# GEMS Service Manual



Orlando, Florida 32824

E-mail: Cathy@gemsevents.com

Phone: (407) 438-5002 ext. 113

Fax: (407) 852-0286

GEMS, your Official General Contractor for show products and services, is proud to announce the all new GEMS TS online ordering system! Please follow these simple steps to order all your show services online.

# Logging In & Ordering Online

You will be receiving an email from GEMS with your login information, show code and important information. If you do not receive an email, please contact your GEMS Project Manager, Cathy Gilbert at (407)438-5002 ext. 113 or at Cathy@gemsevents.com.

Please use your login information to view your service manual, important show information and use the GEMS TS online ordering system. The online ordering system allows you, the exhibitor, to order, view past orders and make changes to your order for up to 6 hours without penalties or surcharges. All you need to do is login, choose the services you would like to order and click "add to cart", then checkout.

If you choose not to use the GEMS TS online ordering system, a 6% processing fee will be added to your total invoice.

As always, if you have any questions feel free to contact GEMS.

GEMS - Gilbert Exposition Management Services 895 Central Florida Parkway Orlando, FL 32824

Phone: 407-438-5002 | Fax: 407-852-0286



GEMS is proud to be your Exposition Management team for **2014 MARKETPLACE TRADESHOW**.

The following are important dates and information to keep at hand:

#### Official General Contractor

GEMS - Gilbert Exposition Management Services 895 Central Florida Parkway, Orlando, Florida 32824 Phone: (407) 438-5002 Fax: (407) 852-0286

**Show Information:** 

Back-wall Drape: Burgundy
Side-wall Drape: Blue

Hall Carpeted: Entire Room Carpeted

Booth Increment: 10' x 10'

Booth Includes: Pipe and drape, 6' x 30" h table skirted, (2)

chairs, (1) wastebasket and (1) ID sign

provided

**Important Dates** 

Monday July 7, 2014 Shipments may start arriving at the

**GEMS** warehouse

Monday July 14, 2014 Discount Deadline GEMS orders received

with payment

Thursday July 31, 2014 Last day for shipments to arrive at GEMS

warehouse without surcharges

#### SHIPMENTS RETURNED TO THE WAREHOUSE

At the close of the tradeshow, should shipments need to be brought back for any reason, there will be an additional charge of \$89.00 per CWT for straight time and \$178.00 per CWT for overtime, with a 200 lb. minimum

- Show carrier on site for pickup if you would like to ship outbound freight.
- Please inform your drivers to be checked in at the loading area by 6:00 pm on Tuesday August 5, 2014.
- Freight not picked up by 7:00 pm on Tuesday August 5, 2014 will be redirected.
- All Exhibit Materials must be off the show floor by 7:00 pm pm on Tuesday August 5, 2014.
- Stop by the GEMS Desk during move-out and get an out bound bill of lading.

#### After the Show:

Feel free to contact GEMS throughout the year for assistance with any trade shows, Special Events, exhibit rentals, installation and dismantle labor, or material storage.

We look forward to serving you in the future!

#### During the Show:

 GEMS maintains an on-site Exhibitor Center throughout the show. If there is anything you forgot to order, or new requirements arise during the show, we will be happy to help you. Just visit us at the Exhibitor Service Center for assistance.

## **SHIPPING ADDRESS for advance shipments:**

Advance to Warehouse:

**GEMS** 

Company Name & Booth # 2014 MARKETPLACE

TRADESHOW

895 Central Florida Parkway

Orlando, FL 32824

\*Shipments arriving at show site before the designated move-in date will be refused, rerouted, or held by the facility. You are responsible for all related charges incurred at show site and by GEMS. Shipping prior to move in could delay your shipment to your booth. Please follow the outlined shipping guidelines.

A GEMS Project Manager is specifically assigned to this event in order to help you with all of your booth needs.

Please do not hesitate to contact your Project Manager with any questions.

