



2022 CAI ANNUAL CONFERENCE & EXPOSITION
ROSEN SHINGLE CREEK RESORT
MAY 4 - 6, 2022

7500 Exchange Drive
Orlando, FL 32809
P. (407) 438-7480 F. (407) 438-7481
Orlando@willwork.com

WELCOME LETTER

Dear Exhibitor,

Willwork Global Event Services is pleased to have been chosen to serve as your Official Service Contractor for **2022 CAI Annual Conference & Exposition** to be held at the **Rosen Shingle Creek Resort** from **May 4 - 6, 2022**. We have enclosed the necessary show services order forms to assist in your show planning. In order to guarantee the availability of the desired items, we encourage you to order early.

To qualify for discount prices on Willwork products and services, full payment must be included with your order and received in our office by **Friday, April 15, 2022**. Orders without payment will be held in a pending status until payment is received.

A credit card authorization form is required on file for each exhibitor. No goods or services will be rendered without a credit card accompanying the order. If you choose to make a payment via check or wire transfer, please ensure that your payment has been received by our accounting department no later than two weeks prior to show move-in. Regardless, a credit card is required on file. Please visit the Willwork Onsite Service Desk to finalize your invoice. No adjustments will be made after the close of the show.

For assistance with renting furnishings or hiring labor – or, for information regarding shipping materials for the event, please contact our **Event Specialist Team**:

(O): (407) 438-7480
(E) Orlando@willwork.com

For assistance with ordering **Electrical**, please contact Encore:

(P) 407-996-4473
(E) RSCE Exhibits@encoreglobal.com

For assistance with ordering **Internet / Telephone**, please contact Millennium Technology Group:

(P) 407-996-5865
(E) ConventionSales@MTG-FL.com

For assistance with ordering **Audio Visual**, please contact Audio Visual Partners, Inc.:

(P) 321-689-7251
(E) Steve@avpusa.com

Thank you and we look forward to working with you to help make **2022 CAI Annual Conference & Exposition** a tremendous success.

Sincerely,

Willwork Global Event Services



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Orlando@willwork.com

TABLE OF CONTENTS

WILLWORK GLOBAL EVENT SERVICES

- Welcome Letter from Willwork Global Event Services
- General Information (Move In, Show Hours, and Move Out Information)
- Ordering Procedures & Helpful Hints: Discount Deadline: **Friday, April 15, 2022**

- Willwork Services Order Forms –
 - Credit Card Authorization (**ALL EXHIBITORS MUST COMPLETE THIS FORM**)
 - Third Party Payment Agreement
 - Standard Furnishings Order Form
 - Carpet Order Form
 - Carpet Cleaning & Porter Service Order Form
 - Labor Order Form
 - Forklift Order Form
 - Accessible Storage Rates
 - Custom Rental Exhibit Solutions Available

- Willwork Material Handling Information:
 - Material Handling Rates and Shipping Instructions
 - Privately Owned Vehicle (POV) Information
 - Freight FAQs & Handling Hints
 - Advance/Direct Shipping Labels
 - Outbound Bill of Lading and Shipping Label Request Form

- Exhibitor Appointed Contractor Form – Deadline for Submission: **Friday, April 1, 2022**
- Exhibitor Safety & Security

IMPORTANT INFORMATION ABOUT LABOR, MATERIAL HANDLING & SHIPPING

- ◆ Rules & Regulations
- ◆ Move-Out Information
- ◆ Limits of Liability
- ◆ YRC Exhibit Transportation-Recommended Show Carrier

ANCILLARY SHOW SERVICES

- ◆ Electrical must be ordered directly through Encore:
(E) RSCExhibits@encoreglobal.com

- ◆ Internet / Telephone must be ordered directly through Millennium Technology Group:
(E) ConventionSales@MTG-FL.com

- ◆ Audio Visual must be ordered directly through Audio Visual Partners, Inc.:
(E) Steve@avpusa.com

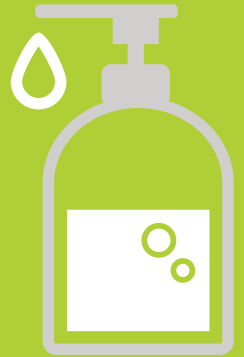
Protect Yourself
from

VIRUSES & BACTERIA



WASH YOUR HANDS

frequently with soap and water for at least 20 seconds



USE HAND SANITIZER

with minimum 91% alcohol when you cannot wash your hands



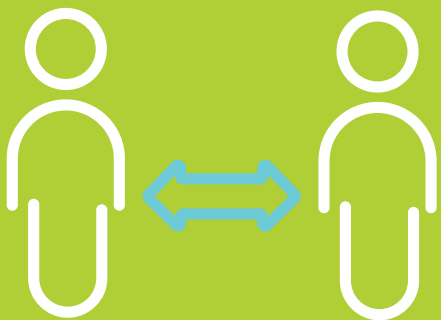
AVOID CONTACT

with people who are unwell



COUGH OR SNEEZE INTO TISSUES

and dispose – If you don't have tissue, cough or sneeze into your elbow



MAINTAIN PROPER SOCIAL DISTANCING

Current guideline is 6+ feet



WEAR A MASK

in crowded areas where social distancing may be difficult



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GENERAL INFORMATION

LOCATION & DATES

Show Location & Dates: **Rosen Shingle Creek Resort
Gatlin B & C
9939 Universal Blvd
Orlando, FL 32819**

May 4 - 6, 2022

EXHIBITOR MOVE-IN

Exhibitors may move in during to the following date(s) and time(s):

Tuesday, May 3	3:00 PM - 7:00 PM
Wednesday, May 4	8:00 AM - 3:00 PM

SHOW HOURS

Wednesday, May 4	5:00 PM - 7:00 PM	Welcome Reception inside Expo Hall
Thursday, May 5	12:45 PM - 3:45 PM	Lunch Inside Expo Hall
Friday, May 6	12:45 PM - 3:45 PM	Lunch Inside Expo Hall

EXHIBITOR MOVE-OUT

Exhibitors may move out during the following date(s) and time(s):

Friday, May 6	3:45 PM - 6:45 PM
---------------	-------------------

Outside carriers must be checked in with the Willwork Dock Supervisor at Rosen Shingle Creek Resort by **Friday, May 6 at 6:00 PM**. Official re-route time is Friday, May 6 at 6:45 PM. Please see the Move-Out Information Sheet in this Manual for more details.

STANDARD BOOTH EQUIPMENT

Each **8' x 10'** exhibit booth includes the following standard equipment:

- 8' Backwall Drapes: Navy Blue / White / White / Navy Blue
- 3' Side Rail Drapes: Navy Blue
- (1) 6' L x 30" H Table Skirted White
- (2) Side Chairs
- (1) Wastebasket
- (1) Booth ID Sign

Please note: The Exhibit Hall is carpeted in a multi-colored pattern.



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GENERAL INFORMATION

ADVANCE SHIPPING

Advance Shipping begins **Monday, March 28, 2022, at 8:00am** and ends **Friday, April 22, 2022, at 3:30pm. (Receiving Hours: 8:00am – 3:30pm / M – F)**

Advance shipping address:

(Your Company Name & Booth Number)
CAI 2022
c/o Willwork Global Event Services
7500 Exchange Drive
Orlando, FL 32809

Shipments received at the advance warehouse after the deadline will still be accepted. An off target surcharge of 40% will apply.

Please note that all work performed by Willwork between before 8:00 AM or after 4:30PM weekdays, as well as all day Saturdays and Sundays, is considered overtime. Please budget accordingly.

You must have a credit card on file with Willwork prior to your shipment arriving at the Willwork Warehouse for delivery to your booth.

DIRECT SHIPPING*

Willwork will be on site to receive direct shipments to the The Rosen Shingle Creek Resort on **Wednesday, May 4, 2022 from 8:00 AM – 4:30 PM ONLY.**

** The Rosen Shingle Creek Resort prefers **NOT TO RECEIVE** Exhibitor Materials as they do not have sufficient storage space or personnel. If you choose to ship to Venue and your shipment arrives prior to **Wednesday, May 4, 2022 at 8:00 AM** you may incur a receiving charge by Venue AND a receiving charge from Willwork.*

Direct shipping address:

(Your Company Name & Booth Number)
CAI 2022
c/o Willwork Global Event Services
Rosen Shingle Creek Resort
Gatlin B & C
9939 Universal Blvd
Orlando, FL 32819

Shipments received at the advance warehouse after the deadline will still be accepted. An off target surcharge of 40% will apply.

Please note that all work performed by Willwork between before 8:00 AM or after 4:30PM weekdays, as well as all day Saturdays and Sundays, is considered overtime. Please budget accordingly.

You must have a credit card on file with Willwork prior to your shipment arriving at The Rosen Shingle Creek Resort for delivery to your booth.

WILLWORK ADVANCE ORDER DISCOUNT DEADLINE

Discount prices apply to those orders received with payment in full no later than:

Friday, April 15, 2022

For more information, please call us at 407-438-7480, or email us at Orlando@willwork.com



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MOVE OUT INFORMATION

To increase the efficiency of exhibitor move-out, Willwork Global Event Services has institute the following Move-Out Schedule for this show.

Friday, May 6, 2022 at 3:45 PM - Exhibitor Move-Out officially begins.

Exhibitors may begin to dismantle their booths at this time. Immediately after the close of the show, Willwork will begin covering the carpet and returning empty containers. You can help us with this process by keeping the aisles clear during this time. If you have ordered labor to dismantle your booth, be sure to confirm the start time of your workers by checking with the Willwork Service Desk.

Friday, May 6, 2022 at 6:00 PM - Deadline for driver check-in.

Exhibitors who wish to ship materials by any carrier must instruct drivers to check in at The Rosen. They will check in at the loading dock with the Willwork Dock Supervisor by **Friday, May 6, 2022 at 6:00 PM**. Drivers are placed in line for loading on a first-come, first-serve basis, provided the exhibitor is completely packed and a Bill of Lading has been turned in to the Willwork Service Desk. Drivers whose Bills of Lading have not been turned in will be placed in a holding queue until the booth is packed and the Bill of Lading is turned in. Should your carrier fail to check in at the loading dock by **Friday, May 6, 2022 at 6:00 PM**, Willwork Global Event Services reserves the right to re-route the shipment via the official show carrier as necessary. Neither Willwork nor Show Management assumes any liability as a result of such re-routing.

Friday, May 6, 2022 at 6:00 PM - Exhibits packed and Bills of Lading turned in to WILLWORK.

All Bills of Lading must be turned in to the Willwork Service Desk to be validated. Do not leave Bill of Lading in your booth, and do not turn in your Bill of Lading until your shipment is packed and ready to be loaded. Bills of Lading and additional labels will be available at the Willwork Service Desk at your convenience. No Bills of Lading will be issued until your balance is paid in full.

Delivery of your Bills of Lading to Willwork Global Event Services does not signify that Willwork Global Event Services has assumed responsibility for your shipments. Once packed and ready to turn in your Bill of Lading, take a picture of your shipment for your files. Whenever possible, a member of your staff should remain with your shipment until it is actually picked up for removal from the loading dock, at which time the trucker assumes responsibility for your merchandise. In every case, be sure to turn in your Bills of Lading to the Exhibitor Service Desk. Do not leave Bills of Lading in your booth.

Final Payments

For your convenience, any show site balances or charges for outbound labor, freight, or miscellaneous items not paid before show closing will be charged to your credit card at the close of the show. Be sure to pick up and review your statement of charges at the Willwork Service Desk prior to move-out. Adjustments to your account will NOT be made beyond 45 days after show closing.

Friday, May 6, 2022 at 6:45 PM – Final clean up; Exhibitor Move Out officially ends.

ALL SHIPPING CONTAINERS INCLUDING BUT NOT LIMITED TO FIBER CASES, CARTONS AND CRATES SHOULD BE SECURELY PACKAGED AND LABELED BY THE EXHIBITOR. IF YOU HAVE MULTIPLE ITEMS STACKED ON A SKID, WE STRONGLY ADVISE THAT YOU ORDER SHRINK WRAP OR BANDING FROM THE WILLWORK SERVICE DESK SO THAT ITEMS DO NOT GET SEPARATED.



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ORDERING PROCEDURES & HELPFUL HINTS

The ordering process for services provided by Willwork Global Event Services consists of several forms. Please complete the parts of each section that apply to your order and return the completed pages to Willwork Global Event Services for processing. It is not necessary to return pages for services you did not order.

PAYMENT POLICIES AND CREDIT CARD AUTHORIZATION

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

Early order discounts are available to all exhibitors who place their orders prior to the discount deadline shown on the order form.

