. For demonstrations or to present products and other mission critical activity via the internet, Encore highly recommends Client purchases hardwired services such as a Room/ Booth Connect or Event Connect. If you are unsure which product best suits your needs, please contact Encore's on-site representative. (i) ALL WIRELESS ACCESS POINTS NOT AUTHORIZED BY ENCORE ARE PROHIBITED. Client provided access points are prohibited for use within the Event facility without Encore's prior approval. Wireless access points without adjustable power outputs are prohibited under all circumstances. If a Client wishes to showcase its wireless products, it must contact Encore at least 14 days prior to the start of the Event so that Encore may attempt (with no guarantee) to engineer a cohesive operating network that limits or controls interference. Approvals may incur a site survey fee.

10. CANCELLATION Unless otherwise agreed to in writing, if Client cancels the scheduled Event more than 30 days prior to the start of the Event, Client will not be charged any cancellation fee, except for any out of pocket expenses incurred by Encore. In the event of a full or partial cancellation less than 30 days, but more than 72 hours, prior to the start of the Event, Client shall pay Encore 50% of the price set forth in the Agreement, plus any out of pocket expenses incurred by Encore. In the event of full or partial cancellation less than 72 hours prior to the start of the scheduled Event, Client shall pay Encore 100% of the price set forth in the Agreement. ALL CANCELLATIONS MUST BE MADE IN WRITING AND RECEIVED BY ENCORE'S ON-SITE REPRESENTATIVE BEFORE BECOMING EFFECTIVE.

11. CLIENT MATERIAL HANDLING Unless this Agreement includes or contemplates Encore's handling of Client's materials, Client shall not ask Encore to handle or assist in handling Client's materials and Encore assumes no responsibility for loss, damage, theft or disappearance for any such materials. In the event Encore handles Client's materials as part of this Agreement, Encore's maximum liability for loss or damage to such materials and Client's sole and exclusive remedy is limited to \$.50 (USD) per pound per article with a maximum liability of \$100.00 (USD) per item, or \$1,500.00 (USD) per shipment, whichever is less. All shipment weights are subject to correction and final charges determined by the actual or re-weighed weight of the shipment.

12. DEFAULT If Client fails to pay rent or otherwise fails to observe, keep or perform any provision of this Agreement, or if Client should enter into voluntary or involuntary bankruptcy or receivership or other legal impediment that could impair the Equipment, Encore shall have the right to: (a) Immediately reclaim the Equipment and declare the entire amount of rent immediately due and payable without demand or notice to Client. Client waives any damages occasioned by such reclamation. Any reclamation shall not constitute a termination of this Agreement unless Encore expressly notifies Client in writing; (b) Sue to recover all amounts owed or accruing to Encore; (c) Terminate this Agreement as to any or all items of Equipment or Services and recover the full price of the Agreement; and/or (d) Exercise any other remedy at law or equity. All such remedies are cumulative and may be exercised concurrently or separately. The exercise of any remedy shall not release Client from this Agreement and Client shall remain liable for the full performance of all obligations to be performed by Client under this Agreement.

13. GOVERNING LAW AND VENUE Any and all claims, actions, disputes or controversies arising out of or related to this Agreement shall be governed by and construed in accordance with the laws of the state in which the Event is located. Any and all claims, actions, disputes or controversies arising out of or related to this Agreement shall be litigated

only in the appropriate state or federal court situated in the state and county (or nearest county) where the Event is located. The Parties submit to the exclusive jurisdiction and venue of such courts for purposes of any such action and the enforcement of any judgment or order arising therefrom.

14. ATTORNEYS' FEES AND COSTS In the event of any dispute or action related to or arising out of this Agreement, the prevailing Party shall be awarded reasonable attorneys' fees and costs, court costs, Equipment recovery costs and storage charges.

15. INDEMNIFICATION Client agrees to fully defend, indemnify and forever hold harmless Encore from and against any and all claims, causes of action, fines, penalties, damages, liabilities, judgments and expenses (including, but not limited to, attorneys' fees and costs) arising from Client's and/or CAC's: (a) negligence or willful misconduct; (b) violation of any applicable federal, state or local law or ordinance; (c) violation of any show or Event rule, policy or regulation published or set forth by the show or Event venue; and/or (d) copyright, patent or other intellectual property infringement including, but not limited to, any and all claims related to Encore's use of materials, recordings, videos, transmissions, software, and/or hardware provided by Client.

16. LIMITATION OF LIABILITY In no event will Encore be liable to Client for any special, exemplary, reliance, incidental or consequential damages (including, but not limited to lost profits, earnings, use or data), whether in contract, tort or otherwise.