# **SHOW HOURS**

SCHEDULE	DAY	DATE	FROM	ТО	NOTES/ LOCATION
TRADESHOW - GEMS HELP DESK	Monday	8/4/2014	2:00 PM	6:00 PM	Walt Disney Dolphin - <b>Pacific</b> Hall
TRADESHOW - Exhibitor Move-In	Monday	8/4/2014	2:00 PM	6:00 PM	Walt Disney Dolphin - <b>Pacific</b> Hall
TRADESHOW - Exhibitor Move-In	Tuesday	8/5/2014	7:00 AM	11:00 AM	Walt Disney Dolphin - <b>Pacific</b> Hall
TRADESHOW - GEMS HELP DESK	Tuesday	8/5/2014	7:00 AM	11:00 AM	Walt Disney Dolphin - <b>Pacific</b> Hall
TRADESHOW - Show Hours	Tuesday	8/5/2014	12:00 PM	5:00 PM	Walt Disney Dolphin - <b>Pacific</b> Hall
TRADESHOW - Exhibitor Move-Out	Tuesday	8/5/2014	5:00 PM	7:00 PM	Walt Disney Dolphin - <b>Pacific</b> Hall
TRADESHOW - Donation Move-Out	Thursday	8/6/2014	7:00:AM	9:00:AM	Walt Disney Dolphin - <b>Pacific</b> Hall

# ALL EXHIBIT MATERIALS MUST BE OFF THE FLOOR BY 7:00 pm on August 5, 2014



.A Cut Above The Restl\*

Cathy Gilbert, Project Manager 895 Central Florida Parkway

Orlando, Florida 32824

E-mail: Cathy@gemsevents.com Phone: (407) 438-5002 ext. 113

Fax: (407) 852-0286

#### **PAYMENT & CREDIT CARD CHARGE AUTHORIZATION**

	Credit Ca	rd Charge Aut	horizatio	n	Calculation of Order	S	Total
					Material Handling		\$
	(All Inf	formation Must Be Pr	rovided)		Installation & Dismantle Lab	or	\$
MasterCard	VISAAr	merican Express	Corporate	Personal	Standard Furnishings & Acce	ssories	\$
			<u>E</u>	XPIRATION DATE	Custom Furniture Rental		\$
				,	Floral Service		\$
					6% service charge for fax/em	nail orders	\$
					Total	\$	i
<u>Card Holders Na</u>	<u>me</u>				To simplify payment, send a	a check payable to	GEMS for
(Please Print)					your entire order or note th	ne amount to be ch	narged to
Billing Address					your cre	edit card.	
_					FULL PAYMENT in U.S. funds dra	wn on a U.S. Bank	\$
City		<u>State</u>		Zip	Check #		
Dhono Numbor		Fax Nun	ahor .				
Phone Number		<u>rax ivuii</u>	<u>ibei</u>				
					Please list all auth	norized persons for	r
Email Address					credit card use a	t show site below.	
Card Holders Sig	nature						
	<del></del>						
Company Name				Booth #			

#### **Payment Policy**

#### Payment for Services

GEMS requires payment in full at the time services are ordered. GEMS requires that you provide a credit card authorization with your initial order. For your convenience, we will use this authorization to charge your account for services which may include labor & material handling not covered by your first payment.

For your convenience, we will use this authorization to charge your credit card for any additional amounts ordered by your representative for products and services rendered to your company for this event.

#### Method of Payment

GEMS accepts MasterCard, VISA, Discover, American Express, & Check. Purchase orders are not considered payment. All payments must be made in U.S. Funds drawn on a U.S. Bank. Exhibitors will be charged a \$25.00 fee for returned NSF checks.

#### Third Party Billing

Each exhibiting firm is ultimately responsible for all charges incurred on its behalf. GEMS reserves the right to institute collection action against the exhibitor if the authorized third party does not pay. See Third Party Billing Request form.

#### Tax Exempt

If you are tax exempt in the state in which you will be exhibiting, you must provide a Sales Tax Exemption Certificate for that state. Please send the above information with your orders for the show. GEMS must receive your certificate with your order; otherwise tax will appear on your invoice.

#### **Adjustments and Cancellations**

Adjustments to your invoice will not be made after the close of show. Some items, services and labor are subject to cancellation fees. Cancellation fees will apply if written notice of cancellation is not received within 15 business days of the show move-in. No credits will be issued after delivery or attempted delivery.

