



Show-At-A-Glance

Advance Warehouse:

Closets & Home Organization Conference & Expo™
Viper Tradeshow Services
c/o Daley Transportation
8735 Bellanca Avenue, Suite B
Los Angeles, CA 90045

Show Site Facility:

Closets & Home Organization Conference & Expo™
Long Beach Convention Center
c/o Viper Tradeshow Services
300 E. Ocean Blvd
Long Beach, CA 90802

Standard Equipment Provided to Exhibitors:

8' Back Drape - Blue / White
3' Side Wall Pipe & Drape - Blue

10 x 10 Booth - Blue/Black Speckled Aisle Carpet

One (1) 7" x 44" ID Sign
Booth Carpet - Hunter Green Speckled

Exhibitor Set Up and Show Site Delivery Hours:

Tuesday, February 9, 2010 8:00 AM - 5:00 PM
Wednesday, February 10, 2010 8:00 AM - 5:00 PM

Exhibit Hours:

Thursday, February 11, 2010 9:45 AM - Opening Ribbon Cutting Ceremony
Thursday, February 11, 2010 10:00 AM - 5:00 PM
Friday, February 12, 2010 10:00 AM - 4:00 PM

Exhibitor Tear Down and Move-Out Hours:

Friday, February 12, 2010 4:00 PM - 11:00 PM
Saturday, February 13, 2010 8:00 AM - 10:00 AM

Force: 10:00 AM

Viper Transportation is the Official Carrier for this show. All other carriers must check in no later than 10:00 AM in order to avoid force, as well as exhibitors must start their dismantle by 9:30 AM in order to avoid forced labor.

Viper Exhibitor Services Contact:

Missy Kordecki
Tradeshow Coordinator
Viper Tradeshow Services
2575 Northwest Parkway
Elgin, IL 60124

Phone: 888-458-9760
Fax: 847-426-3111
Email: Missy@vipertradeshow.com

Mark your calendar for these important dates!

Deadline for Discount Pricing on Accessories, Electrical, Floral & Cleaning: Forms must be received by Viper, with full payment, no later than **Tuesday, January 19, 2010.**

Advance Warehouse 1st Day of Receiving: Freight can start being delivered to the Advance Warehouse on or after **Tuesday, January 19, 2010.**

Advance Warehouse Cut Off: Freight must be received at the Advance Warehouse **no later than February 2, 2010 to avoid late charges.** Materials will be accepted at the Advance Warehouse until **February 8, 2010.**

Show Site Deliveries: Show Site deliveries will be accepted **ONLY** during the show move-in hours!



Answers & Tips

IT PAYS TO READ THE MANUAL! Why?

◆You will save money ◆You will get what you need, when you need it.◆Your show experience will be productive.◆You will reach your show objectives.

If you don't take the time to read the manual now .◆You may encounter higher costs.◆You may not be able to obtain the services and supplies that you will need.◆You may encounter frustrating delays and inconvenience.

Life is complicated enough!

It takes less than one hour to read the Exhibitor Manual. Take an hour today to read it. Pay particular attention to **dates and deadlines**. For those services and supplies that do not have printed deadlines, the sooner you place your order, the better your chances of getting exactly what you want.

Share this important information.

Because the Exhibitor Manual contains important information regarding your exhibit, everyone who will be involved in making your show experience a success should take the time to read the Manual.

Questions?

We at **Viper Tradeshow Services** are committed to your success. Please contact our offices if you have questions about any of the information that is contained in this Exhibitor Manual.

Here is how you may reach your Personal Show Executive who will be taking your orders, answering questions and working at show site to ensure fulfillment and smoothness for this event for the following services: **Shipping, Standard Furniture, Accessories & Carpeting, Custom Furniture, Cleaning & Porter Services, Floral and Material Handling** ~

Should there be any additional services not found within this manual that we may secure or provide for you please don't hesitate to let us know. We look forward to being of service to you and working with you on this event.

Viper Tradeshow Services

Missy Kordecki

2575 Northwest Parkway, Elgin, IL 60124

Direct Phone: 888-458-9760

[Email : Missy@vipertradeshow.com](mailto:Missy@vipertradeshow.com)

Money Saving Tips:

Exhibitor Tip # 1: Reduce your Material Handling Costs!

Don't let your carrier deliver 4 different times, or separate shipment into multiple shipments and deliveries. Avoid multiple material handling minimums and have all your freight delivered at once.

Exhibitor Tip # 2: Avoid Force!

Most small package carriers (FedEx, UPS, DHL, etc.) don't make pickups after 5:00 PM. Save money and pre-book your outbound freight with Viper or a reliable show carrier.



