

TO ALL EXHIBITORS:

We are pleased to inform you that *SER exposition services* has been selected by **Meetings Quest** to serve as your Official Service Contractor.

Exhibitors have three ways to order additional exhibitor materials and to access facility policies, procedures and utility forms:

1. Order all your materials online through our secure server.

To order online go to our website at **serexpo.com** and click the gold "Order Online" link in the lower right hand corner. If you agree with the terms and conditions proceed by entering your Show ID Number. Then enter your case sensitive password.

Your Show ID Number and Password are:

Show ID Number: 04222015A

Password: wfnxrqye

Online Ordering will not be available for this show after April 14, 2015.

2. Fax or Mail order forms by downloading your Exhibitor Services Manual from our website.

If you do not feel comfortable ordering online you may download your Exhibitor Services Manual and fax or mail the forms to *SER exposition services* directly. You will be downloading a .pdf file and you must have Adobe Acrobat Reader to read this file. You will be able to download Adobe Acrobat Reader from our website.

To download your Exhibitor Services Manual go to our website at **serexpo.com** and click the gold "Order Online" link in the lower right hand corner. If you agree with the terms and conditions proceed by entering your Show ID Number. Then enter your case sensitive password.

Your Show ID Number and Password are:

Show ID Number: 04222015A

Password: wfnxrqye

Online Ordering will not be available for this show after April 14, 2015.

3. If you do not have or have limited Internet capabilities

Please contact us at 508-757-3397 to have an Exhibitor Services Manual faxed, emailed or mailed to you.

If you have any questions during your ordering process please visit the FAQ's page. If you cannot find your answer here, please call us at 508-757-3397.

ALL ORDERS AND PAYMENT MUST BE RECEIVED BY APRIL 14, 2015.

SER exposition services

35B New Street
Worcester, MA 01605
(508) 757-3397
(508) 757-9136 (Fax)
www.serexpo.com

Meetings Quest
Rhode Island Convention Center
Providence, RI
April 22, 2015

Dear Exhibitor:

We are pleased to announce that *SER logistics* is now available to assist you with all of your tradeshow transportation needs!

SER logistics can arrange to move all of your tradeshow materials into and out of your next event. From Same Day to Truckload to everything in between, we can provide hassle free options to get your materials where they need to be, when they need to be there!

For assistance with quoting your tradeshow shipment, you may contact *SER logistics* by emailing logistics@serexpo.com, or call our helpful specialist at 508-757-3397. We look forward to exceeding your expectations regarding your tradeshow needs.



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April 22, 2015

TO ALL EXHIBITORS:

We are pleased to inform you that *SER exposition services* has been selected by Meetings Quest to serve as your Official Service Contractor. Besides the ability to order additional materials, you will find policies and procedures for the Rhode Island Convention Center that you must be aware of and adhere to.

Subletting or Sharing of Exhibit Space

No sharing or subletting of exhibit space by the exhibitor with any person or firm shall be permitted.

Exhibitor Rules and Regulations and Show Management Inquiries

Show management shall have final authority over exhibitor regulations and guidelines. For all inquiries pertaining to exhibit booth rules and/or special considerations, please contact Show Manager Alex Querna at (310) 577-3700 or e-mail alex.querna@schneiderpublishing.com no later than April 6, 2015.

- BOOTH EQUIPMENT:** Each booth will be set with an 8' high back wall, 3' high side rails, one 6' skirted table, two folding chairs, one wastebasket with liner and one 7" x 44" Exhibitor ID sign with booth number.
- SHOW COLORS:** Blue and Grey
- BOOTH SIZE:** 10' x 10'
- EXHIBIT HALL CARPETED:** Yes
- EXHIBITOR MOVE-IN:** Tuesday, April 21, 2015, from 2:00 PM to 5:30 PM
Wednesday, April 22, 2015, from 7:30 AM to 10:00 AM
- SHOW OPEN:** Wednesday, April 22, 2015, at 12:15 PM
- EXHIBITOR MOVE-OUT:** Wednesday, April 22, 2015, from 4:30 PM to 6:00 PM
ALL CARRIERS MUST CHECK IN BY 5:00 PM

SHIPPING: **ADVANCE RECEIVING AT THE WAREHOUSE:**
SER exposition services will accept crated, boxed or skidded materials beginning thirty (30) days prior to show set-up date.

DIRECT SHIPMENTS TO EXHIBIT FACILITY:

SER exposition services will receive shipments at the exhibit facility beginning on move-in day only. Shipments sent directly to the Rhode Island Convention Center earlier than move-in day **will be refused**.

For additional information, please refer to the "Material Handling Information/Rate Schedule" form within the Exhibitor Services Manual.

SAFETY: Standing on chairs, tables or other rental furniture is prohibited. This furniture is not engineered to support your standing weight. *SER exposition services* cannot be responsible for injuries from falls caused by the improper use of this furniture.

For services other than what is included in your booth, please see our show service order forms within the Exhibitor Services Manual.

ALL ORDERS AND PAYMENT MUST BE RECEIVED BY APRIL 14, 2015. A credit card on file with *SER exposition services* is required for all exhibitor orders. Please include 7% RI Sales and Use Tax. If you need assistance, additional information or special services, please contact us at (508)757-3397 or fax (508)757-9136. **You may also find answers to your questions by visiting our website at serexpo.com.**

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RECAP OF SERVICES ORDERED

This form must be returned to SER exposition services with your completed order forms and payment in full by APRIL 14, 2015.

FURNITURE AND BOOTH ACCESSORIES ORDER.\$	_____
ADVANCE LABOR ORDER.\$	_____
ESTIMATED MATERIAL HANDLING ORDER (two cwt minimum)\$	_____
CUSTOM GRAPHICS ORDER.\$	_____
SHOW CASES/MODULAR EXHIBIT ORDER.\$	_____
MISCELLANEOUS/OTHER.\$	_____
 TOTAL ESTIMATED CHARGES.	\$	 _____

ENCLOSE CHECK OR MONEY ORDER PAYABLE TO: SER EXPOSITION SERVICES

Payment by company check: Checks must be drawn on a US bank, in US funds only. Please reference Meetings Quest. Purchase orders are not considered payment. **Tax Exempt:** If you are exempt from paying sales tax, you must forward a tax exemption certificate from the state the services are to be rendered.