- Orders cancelled prior to move in will be refunded at 100%, unless specified. Cancellations after move in begins are invoiced at 100% of original price.
- No adjustments will be made after the close of the show.

BOOTH FURNISHINGS AND SERVICES

- Rental items not ordered, yet found in booths, are invoiced at "Standard-Floor" pricing.
- All prices are in U.S. dollars (\$).
- All rental items are subject to applicable taxes.
- All rental items remain the property of WILLWORK Convention Service Contractors.

MATERIAL HANDLING AND LABOR

Exhibitors are required to follow local labor jurisdictions. Most trade show labor is unionized and, therefore, Willwork is required to go through the local unions for labor used for show set up and dismantle.

Drayage, or material handling, is the movement of show materials from the shipping dock to your booth for show set up and from your booth back to the dock for return shipment at the end of the show.



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CREDIT CARD AUTHORIZATION

ALL EXHIBITORS MUST HAVE A CREDIT CARD ON FILE WITH WILLWORK GLOBAL EVENT SERVICES PRIOR TO SERVICES BEING RENDERED. For your convenience, we accept MasterCard, Visa and American Express; we do not accept Discover Credit Cards. If you choose to pay by check or cash (sorry, personal checks are not accepted), you may do so in advance. However, regardless of how you choose to pay, you must have a credit card on file with us to cover incidentals and items that might be ordered at show site. If your company has unpaid balances from previous events serviced by Willwork Event Services, payment in full for those charges will be required before new orders will be accepted.

Exhibitor freight will not be delivered to or removed from your booth until all unpaid invoices have been settled at the Willwork Service Desk. Please notify your company representative who will be at show site of our payment policy.

While Willwork Event Services understands and honors the relationship between exhibitors and third party payers, ultimately the exhibiting firm of record is responsible for payment of all costs incurred on its behalf (see Third Party Payment Policy Form). At the sole discretion of Willwork Global Event Services, exhibitors using third party payers may also be required to provide a credit card as back up to that of the third party.

International exhibitors must prepay balances prior to show closing in U.S. funds drawn on U.S Banks.

Please complete the information requested below and return this form with your orders. If you choose to pay by check, please make sure your check is delivered within two weeks of show move-in so as to give time for the check to be processed by the bank. Any show site balances or charges for outbound labor, freight or miscellaneous items not paid before the show closing will be charged to your credit card.

Receipts for charges applied to your Credit Card on File will be emailed once the card is charged. A final invoice recording all transactions will be emailed within 15 days of show closing. Should you require a receipt at any other time, please contact us and we will be happy to provide one.

IMPORTANT: TO OBTAIN THE DISCOUNT PRICING, FULL PAYMENT MUST BE INCLUDED WITH YOUR ORDER NO LATER THAN THE PUBLISHED DISCOUNT DATE.

Please print or type information below:

CHARGE TO (check one)			<input type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> AMERICAN EXPRESS
Account Number:		Expiration Date:		CVV Code:	
Card Holders Name:			Card Holders Signature:		

Please print or type information below:

Card Holders Name:		Email:	
Card Billing Address:			
City:		State:	ZIP:
Telephone:		Fax:	
Exhibiting Company Name:		Booth No:	



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THIRD PARTY AUTHORIZATION

Willwork will present show site invoices to third parties for payment of services rendered to Exhibitors provided the following conditions are met:

1. The payment record of the third party is acceptable to Willwork
2. This completed form is to be signed by BOTH PARTIES and returned to Willwork at least 14 days prior to show opening. This form is to be accompanied by a completed credit card authorization form from EACH PARTY.
3. Willwork's pre payment policy is adhered to; i.e.: order must be received with payment deadline dates.
4. If there is any doubt which party is to be invoiced for a service, the exhibiting firm accepts responsibility for payment upon presentation of invoices at show site.
5. The exhibiting firm is ultimately responsible for payment of all charges by show conclusion.

Please indicate below which items/services are to be invoiced to the third party:

- ALL SERVICES LABOR:
 FURNITURE MATERIAL HANDLING (Round Trip)

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

Please print or type information below:

Exhibitor		3 rd Party	
CHARGE TO (check one) <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> AMERICAN EXPRESS		CHARGE TO (check one) <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> AMERICAN EXPRESS	
Account Number:		Account Number:	
Expiration Date:	CVV Code	Expiration Date:	CVV Code
Card Holder's Name:		Card Holder's Name:	
Card Holder's Signature:		Card Holder's Signature:	

Please print or type information below:

Card Holder's Name:			Card Holder's Name:		
Email:			Email:		
Card Billing Address:			Card Billing Address:		
City:	State:	ZIP:	City:	State:	ZIP:
Telephone:	Fax:		Telephone:	Fax:	
Exhibiting Company Name:		Booth No:	Exhibiting Company Name:		Booth No:



Willwork

Global Event Services

**STANDARD BOOTH
FURNISHINGS**

TABLES:



DRAPED RISERS (white vinyl)

4' One Step

6' One Step



DRAPED DISPLAY TABLES

Draping includes white vinyl top & 3 sides choose table size & color\

30" High

2'x4'x30"

2'x6'x30"

2'x8'x30"



black



white



red



blue



hunter green



grey

42" High

2'x4'x42"

2'x6'x42"

2'x8'x42"



black



white



red



blue



hunter green



grey

SEATING:



Side Chair

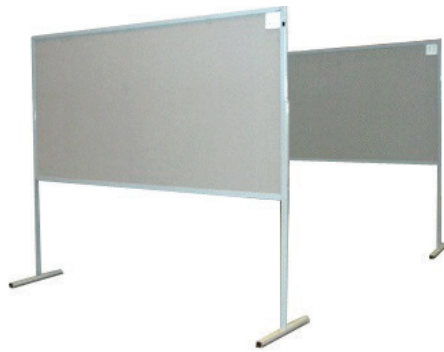


Bar Stool

ACCESSORIES:



Easel



4' x 8' Peg Board



Chrome Sign Frame



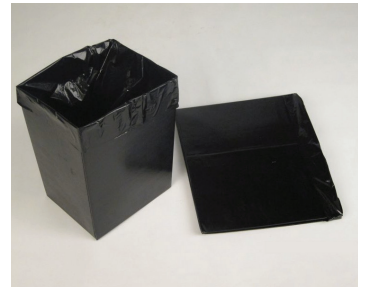
Single-sheet Literature Holder



Literature Stand



3 Section Literature Pocket



Waste Basket



D Round Table
30" high x 30" round



D Round Table
42" high x 30" round



Fish Bowl



Bag Rack



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ORDER FORM – STANDARD BOOTH FURNISHINGS

Discount Deadline: Friday, April 15, 2022 Booth Number _____

TABLES	QTY	DISC.	STD.	TOTAL
		RATE	RATE	

DRAPED DISPLAY TABLES

Draping includes white vinyl top & 3 sides
choose table size & color

30" High

Circle color: Blue-Black-Burgundy-Green-Grey-Red-White

2' x 4' x 30"	()	\$174.64	\$227.03	<input type="text"/>
2' x 6' x 30"	()	\$220.82	\$287.07	<input type="text"/>
2' x 8' x 30"	()	\$ 245.75	\$319.48	<input type="text"/>
4th side of table draped	()	\$62.92	\$81.80	<input type="text"/>

42" High

Circle color: Blue-Black-Burgundy-Hunter Green-Grey-Red-White

2' x 4' x 42"	()	\$ 212.51	\$276.26	<input type="text"/>
2' x 6' x 42"	()	\$225.87	\$293.63	<input type="text"/>
2' x 8' x 42"	()	\$278.99	\$362.69	<input type="text"/>
4th side of table draped	()	\$73.61	\$95.69	<input type="text"/>

UNDRAPED DISPLAY TABLES

30" High

2' x 4' x 30"	()	\$ 71.23	\$ 92.60	<input type="text"/>
2' x 6' x 30"	()	\$ 87.85	\$114.21	<input type="text"/>
2' x 8' x 30"	()	\$ 110.41	\$143.53	<input type="text"/>

42" High

2' x 4' x 42"	()	\$ 97.35	\$126.56	<input type="text"/>
2' x 6' x 42"	()	\$ 113.97	\$148.16	<input type="text"/>
2' x 8' x 42"	()	\$136.53	\$177.49	<input type="text"/>

DRAPED RISERS (white vinyl)

4' One Step	()	\$ 70.04	\$ 91.05	<input type="text"/>
6' One Step	()	\$ 86.67	\$112.67	<input type="text"/>

RENTAL PRICE INCLUDES DELIVERY TO & REMOVAL FROM BOOTH.

SEATING	QTY	DISC.	STD.	TOTAL
		RATE	RATE	

Upholstered Side chair	()	\$ 87.26	\$113.44	
Upholstered Bar Stool	()	\$168.27	\$218.75	

ACCESSORIES	QTY	DISC.	STD.	TOTAL
		RATE	RATE	

30"High x 30" D Round Table	()	\$205.68	\$267.38	
42"High x 30" D Round Table	()	\$235.60	\$306.28	
Wastebasket	()	\$ 27.43	\$ 35.66	
Easel	()	\$ 52.35	\$ 68.06	
Bag Rack	()	\$134.63	\$175.02	
Fish Bowl	()	\$ 36.15	\$ 47.00	
Chrome Sign Frame (22" x 28")	()	\$162.06	\$210.68	

LITERATURE HOLDERS	QTY	DISC.	STD.	TOTAL
		RATE	RATE	

5 Pocket Literature Stand	()	\$180.75	\$234.98	
3 Section Literature Pocket	()	\$ 77.29	\$ 100.48	
Single Sheet Literature Holder	()	\$ 39.89	\$ 51.87	

PAYMENT POLICY: Payment in full of rental charges including applicable tax must accompany advance order and must be received by Deadline Date in order to qualify for discount rates. All orders placed at the Service Desk will be charged at standard rates.

Sub Total: _____
Sales Tax (6.5%) _____
Order Total: _____

Please print or type information below:

Contact Name:	Email:	
Telephone:	Fax:	
Exhibiting Company Name:	Booth No:	

Please Note: A Credit Card must be on file to ensure payment for your order. No goods or services will be rendered without a credit card accompanying this order. Your preferred method of payment will be used, if other than the credit card on file, to complete this order at the close of the show. Please visit the Willwork Service Desk to finalize your invoice. No adjustments will be made after the close of the show.

Willwork

Global Event Services

2021 Trade Show Furnishings

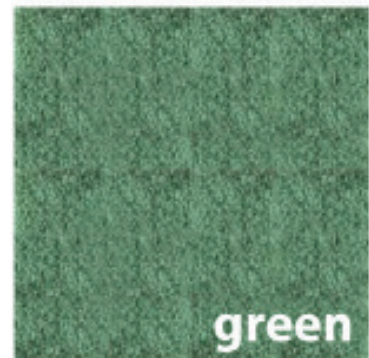
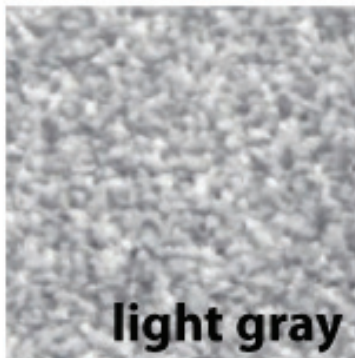
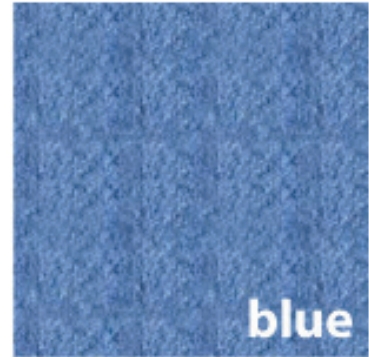
For our custom furnishing catalog, please email
Orlando@willwork.com.



STANDARD BOOTH CARPET

Color Choices:

- Black
- Blue
- Red
- Charcoal
- Light Gray
- Green





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ORDER FORM – CARPET

Discount Deadline: Friday, April 15, 2022 Booth Number _____

STANDARD CARPET	QTY	DISC. RATE	STANDARD RATE	TOTAL
-----------------	-----	------------	---------------	-------

Price includes installation & taping front edge

Please select a Carpet Color to the right.

10' x 10'	()	\$353.00	\$459.00	
10' x 20'	()	\$706.00	\$917.80	
10' x 30'	()	\$1059.00	\$1376.70	
10' x 40'	()	\$1412.00	\$1835.56	

CUSTOM CARPET	DISC. RATE	STANDARD RATE	TOTAL
	per sq ft	per sq ft	

Price includes installation & taping front edge

Please select a Carpet Color to the right.