Exhibitor Information / Method of Payment

Exhibitor: _____
Booth Number: _____
Contact Name: _____
Address: _____
City, State, Zip: _____
Phone Number: _____
Fax: _____
Email: _____

**Paid invoices are emailed 3-5 days after show closing*

Show Site Contact if Different Than Above: _____
Cell Phone: _____

For Use of an Exhibitor Appointed Contractor / Third Party

We understand and agree that we, the exhibiting firm, are ultimately responsible for payment of charges and agree to be bound by all terms and conditions as described in the Terms & Conditions section of this Service Kit. In the event that the named third party does not discharge payment of the invoice prior to the last day of the show, charges will revert back to the exhibiting company. All invoices are due and payable upon receipt, by either party.

Authorized Signature for Exhibiting Company _____

Viper Tradeshow Services Orders

Material Handling Estimate \$ _____
 Furnishings, Carpet & Accessories \$ _____
 Viper Custom Furnishings \$ _____
 Installation & Dismantle Labor \$ _____
 Cleaning & Porter and/or Floral \$ _____
 Modular Rental Display \$ _____
 Shipping (Viper Transportation Services) \$ [call Missy @ Viper for an estimate!](#)
Total Viper Tradeshow Service Orders \$ _____

Method of Payment / Credit Card Charges:

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 weight adjustments or show site orders placed by your representative, including labor, material handling and shipping.

Please circle appropriate credit card

Please provide credit card number ~

MasterCard Visa American Express Number: _____
 Expiration Date: _____
Cardholder's Signature: _____
 Name Printed: _____
 Address (if different than above) _____

**PLEASE IMPRINT YOUR CARD USING A PENCIL TO
TRACE OVER THE NUMBERS**

Company Check - [Please note show name on check!](#) _____ Date check being mailed: _____

Make payable to: Viper Tradeshow Services **Mail to:** 2575 Northwest Parkway, Elgin, IL 60124



Payment Terms & Definitions

Viper Tradeshow Services has established the following terms and conditions for all services rendered:

In order to receive a discount:	Outstanding Payments:
Payment must accompany your advance order and be received prior to the early deadline date and with completed Payment Authorization Form. All payments to be in US currency.	Viper Tradeshow Services <u>requires</u> payment for all services upon presentation of an invoice statement at the exhibit site.

It is the responsibility of the Exhibitor to advise the Viper Tradeshow Services Service Center representative of any problems with any orders before the start of the show. No credits will be issued after the exhibition closing.

Government Agencies please note: If your firm or agency requires a purchase order be issued for any services rendered such purchase order must accompany the order forms.	All materials and equipment are on a rental basis, except where specifically identified as a sale, and remain the property of Viper Tradeshow Services.
Exhibitors with a history of delinquent payments and/or open balances will be required to settle their past due accounts and forward an advance deposit to cover the estimated costs of service and, if such deposit is not sufficient, will be required to settle their accounts prior to the close of the exhibition.	Viper Tradeshow Services will accept payment by cash, company check, or Method of Payment for Visa, MasterCard or American Express. Viper Tradeshow Services reserves the right to check the credit available on any card presented. If the exhibitor fails to pay their invoice prior to the close of the show, the charges will automatically be applied to the credit card on file.
International Exhibitors will be required to settle their accounts in full prior to the close of the exhibition. Payments must be made in US Funds or by credit card, cash, check, or bank wire transfer, when previously arranged by Viper Tradeshow Services.	Tax Exemption Status- If you are exempt from payment of sales tax, we require you to forward an exemption certificate for the state in which the services are to be used. Resale certificates are not valid unless you are rebilling these charges to your customers.
Payment for all labor, equipment and services, whether ordered by the exhibitor, display builder, non-official contractor or other parties, shall be the responsibility of the exhibitor at the event.	Insurance: Be sure your materials are insured from the time they leave your firm until they are returned after the show. It is suggested that exhibitors arrange all-risk coverage. This can usually be done by "riders" to existing policies.
Material Handling Form (MHA) aka Bill of Lading (BOL): Each exhibitor is responsible for turning in a Bill of Lading to the Exhibitor Service desk after dismantling and completion of packing and labeling all boxes, crates, etc. The Bill of Lading is the official "permission" of the exhibitor allowing removal of freight from the booth to the carrier of choice (personal vehicle, truck, van line, airfreight, etc.) <u>Any unconsigned shipment left in the exhibit hall after dismantling hours will be shipped via the Official Show Carrier Viper Transportation at the expense of the exhibitor!</u> Your bill of lading must be turned in no later than the force times listed on the Show-At-A-Glance Page	Small Package Shipments: Includes cartons received without documentation and delivered to the booth without guarantee of piece count and documentation, including but not limited to FedEx, UPS, Airborne, and DHL. "Hand Carry": The ability for an exhibitor to "hand carry" their materials onto the exhibit hall without the use of wheels, including but not limited to, luggage carts, four wheel or two wheel dollies, baggage carts.