Check number _____ dated _____ in the amount of \$ _____

A CREDIT CARD ON FILE IS REQUIRED FOR ALL EXHIBITOR ORDERS.

I authorize *SER exposition services* to charge any additional amounts incurred by either my show representative or myself, including material handling and labor charges. If credit card is declined, a \$25.00 service charge will be added.

Please print clearly the following information:

Cardholder Name _____ Cardholder signature _____

Billing Address _____ City _____ State _____ Zip _____

American Express Discover Visa MasterCard

<div style="display: flex; justify-content: space-between;"> <div style="border-bottom: 1px solid black; width: 100%;"></div> <div style="border-bottom: 1px solid black; width: 100%;"></div> </div>	Exp Date:	Sec. Code*
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*Amex 4 digit, MC/Visa/Disc 3 digit

Orders received without full payment or credit card information will NOT be processed. All adjustments to charges are to be made at Rhode Island Convention Center, NO CREDITS WILL BE ISSUED AFTER CLOSE OF SHOW. If requesting a receipt, please allow seven (7) business days after the close of the show.

The following information is required for all orders:

Company Name _____ Booth # _____
 Contact name _____ Signature _____
 Address _____ City/State _____ Zip _____
 Phone _____ Fax _____
 Email Address _____ Date _____

By signing this form, exhibitor agrees to all terms and conditions set forth within this Exhibitor Services Manual.

Complete Order Form - Mail to:

SER exposition services

35B New Street
Worcester, MA 01605
(508) 757-3397
(508) 757-9136 (Fax)

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April 22, 2015

THIRD PARTY AUTHORIZATION/BILLING

Exhibiting Company Name _____ Booth No. _____

Address _____ Telephone _____

City / State _____ Zip _____ Date _____

Authorized By _____ Signature _____
(Print Name)

ITEMS TO BE BILLED TO THIRD PARTY: (MUST BE COMPLETED)

"WE UNDERSTAND AND AGREE THAT WE, THE EXHIBITING COMPANY, ARE PRIMARILY RESPONSIBLE FOR PAYMENT OF CHARGES AND AGREE TO BE BOUND BY ALL TERMS AND CONDITIONS AS DESCRIBED IN THE TERMS AND CONDITIONS SECTION OF THIS SERVICES MANUAL. IN THE EVENT THE NAMED THIRD PARTY DOES NOT DISCHARGE PAYMENT OF THE INVOICE PRIOR TO THE LAST DAY OF THE SHOW, CHARGES WILL REVERT BACK TO THE EXHIBITING COMPANY. ALL INVOICES ARE DUE AND PAYABLE UPON RECEIPT, BY EITHER PARTY. THE ITEMS CHECKED BELOW ARE TO BE INVOICED TO THE THIRD PARTY."

- All Services
- Drayage/Material Handling/In & Out
- Booth Cleaning
- Signs
- Furniture Rental and Carpet
- Floral
- Installation & Dismantle Labor/Supervision
- Other (Specify)

Your signature below denotes acceptance of all terms and conditions included in this Exhibitor Services Manual.

THIRD PARTY AGENT INFORMATION

Company Name _____

Date _____

THIRD PARTY:

Charge to: American Express Discover Visa MasterCard

	Exp Date:	Sec. Code*
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*Amex 4 digit, MC/Visa/Disc 3 digit

Cardholder Name _____ Cardholder Signature _____

Billing Address _____ City _____ State _____ Zip _____

Phone _____ Fax _____

Email address _____

FURNITURE & BOOTH ACCESSORIES ORDER FORM

Complete Order Form - Mail to:

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serexpo.com

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RENTAL of special booth furnishings listed below are for use during the show and include delivery to and removal from the booth.

ALL ORDERS & PAYMENT MUST BE RECEIVED BY APRIL 14, 2015

TABLES

UNSKIRTED 30" HIGH Qty	Discount Price	Regular Price	Subtotal
2' x 4'	33.80	43.95	
2' x 6'	41.30	53.70	
2' x 8'	48.80	63.45	
30" Round Table	44.50	57.85	
40" Extension Legs Set	20.00	26.00	
Ln ft of white Vinyl Covering	1.50	1.95	

SKIRTED TABLE 30" HIGH - VINYL TOP - SKIRT 3 SIDES

2' x 4' Skirted on four sides	74.45	96.80	
2' x 6'	90.00	117.00	
2' x 8'	108.00	140.40	
30" Round Table	80.35	104.45	

SKIRTED TABLE 40" HIGH - VINYL TOP - SKIRT 3 SIDES

2' x 4' Skirted on four sides	88.40	114.90	
2' x 6'	106.50	138.45	
2' x 8'	127.80	166.15	
30" Round Table	99.10	128.85	

SPECIAL DRAPERY/SKIRTING

Ft of 8' high drape per linear foot	11.00	14.30	
Ft of 3' high drape per linear foot	9.00	11.70	
Table skirt/4 th Side skirting	40.00	52.00	

Circle Skirt/Drapery Color: Beige – Black – Blue – Burgundy – Dusty Rose – Gold – Green – Navy Blue – Plum – Red – Silver – Teal – Terracotta – Violet – White

TABLE TOP RISERS VINYL TOP - SKIRT 3 SIDES

One Step 10" x 4'	40.00	52.00	
Two Step 20" x 4'	60.00	78.00	
One Step 10" x 6'	50.00	65.00	
Two Step 20" x 6'	70.00	91.00	
4 th Side skirting	25.00	32.50	