BOOTH SIZE:

_____ ft. x _____ ft. = _____ sq ft.	\$7.94	\$10.32	
--------------------------------------	--------	---------	--

(100 sq ft minimum)

CARPET PADDING	DISC. RATE	STANDARD RATE	TOTAL
----------------	------------	---------------	-------

Price includes installation

BOOTH SIZE:

½" _____ ft. x _____ ft. = _____ sq ft.	\$1.85	\$2.41	
1" _____ ft. x _____ ft. = _____ sq ft.	\$3.70	\$4.81	

(100 sq ft minimum)

VISQUEEN (poly covering)	DISC. RATE	STANDARD RATE	TOTAL
--------------------------	------------	---------------	-------

Price includes installation

BOOTH SIZE:

_____ ft. x _____ ft. = _____ sq ft.	\$0.85	\$1.11	
--------------------------------------	--------	--------	--

(100 sq ft minimum)

Please print or type information below:

Contact Name:	Email:
Telephone:	Fax:
Exhibiting Company Name:	Booth No:

Please Note: A Credit Card must be on file to ensure payment for your order. No Goods or services will be rendered without a credit card accompanying this order. Your preferred method of payment will be used, if other than the credit card on file, to complete this order at the close of the show. Please visit the Willwork Service Desk to finalize your invoice. No adjustments will be made after the close of the show.

Standard Carpet Colors
Check (1): <input type="checkbox"/> Black <input type="checkbox"/> Blue
<input type="checkbox"/> Red <input type="checkbox"/> Lt. Grey
<input type="checkbox"/> Charcoal <input type="checkbox"/> Green

Custom Carpet Colors
Check (1): <input type="checkbox"/> Black <input type="checkbox"/> Blue
<input type="checkbox"/> Red <input type="checkbox"/> Lt. Grey
<input type="checkbox"/> Charcoal <input type="checkbox"/> Green

Please Note:
The Exhibit Hall is carpeted in a multi-colored pattern.

Padding is not included.

No telephone orders are accepted.

PAYMENT POLICY: Payment in full of rental charges including applicable tax, must accompany advance order and must be received by the deadline date in order to qualify for discount rates.

CANCELLATION POLICY: Items cancelled prior to move-in will be refunded 100%. Items cancelled after move-in begins will be charged 100% of original price to cover labor involved.

Call 407-438-7480 for **PREMIUM CARPET UPGRADES.**

Sub Total: _____

Sales Tax(6.5%): _____

Order Total: _____



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 Orlando@willwork.com

ORDER FORM – BOOTH CLEANING

Discount Deadline: Friday, April 15, 2022 Booth Number _____

ALL VACUUMING, GENERAL CLEANING AND SHAMPOOING ORDERS ARE COMPUTED BASED ON THE GROSS SQUARE FOOTAGE OF YOUR BOOTH.

• INDICATE YOUR REQUIREMENTS	Discount per sq foot	Standard per sq foot
------------------------------	----------------------	----------------------

VACUUMING:

Daily Vacuuming	\$0.82	\$1.07
One-time only before show opening	\$0.88	\$1.15
Shampoo (available upon request)		

PORTER SERVICE:

(includes wastebaskets within the booth)

Daily Porter Service	\$0.57	\$0.74
One-Time Only	\$1.03	\$1.34

PAYMENT POLICY:

Payment in full of rental charges including applicable tax must accompany advance order and must be received by the Deadline Date in order to qualify for discount rates.

All orders placed at the service desk will be charged at standard rates. All balances must be settled at the Service desk prior to Show closing. All charges are payable in U.S. Funds only. Company check, wire transfer, Visa, MasterCard and American Express are accepted.

CANCELLATION POLICY: *Items cancelled prior to move-in will be refunded 100%. Items cancelled after move-in begins will be charged 100% of the original price to cover labor involved.*

BOOTH SIZE:

_____ ft. X _____ ft. = _____ Total Square Footage

Total Sq Ft _____ X _____ Rate X # of Days _____ = \$ _____

TOTAL \$ _____

Please print or type information below:

Contact Name:	Email:	
Telephone:	Fax:	
Exhibiting Company Name:	Booth No:	

Please Note: A Credit Card must be on file to ensure payment for your order. No goods or services will be rendered without a credit card accompanying this order. Your preferred method of payment will be used, if other than the credit card on file, to complete this order at the close of the show. Please visit the Willwork Service Desk to finalize your invoice. No adjustments will be made after the close of the show.



7500 Exchange Drive
Orlando, FL 32809
P. (407) 438-7480 F. (407) 438-7481
Orlando@willwork.com

ORDER FORM – LABOR

Booth Number _____

LABOR RATES FOR INSTALLATION & DISMANTLING OF EXHIBITS

EXHIBITOR MUST COME TO SERVICE DESK TO SIGN IN AND OUT FOR LABOR REQUIRED.

Straight Time - \$105.00 per hour

8:00 AM to 4:30 PM - Monday thru Friday
One hour minimum per worker, thereafter,
1/2 hour increments

Overtime - \$155.00 per hour

Before 8:00 AM and after 4:30 PM - Monday thru Friday
All hours on Saturday, (Sunday – Holidays DT)
One hour minimum per worker, thereafter,
1/2 hour increments

	# of Men	Date	Time	Hrs.
SET UP				
DISMANTLE				

NOTE:

8:00 AM is the only guaranteed starting time. All labor must be signed in/out at the Service Desk. Exhibitors not checked in by their requested starting times are subject to a one hour minimum charge per man ordered unless written cancellation is received 24 hours prior to starting time.

Willwork shall not be responsible for damage, loss or theft of displays installed and/or dismantled under our Supervision. Willwork shall not be responsible for loss, theft, or disappearance of materials before they are picked up from Exhibitor's booth for reloading after the show.

PAYMENT POLICY: All invoices must be settled at the Service Desk prior to Show closing. All charges are payable in U.S. Funds only. Checks, Wire Transfer, Visa, MasterCard and American Express are accepted.

Orders received after the deadline date or show site orders will incur a surcharge of 20% of the labor rate.

PLEASE INCLUDE SET-UP PLANS WITH ORDER

Please check service required:

Exhibitor Supervision:

All work performed must be under the supervision of the Exhibitor.

Willwork Global Event Services Supervision

Hourly rate plus 40% Supervision Charge/Minimum \$45.00

#Cartons _____ # Skids _____

Name of Carrier _____ #Crates _____

Shipped to: Warehouse Show site

Willwork Rental Carpet Display Includes Carpet

DISMANTLE DISCLAIMER NON-WILLWORK PRODUCTS: Please be advised that Willwork will not be responsible for dismantle of any non Willwork material (this includes ALL electronic equipment such as computers, television, audio-visual components, etc). In the instance that Willwork is requested to dismantle non Willwork material, Willwork will not be held responsible for any damage or improper dismantle of said material. Since this equipment is not our standard product, there may be additional charges if more time is needed in the set up or takedown than originally estimated.



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ORDER FORM – LABOR

Booth Number _____

- **Please complete this form and return it to Willwork if your display is to be set up and/or dismantled by Willwork and there will not be a supervisor present.**

Page 2 of 2

INBOUND SHIPPING INFORMATION

Carrier: _____ Carrier Phone #: _____

Shipped to: Warehouse Show Site Date Shipped: _____

From (city & state): _____

Total Number of: Crates: Cartons: Cases: Other:

SET UP INFORMATION MUST BE PROVIDED FOR ALL WILLWORK SUPERVISED LABOR ORDERS.

A photo/sketch of my exhibit is enclosed with my order. Yes No

A photo/sketch of my exhibit is packed inside my display case. Yes No

Special set-up instructions are provided with my order. Yes No

Special set-up instructions are packed inside my display case. Yes No

Carpet: With Exhibit Rented from Willwork Color: _____ Size: _____

Electrical Placement: Drawing Attached Drawing with Exhibit Installed under carpet: Yes No

My exhibit has a key, Yes No If "Yes", the key is located in:

Comments: _____

In case of emergency, please call: _____ At: _____

OUTBOUND SHIPPING INFORMATION

Please complete the OUTBOUND BILL OF LADING AND SHIPPING LABEL REQUEST FORM included in this manual and return it along with your order.

Please print or type information below:

Contact Name:	Email:	
Telephone:	Fax:	
Exhibiting Company Name:	Booth No:	

Please Note: A Credit Card must be on file to ensure payment for your order. No goods or services will be rendered without a credit card accompanying this order. Your preferred method of payment will be used, if other than the credit card on file, to complete this order at the close of the show. Please visit the Willwork Service Desk to finalize your invoice. No adjustments will be made after the close of the show.



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ORDER FORM – FORK LIFT SERVICE

Booth Number _____

EXHIBITORS REQUIRING FORKLIFTS TO ASSEMBLE DISPLAYS OR WHEN UNCRATING, UNSKIDDING, POSITIONING, AND RESKIDDING EQUIPMENT AND MACHINERY WILL NEED TO ESTIMATE THEIR NEEDS BELOW. A FORKLIFT IS REQUIRED FOR MOVING EQUIPMENT OR MATERIALS WEIGHING 200 POUNDS OR MORE. IF YOU REQUIRE A FORKLIFT, A CREW WILL BE ASSIGNED CONSISTING OF A FORKLIFT WITH AN OPERATOR. IF YOU DO NOT REQUIRE A FORKLIFT, ORDER THE NUMBER OF LABORERS REQUIRED.

ONE HOUR MINIMUM ON LIFT ORDERS

NUMBER	TYPE OF LABOR	Straight Time	Overtime
<input type="text"/>	Forklift – 5000 lb. capacity w/operator	\$ 325.00 per hour	\$ 425.00 per hour

ADDITIONAL CREW LABOR			
<input type="text"/>	Laborer	\$ 105.00 per hour	\$ 155.00 per hour

	# OF FORKLIFTS (W/OPERATORS)	WEIGHT OF HEAVIEST PIECE	# OF HELPERS	DATE	TIME	APPROX. HOURS
INSTALL						
DISMANTLE						

STRAIGHT TIME: MONDAY THROUGH FRIDAY, 8:00AM TO 4:30PM

TOTAL: \$ _____
Carry this Total to Order Recap Page.

OVERTIME: MONDAY THROUGH FRIDAY AFTER 4:30 PM. SATURDAYS, Sundays & Holidays

The minimum charge for labor and equipment is one (1) hour per laborer and forklift. Equipment and labor thereafter is charged in half (1/2) hour increments. Equipment and labor cancelled without 24 hour notice will be charged a one (1) hour cancellation fee per worker and forklift. Gratuities in any form, including cash, gifts, or labor hours for work actually performed are prohibited by Willwork. All rates are subject to change if necessitated by increased labor and material costs. If Exhibitor fails to use the laborers and equipment at the time confirmed, a one-hour "No-Show" charge per laborer and forklift will apply.

Order

Reserve forklifts and/or labor below. Starting times can be guaranteed only when labor is requested for 8 AM. Confirm labor and forklifts by 2:30 PM the day before date requested. Please have a representative pick up the crew at the Willwork Service Desk and supervise the work to be done. Upon completion, the Exhibitor's representative will return the crew to the Willwork service desk and approve the work order.

Please print or type information below:

Contact Name:	Email:	
Telephone:	Fax:	
Exhibiting Company Name:	Booth No:	

Please Note: A Credit Card must be on file to ensure payment for your order. No Goods or services will be rendered without a credit card accompanying this order. Your preferred method of payment will be used, if other than the credit card on file, to complete this order at the close of the show. Please visit the Willwork Service Desk to finalize your invoice. No adjustments will be made after the close of the show.



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ORDER FORM — ACCESSIBLE STORAGE

BOOTH NUMBER _____

Accessible Storage Rate

Accessible Storage Rate: Willwork will charge \$179.00 for storage of one (1) skid or cage. Each additional skid or cage is \$85.00. This charge is for the space only; it does not include labor for pick-up and delivery (see labor rates below).

Shipments to Storage

ALL SHIPMENTS MUST BE SHIPPED DIRECTLY TO YOUR BOOTH. Arrangements must be made at the Willwork Service Desk to move your storage materials from the booth area to storage. Special color labels from the Willwork Service Desk will be attached to the storage materials before they are removed from the booth.

NOTE: Exhibitors wanting to store material/product in access must have a credit card number on file (please see the: Credit Card Authorization Form) prior to services offered. Product will not be accepted for storage unless exhibitor has an exact count of the units to be placed in accessible storage.

LABOR RATES – To deliver material to and from storage

*STRAIGHT TIME (One hour minimum per person).....\$105.00 Per Person / Per Hour
(8:00am – 4:30pm Monday – Friday)*

OVERTIME (One hour minimum per person).....\$155.00 Per Person / Per Hour

FORKLIFT (5000 lb. Capacity).....\$325.00 Per Hour

Minimum charge per delivery in and out of Accessible Storage is one hour per man - plus a ½ hour minimum each time it is accessed during the show. Please label cartons with actual contents to facilitate deliveries of materials to booths.