Limits of Liability & Responsibility

Viper Tradeshow Services and its subcontractors shall not be responsible for loss, delay or damage due to strikes, lockouts, or work stoppages of any kind.

Viper Tradeshow Services and its subcontractors shall not be responsible for loss, injury, or damage caused by tradesmen or equipment furnished by **Viper Tradeshow Services**, or its subcontractors, except when such tradesmen are working or operating equipment under the direct supervision of a supervisor designed by **Viper Tradeshow Services**, or its subcontractors.

Viper Tradeshow Services and its subcontractors shall not be liable to any extent whatsoever for any actual, potential, or assumed loss of profits or revenues, or for any collateral costs, which may result from any loss, injury or damage to an exhibitor's materials or exhibitor personnel, which may make it impossible or impractical to exhibit the exhibitor's materials.

Upon discovery, all apparent loss, injury, or damage to you or your property must be left in its undisturbed condition and immediately reported to a **Viper Tradeshow Services** representative for documentation. Claims for discovered and reported loss; injury or damage must be submitted to **Viper Tradeshow Services** by the close of the show. No suite or action shall be brought against **Viper Tradeshow Services**, or its subcontractors, more than one year after the incident giving rise to the cause of action.

The placing of an order for the services of tradesmen and the use of equipment by an exhibitor or any agent of the exhibitor shall be construed as an acceptance by such exhibitor or agent of the terms and conditions set form in Sections 1 through 4 above.

Viper Tradeshow Services and its subcontractors are not insurers of you or your property and will not assume responsibility for loss, injury or damage where the direct cause of the loss, injury, or damage is unknown or undeterminable.

**** Be sure your Liability Insurance is in effect at the exhibit site. Contact your insurance representative.****



Dismantle Instructions

Exhibitors will receive additional instructions before the start of the last day of show hours, however, we highly recommend reading these instructions carefully in order to help you plan in advance and know what to expect and how to proceed for a smooth and quick tear down.

Please share this information with your show site staff in advance of the show as well.

All accounts must be settled before the end of the show.

The exhibits officially close on Friday, February 12th at 4:00 PM.

Exhibitors with unpaid accounts at the end of the show will not be provided with a Bill of Lading/Material Handling form until they have gone to the Service Desk and paid their balance in full.

Delivery of empty crates for the dismantling of exhibits will occur after the removal of the aisle carpet (if applicable) at the end of the show. Please keep the aisles clear of debris to help expedite this process.

All outbound shipments, loading onto Privately Owned Vehicles, or local courier/agent require a **Viper Tradeshow Services** Bill of Lading(BOL) /Material Handling Form (MHA)

Shipping is NOT an automatic process. If you plan on using an alternate carrier other than **Viper Transportation** you are responsible for making arrangements with that carrier for your pick up, and confirm they make the pick up before the force. **Force is 10:00 AM on Saturday, February 13, 2010.**

ONLY return your BOL/MHA to the Service Center when your materials are packed, labeled, ready to be shipped and you are ready to leave the floor. Do not leave your BOL/MHA in the booth, it needs to be signed off and you will be given a receipt. This is how we know you are ready to be loaded on the truck.

In the event that your designated carrier fails to pick up or refuses to accept shipments, **Viper Tradeshow Services** reserves the right to reconsign such shipments where no disposition is provided. No liability will be assumed by **Viper Tradeshow Services** as a result of such rerouting or handling.

To assist you in setting up your outgoing shipments **Viper Tradeshow Service** representatives will be on site for your shipping convenience. If you have not pre-booked your outbound shipping before the show with **Viper Transportation**, you welcome to do so with our representative on site at the Service Center. Shipping via Viper Transportation is done at class 125 (exhibition tariff) common carrier rates, which is standard for shipping trade show material.

Carriers that do not check in by 10:00 AM, freight for those exhibitors consigned to that carrier will be forced to the house carrier, Viper Transportation. For liability reasons, and ensuring exhibitors freight is loaded properly, **freight is ONLY tendered to carriers able to request your shipment by your booth number (if applicable) and exhibiting name. Please be sure to instruct your carrier to do so.**

Should you have any questions or concerns regarding the above information, please call **Missy Kordecki** at 888-458-9760. Advance planning is always the easiest for everyone at show site and we're happy to help.

Thank you for reading and following the guidelines in this service manual. We look forward to working with you on this event!