Circle Skirt Color: Blue – Red – White

8' High Upright Pipe with base	12.50	16.25	
Top Arm	12.50	16.25	

FURNITURE & ACCESSORIES

QTY	Discount Price	Regular Price	Subtotal
Folding Chair	15.00	19.50	
Upholstered Arm Chair	55.00	71.50	
Upholstered Side Chair	48.00	62.40	
Upholstered Stool with back	68.75	89.40	
Wastebasket (7 Gallon)	14.50	18.85	
Tripod Display Easel	30.00	39.00	
22" x 28" Chrome Sign Holder	57.75	75.10	
8.5" x 11" Black Sign Holder	48.75	63.40	
Chrome Stanchion Post	30.00	39.00	
Velour Cord 8' Length	30.00	39.00	
Garment Rack	55.00		
Bag Rack	50.00		
Literature Rack	85.00		
4' x 8' Posterboard Double Sided	170.00		
Park Bench	160.00		

Advance Only

STANDARD CARPET

9' x 10' Carpet	118.00	153.00	
9' x 20' Carpet	236.00	307.00	
9' x 30' Carpet	354.00	459.00	
9' x 40' Carpet	472.00	612.00	
Custom Size Carpet*	2.70	3.50	
Enter Size _____ x _____	Per sq ft	Per sq ft	
Carpet Padding	1.10	1.45	
Enter Size _____ x _____	Per sq ft	Per sq ft	
Front Rug Taping	0.90	1.15	
Enter Booth Width _____	Per lin ft	Per lin ft	

*Price includes cutting, laying and taping seams and front edges.

Circle Carpet Color:

Black – Blue – Gray – Green – Plum – Red – Teal – Tuxedo – Violet

TOTAL ORDER:

Subtotal _____ \$
7% RI Tax _____ \$
Total Due _____ \$

ALL ORDERS & PAYMENT MUST BE RECEIVED BY APRIL 14, 2015

Company Name _____ Booth number _____

Address _____ City _____ State _____ Zip _____

Contact Person _____ Phone _____ Fax _____

Signature _____ Date _____

CANCELLATION POLICY: Items ordered & delivered to booth but subsequently canceled will be charged at 50% of price. All adjustments to charges are to be made at Rhode Island Convention Center. **NO CREDITS WILL BE ISSUED AFTER CLOSE OF SHOW.** ■ Discount prices are only available on or before April 14, 2015. ■ Sales tax must be included. ■ To guarantee item or color, orders must be received 14 days prior to event. ■ Equipment is on a rental basis and remains the property of *SER exposition services*. **SER118 2-2015**

Complete Order Form - Mail to:
SER exposition services
 35B New Street
 Worcester, MA 01605
 508-757-3397 508-757-9136 Fax

Meetings Quest
 Rhode Island Convention Center
 Providence, RI
 April 22, 2015

CUSTOM GRAPHICS ORDER FORM

PRICING/ORDER FORM

All pricing based on single side

_____ 7" x 11"	\$28.60	\$ _____
_____ 7" x 44"	\$33.70	\$ _____
_____ 9" x 44"	\$36.75	\$ _____
_____ 11" x 14"	\$38.80	\$ _____
_____ 14" x 44"	\$42.85	\$ _____
_____ 22" x 28"	\$66.30	\$ _____
_____ 28" x 44"	\$86.70	\$ _____
_____ 24" x 36"	\$88.75	\$ _____
_____ 36" x 48"	\$95.90	\$ _____
_____ Cardboard Easels	\$6.15 each	\$ _____
_____ Step Stakes	\$6.00 each	\$ _____
_____ Directional Arrow (Velcro)	\$4.35 each	\$ _____
_____ Logo*	\$51.00	\$ _____

One time set-up fee applies if logo is not in usable format

*Logo must be provided by exhibitor

SUBTOTAL \$ _____
7% RI Tax \$ _____
TOTAL \$ _____

ORDERS PROCESSED AFTER **APRIL 7, 2015** WILL BE CHARGED AN
 ADDITIONAL 50% OF ABOVE PRICES.

**ANY ORDERS RECEIVED LESS THAN FOURTEEN (14) DAYS PRIOR TO SHOW DATE
 CANNOT BE GUARANTEED. PLEASE CALL FOR DETAILS.**

OPTIONS

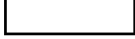

Substrate

Coroplast Foamcore

Text Color

 Use SER judgment to choose color

Layout

Horizontal Vertical  

Use SER judgment to choose layout

SIGN COPY

(attach separate sheet if you prefer)

Our full service Graphics Department can assist you with all your graphic needs, making your exhibit stand out from the crowd!

Call or email Customer Service at exhibitorservices@serexpo.com with your questions and comments.

We will be happy to work with you!

Email your graphics files to graphics@serexpo.com. We accept PC based files formatted as:

High Res *.pdf, *.eps, Ai. Questions? Please call 508-757-3397.

Company Name _____ Booth # _____
 Address _____ City/State _____ Zip _____
 Signature _____ Date _____
 Phone _____ Fax _____

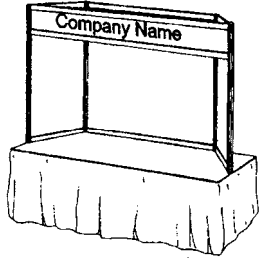
SER exposition services

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 serexpo.com

Meetings Quest
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MODULAR RENTAL EXHIBITS

TABLETOP

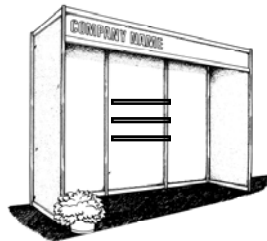


\$525.00

INCLUDES

- Labor to install and dismantle
 - 6' skirted table
 - Header with your company name
 - Choice of backwall panels
- Lighting not included**

10' BACKWALL

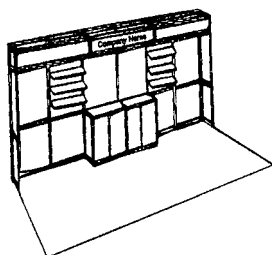


\$1250.00

INCLUDES

- Labor to install and dismantle
 - Header with your company name
 - Choice of backwall panels
 - Three 39" shelves
 - Choice of carpet color
- Lighting not included**

20' BACKWALL



\$2500.00

INCLUDES

- Labor to install and dismantle
 - Header with your company name
 - Choice of backwall panels
 - Six 39" shelves, plus two display counters
 - Choice of carpet color
- Lighting not included**

CHOOSE YOUR BACKWALL

Blue Velcro _____ White Hardwall _____ Pegboard _____

CHOOSE YOUR CARPET COLOR

(10' & 20' EXHIBITS ONLY)

Blue ___ Red ___ Green ___ Teal ___

Grey ___ Plum ___ Violet ___

INDICATE YOUR HEADER COPY

Includes text in black block lettering. Special graphics and logos available-please send us your specifications for a price quote.