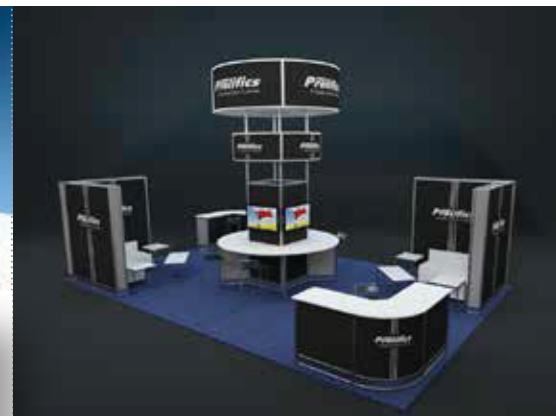
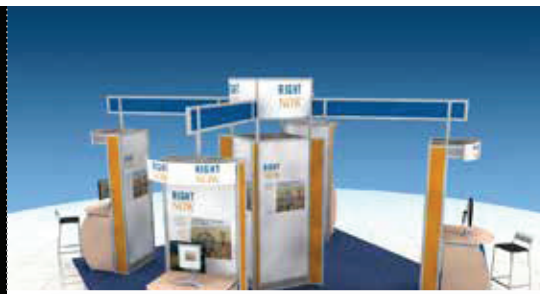
Estimated storage space needed is _____ square feet. Type of product(s) I will be storing is _____
This product will be in _____ types of containers and **WILL / WILL NOT** be on skids.
(PLEASE CIRCLE ONE)

The number of containers to be stored will be _____. I will require deliveries _____ times per day.

Please print or type information below:

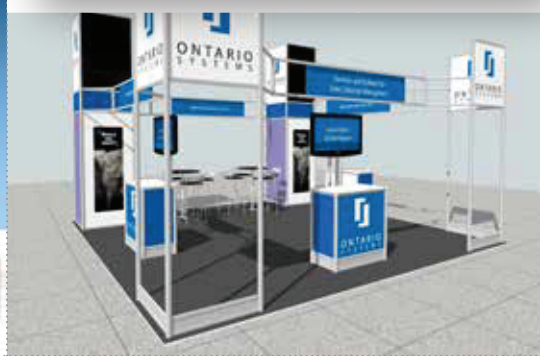
Contact Name:	Email:	
Telephone:	Fax:	
Exhibiting Company Name:		Booth No:

Please Note: A Credit Card must be on file to ensure payment for your order. No Goods or services will be rendered without a credit card accompanying this order. Your preferred method of payment will be used, if other than the credit card on file, to complete this order at the close of the show. Please visit the Willwork Service Desk to finalize your invoice. No adjustment will be made after the close of the show.



Willwork

Global Event Services



CONTACT US FOR CUSTOM EXHIBIT SOLUTIONS:
407-438-7480 | orlando@willwork.com





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Orlando@willwork.com

MATERIAL HANDLING RATES

Willwork Global Event Services has been designated as the official drayage contractor with the responsibility for the unloading, delivery, reloading and processing of all exhibitors' freight shipments.

ALL SHIPMENTS MUST BE SENT PREPAID and all shipments must have a Bill of Lading showing number of pieces, weight, and description of merchandise. For trucks without a Bill of Lading or documented weight, estimated weights will prevail. Estimated weights will be binding on both parties.

**WHEN TO SHIP: SHIPMENTS CONSIGNED TO THE WAREHOUSE MUST ARRIVE *NO LATER THAN*
Friday, April 22, 2022, at 3:30pm**

**SHIPMENTS CONSIGNED TO THE SHOW SITE SHOULD BE TIMED TO ARRIVE *NO EARLIER THAN*
Wednesday, May 4, 2022 from **8:00am – 4:30pm ONLY.****

WHERE TO SHIP:

Advance Shipments – Deadline Friday, April 22, 2022, at 3:30pm	Direct Shipments - Starts Wed., May 4, 2022 from 8:00am – 4:30pm ONLY.
(Your Company Name & Booth Number) CAI 2022 c/o Willwork Global Event Services 7500 Exchange Drive Orlando, FL 32809 (Receiving Hours: 8:00am – 3:30pm / M – F)	(Your Company Name & Booth Number) CAI 2022 c/o Willwork Global Event Services Rosen Shingle Creek Resort Gatlin B & C 9939 Universal Blvd Orlando, FL 32819 (Rec hours: Wed., May 4, 2022 - 8:00am – 4:30pm ONLY.)

All charges are based upon inbound weight certificates and are quoted on a round trip basis whether services are utilized completely or not. All charges are per cwt (100lbs.), rounded up to the next 100 lbs. Willwork will receive advance crated shipments at the warehouse and will provide up to 30 days storage prior to the show. Willwork will receive direct shipments on scheduled move-in day(s). The rates listed below include receiving shipments, delivery to booth, storage of empty packing materials, and return outbound shipments to the loading dock. Partial service will not be discounted. All shipments must be accompanied by certified weight tickets.

RATE SCHEDULE:

A. WAREHOUSE ADVANCE RECEIVING - Roundtrip - CRATED MATERIALS

ST Rate: \$110.00 per cwt. - 200# Minimum

The above rate includes the following:

- Receive crated shipments only at our warehouse 30 days prior to show.
- Deliver to booth space
- Removal, storage, return of empty containers
- Pick-up at the booth and load onto outboard carrier
- Shipments of loose or uncrated materials will not be received at warehouse

B. DIRECT SHIPMENT TO SHOW SITE - Roundtrip - CRATED MATERIALS

ST Rate: \$105.00 per cwt. - 200# Minimum

The above rate includes the following:

- Receive crated shipments at show site on move-in dates.
- Deliver to booth space
- Removal, storage, return of empty containers
- Pick-up at the booth and load onto outboard carrier



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MATERIAL HANDLING RATES

C. SPECIAL HANDLING, UNCRATED AND LOOSE MATERIALS
Add 40% to regular per cwt. charge - 200# Minimum

Crated shipments requiring special handling include shipments that are loaded and or packed in a manner as to require additional handling such as ground loading, side door unloading, constricted space unloading, designated piece unloading or stacked shipments. Also included are shipments mixed on truck, multi shipment/delivery areas and shipments without delivery receipts. FedEx, UPS and DHL shipments are included in this category due to their delivery procedures.

D. OVERTIME RATE: Add 40% if handled IN or OUT on overtime
Add 80% if handled IN and OUT on overtime

All shipments handled on Saturday, Sunday and Holidays and before 8:00 AM or checked in after 4:30 PM on weekdays will be charged at the overtime rate.

E. OFF TARGET CHARGE: Freight received before first day to receive or after the deadline date –
add 40% off target charge

F. SURCHARGES: Freight left in booth without Bill of Lading, Returned to Warehouse, Marshalling Fee -
add 40% surcharge

G. SMALL PACKAGES: Not to exceed 30lbs*
Rate: \$45.00 – First Small Package received
Rate: \$25.00 – Each additional small package received on the same shipment

*** Please Note: FedEx, UPS and DHL are subject to special handling surcharges due to their delivery Procedures**

Cartons and envelopes received without documentation will be delivered without guarantee of piece count or condition. Maximum weight is 30 lbs. per shipment, per delivery and includes UPS, Federal Express and Airborne. All shipments received via air carrier that do not fall into the small package category may be subject to a special handling fee.

Special Handling/Uncrated Materials:

Crated shipments requiring special handling include shipments that are loaded and or packed in such a manner as to require additional handling such as ground loading, side door unloading, constricted space unloading, designated piece unloading or stacked shipments. Also included are shipments mixed on truck, multi shipment/delivery areas and shipments without delivery receipts.

Rates are based on incoming weight only. All weights are rounded off to the next cwt. Each shipment received is considered separately. Freight handling charges are the responsibility of the Exhibitor.

Exhibitors are urged to carry all-risk floater insurance covering their materials against damage, loss, and all other hazards from the time shipment is made prior to the show until shipments are received back after the show. This can generally be done by adding "riders" to existing insurance policies, often at no additional cost.

Empty container labels will be available at the Service Desk. Affixing the labels is the sole responsibility of the Exhibitor or his representative. Willwork assumes no responsibility for removal of containers with old empty labels, mislabeled or valuables stored inside containers while containers are in storage.

Outbound shipping labels and Bills of Lading will be available at the Service Desk. The Exhibitor or his representative must pack and label their exhibit material and turn in a Bill of Lading for each shipment at the Service Desk before leaving the Show. Willwork will route all shipments unless a designated carrier has been assigned. If the designated carrier fails to pick up by the removal date of the Show, Willwork reserves the right to route exhibit material by an alternate carrier. As a result of re-routing or handling, no liability will be assumed by Willwork.



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MATERIAL HANDLING RATES

LIMITS OF LIABILITY AND RESPONSIBILITY

- A. Willwork Global Event Services shall not be responsible for damage to uncrated materials, material improperly packed, or concealed damage.
- B. Willwork Global Event Services shall not be responsible for loss, theft, or disappearance of exhibitor's materials after same has been delivered to exhibitor's booth.
- C. Willwork Global Event Services shall not be responsible for loss, theft, or disappearance of materials before they are picked up from exhibitor's booth for reloading after the Show. Bill-of-lading covering outgoing shipments, which are furnished by Willwork Global Event Services to exhibitor, will be checked at time of actual pick-up from booth and corrections made where discrepancies occur.
- D. Willwork Global Event Services shall not be responsible for any loss, damage, or delay due to fire, Acts of God, strikes, lockouts or work stoppages of any kind or to any causes beyond its control.
- E. Willwork Global Event Services shall be limited to the physical loss or damage to the specific article which is lost or damaged, and in any event Willwork Global Event Services maximum liability shall be limited to \$.30 per pound per article with a maximum liability of \$50.00 per item, or \$1,000.00 per shipment, whichever is less.
- F. Willwork Global Event Services 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 any exhibitor's materials which may make it impossible or impractical to exhibit same.
- G. The consignment or delivery of a shipment to Willwork Global Event Services by an exhibitor, or by any shipper to or on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth.



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FREIGHT FAQs & HANDLING HINTS

Delivery of your Bills of Lading to Willwork Global Event Services Service Desk does not signify that Willwork Global Event Services has assumed responsibility for your shipments. Whenever possible, a member of your staff should remain with your shipment until it is actually picked up for removal from the loading dock at which time the trucker assumes responsibility for your merchandise. In every case, be sure to turn in your Bills of Lading to the Exhibitor Service Desk. Do not leave Bills of Lading in your booth.

The information below is an outline of the most commonly asked questions regarding freight handling, often referred to as drayage. This can be the most costly part of exhibiting at conventions. We will try to explain what drayage is and how rates are established which will help you save money by avoiding unnecessary surcharges.

What is "Freight Handling/Drayage"? - The term drayage is the moving of exhibit materials from one location to another. Whether you ship to Willwork's warehouse or directly to show site, your materials still need to get to your booth location. Drayage services include the accepting of your material either at our warehouse or on show site, delivery to your booth, storage of empty containers during the show, returning empty containers at the close of the show, picking up your packaged materials, returning them to the dock and loading on the carrier of your choice.

How are rates determined? - Drayage charges are based on a number of factors including union labor rates, facility dock access, and the show schedule to name just a few. The conference is being held in a union facility and therefore must use union labor to move freight. These rates can vary from city to city.

Tips on how you can save money - Read the Freight Handling section of your Service Kit carefully. Be aware of any surcharges that may be assessed for special handling or late shipments. Pay special attention to deadline dates. If you ship in advance to our warehouse and your shipment arrives after the published deadline date, you may be assessed a surcharge. Crated materials are the easiest to unload, therefore, have the least expensive drayage charge. Loose, pad wrapped and uncrated materials require more labor time and, therefore, may be assessed a special handling fee. It may be cost effective for you to build crates for any portion of your exhibit that is not crated.

How is the weight of my shipment determined? All drivers should attain certified weight tickets for materials prior to arriving at the dock either at the warehouse or at show site. Willwork Global Event Services reserves the right to determine weights for all shipments for which weight tickets are not provided at the time of delivery. In cases where Willwork Global Event Services weighs the shipment, the Exhibitor will be charged for double handling.

Small shipments versus large shipments. - Most Service Contractors have a minimum of 200 lbs. per shipment. It is best to send your freight as one large shipment versus several small shipments. For instance, if you send one 45 lb. and one 55 lb. package separately, you are charged the minimum on each shipment. If you are planning to ship items from various locations, you may want to ship them all to a central location then forward them to the Service Contractor's warehouse and/or show site. If you ship your materials in one shipment and the carrier makes multiple deliveries to Willwork Global Event Services, you will be charged for each delivery to our dock, regardless of whether or not the materials were shipped together as one shipment.