17. FORCE MAJEURE The Parties' performance under this Agreement is subject to war, threat of war, terrorism, disasters, acts of God, government regulations, strikes, labor disputes, civil disorder, curtailment of transportation facilities, or any other emergency of comparable nature beyond the Parties' control, making it impossible, illegal or materially impractical to perform its obligation under this Agreement and which requires the Event to be postponed or cancelled ("Force Majeure Event"). Both Parties agree that, if possible, the Event that is the subject of this Agreement will be rescheduled at the first available opportunity suitable for each Party. In the event the Parties are unable to reschedule due to a Force Majeure Event, this Agreement may be terminated upon reasonable written notice without a cancellation charge as set forth herein, except that Encore shall be entitled to reimbursement of all actual costs incurred and actual services rendered pursuant to this Agreement.

18. INTELLECTUAL PROPERTY Client allows Encore to use the trademarks, trade names, service marks, and other intellectual property of Client given by Client to Encore for the strict purposes of carrying out Encore's duties under the Agreement and as otherwise requested by Client. Further, Client permits Encore to include event photos and renderings of set designs and other elements of Client's event(s) as Encore may reasonably require in showing current or prospective customers examples of Encore's work.

19. SEVERABILITY In the event any provision of this Agreement is unenforceable or inoperative as a matter of law, the remaining provisions shall remain in full force and effect and be construed as though such unenforceable or inoperative provisions had never been a part of this Agreement.

20. SURVIVAL All provisions of this Agreement related to indemnification, disclaimers and limitations on liability and all other obligations of the Parties that arise in connection with Encore's provisions of Equipment and/or Services survive the termination of this Agreement.

21. ENTIRE AGREEMENT This Agreement contains the Parties' entire understanding and may not be modified except in writing signed by both Parties.

Digital Signature _____



CREDIT CARD AUTHORIZATION

CREDIT CARD AUTHORIZATION

Type of Card: ☐ Visa ☐ Mastercard ☐ Amex ☐ Discover

Credit Card Account # _____ Vcode* _____ Exp. Date _____

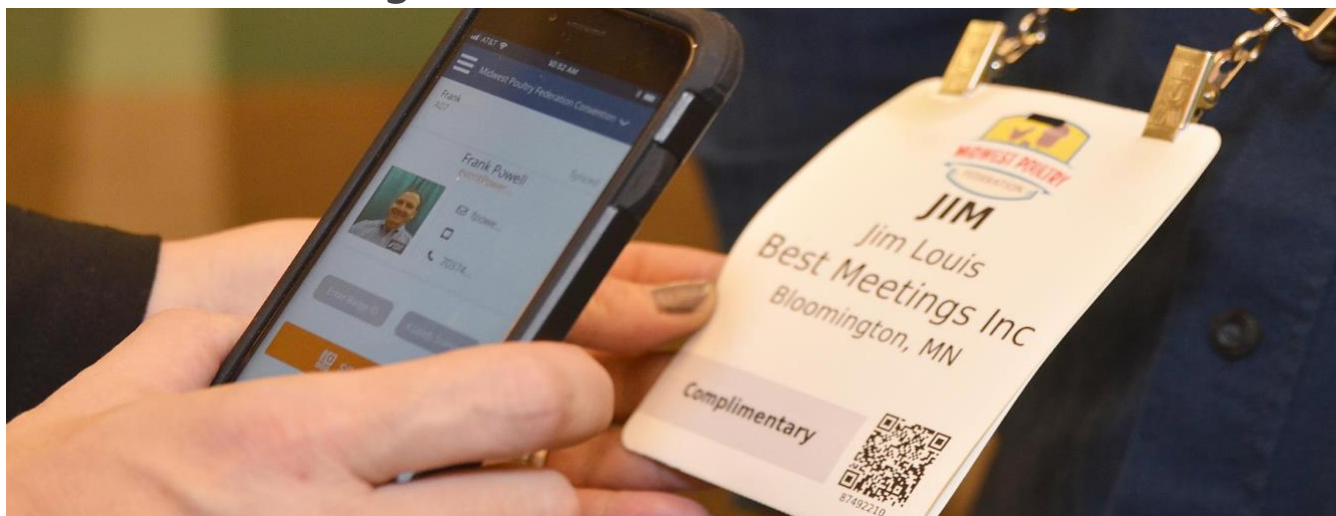
* 3 digit number on back of Visa, MC and Discover or 4 digit number on front of AmEx card.

Your Order Total _____ Digital Signature _____

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

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

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