ADDITIONAL SHELVES (39") _____ @ \$21.00 each

ADDITIONAL DISPLAY COUNTERS

(39"X40"X18") _____ @ \$250.00 each

LIGHTING FIXTURES

_____ \$100.00 (TABLETOP)

_____ \$100.00 (10' DISPLAY)

_____ \$200.00 (20' DISPLAY)

(NOTE! Above prices are for fixtures only, electrical power must be ordered separately.)

**RENTAL ORDERS MUST BE RECEIVED WITH FULL PAYMENT BY
 APRIL 7, 2015 TO QUALIFY FOR ABOVE PRICING.
 LATE ORDERS...ADD 30%.**

EXHIBIT COST	\$ _____
OPTIONS	\$ _____
7% RI TAX	\$ _____
TOTAL	\$ _____

COMPANY _____ **Booth #** _____

ADDRESS _____

CITY/STATE _____ **ZIP** _____

TELEPHONE _____

CANCELLATION POLICY: Items ordered and delivered to booth but subsequently canceled will be charged at 100% of the above rates to cover the labor involved.

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Show Cases

Alterations or custom colors may also be provided at an additional cost.

Where stated, lighting is included but electrical service is not.

This form must be returned to **SER exposition services** with your completed order form and payment in full by **APRIL 7, 2015**.
 Check box next to the appropriate option. Graphics not included but available at an additional cost.

 <p><input type="checkbox"/> Price \$425.00</p> <p>80" L x 21" D x 42" H 1/2 View</p> <ul style="list-style-type: none"> • Lighting included • White laminate counter top • Sliding doors in rear • 1 glass shelf • Delivery, set-up and tear down 	 <p><input type="checkbox"/> Price \$525.00</p> <p>80" L x 21" D x 42" H 3/4 View</p> <ul style="list-style-type: none"> • White laminate counter top • Sliding doors in rear • 2 glass shelves • Storage at base • Delivery, set-up and tear down 	 <p><input type="checkbox"/> Price \$1950.00</p> <p>96" L x 21" D x 96" H</p> <ul style="list-style-type: none"> • Lighting included • White laminate counter top • 3 full length glass shelves • Storage at base • Delivery, set-up and tear down
 <p><input type="checkbox"/> Price \$415.00</p> <p>21" L x 21" D x 78" H</p> <ul style="list-style-type: none"> • Lighting included • White laminate counter top • 2 glass shelves • Attractive wrap around design • Delivery, set-up and tear down 	 <p><input type="checkbox"/> Price \$475.00</p> <p>40" L x 21" D x 78" H</p> <ul style="list-style-type: none"> • Lighting included • White laminate counter top • 2 glass shelves • Storage at base • Delivery, set-up and tear down 	
 <p><input type="checkbox"/> Price \$1100.00</p> <p>108" L x 15" D x 72" H</p> <ul style="list-style-type: none"> • White laminate counter top • 7 glass shelves • Storage at base • Delivery, set-up and tear down 	 <p><input type="checkbox"/> Price \$350.00</p> <p>40" L x 21" D x 42" H 1/4 View</p> <ul style="list-style-type: none"> • Lighting included • White laminate counter top • Storage at base • Delivery, set-up and tear down 	

EXHIBIT COST \$ _____
 7% RI TAX \$ _____
 TOTAL \$ _____

This form must be returned to **SER exposition services** with your completed order forms and payment in full by **APRIL 7, 2015**
LATE ORDERS...ADD 30%. Floor orders will not be available.

COMPANY		BOOTH NUMBER	
ADDRESS	CITY	STATE	ZIP
AUTHORIZED NAME	TELEPHONE NUMBER	FAX NUMBER	

CANCELLATION POLICY: Items ordered and delivered to booth but subsequently canceled will be charged at 100% of the above rates to cover the labor involved. Equipment is on a rental basis and remains the property of **SER exposition services**. Electrical service is not included.

SER exposition services

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April 22, 2015

MATERIAL HANDLING INFORMATION/RATE SCHEDULE

SHIPMENTS TO WAREHOUSE: SER exposition services will receive crated, boxed or skidded shipments at SER warehouse and will provide 30 days storage prior to show, delivery to booth, storage of empty packing materials and return of out-bound shipment from booth to loading dock. The warehouse will receive shipments Monday through Friday from 8:00 AM to 4:30 PM (except holidays).

All rates are per hundred weight (cwt) and rounded off to the next cwt, 200 lbs. minimum per shipment, taken from the Bill of Lading and subject to reweighing by SER exposition services.

Example 2400 pounds = 24 cwt's x \$\$\$\$ per cwt = material handling charge.

The charge for this service will be _____ pounds = _____ cwt's (round to next cwt) x \$72.00 per cwt = \$_____.
There is a minimum charge \$144.00.

Label each piece and address all documents as follows: **COMPANY NAME AND BOOTH #**
ARRIVAL ON or BEFORE: APRIL 14, 2015

MEETINGS QUEST:
c/o SER exposition services
35B New Street
Worcester, MA 01605

SHIPMENTS DIRECT TO RHODE ISLAND CONVENTION CENTER: SER exposition services will receive shipments at Rhode Island Convention Center **only during scheduled exhibitor move-in.** Includes delivery to booth, storage of empty packing materials and return of outbound shipment from booth to loading dock. **All rates are per hundred weight (cwt) and rounded off to the next cwt, 200 lbs. minimum per shipment, taken from the Bill of Lading and subject to reweighing by SER exposition services.**

The charge for this service will be _____ pounds = _____ cwt's (round to next cwt) x \$69.00 per cwt = \$_____.
There is a minimum charge of \$138.00.