Advance shipments versus show site shipments. - In general, it is best to ship your materials in advance to the "advance shipment" address. The charge for this may be slightly higher than shipping direct to show site but the benefit far outweighs the cost. You can (and should) confirm that we have received your materials well in advance of the show installation. If there is a problem, it can be solved prior to the show. When shipping direct, if there is a problem, there is seldom time to solve the problem prior to show opening.

Another advantage to advance shipments is that your materials will be in your booth when you arrive and you can begin installation immediately, thus saving you time and frustration at show site.

Should I insure my exhibit? - The answer is YES! It is your responsibility to make sure your freight is insured from the time that it leaves your company until it returns. A rider to your existing policy can usually do this. Check with your insurance carrier for details.

Two of the most expensive mistakes made by Exhibitors are: 1) shipping materials in several shipments, or 2) shipping via UPS or similar carriers that split a single shipment into several deliveries to our dock. Both can be very costly. Remember, each delivery incurs a minimum charge.

Always be aware of freight receiving deadlines. You will be assessed a late charge if your shipment arrives after the deadline date. Inform your shipper that all items must arrive prior to a specific date.

Always ship your materials crated – Loose or pad wrapped items are assessed special handling fees.

Make sure all materials are labeled properly to avoid any delivery delays. All pieces should have the recipient's name and address, the show name, your company name, and your booth number. Remove old labels after every show to avoid any future confusion. If you are shipping multiple pieces, label them as such: 1 of 4; 2 of 4; 3 of 4; 4 of 4, etc. We hope this helps you in budgeting for your material handling costs.

RUSH

Exhibit Materials
DO NOT DELAY



ADVANCE SHIPMENT

TO: **CAI 2022**

Exhibiting Company Name

Booth Number

**C/O Willwork Global Event Services
7500 Exchange Drive
Orlando, FL 32809**

Willwork will begin accepting crated or skidded material at the Advance Warehouse on Monday March 28, Monday - Friday from 8am - 3:30pm. Materials must arrive at the advance warehouse no later than Friday April 22 or an additional cost will be incurred. (Receiving: 8:00 AM - 3:30 PM M - F)

Piece _____ of _____ total pieces

RUSH

Exhibit Materials
DO NOT DELAY



ADVANCE SHIPMENT

TO: **CAI 2022**

Exhibiting Company Name

Booth Number

**C/O Willwork Global Event Services
7500 Exchange Drive
Orlando, FL 32809**

Willwork will begin accepting crated or skidded material at the Advance Warehouse on Monday March 28, Monday - Friday from 8am - 3:30pm. Materials must arrive at the advance warehouse no later than Friday April 22 or an additional cost will be incurred. (Receiving: 8:00 AM - 3:30 PM M - F)

Piece _____ of _____ total pieces

The following labels have been created for your convenience. Please place at least one label on each piece of your shipment to ensure smooth processing. If you need more labels this page may be duplicated.

Advance Shipping Labels

RUSH

Exhibit Materials
DO NOT DELAY



DIRECT SHIPMENT

TO: **CAI 2022**

Exhibiting Company Name

Booth Number & Sponsorship Level

**C/O Willwork Global Event Services
Rosen Shingle Creek Resort
Gatlin B & C
9939 Universal Blvd**

Orlando, FL 32819

First day of freight acceptance Wednesday May 4 from 8:00 AM – 4:30 PM ONLY. Any freight delivered before this date will be refused by The Rosen Shingle Creek. Direct Shipping ends Wednesday May 4 @ 4:30pm.

Piece _____ of _____ total pieces

RUSH

Exhibit Materials
DO NOT DELAY



DIRECT SHIPMENT

TO: **CAI 2022**

Exhibiting Company Name

Booth Number & Sponsorship Level

**C/O Willwork Global Event Services
Rosen Shingle Creek Resort
Gatlin B & C
9939 Universal Blvd**

Orlando, FL 32819

First day of freight acceptance Wednesday May 4 from 8:00 AM – 4:30 PM ONLY. Any freight delivered before this date will be refused by The Rosen Shingle Creek. Direct Shipping ends Wednesday May 4 @ 4:30pm.

Piece _____ of _____ total pieces

The following labels have been created for your convenience. Please place at least one label on each piece of your shipment to ensure smooth processing. If you need more labels this page may be duplicated.

Direct Shipping Labels



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OUTBOUND BILL OF LADING & SHIPPING LABEL REQUEST FORM

EVERY OUTBOUND SHIPMENT WILL REQUIRE A BILL OF LADING AND SHIPPING LABELS. WE WOULD BE HAPPY TO PREPARE THESE FOR YOU IN ADVANCE AND DELIVER THEM TO YOUR BOOTH PRIOR TO SHOW CLOSE.

ONCE YOUR BOOTH IS PACKED AND READY TO BE PICKED UP FROM THE SHOW BY THE CARRIER OF YOUR CHOICE, PLEASE:

1. Verify that the shipping information provided on the pre-printed Bill of Lading is still correct
2. Itemize the pieces that you are shipping on the Bill of Lading
3. Return the Bill of Lading to the Willwork Service Desk for validation
4. Retain your verified copy of the Bill of Lading for your files

To take advantage of this time-saving service, *please complete and return this form by either email (orlando@willwork.com) or fax (407)438-7481.*

SHIP TO: COMPANY NAME: _____
 (Consignee) DELIVERY ADDRESS: _____

ATTN: _____ PHONE#: _____
 STATE/
 CITY: _____ PROVIDENCE _____ ZIP CODE _____

BILL TO:
 Same as Above
 COMPANY NAME: _____
 BILLING ADDRESS: _____
 ATTN: _____ PHONE#: _____
 STATE/
 CITY: _____ PROVIDENCE _____ ZIP CODE _____

CARRIER: YRC OTHER CARRIER*
 Recommend Carrier Name _____
 Show Carrier (You are responsible for making arrangements with your own carrier)

Driver check in deadline is: Friday, May 6 at 5:30 PM.

**If shipping with FED-EX or UPS, please make your own arrangements with The Rosen Shingle Creek.*

NUMBER OF LABELS NEEDED: _____

Please print or type information below:

Contact Name:	Email:
Telephone:	Fax:
Exhibiting Company Name:	Booth No:

POV / CARTLOAD SERVICE RATE SCHEDULE

Booth Number _____

RATE SCHEDULE:

\$106.09 per cart on move in (one way)

\$116.70 per cart on move out (one way)

\$206.88 per cart for round trip service



Vehicles That Qualify for Cartload - Under One (1) Ton



Sedan



Van



SUV



Small Pickup

Please Note:

There is a 200 lb maximum for the cartload service. Anything over 200 lbs, will need to be checked in through the main dock and standard material handling rates will apply.

Please print or type information below:

Contact Name:	Email:	
Telephone:	Fax:	
Exhibiting Company Name:		Booth No:

Please Note: A Credit Card must be on file to ensure payment for your order. No Goods or services will be rendered without a credit card accompanying this order. Your preferred method of payment will be used, if other than the credit card on file, to complete this order at the close of the show. Please visit the Willwork Service Desk to finalize your invoice. No adjustment will be made after the close of the show.



7500 Exchange Drive
Orlando, FL 32809
P. (407) 438-7480 F. (407) 438-7481
Orlando@willwork.com

EXHIBITOR APPOINTED CONTRACTOR

Deadline: Friday April 1, 2022

Booth Number _____

The unpacking, erection, assembling, dismantling, and packing of displays and equipment must be done by the correct type of Union labor. Willwork, the official contractor, will have skilled craftsmen available to assist Exhibitors. Arrangement for labor should be made through Willwork Global Event Services, in advance whenever possible. Official labor forms are included in this Exhibitor Service Manual.

Exceptions to the foregoing will be considered only in cases where permission has been requested in writing by the Exhibitor and received by Willwork Global Event Services no later than **Friday April 1, 2022**. An exception will not be granted if it is inconsistent with the commitments made and obligations assumed by Management in any contract with service contractors of its lease with **The Rosen Shingle Creek Resort**. For services such as electrical, plumbing, telephone, drayage, rigging, and booth cleaning, no exception will be made, and the contractor designated by Management will be used.

All agents representing the Exhibitor must be fully identified by the official Management badge. All agents or representatives who are performing services other than the Exhibitor's own employees must provide Willwork Global Event Services with **Certificates of Insurance naming Willwork Global Event Services, 2022 CAI ANNUAL CONFERENCE & EXPOSITION, and The Rosen Shingle Creek Resort** as additional insured's at the time that a request for an exception is made. These Certificates of Insurance must include public liability and property damage insurance for at least \$1,000,000, and workmen's compensation insurance in accordance with local law.

Exhibitors wishing to use a contractor other than Willwork Global Event Services to set up and dismantle their exhibits must fill out this form and return to us no later than the date shown above. If this form and the original certificate of insurance from the non-official contractor are not received by **Friday April 1, 2022**, your non-official contractor will be allowed to supervise only. **All labor must then be hired from Willwork Global Event Services for installation and dismantling of the exhibit.** There are **NO** exceptions after the deadline date.

We urge that you require your EAC to send their certificate of insurance certified by Priority Mail, Federal Express, UPS, etc. to obtain proof of delivery.

Only original documents are accepted, NO photocopies.

EAC Company Name:		
Service to be provided:		
EAC contact person(s):		
Address:		
City:	State:	ZIP:
Telephone:	Fax:	
Exhibiting Company Name:		Booth No:

Is this company authorized to order services on your behalf? Yes No



2022 CAI ANNUAL CONFERENCE & EXPOSITION
ROSEN SHINGLE CREEK RESORT
MAY 4 - 6, 2022

7500 Exchange Drive
Orlando, FL 32809
P. (407) 438-7480 F. (407) 438-7481
Orlando@willwork.com

EXHIBITOR APPOINTED CONTRACTOR

Deadline: Friday April 1, 2022

Booth Number _____

Certificate of Insurance (COI) Information

Additional Holder:

Willwork Global Event Services
7500 Exchange Drive
Orlando, FL 32809

Please have all verbiage below on COI:

- Show Name with date and location
- Exhibitor Name and Booth Number
- *"Willwork Global Event Services, Show Name, and Venue are included as additional insured as required by written contract."*

Submit to:

Willwork Global Event Services
7500 Exchange Drive
Orlando, FL 32809
Orlando@willwork.com

Deadline to submit EAC & COI:

Friday April 1, 2022



7500 Exchange Drive
Orlando, FL 32809
P. (407) 438-7480 F. (407) 438-7481
Orlando@willwork.com

EXHIBITOR SAFETY & SECURITY

EXHIBITOR SAFETY

Standing on chairs, tables or other rental furniture is prohibited. This furniture is not engineered to support your standing weight. Willwork cannot be responsible for injuries, falls or damage caused by the improper use of rental furniture or equipment. If assistance is required in assembling your booth, please order labor on the Willwork Order Form and the necessary ladders and tools will be provided. Please assist in our efforts to provide a SAFE WORKING ENVIRONMENT for everyone.

All Exhibitors must set up their displays within their booth boundaries. Booths extending into the aisle are subject to Fire Marshal jurisdiction and an Exhibitor may be fined for aisle encroachment. The booth sizes stated are outside measurements. Allow a six inch leeway when installing hardwall displays.

Any person involved in moving equipment, supplies, or goods into or out of the facility is prohibited from consuming alcohol or being under the influence of alcohol.

Booth construction must conform to applicable building codes including electrical, plumbing, etc. All work carried out on booths on site must conform to facility regulations. Please contact the event's On-Site Safety Representative through your Show Manager for further information.

In the event of an emergency evacuation, security staff will help direct you to the nearest emergency exit, so be sure to familiarize yourself with the layout of the facility.

Use extreme caution if you are in show areas where forklifts and vehicle traffic are operating during move in and move out..

EXHIBITOR SECURITY

- Do not assume the exhibit hall is secure. Each Exhibitor must take responsibility for the security of all the items in his or her booth. Willwork, Show Management, facility personnel and the security contractor try to guard against theft and damage, but the ultimate burden falls on the Exhibitor. Move in and move out are particularly vulnerable times. Be sure to carefully safeguard your exhibit materials.
- Do not list the contents of crates and cartons on your shipping labels. A label that reads *27" color monitor* is an open invitation for thieves.
- Never display "one-of-a-kind" items or irreplaceable samples unless someone is present at all times to keep an eye on them. For example, plasma screens are a high theft item. Willwork strongly recommends that you insure plasma screens as **NO** liability for theft is assumed by Show Management, the facility or Willwork. We also recommend that the shipping containers are not marked 'PLASMA SCREEN'.
- Do not leave your booth unattended during the hectic and heavily populated move-in and move-out times.
- Consider covering your exhibit with some sort of cloth at the close of each day. The psychological deterrent makes it more difficult for people to handle merchandise. Criminals often look for the easy mark first.
- Business tools such as laptop computers, recorders, calculators, and give-away items are the things most often stolen. They should be guarded and stored safely at night.
- Thieves will also take personal items such as purses, suit coats, and toolboxes. Do not leave personal items unprotected in your booth.
- Never store items in containers marked "Empty".
- Show Management provides a 24-hour security system to prevent entry to the exhibit area by anyone not authorized. This security service does not guarantee Exhibitors against loss. Nor does it imply an assumption of liability for an Exhibitor's property by Willwork, Show Management, or their agents.
- **INSURE YOUR BOOTH!** Your exhibit materials should be insured from the time they leave your facility until the time they return. Consult with your insurance agency about adding a rider to your existing policy..

NAME OF CONFERENCE		START DATE	END DATE	# OF EVENT DAYS	
COMPANY NAME		ON-SITE CONTACT NAME & NUMBER		BOOTH NUMBER	
BILLING ADDRESS		CITY	STATE OR PROVINCE	POSTAL CODE	COUNTRY
ORDERD BY	EMAIL		PHONE		

Advanced rates are available if order is placed 30 days or more before show opening

Email completed form to the Encore Representative listed above.
 Once this request form is submitted, an Encore Representative will contact you for an official order review and signature.
 A service charge of 25% and 6.5% sales tax will be applied to all orders. Labor charges may also be applied.

POWER - 120 VOLT	QUANTITY	ADVANCED RATE	REGULAR RATE
5 AMP (500 WATTS)		\$125	\$170
10 AMP (1000 WATTS)		\$185	\$260
15 AMP (1500 WATTS)		\$215	\$305
20 AMP (2000 WATTS)		\$240	\$345
25' EXTENSION CORD		\$32	\$32
POWER STRIP (6 OUTLETS)		\$32	\$32
VIDEO EQUIPMENT	QUANTITY	DAY RATE	SHOW RATE
24" MONITOR (TABLETOP ONLY)		\$145	\$290
32" MONITOR (TABLETOP)		\$275	\$550
46" MONITOR		\$525	\$1050
55" MONITOR		\$710	\$1420
70" MONITOR		\$1195	\$2390
72" MONITOR FLOOR STAND <i>(only available as add-on equipment for monitors rented from Encore)</i>		\$125	\$125
MONITOR WALL MOUNT <i>(only available as add-on equipment for monitors rented from Encore)</i>		\$100	\$100
LAPTOP		\$250	\$250

RIGGING REQUESTS

If rigging is required, please use the following link to request approval.
<https://www.encoreglobal.com/rigging-portal/>

There is a minimum of two and a half (2.5) hours labor charge for all Specialty Services, Custom Installations, 208 Volt Services, Island Booths, and any drops that are not in the back center of your booth. A one (1) hour reset fee will apply after lines have been placed. Diagram with measurements for each power drop is required. Final labor charge will be determined after completion.

If You Are Experiencing Technical Difficulties On-Site
 Please Contact Encore At 407-616-4556 or 407-996-4556

Advanced rates are available if order is placed 30 days or more before show opening.

Email completed form to the Encore Representative listed above.
Once this request form is submitted, an Encore Representative will contact you for an official order review and signature.
A service charge of 25% and 6.5% sales tax will be applied to all orders. Labor charges may also be applied.

POWER – 208 VOLT SINGLE PHASE	QUANTITY	ADVANCED RATE	REGULAR RATE
20 AMPS		\$400	\$565
30 AMPS		\$495	\$710
60 AMPS		\$670	\$950
100 AMPS		\$835	\$1180
POWER – 208 VOLT THREE PHASE	QUANTITY	ADVANCED RATE	REGULAR RATE
20 AMPS		\$550	\$785
30 AMPS		\$720	\$1030
60 AMPS		\$985	\$1400
100 AMPS		\$1245	\$1785
200 AMPS		\$1860	\$2320
400 AMPS		\$2740	\$3485
COMPRESSED AIR SERVICE	QUANTITY	ADVANCED RATE	REGULAR RATE
MASTER LINE DROP		CONSULTATION REQUIRED	CONSULTATION REQUIRED
ADDITIONAL CONNECTIONS		\$60	\$80
WATER LINE SERVICE	QUANTITY	ADVANCED RATE	REGULAR RATE
MASTER LINE DROP		CONSULTATION REQUIRED	CONSULTATION REQUIRED
ADDITIONAL CONNECTIONS		\$60	\$80

There is a minimum of two and a half (2.5) hours labor charge for all Specialty Services, Custom Installations, 208 Volt Services, Island Booths, and any drops that are not in the back center of your booth. A one (1) hour reset fee will apply after lines have been placed. Diagram with measurements for each power drop is required. Final labor charge will be determined after completion.

RIGGING REQUESTS

If rigging is required, please use the following link to request approval.

<https://www.encoreglobal.com/rigging-portal/>

EXHIBITOR SERVICES ORDER REQUEST

Create the ultimate brand experience with a sensory-rich environment that drives attendee interest.

BOOTH DIAGRAM

ORGANIZATION NAME	ROOM/EXHIBIT BOOTH NO.
SHOW NAME	SHOW DATES

Rigging

If rigging is required, please use the following link to request approval.
<https://www.encoreglobal.com/rigging-portal/>

Power

Please indicate on the grid the location of your power drop(s) using exact measurements and how many amps each power drop should have (e.g. 15A). If no location is indicated, the power drop will be placed in the middle back of the booth. There is a minimum labor charge for hook-up and dismantle for all non-standard locations, multiple outlet locations, island booths and 208V services.

Adjacent Booth No. _____

Adjacent Booth No.

Adjacent Booth No.

Adjacent Booth No. _____



Exhibitor Kit

Credit Card Consent, Terms and Conditions/Regulations and General Information

This form must be submitted in order to process the order.

Show Name:		Show Start:	Show End:
Company Name/Booth Name:			Booth #
Credit Card #			Exp. Date
Billing Address	City, State, Zip Code:		
Cardholder's Name	Phone Number:		
Email Address			

I, (please print) _____, certify the above information to be true and correct to the best of my knowledge. As the cardholder, I am authorizing the above credit card account to be charged for the attached order and any additional amounts incurred as a result of all show site changes ordered by my representatives and/or place my card on file for Security Deposit purposes in the event of payment default, cancellation fees or damages/losses owed per Encore Terms and Conditions/Exhibit Regulations and General Information.

Signature:

Date:

1. Orders must be received with payment a minimum of thirty (30) days prior to scheduled event set up for Advance Price. Orders received less than thirty (30) days prior to scheduled event set up or without payment will be charged at the Standard Prices.

2. Encore electrical is not responsible for voltage fluctuation or power failure due to temporary conditions. For your protection you should install a surge protector on your computer(s). All electrical installations and connections to all electrical service should be made by an Encore electrician. Encore will not be responsible for any damage or loss of equipment, component, computer hardware or software and/ or damage or injury to any person caused by the installation, connection or plugging into any electrical outlet by person other than a Encore electrician.
3. A separate outlet must be ordered for each location where electricity is needed.
4. Rates listed for all connections include bringing the service to booth in the most convenient manner for Encore and DOES NOT INCLUDE connecting equipment, materials, special wiring or labor. Normally all electrical outlets will be placed on the floor in back of booth. Island booth outlets may be brought to one (1) location at our discretion if no information is provided and this charge is on a time and material basis.

EXHIBITOR PRE-ORDER TECHNOLOGY FORM

ALL ORDERS MUST BE RECEIVED BY April 15th IN ORDER TO RECEIVE PRE-ORDER PRICING.

RENTAL EQUIPMENT AND INTERNET PRICING ARE LENGTH OF SHOW. (Up to 5 Days)

Event Name: Comminity Associations Institute 2022

Booth Name and #: _____

Install Date and Time: _____

Removal Date and Time: _____

On-Site Test and Time: _____

On-Site Contact: _____

On-Site Contact Cell #: _____

Wireless Internet Prices are per booth, length of event. Connections capped at a maximum speed of 3Mbps.	Pre-Order Rate	Rack Rate	Total
1-5 Wireless Connections	\$600	\$720	
6-10 Wireless Connections	\$900	\$1,080	
11-15 Wireless Connections	\$1,200	\$1,440	
16-20 Wireless Connections	\$1,500	\$1,890	
21-25 Wireless Connections	\$1,650	\$1,980	
26-30 Wireless Connections	\$1,800	\$2,160	
For more than 30 wireless users in a booth, please call for pricing.			

Wired Internet/ Dedicated Bandwidth Prices are per location, length of event, with private IP addresses. If cabling under carpet, please call to schedule location and provide diagram.	Pre-Order Rate	Rack Rate	Total
3Mbps Dedicated Connection	\$3,000	\$3,600	
5Mbps Dedicated Connection	\$4,500	\$5,400	
10Mbps Dedicated Connection	\$7,500	\$9,000	
15Mbps Dedicated Connection	\$9,000	\$10,800	
Additional Connections within the same location (One time Fee)	\$100	\$150	

HD Monitors Includes a table stand and 5ft cable. (Add'l sizes available upon request.)	Price	Qty.	Total
24" Monitor	\$245		
32" Monitor	\$350		
40" Monitor	\$550		
46" Monitor	\$650		
55" Monitor	\$795		
65" Monitor	\$995		

Laptops/ Tables	Price	Qty.	Total
Laptop	\$225		
Apple MacBook Pro	\$315		
Tablet	\$185		

Monitor Accessories Monitors do not include dual pole stands.	Price	Qty.	Total
Dual Pole Stand with Laptop Tray (Only available with rented monitors)	\$95		

Internet SUBTOTAL	\$
25% Service Fee	\$
6.5% Tax on Service Fee Only	\$
INTERNET GRAND TOTAL	\$

Rental Equipment SUBTOTAL	\$
25% Service Fee	\$
SUBTOTAL	\$
6.5% Sales Tax (On Rental Equipment & Service Fee)	\$
RENTAL EQUIPMENT GRAND TOTAL	\$

Telecommunication SUBTOTAL	\$
25% Service Fee	\$
12.72% Communication Tax (TELECOMMUNICATION SUBTOTAL ONLY)	\$
6.5 % Sales Tax (SERVICE FEE ONLY)	\$
TELECOMMUNICATION GRAND TOTAL	\$

Telecommunication Services Additional Phone options and international calling available. Please call for assistance.				
Cisco Digital Phones Installation fee of \$150 included in first day pricing.	Qty.	Single Day Rate	Add'l Days	Total
House Phone		\$180	\$30	
DID or Polycom Local/ 800		\$250	\$100	
DID or Polycom Local/ 800/ Long Distance		\$300	\$150	
ATA (Analog Phone Adapter)		\$250	\$100	

Network Configuration	Pre-Order Rate	Rack Rate	Qty.	Total
Static IP (One Time Fee)	\$150/each			
Network Extension / Drop	\$250	\$300		
Private VLAN	\$1,200	\$1,450		
Public VLAN	\$1,800	\$2,160		
Custom SSID	\$1,200	\$1,500		

Technology Accessories for Purchase	Price	Qty.	Total
5ghz Wireless Dongle	\$40		
USB to Ethernet Dongle	\$40		
HDMI Cable (25ft)	\$40		
VGA Cable (25ft)	\$40		

Ask us about our sponsorship opportunities!

Please Note the Following:

- * Internet and Rental Equipment prices are for the length of the show (Up to five days).
- * Additional \$150 fee for all orders placed on site, service charge and applicable taxes will be applied.
- * Millennium does not supply power. For power needs, please contact the exhibition company.
- * Orders cancelled with less than 72 hours' notice will incur a 50% cancellation fee. Orders cancelled on site will incur a 100% cancellation fee.
- * Dedicated bandwidth recommended for VOIP, video streaming or video conferencing.
- * Any unauthorized equipment will be disconnected.
- * Support will only be provided to MTG equipment.

Booth Diagram

Mark "X" where connections should be located
Front

Booth # _____



Booth # _____

Please note that your order is not complete until payment has been received.

BILLING INFORMATION

Please Type or Print Clearly and Provide Business Card

Name of Event	Booth #
---------------	---------

Card Holder's Name	Phone #
--------------------	---------

Company Name

Billing Address of Credit Card	City	State	Zip Code
--------------------------------	------	-------	----------

Email Address

Once the form is completed and submitted, a Millennium Technology Sales Managers will input your information. Invoice(s) will be sent to the email address listed above for your credit card payment to be submitted.