Label each piece and address all documents as follows: **COMPANY NAME AND BOOTH #**
ARRIVAL ONLY ON: APRIL 21-22, 2015

MEETINGS QUEST:
c/o SER exposition services
Rhode Island Convention Center
One Sabin Street
Providence, RI 02903

All common carriers, van line or air freight charges are the sole responsibility of the exhibiting company.

Rates are based on incoming weight only, whether the above services are used completely or in part. All weights are taken from INBOUND BILL-OF-LADING and subject to reweighing by SER exposition services. Shipments arriving without a bill-of-lading will be assigned a weight by SER exposition services.

SPECIAL HANDLING Uncrated, unskidded or unwrapped shipments, non-standard carriers (including UPS and FedEx), or crated shipments that require special handling will be charged an additional **30%** to above rates.

OVERTIME hours are Monday through Friday, before 8:00 AM and after 4:30 PM; anytime Saturday, Sunday and observed holidays; any outbound shipments where driver has not checked in before 3:30 PM; additionally, when warehouse freight is moved into or out of exhibit site on overtime. All handling performed on overtime will be charged an additional **30%** each way.

LATE DELIVERY: Shipments received at the warehouse less than one week prior to show move-in day will be charged an additional **\$7.00 per cwt, \$50.00 minimum.** Deliveries made to the warehouse after exhibitor move-in has started will be billed an additional charge for delivery to Rhode Island Convention Center.

RETURN TO WAREHOUSE: Shipments returned to SER warehouse at close of show for reforwarding or storage will be charged an additional **\$10.00 per cwt, \$75.00 minimum.**

SPECIAL SERVICES AND RATES Steel banding or shrink wrap for the packaging of displays and equipment is available through SER exposition services at prevailing rates. This service must be ordered in advance by April 14, 2015.

MATERIAL HANDLING INFORMATION/RATE SCHEDULE (CONTINUED)

LIABILITIES: The terms and conditions of *SER exposition services* Liability and Insurance Bulletin apply to all shipments. Shipments made according to the above instructions shall constitute acceptance by the exhibitor of said limits.

SHIPMENTS ARRIVING WITHOUT ADVANCE WRITTEN ORDER will automatically be handled and charged as described herein and the consignment or delivery of a shipment to *SER exposition services* by an exhibitor (and/or other shipper acting on behalf of an exhibitor) shall be construed as an acceptance of the terms and conditions set forth herein.

END OF SHOW Outbound material handling agreement must be filled out and returned to the Exhibitor Service Desk. If designated carriers are to be used, the exhibitor must make those arrangements directly with the carrier. If designated carrier fails to arrive at Rhode Island Convention Center during the required time frame, shipment will be reconsigned to house carrier. If no return information is provided, freight will be returned to warehouse and storage charges will be applied.

ABANDONED EXHIBIT MATERIALS AT CLOSE OF SHOW left without reforwarding instructions will be shipped out or returned to our warehouse at the discretion of *SER exposition services*. Exhibitors whose freight is returned to the warehouse will be contacted by *SER exposition services*. NO LIABILITY WILL BE ASSUMED AS A RESULT OF SUCH RE-ROUTING OR HANDLING.

LIABILITY AND INSURANCE BULLETIN

SER exposition services shall not be responsible for damage to uncrated materials improperly packed or concealed damage.

SER exposition services shall not be responsible for loss, theft or disappearance of exhibitor's material after same have been delivered to the exhibitor's booth.

SER exposition services shall not be responsible for loss, theft or disappearance of materials before they are picked up from exhibitor's booth for re-loading after the show. Bills of lading covering outgoing shipments which are furnished to *SER exposition services* by exhibitors will be checked at time of actual pickup from booth and corrections made where discrepancies occur.

SER exposition services shall not be responsible for loss, damage or delay due to fire, Act of God, strikes, lockouts or work stoppages of any kind or to any causes beyond its control.

SER exposition services is not a motor carrier or broker and does not perform transportation or brokerage services. With respect to any request for transportation by the exhibitor, *SER exposition services* will refer exhibitor's request to a transportation broker, who will arrange for the transportation of exhibitor's booth via duly registered motor carriers. *SER exposition services* is not a party to any bills of lading issued by motor carriers to exhibitor for the transportation of exhibitor's booth or goods, and the terms of any bills of lading shall be determined as between the motor carrier and exhibitor. Under no circumstances will *SER exposition services* have any liability for loss, damage, or delay to any shipment caused by or resulting from the transportation services of a motor carrier.

DAMAGE TO SHIPMENTS: *SER exposition services* liability shall be limited to the physical loss or damage to the specific article which is lost or damaged and in any event *SER exposition services'* maximum liability shall be limited to \$.30 per pound, maximum \$50.00 per claim. *SER exposition 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.

INSURANCE

It is understood that *SER exposition services* is not an insurer, that insurance, if any, should be obtained by the exhibitor. It is suggested that exhibitors arrange all risk coverage. This can be done by endorsements to existing policies. Exhibitor's materials should be insured from the time that they leave their firm until they are returned after the close of the Show. The consignment or delivery of a shipment to *SER exposition services* by an exhibitor, or by any shipper on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth in this Bulletin.

SER exposition services

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April 22, 2015

Shipping Definitions

CRATED SHIPMENTS

• Containerized freight, items shipped in protective containers.

UNCRATED SHIPMENTS

• Items shipped outside of protective containers, typically shipped either loosely loaded and/or pad wrapped in trailers.

VAN LINE SHIPMENTS

• Shipment of exhibit properties via van lines, often consisting of large pieces, crated or uncrated, such as furniture or exhibit materials.

SPECIAL HANDLING

• Applies to exhibit shipments requiring extra labor, equipment, or time for delivery to exhibit space.
• Shipments via Non Standard Carriers such as FedEx, UPS and DHL are included in this category due to their delivery procedures.

OVERTIME

• Monday - Friday prior to 8:00 AM and after 4:30 PM. Also, all day Saturday, Sunday and observed holidays.
• Additionally, shipments are subject to overtime if moved into or out of Rhode Island Convention Center during overtime hours.