- * Due to PCI compliance, we can no longer accept any CC authorization forms. **Please do not include your CC numbers on this form.**
- * Please provide all information requested. Incomplete forms will delay processing.
- * Make sure to write the billing address of the credit card that will be used for payment.
- * Full payment is required prior to services being rendered.
- * Millennium Technology Group (MTG) accepts Visa, MasterCard, American Express, and Discover.

I agree in placing this order and I have accepted Millennium Technology Group's Rental Agreement Terms and Conditions, including Millennium Technology Group's payment policy.

X

Cardholder's Signature

Date

TECHNOLOGY TERMS AND CONDITIONS LIMITATION OF LIABILITY

EXCEPT FOR CLAIMS FOR PHYSICAL INJURY TO PERSONS, MILLENNIUM TECHNOLOGY GROUP (MTG) AND ITS SUPPLIERS OR SUBCONTRACTORS WILL NOT BE LIABLE FOR ANY SPECIAL, OR CONSEQUENTIAL DAMAGES OR FOR LOSS, DAMAGE OR EXPENSE DIRECTLY OR INDIRECTLY ARISING FROM CUSTOMER'S USE OR INABILITY TO USE THE SYSTEM EITHER SEPARATELY OR IN COMBINATION WITH OTHER EQUIPMENT OR SOFTWARE OR FOR COMMERCIAL LOSS OF ANY KIND (INCLUDING LOSS OF BUSINESS PROFITS) BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT TORT OR ANY OTHER LEGAL THEORY WHETHER OR NOT MTG OR ITS SUPPLIERS OR ITS SUBCONTRACTORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE OR LOSS. IN NO EVENT SHALL LIABILITY EXCEED A REFUND OF AMOUNTS ACTUALLY PAID TO MTG BY COMPANY FOR THEIR NETWORK ATTACHMENT.

SERVICES ARE PROVIDED BY MTG ON AN 'AS IS' AND 'AS AVAILABLE' BASIS. MTG MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AS TO THE OPERATION OF MTG SERVICE OR THE INFORMATION, CONTENT, MATERIALS, OR PRODUCTS INCLUDED IN MTG SERVICE.

NO WARRANTIES ARE MADE OTHER THAN PROVIDING YOU WITH OUR EQUIPMENT IN GOOD WORKING ORDER. YOU ACKNOWLEDGE THAT BOTH THE EQUIPMENT AND THE MANUFACTURERS OF SAID EQUIPMENT ARE ACCEPTABLE TO YOU. YOU FURTHER ACKNOWLEDGE THAT WE HAVE NOT MADE AND DO NOT MAKE ANY WARRANTY EITHER EXPRESSED OR IMPLIED INCLUDING BUT NOT LIMITED TO: A) THE FITNESS OR DESIGN OF THE EQUIPMENT; B) THE MERCHANTABILITY OF THE EQUIPMENT OR IT'S FITNESS FOR ANY PARTICULAR PURPOSE; C) ANY PATENT, COPYRIGHTS OR TRADE SECRET INFRINGEMENTS AND D) THE COMPLIANCE OF THE EQUIPMENT WITH ANY REQUIREMENTS OF LAW, RULES, SPECIFICATIONS OR CONTRACT.

1. **CONDITION FOR PROCESSING SERVICE CONTRACT/ON-TIME INSTALLATION:** (a) Payment for service must accompany contract. (b) Incomplete contract forms will delay processing, please provide all information requested. (c) Booth number(s) must be identified on face of form. (d) Complete Floor Plan itemizing location of connections in booth must be designated on form or customer provided diagram(s) 3 days before move-in date (g) Orders /changes received on day of show move-in will be worked after other orders are complete.
2. **TERM:** The rental shall commence on the day the equipment/services are delivered to you and shall continue until the equipment/services are returned, complete and in good working order.
3. **TITLE:** Only MTG personnel are authorized to modify system wiring or cabling. Material and equipment furnished by MTG for this service order shall remain the property of MTG. You acknowledge that the equipment/services rented by you belongs to us and that you cannot sell, pledge, mortgage or otherwise dispose of the equipment.
4. **LOCATION:** The equipment shall be kept at the location you have provided us and may not be moved or relocated without our prior written permission. In the event of loss, you agree to promptly reimburse us for the replacement cost of such equipment and claims for all losses and injuries caused by such equipment.
5. **MODIFICATION AND ADDITIONAL WORK:** If, at the request of or with prior consent from the Customer, MTG has performed work or rendered other performances which goes beyond the substance or scope of the agreed services, the Customer shall pay for that work or performance according to our usual rates. Expanding or modifying a system analysis, a design or specifications shall also constitute additional work.
6. **REPAIRS:** During the term of rental, we are responsible for the maintenance of our equipment resulting from every day wear and tear. If the equipment malfunctions, you must notify us immediately and we will, at our discretion, repair or replace the defective equipment in a timely manner. If the equipment is damaged in any manner you will be responsible for all costs, including but not limited to service fees, repair fees, or full replacement costs.
7. **CREDIT APPROVAL:** We are not obliged to deliver the equipment unless and until your credit is approved by us.
8. **LATE CHARGES:** If any payments have not been made by the conclusion of the event, we may impose a late charge of 1.5% per month.
9. **PAYMENT:** Payment & Order forms must be received no later than 14 days prior to the first day of the event to avoid Pre-Order Penalty Fee of \$100. If ordering on site or after event move-in has started there is a \$150 On Site Order Fee that will be applied. Pricing listed on this contract does not include Federal, State, Local or other Taxes. Taxes/Tax surcharges will be included in your final bill. Checks must be received a minimum of ten days prior to the first day of service. **The Customer shall pay invoices in accordance with the payment conditions stated on the invoice. The Customer shall not be entitled to set off or to suspend a payment.**
10. **INTERNET SECURITY DISCLAIMER:** MTG does not provide security, such as but not limited to firewalls etc. for any data connection(s) we provide. It is the sole responsibility of the exhibitor or customer to provide any necessary security. With execution of this document the Customer is agreeing to the Terms and Conditions of this document and will hold MTG; its agents and contracts harmless for any and all liabilities arising from the use of non-secured data circuits.
11. **SHARED INTERNET SERVICES SPECIFIC:** Proxy Servers are not allowed with any of MTG's shared Internet/Network Services. This includes, but is not limited to, Premium Internet & Basic Internet. MTG can engineer a custom dedicated network(s) to accommodate such special requests.
12. **ORDER FORM:** Rates listed include a single IP address with standard installation to the booth in the most convenient manner. To connect additional devices to the bandwidth product a MTG assigned IP address or additional device charge must be purchased.
13. **INTERNET PERFORMANCE DISCLAIMER:** MTG does not guarantee the performance, routing, or throughput, either expressed or implied, of any data connectivity with regards to the Internet and/or Internet backbones beyond any facility we service.
14. **GENERAL PROVISIONS:** a) The laws of the State of Florida shall govern this Agreement between you and MTG. b) Although you do not have the right to assign this Agreement, we do. If we exercise this right, we may direct you to make all future payments to another party at their address. c) You hereby waive trial by jury in any action or proceeding pertaining to this Rental Agreement. d) Paragraph headings are for convenience only.
15. **PUBLICITY:** Notwithstanding anything to the contrary in the Agreement or applicable Statements of Work, MTG shall be permitted to disclose in summary form the nature of work performed for clients under the applicable Statement of Work; however, MTG shall not disclose the proprietary business processes of Client or otherwise result in any breach of any other term of this Agreement.
16. **WIRELESS SPECIFIC:** The use of any wireless device that interferes with the facility wireless data frequency is prohibited.
17. **RENEWALS AND RATE CHANGES:** The rental will automatically be renewed for successive rental periods following the initial rental term.
18. **PERFORMANCE:** MTG shall, to the best of its ability, do its utmost to perform the services with due care and, where appropriate, in accordance with the agreements and procedures recorded in writing with the customer. All of MTG's services shall be performed on the basis of a best efforts obligation, unless and insofar as the MTG has expressly promised a result in the written Agreement and the result concerned has also been described with sufficient definiteness. Any agreements concerning a service level must always be expressly agreed in writing.
19. **USAGE:** You may use our equipment, but you may not abuse it. In particular, you must provide a suitable location, including appropriate electrical power, for our equipment and comply with the manufacturer's operating instructions. If any software is supplied with the property, you agree to be bound by all applicable licenses and copyright laws and, with regard to Microsoft products, you further acknowledge that use of the Microsoft software accompanying our equipment is governed by Microsoft's End User License Agreement attached hereto.
20. **CANCELLATIONS & ADJUSTMENTS:** No adjustments to invoices will be made after the close of the Event. Claims will not be considered unless filed in writing by Exhibitor/Client prior to close of Show/Event. All orders cancelled within 72 hours of the first day to the Event whether it be by the Exhibitor, due to the cancellation of an Event or their non-participation, will be charged a cancellation fees equal to 50% - 100% of the total order, based on the status of move-in, work performed and/or MTG set-up costs or expenses. Some broadband services and special circuits cannot be cancelled once ordered and will incur full charges listed /quoted. Credit will not be given for service installed and not used.

20. **VIRUS PROTECTION REQUIREMENT – WARNING** – MTG requires that all devices directly or indirectly accessing MTG’s Network have the latest virus scan software, windows security updates, system patches, and any other technological precautions necessary to protect yourself and others from viruses, malicious programs and other disruptive applications. Any device, which adversely impacts MTG’s Network, will be disconnected from the network with or without prior notice at MTG’s discretion. The device(s) in question will remain disconnected from the network until all issues are adequately resolved. Additional charges may apply for trouble diagnosis and/or problem resolution.

21. **CUSTOMER EQUIPMENT:** Customers wishing to place their equipment within the IDFs must obtain authorization to do so through MTG. MTG nor Rosen Hotel & Resorts will be held responsible for the loss or damage of customer provided equipment. This includes but not limited to damage due to power, liquids, leaks, or other naturally occurring events. Plugging in to any outlet or circuit currently utilized by MTG equipment or Rackspace is strictly prohibited. Power must be ordered from the hotel’s convention power provider. All access to IDF’s require a representative from MTG to be present at all times. No keys will be issued to a customer or group and the door must remain securely locked at all times. All patching and un-patching of ports and or fiber can only be performed by a MTG representative.

22. **USE OF NETWORK CONNECTIONS:** a) The network attachment to be provided by MTG may be used only by the employees of the company, its agents and consultants while performing service for the company and will not be resold or distributed to other companies. The services being provided by MTG will facilitate communications between the Company’s authorized users and the entities reachable through the national Internet. Users of MTG services shall use reasonable efforts to promote efficient use of the networks to minimize, and avoid if possible, unnecessary network traffic and interference with the work of other users of the interconnected networks. b) Users of MTG services shall not disrupt any of the MTG or other associated networks in part or as a whole. MTG services shall not be used to transmit any communication where the meaning of the message, or it’s transmit distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof. c) All devices for which MTG directly or indirectly provides Internet/Network connectivity must pay a connection charge or purchase a MTG assigned IP address. d) The choice of Internet Service Provider (ISP) is at the sole discretion of MTG e) MTG is the exclusive provider of all wired and wireless data services. f) Wired/Wireless Devices not authorized by MTG are strictly prohibited. Anyone wishing to showcase wireless products must contact MTG three weeks in advance of their show to investigate the potential of MTG engineering a customized cohesive network operating without interference g) Rates listed include a single IP address via DHCP, bringing the service to the booth in the most convenient manner and does not include computer equipment, NIC card, TCP/IP software or power to the booth.

24. **INDEMNIFICATION:** a. You shall defend, indemnify and hold MTG harmless against all costs and expenses, including reasonable attorney’s fees, associated with the defense or settlement of any claim that: i. MTG’s use, access or modifications of any software that you have requested that we use, access or modify as part of the Services infringes any patent, copyright, trademark, trade secret or other intellectual property right, or ii. Your use of any Services in violation of any requirements or representations in this agreement violates any law or infringes any patent, copyright, trademark, trade secret or other intellectual property right. b. You further shall pay any judgments or settlements based on any such claims.

25. **ENTIRE AGREEMENT:** These terms and conditions together with any documents expressly referred to in them, contain the entire agreement between us relating to the subject matter covered and supersede any previous agreements, arrangements, undertakings or proposals, written or verbal: between us in relation to such matters. No verbal explanation or verbal information given by any party shall alter the interpretation of these terms and conditions. In agreeing to these terms and conditions, you have not relied on any representation other than those expressly stated in these Terms and Conditions and you agree that you shall have no remedy in respect of any misrepresentation, which has not been made expressly in these Terms and Conditions.