The Material Handling charge from *SER exposition services* for handling your freight should not be confused with the cost from your carrier to transport your freight to and from the show.

Money Saving Tips

Helpful Hint for Small Shipments!
To reduce material handling costs, ship all materials in one shipment, not several shipments.
See EXAMPLE of savings below.
****Prices are example prices only, not actual MH pricing****

Before the show



— Shipped as three separate shipments —

RECEIVED (example):

54 lb charged @ 200 lb min x \$88.00/cwt.....	\$176.00
59 lb charged @ 200 lb min x \$88.00/cwt.....	\$176.00
72 lb charged @ 200 lb min x \$88.00/cwt.....	\$176.00
185 lb TOTAL COST:	\$528.00



-Shipped everything together as a single shipment-

RECEIVED (example):

3 pieces totaling 185 lb @ 200 lb min x \$88.00/cwt =	\$176.00
185 lb TOTAL COST	\$176.00

TOTAL SAVINGS \$352.00

After the show

- 1) Obtain a Bill of Lading from the *SER exposition services* Service Desk.
- 2) Once your freight is packed and ready to ship, complete and return the Bill of Lading form to the *SER exposition services* Service Desk.
- 3) If not using *SER Logistics*, you must make and confirm arrangements for pick-up with your choice of carriers.
- 4) Be sure your chosen carrier is declared on the Bill of Lading.
- 5) Make sure all crates, packages, etc. are clearly addressed (remove all old address labels).

*Failure to follow these steps could result in freight being re-routed through *SER Logistics* and assessed additional shipping or handling charges.

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FAQ's (frequently asked questions)

HOW DO I SHIP TO THE ADVANCE WAREHOUSE?

- We will accept freight beginning 30 days prior to show move-in.
- To ensure timely arrival of your materials for the show, freight should arrive by the deadline date listed on the Material Handling Order Form. Your freight will be accepted after the deadline date, but additional charges will be incurred.
- The warehouse will receive shipments Monday through Friday 8:00 a.m. to 4:30 p.m. No appointment is necessary.
- The warehouse will accept crates, cartons, skids, trunks/cases and carpets.
- All shipments must have a bill of lading or delivery slip showing the number of pieces, type of merchandise and weight.
- Certified weight tickets must accompany all shipments.

HOW DO I SHIP TO RHODE ISLAND CONVENTION CENTER

- Freight will be accepted only during exhibitor move in. Please refer to the Exhibitor Information page at the beginning of this Exhibitor Services Manual for specific exhibitor move-in dates and times.
- All shipments must have a bill of lading or delivery slip showing the number of pieces, type of merchandise and weight.
- Certified weight tickets must accompany all shipments.
- Be sure to check your service manual if you are targeted for a specific date or time.

WHAT ABOUT PREPAID OR COLLECT SHIPPING CHARGES?

- We do not accept collect shipments. Collect shipments will be returned to the delivery carrier.
- To ensure that your freight does not arrive collect, mark your bill of lading prepaid.
- Prepaid designates that the transportation charges will be paid by the exhibitor or a third party.

HOW SHOULD I LABEL MY FREIGHT?

- The label should contain the exhibiting company name, booth number and the name of the event.
- The specific shipping address is located on the Material Handling Information page.
- We have also included in your service manual labels for you to copy and attach to pieces as needed.
- Try to label every piece that is skidded with at least your name and booth number.

WHAT HAPPENS TO MY EMPTY CONTAINERS DURING THE SHOW?

- Pick up "STORAGE" labels at the *SER exposition services* Service Desk. Place a label on each container. Please consolidate containers if possible. Labeled containers will be picked up periodically and stored during the show.
- At the close of the show, the empty containers will be returned to the booths in random order. Depending upon the size of the show, this process may take several hours.

HOW DO I PROTECT MY MATERIALS AFTER THEY ARE DELIVERED TO THE SHOW OR BEFORE THEY ARE PICKED UP AFTER THE SHOW?

- Consistent with trade show industry practices, there may be a lapse of time between the delivery of your shipment(s) to your booth and your arrival. The same is true for the outbound phase of the show - the time between your departure and the actual pickup of your materials. During these times, your materials will be left unattended. *SER exposition services* will not be responsible or liable for any loss, damage, theft or disappearance of exhibitor's material after it has been delivered to the booth. We recommend that you hire security services from the facility or Show Management

HOW DO I SHIP MY MATERIALS AFTER THE CLOSE OF THE SHOW?

- For your convenience, *SER Logistics* will be on site to handle outbound transportation.
- Each shipment must have a completed Bill of Lading form in order to ship materials from the show. All pieces must be labeled individually. (You can pick up a bill of lading from the *SER exposition services* Service Desk.)
- After materials are packed, labeled, and ready to be shipped, the completed Bill of Lading must be turned in at the *SER exposition services* Service Desk. DO NOT leave the bill of lading in your booth.
- Provide your designated carrier with pickup information.
- Please refer to the Exhibitor Information page at the beginning of this Exhibitor Services Manual for specific dates and times. In the event that your selected carrier fails to show on final move-out day your shipment will be rerouted through *SER Logistics*.
- You must notify your carrier of the dates and times of pick-up if you are not using *SER Logistics*.

DO I NEED INSURANCE?

Be sure your materials are insured from the time they leave your firm until they are returned after the show. It is suggested that exhibitors arrange all-risk coverage. This can be done by adding riders to your existing policies.

**RHODE ISLAND CONVENTION CENTER
LABOR GUIDELINES AND NON-OFFICIAL CONTRACTOR RULES FOR EXHIBITOR PARTICIPATION**

We have provided these definitions to acquaint you with specific guidelines for labor. If you have any questions once you have read this document, please address them to **SER EXPOSITION SERVICES** directly.

Storage behind booth back wall is strictly prohibited.

MATERIAL HANDLING

Union regulations require that the official drayage contractor off-load all equipment and display material from all trucks, common carriers and van lines. The use of loading docks, fork trucks and pallet jacks are permitted only by **SER EXPOSITION SERVICES** personnel.