26. **PERSONAL DATA PROTECTION** a. “Personal Data” means any information regarding any identified or identifiable person associated with the meeting, that may be provided or discovered during the course of performing under the meeting Agreement. Hotel may process and use the Personal Data only to the extent necessary to perform its obligations under the meeting Agreement. Hotel may disclose the Personal Data only to Hotel’s agents, employees and subcontractors as necessary to perform the Hotel’s obligations under the meeting Agreement, who have received training on the handling of Personal Data from Hotel, and who are bound by confidentiality obligations. Hotel may disclose Personal Data as required to fulfill regulatory or legal requirements within the travel industry. Hotel may not sell, rent or lease Personal Data to any other party. Hotel may not use any Personal Data to send direct marketing materials to Client, its members or employees, unless they have provided their explicit written consent or have otherwise provided personal data for such purpose, i.e. have opted in to receive such materials from Hotel. b. Hotel will use the same reasonable degree of care to prevent the unauthorized use, dissemination or publication of the Personal Data, as it uses to protect its own information of similar nature, and will implement any technical and organizational measures to protect personal data which are required by the applicable law. Hotel will adhere to all applicable export, personal data protection and security laws, regulations and rules when collecting, using, storing, transferring and otherwise processing Personal Data. Hotel agrees to notify Client if it becomes aware of any actual, suspected or alleged unauthorized use of, disclosure of, or access to Personal Data by itself or others that also creates a notification obligation to affected individuals under state or federal law. In the event of such a security incident, Hotel will cooperate with Client in accordance with the applicable laws, including: conducting the investigation; cooperating with authorities; and notifying affected persons, credit bureaus, other persons or entities deemed appropriate by the Client.

Audio Visual Partners, Inc.

5075 Forsyth Commerce Road

Orlando, FL 32807

Tel: 321-689-7251

Contact: Steve Roberts/ Exhibit Sales

Email: Steve@avpusa.com

"Your local resource for ALL your display needs!"



CAI Annual Conference and Expo

May 4-6, 2022

Rosen Shingle Creek

Orlando, FL

EXHIBITOR RENTAL ORDER FORM

DATA DISPLAY EQUIPMENT	QTY	"SHOW" RATE	TOTAL
20" LED Monitor (16:9 Aspect Ratio/ 1920x1080)	_____	\$150.00	_____
32" LED Monitor (16:9 Aspect Ratio/ 1920x1080)	_____	\$225.00	_____
46" LED Monitor (16:9 Aspect Ratio/ 1920x1080)	_____	\$350.00	_____
55" LED Monitor (16:9 Aspect Ratio/ 1920x1080)	_____	\$525.00	_____
65" LED Monitor (16:9 Aspect Ratio/ 1920x1080)	_____	\$650.00	_____
Dual Post Floor Stand for Plasma/LCD	_____	\$100.00	_____
Shelf for Dual Post Floor Stand	_____	\$25.00	_____

AUDIO EQUIPMENT	QTY	"SHOW" RATE	TOTAL
Wireless Microphone (Handheld/Lav,Headset)	_____	\$250.00	_____
Small Powered Speaker	_____	\$125.00	_____
Medium Powered Speaker	_____	\$165.00	_____
Small Audio Mixer	_____	\$75.00	_____

VIDEO EQUIPMENT	QTY	"SHOW" RATE	TOTAL
Digital Media Player	_____	\$125.00	_____
54" Roll Cart w/ skirt	_____	\$75.00	_____
3000 Lumen LCD Projector	_____	\$450.00	_____

COMPUTER SYSTEMS & PERIPHERALS	QTY	"SHOW" RATE	TOTAL
PC Laptop	_____	\$250.00	_____
MAC Laptop	_____	\$300.00	_____

*** All prices listed are for the entire show and include Setup and Strike***

We also have a full line of Audio and Video equipment. Please call for additional equipment rental needs !

ORDERING INFORMATION

* Payment is due prior to show

* All prices include setup and strike

* LCD monitors include VGA cable or HDMI cable, AC extension/powerstrip

* You will receive a confirmation of your order

* Technical assistance is just a phone call away

* Client must be on site at time of delivery. Any re-attempted deliveries after set delivery time will result in an additional delivery charge

Total Equipment _____

DeliveryPickup \$150.00

6.5% Sales Tax _____

TOTAL DUE _____

****Drayage,Riggers,Carpenters, Electricians, or any applicable union charges will be billed directly to the exhibitor****

CUSTOMER INFORMATION

Delivery Date: _____ Delivery Time: _____ Pickup Date: _____ Pickup Time: _____

Exhibitor /Company Name: _____ Booth Number: _____

OnSite Contact: _____ Phone Number: _____

Address: _____ City/State/Zip: _____

Credit Card #: _____ CVV Code: _____ Exp: _____

Cardholders Billing Zip Code: _____ Cardholders Signature: _____

Email Address: _____

EMAIL Completed Form to steve@avpusa.com



7500 Exchange Drive
Orlando, FL 32809
P. (407) 438-7480 F. (407) 438-7481
Orlando@willwork.com

RULES & REGULATIONS

Please follow the guidelines listed below as they will help you plan for your upcoming exhibit. Union Labor is required for certain aspects of exhibit handling. Reading the following rules will assist you in your planning for the event.

EXHIBIT INSTALLATION & DISMANTLE

Willwork Global Event Services is the designated contractor for the erection, touch-up, dismantling, and repair of all exhibits when work is done by persons other than your full-time company personnel.

If full-time company personnel are utilized to set an exhibit, they must carry company identification such as a medical identification card or a payroll stub.

The utilization of workers hired from a non-union agency or company is prohibited.

To secure labor, please complete the labor forms located within this service manual.

MATERIAL HANDLING

Willwork Global Event Services is responsible for the loading and unloading of all trucks, trailers, and common and contract carriers as well as the handling of empty containers and the operation of material handling equipment. It also has the responsibility for the unloading, uncrating, un-skidding, leveling, painting, and assembly of machinery and equipment as well as the reverse process.

Willwork Global Event Services has the responsibility to manage docks and schedule vehicles for the smooth and efficient move-in/move-out of the trade show. Willwork Global Event Services will not be responsible for any material it does not handle.

Exhibitors may "hand carry" material provided they do not use material handling equipment to assist them. When exhibitors choose to "hand carry" material, they may not be permitted access to the loading dock/freight door areas.

TIPPING

Willwork Global Event Services company policies prohibit the solicitation and/or acceptance of any tips by our employees. Our employees receive excellent hourly wages denoting a professional status, and tipping of any form is not allowed. Should you as an exhibitor be solicited in any way for a gratuity, you should report such activity immediately to our Willwork Service Desk.



2022 CAI ANNUAL CONFERENCE & EXPOSITION
ROSEN SHINGLE CREEK RESORT
MAY 4 - 6, 2022

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MOVE OUT INFORMATION

To increase the efficiency of exhibitor move-out, Willwork Global Event Services has institute the following Move-Out Schedule for this show.

Friday, May 6, 2022 at 3:45 PM - Exhibitor Move-Out officially begins.

Exhibitors may begin to dismantle their booths at this time. Immediately after the close of the show, Willwork will begin covering the carpet and returning empty containers. You can help us with this process by keeping the aisles clear during this time. If you have ordered labor to dismantle your booth, be sure to confirm the start time of your workers by checking with the Willwork Service Desk.

Friday, May 6, 2022 at 6:00 PM - Deadline for driver check-in.

Exhibitors who wish to ship materials by any carrier must instruct drivers to check in at The Rosen. They will check in at the loading dock with the Willwork Dock Supervisor by **Friday, May 6, 2022 at 6:00 PM**. Drivers are placed in line for loading on a first-come, first-serve basis, provided the exhibitor is completely packed and a Bill of Lading has been turned in to the Willwork Service Desk. Drivers whose Bills of Lading have not been turned in will be placed in a holding queue until the booth is packed and the Bill of Lading is turned in. Should your carrier fail to check in at the loading dock by **Friday, May 6, 2022 at 6:00 PM**, Willwork Global Event Services reserves the right to re-route the shipment via the official show carrier as necessary. Neither Willwork nor Show Management assumes any liability as a result of such re-routing.

Friday, May 6, 2022 at 6:00 PM - Exhibits packed and Bills of Lading turned in to WILLWORK.

All Bills of Lading must be turned in to the Willwork Service Desk to be validated. Do not leave Bill of Lading in your booth, and do not turn in your Bill of Lading until your shipment is packed and ready to be loaded. Bills of Lading and additional labels will be available at the Willwork Service Desk at your convenience. No Bills of Lading will be issued until your balance is paid in full.

Delivery of your Bills of Lading to Willwork Global Event Services does not signify that Willwork Global Event Services has assumed responsibility for your shipments. Once packed and ready to turn in your Bill of Lading, take a picture of your shipment for your files. Whenever possible, a member of your staff should remain with your shipment until it is actually picked up for removal from the loading dock, at which time the trucker assumes responsibility for your merchandise. In every case, be sure to turn in your Bills of Lading to the Exhibitor Service Desk. Do not leave Bills of Lading in your booth.

Final Payments

For your convenience, any show site balances or charges for outbound labor, freight, or miscellaneous items not paid before show closing will be charged to your credit card at the close of the show. Be sure to pick up and review your statement of charges at the Willwork Service Desk prior to move-out. Adjustments to your account will NOT be made beyond 45 days after show closing.

Friday, May 6, 2022 at 6:45 PM – Final clean up; Exhibitor Move Out officially ends.

ALL SHIPPING CONTAINERS INCLUDING BUT NOT LIMITED TO FIBER CASES, CARTONS AND CRATES SHOULD BE SECURELY PACKAGED AND LABELED BY THE EXHIBITOR. IF YOU HAVE MULTIPLE ITEMS STACKED ON A SKID, WE STRONGLY ADVISE THAT YOU ORDER SHRINK WRAP OR BANDING FROM THE WILLWORK SERVICE DESK SO THAT ITEMS DO NOT GET SEPARATED.



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LIMITS OF LIABILITY

1. Willwork Global Event Services shall not be responsible for damage to uncrated materials, material improperly packed, or concealed damage.
2. Willwork Global Event Services shall not be responsible for loss, theft, or disappearance of exhibitor's material after same has been delivered to exhibitor's booth.
3. Willwork Global Event Services shall not be responsible for loss, theft, or disappearance of materials before they are picked up from exhibitor's booth for reloading after the Show. Bills of Lading covering outgoing shipments, which are furnished by Willwork Global Event Services to exhibitor, will be checked at time of actual pick-up from the booth, and corrections made where discrepancies occur.
4. Willwork Global Event Services shall not be responsible for any loss, damage, or delay due to fire, Acts of God, strikes, lockouts, or work stoppages of any kind or to any causes beyond its control.
5. Willwork Global Event Services' liability shall be limited to the physical loss or damage to the specific article that is lost or damaged. In any event, Willwork Event Specialist's maximum liability shall be limited to \$.30 per pound, per article with a maximum liability of \$50.00 per item, or \$1,000.00 per shipment, whichever is less.
6. Willwork Global Event Services 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.
7. The consignment or delivery of a shipment to Willwork Global Event Services by an exhibitor or by any shipper to or on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth.

Protection of all materials belonging to the Exhibitor is the sole responsibility of the Exhibitor. Remember to insure your exhibit and all collateral material from the time it leaves your firm until they are returned after the show. A "rider" to an existing insurance policy can usually do this.



Exhibit Services

Reliable trade show shipping services



YRC

FREIGHT



The show must go on!

YRC Freight is ready to customize transportation solutions for any exhibit shipment, any size load, delivering great service, savings and simplicity.

After the show, specify YRC Freight for the move out on the materials handling agreement (MHA), then give us a call. We'll take it from there.

And if others handle your trade show shipping, remember to tell them about YRC Freight savings and service.

Delivering confidence at the show

- 100% inbound service guarantee* at no additional cost
- On-site Exhibit managers monitor your inbound shipments for on-time, smooth move ins
- Time-Critical expedited
- Comprehensive North American coverage and online visibility

Giving you more for your money

- Lowest trade show shipping fees in the industry
- 30 days free storage prior to the show; a great way to save when moving from show to show
- No detention fees at trade shows
- No extra fees for weekend/after-hour pickups

Keeping it simple for you

- Exhibit customer service representatives available 24/7; call 1-800-531-EXPO (3976)
- Around-the-clock assistance with quotes, bookings, tracking or expediting
- Single-shipment transportation for your entire display
- Online shipment visibility throughout the move on my.yrcfreight.com
- Specialized Brokerage services designed specifically for cross-border trade show shipping needs

* Subject to applicable Tariffs and Rules and Conditions publications.

yrcfreight.com | 800.531.EXPO (3976) |  Live Chat