Exhibitors are allowed to unload a mini-van, car, station wagon or pick-up. Exhibitors may use hand-operated equipment that the Exhibitor has provided themselves such as: two wheeled hand trucks and four wheeled flat trucks. The use of fork trucks, pallet jacks and any other mechanical equipment is not permitted by anyone other than **SER EXPOSITION SERVICES**. Any crated materials must be handled by union personnel.

BOOTH LABOR

The unpacking, erection, assembling, dismantling and packing of displays and equipment may be done by registered full-time employees of an exhibiting company. **SER EXPOSITION SERVICES** will have skilled craftsmen to assist exhibitors who wish to hire labor to perform these services. Arrangements for all temporary labor should be made through **SER EXPOSITION SERVICES**. Official labor order forms are included in the exhibitor service manual.

Exhibitors who employ display houses or exhibit manufacturers to erect or dismantle their own booths may have supervision sent in from their supplier. Supervisors of this type cannot physically erect the booth, but may supervise only.

Non-Official installation and dismantling Contractors must use labor supplied by **SER EXPOSITION SERVICES**. Supervision by the Non-Official is allowed.

The following is required:

- A. Exhibitor must advise **SER EXPOSITION SERVICES** by mail, thirty days prior to the show, of their intent to hire an outside installation and dismantle company or exhibit house to supervise the erection of their exhibit.
- B. Non-Official must furnish proof of adequate insurance, in the form of a policy rider furnished by their broker to **SER EXPOSITION SERVICES**.
- C. Non-Official must furnish Show Management the names, addresses and telephone numbers of key executives for emergency contact.
- D. All personnel must be properly badged at RICC.

This statement and insurance and dismantling Contractors (supervisors) will be allowed on the exhibit floor only during official installation and dismantling hours, and must be identified with a temporary work pass, either supplied by Show Management or **SER EXPOSITION SERVICES**.

TIPPING

Our work rules prohibit the SOLICITATION of tips by any of our employees. Our employees are paid excellent hourly wages denoting a professional status and we feel that tipping is not necessary. Should you be SOLICITED for a tip, please report the incident to our Service Center as soon as possible.

Please be aware of the Fire Code per the Rhode Island State Fire Marshal

13.7.5 Special Provisions for Exposition Facilities.

13.7.5.1 General. No display or exhibit shall be installed or operated to interfere in any way with access to any required exit or with the visibility of any required exit or required exit sign; nor shall any display block access to fire-fighting equipment.

13.7.5.2 Materials Not on Display. A storage room having an enclosure consisting of a smoke barrier having a minimum 1-hour fire resistance rating and protected by an automatic extinguishing system shall be provided for combustible materials not on display, including combustible packing crates used to ship exhibitors' supplies and products.

13.7.5.3.10 Combustible materials within exhibit booths shall be limited to a one-day supply. Storage of combustible materials behind the booth shall be prohibited. (See 13.7.4.2 and 13.7.5.2.)

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April 22, 2015

MATERIAL HANDLING ORDER FORM

Complete this order form and return promptly to *SER exposition services*. **All shipments must be prepaid** and should be shipped to arrive at our warehouse no later than one week prior to the initial installation date to avoid late delivery charges. **Late shipments** are subject to additional handling and delivery charges. **Direct shipments sent to Rhode Island Convention Center** prior to exhibitor set up **will be refused**.

ALL MATERIAL HANDLING CHARGES MUST BE PREPAID PRIOR TO SHOW OPENING

Collect Shipments will not be accepted

ALL ORDERS & PAYMENT MUST BE RECEIVED BY APRIL 14, 2015

INBOUND SHIPMENTS

- We will be shipping to warehouse
- We will be shipping direct to Rhode Island Convention Center
(must arrive only on the official exhibitor move in day)

Shipped from: _____ Date Shipped: _____

Carrier*: _____ PRO#/Tracking #: _____
(*FedEx, UPS & DHL additional charges apply)

Description: _____ Arrival Date: _____

of pieces: _____ Estimated total weight: _____

*All orders are subject to the Liability and Insurance Bulletin and the Terms and Conditions as set forth on page 2 of the Material handling Information/Rate Schedule.

OUTBOUND SHIPMENTS – AFTER THE SHOW: All freight will be shipped third party, prepaid at the close of the show. If you want to ship your freight by any other means, it will be your responsibility to make ALL arrangements. Freight being handled by an outside carrier **MUST BE** picked up at break of show during the specified times.

CHECK appropriate arrangement:

- Will not ship out at the end of the show.
- Freight arrangements will be handled by exhibitor. Van Line Air Freight Other _____
- Freight arrangements will be handled by *SER Logistics*. (fill in below, freight charges will be added to your invoice)

Ship To (consignee Name) _____

Address _____ City _____

State _____ Zip _____ Attention/Phone _____

/ type of pieces _____ Estimated total weight _____

- Steel banding at \$1.10 per linear foot, including labor. \$50.00 MINIMUM
- Shrink wrap at \$25.25 per skid _____ # x \$25.25 = _____

Company Name: _____ **Booth #** _____

IMPORTANT: Whether you are shipping common carrier or other means, you must complete a Bill of Lading and return it to the *SER exposition services*. Also, please have all freight properly secured and **LABELED**.
100% OF ESTIMATED CHARGES MUST BE REMITTED WITH ORDER

ADVANCE SHIPPING TO WAREHOUSE LABELS

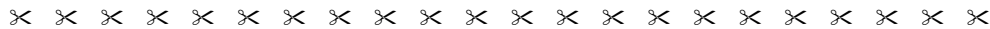
ADVANCE TO WAREHOUSE	<p align="center">EXHIBIT MATERIAL</p> <p align="center"><i>Rush to:</i></p> <p align="center">MEETINGS QUEST RHODE ISLAND CONVENTION CENTER PROVIDENCE, RI APRIL 22, 2015</p>	<p align="center"><i>SER exposition services</i> <i>"Where every great show begins."</i></p> <hr/> <p>Exhibitor _____</p> <p>Booth # _____ of _____ # of Pieces</p> <p align="center"><i>SER exposition services</i> 35B New Street Worcester, MA 01605</p> <p align="right"><i>Late to warehouse charges apply after:</i> APRIL 14, 2015</p>

ADVANCE TO WAREHOUSE	<p align="center">EXHIBIT MATERIAL</p> <p align="center"><i>Rush to:</i></p> <p align="center">MEETINGS QUEST RHODE ISLAND CONVENTION CENTER PROVIDENCE, RI APRIL 22, 2015</p>	<p align="center"><i>SER exposition services</i> <i>"Where every great show begins."</i></p> <hr/> <p>Exhibitor _____</p> <p>Booth # _____ of _____ # of Pieces</p> <p align="center"><i>SER exposition services</i> 35B New Street Worcester, MA 01605</p> <p align="right"><i>Late to warehouse charges apply after:</i> APRIL 14, 2015</p>

- These shipping labels are provided for your convenience to assist in preparing shipments to the advance warehouse.
- Please cut where indicated and affix one to each piece of your shipment.
- Please make additional copies of these labels as needed.
- Note the warehouse is not temperature controlled.

DIRECT SHIPMENTS TO RHODE ISLAND CONVENTION CENTER LABELS

DIRECT TO SHOW SITE	<p align="center">EXHIBIT MATERIAL</p> <p align="center"><i>Rush to:</i></p> <p align="center">MEETINGS QUEST RHODE ISLAND CONVENTION CENTER PROVIDENCE, RI APRIL 22, 2015</p>	<p align="center"><i>SER exposition services</i> <i>"Where every great show begins."</i></p> <hr/> <p>Exhibitor _____</p> <p>Booth # _____ of _____ # of Pieces</p> <p><i>c/o SER exposition services</i> Rhode Island Convention Center One Sabin Street Providence, RI 02903</p> <p align="right"><i>Exhibitor move-in begins:</i> APRIL 21, 2015</p>
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DIRECT TO SHOW SITE	<p align="center">EXHIBIT MATERIAL</p> <p align="center"><i>Rush to:</i></p> <p align="center">MEETINGS QUEST RHODE ISLAND CONVENTION CENTER PROVIDENCE, RI APRIL 22, 2015</p>	<p align="center"><i>SER exposition services</i> <i>"Where every great show begins."</i></p> <hr/> <p>Exhibitor _____</p> <p>Booth # _____ of _____ # of Pieces</p> <p><i>c/o SER exposition services</i> Rhode Island Convention Center One Sabin Street Providence, RI 02903</p> <p align="right"><i>Exhibitor move-in begins:</i> APRIL 21, 2015</p>
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- These shipping labels are provided for your convenience to assist in preparing shipments direct to Rhode Island Convention Center.
- Please cut where indicated and affix one to each piece of your shipment.
- Please make additional copies of these labels as needed.

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April 22, 2015

ADVANCE LABOR ORDER FORM

STRAIGHT TIME RATES: \$76.00 per man-hour
8:00 AM to 4:30 PM weekdays
OVERTIME RATES: \$114.00 per man-hour
Before 8:00 AM and after 4:30 PM weekdays and all hours Saturday,
Sunday and Holidays

ALL ORDERS & PAYMENT MUST BE RECEIVED BY APRIL 14, 2015
ONE-HOUR MINIMUM CHARGE PER MAN. LABOR THEREAFTER IS CHARGED IN 1/2 HOUR
INCREMENTS. LATE AND FLOOR ORDERS ADD 30%

Starting time can be guaranteed only in those instances where men are requested for the start of the working day, 8:00 AM. One-hour minimum charge per man if not canceled with 24-hour notice. One-hour minimum charge per laborer for failure to check-in at specified time.

<u>Advance Labor Order</u>	<u>Date</u>	<u>Time</u>	<u>#Laborers Requested</u>	<u># of Hours per man</u>
Labor to Set Up				
Labor to Dismantle				
Special Requirements				

SUPERVISION OF ALL LABOR IS REQUIRED. PLEASE INDICATE SUPERVISION PLAN:

Plan A - Exhibitor Supervision

All work is performed under the supervision of the Exhibitor. **The exhibitor representative must CHECK-IN at the SER exposition services service desk to pick-up labor ordered and must CHECK OUT labor at the SER exposition services service desk upon completion of the work. SER exposition services is not allowed to proceed without exhibitor representative.**

Name _____ Company _____

Plan B - SER exposition services Installation and Dismantle Supervision without exhibitor present.

All work is done under the direction of SER exposition services personnel. Our charge for this service is 30% of your total labor bill. (\$45.00 minimum).

SER exposition services is authorized to set-up exhibit. SER exposition services is authorized to dismantle exhibit.

***** In order to complete the work without your representative present, we must have set-up instructions! We must also have a outbound bill of lading provided and/or turned into the SER exposition services Exhibitor Service Desk.**

BOOTH NO. _____

COMPANY NAME _____ TELEPHONE: _____

COMPANY ADDRESS _____ FAX: _____

CITY/STATE _____ ZIP _____ DATE _____

AUTHORIZED BY _____ SIGNATURE _____

100% OF ESTIMATED CHARGES MUST BE REMITTED WITH ORDER

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**NOTIFICATION OF INTENT TO USE
NON-OFFICIAL SERVICE CONTRACTOR**

If your company plans to use a firm who is not the official service contractor as designated by Show Management, please complete this form and mail to the address listed below.

Company Name: _____ Booth No. _____

Authorized by: _____ Phone No. _____

Contact at show: _____

“Non-Official” Contractor: _____

Address of Service Contractor: _____

Telephone number of Contractor: _____

Type of Service to be performed: _____

The “Non-Official” Service Contractor MUST send a copy of the required Insurance Certificate, with a minimum \$1,000,000 liability coverage, no later than 30 days prior to April 22, 2015 or they will not be permitted to service your exhibit.

It is the responsibility of the exhibitor to see that each representative of a Non-Official contractor abides by the official rules and regulations of this event.

This form must be received no later than: **MARCH 20, 2015**

**Send to: SER exposition services
35B New Street
Worcester, MA 01605**