If you have any questions regarding our payment policy, please call exhibitor services at 407-438-5002 or visit our Service Desk during setup and move-out. Please complete the information and return payment in full with this form and your orders. You may choose to pay by credit card, check or bank wire transfer, however, we require your credit card charge authorization to be on file with GEMS. You agree to late fees up to 1.5% per month on any balance not paid at the conclusion of the Show, or balance left without appropriate credit card on file.



Cathy Gilbert, Project Manager

895 Central Florida Parkway

Orlando, Florida 32824

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#### THIRD PARTY PAYMENT AND STATEMENT OF TERMS

GEMS will present invoices to third parties at the Show site for payment of all services rendered to exhibitors provided the following conditions are met:

- 1. The exhibitor is required to complete the "INTENT TO USE NON-OFFICIAL CONTRACTORS" form located on page 11 of this manual.
- 2. The payment record of the third party must be acceptable to GEMS. Also, the charge card information must be completed and submitted to GEMS as a deposit for the
- 3. If there is any doubt who is to be invoiced for a service, the charges for the service will be charged to the exhibitor. The exhibiting firm is ultimately responsible for the payment of all charges. If the Non-Official Contractor requires GEMS to fax an invoice from the Show Facility, a \$75.00 service charge will be added.
- 4. The following form is to be completed, signed and returned by both parties by the deadline date indicated at the bottom of this page. Otherwise, the request will be denied. Please do not forget to fill out the credit card authorization form.

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

ALL INVOICES MUST BE SETTLED BY THE CLOSE OF THE SHOW. Please fill out the form below completely.

EXHIBITING FIRM:			воотн#:
AUTHORIZED NAME & TITLE:			
AUTHORIZED SIGNATURE:			
DISPLAY HOUSE NAME/THIRD PART	Y PAYER:		
COMPLETE ADDRESS:			
CITY, STATE:			ZIP CODE:
AUTHORIZED NAME & TITLE:			
AUTHORIZED SIGNATURE:			
PHONE NUMBER:		FAX NUMBER:	
ITEMS TO BE BILLED TO THIRD PAR	TY:		
MASTERCARD	VISA	DISCOVER	AMERICAN EXPRESS
ACCOUNT NUMBER:			EXPIRATION DATE:
NAME ON CARD:			
SIGNATURE:			
COMPANY NAME:			BOOTH #:
COMPANY ADDRESS:			
CITY, STATE:			ZIP CODE:
PHONE NUMBER:		FAX NUMBER:	1



Cathy Gilbert, Project Manager

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#### SHIPPING INSTRUCTIONS

#### ADVANCE SHIPMENTS TO THE WAREHOUSE

- Shipments must be sent PRE-PAID. All collect shipments will be refused.
- Crated shipments may be sent to the warehouse in advance up to thirty (30) days prior to the Show move-in date. Such shipments must arrive on or before July 31, 2014 between 8:00am & 4:00pm Monday through Friday.
- No shipments will be received at the warehouse on weekends or holidays. To trace the arrival of a shipment, call 407-438-5002.
- HAVE PRO NUMBER AND CARRIER INFORMATION AVAILABLE.
- NOTE: Shipments that arrive at the warehouse after Show move-in has begun will be charged an additional 25% overtime rate of the advance warehouse rate.
- Label each package or crate as follows:

TO ARRIVE ON OR BEFORE

July 31, 2014

**GEMS** 

2014 MARKETPLACE
TRADESHOW
895 Central Florida Parkway
Orlando, FL 32824

#### SHIPMENTS TO SHOW SITE

- All shipments arriving at the facility prior to August 4, 2014 will be refused & rerouted.
- NOTE: Shipments will only be received at the Show site during the move-in periods - SEE PAGE 3 OF THE SERVICE MANUAL.
- As an exhibitor, it is your responsibility to instruct your carrier of the proper date for direct deliveries to the Show facility.
- Bills of Lading indicating weight must accompany freight delivery. The driver's signature on the Show site receiving report will verify the total count and weight.
- NOTE: Shipments arriving at Show site before
  the designated move-in date will be refused, rerouted, or held by the facility. You're responsible
  for all related charges incurred at site & by GEMS.
  Shipping prior to move-in could delay your shipment to your booth. Please follow the outlined
  shipping guidelines.
- Label each package or crate as follows:

#### DO NOT DELIVER PRIOR TO

August 4, 2014

Walt Disney Dolphin—Pacific Hall c/o GEMS
Company Name & Booth #
2014 MARKETPLACE TRADESHOW
1500 Epcot Resorts Blvd.
Lake Buena Vista, FL 32830

#### Please note the following general shipping information:

- Shipments received without receipts, freight bills or specified unit counts on the receipts or freight bills, such as UPS or van lines, will be
  delivered to the exhibitor's booth without guarantee of the piece count or condition. No liability will be assumed by GEMS for such
  shipments.
- Materials will be received at the warehouse up to 30 days in advance and delivered to respective booths at the Show facility.
   Empty containers will be removed from the booth, placed in storage and returned to the booth at the close of the Show.
   Material is then moved from the booth to the dock and reloaded on designated vehicles. Charges will be based on in-bound weight only.

IMPORTANT: Refer to the "MATERIAL HANDLING RATES" in the Exhibitor Service Manual for rate information or online tab.



Cathy Gilbert, Project Manager

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FOR ADVANCE SHIPMENTS	FOR ADVANCE SHIPMENTS
TO ARRIVE BY <b>July 31, 2014</b>	TO ARRIVE BY <b>July 31, 2014</b>
$\lambda \nu$	\\\
RUSH	RUSH
EXHIBITION MATERIALS	EXHIBITION MATERIALS
То:	To:
EXHIBITOR NAME	EXHIBITOR NAME
GEMS	GEMS
2014 MARKETPLACE TRADESHOW	2014 MARKETPLACE TRADESHOW
895 Central Florida Parkway	895 Central Florida Parkway
Orlando, FL 32824	Orlando, FL 32824
Booth #:	Booth #:
#of Pieces:	#of Pieces:
Carrier:	Carrier:
FOR ADVANCE SHIPMENTS	FOR ADVANCE SHIPMENTS
TO ARRIVE BY <b>July 31, 2014</b>	TO ARRIVE BY <b>July 31, 2014</b>
<b>\</b> \ \ \	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
<b>~</b>	<b>~</b>
RUSH	RUSH
EXHIBITION MATERIALS	EXHIBITION MATERIALS
To:	To:
EXHIBITOR NAME	EXHIBITOR NAME
GEMS	GEMS
2014 MARKETPLACE TRADESHOW	2014 MARKETPLACE TRADESHOW
895 Central Florida Parkway	
Orlanda El 2000	895 Central Florida Parkway
Orlando, FL 32824	895 Central Florida Parkway Orlando, FL 32824
	Orlando, FL 32824
Booth #:	Orlando, FL 32824  Booth #:
Booth #: #of Pieces:	Orlando, FL 32824  Booth #: #of Pieces:
Booth #:	Orlando, FL 32824  Booth #:
Booth #: #of Pieces:	Orlando, FL 32824  Booth #: #of Pieces:



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	MATERI	AL HA	NDLIN	G REC	CAP	
Please indicate where your ship	ment will arrive:	_	GEMS Ware	house _	Show Site	
We will ship pieces @ _	lbs.	@ \$89.00 p	er 100 lbs. (20	00 lb. minimu	m)	\$
Small Package Charge		@ \$50.00 (	25 lb. maximur	n)		\$
Loose/Uncrated/Pad Wrapped		@ \$105.00	per 100 lbs. (2	200 lb. minim	ium)	\$
						1
	OVERTIME MATERIAL	HANDLING C	HARGES (See S	Schedule On	Page One)	
Overtime rates p	orevail before 8:00AM a	and after 4:00	PM daily, and a	all day on Sat	urdays, Sundays & Holida	ys.
Inbound Overtime - 25% Surcha	rge					\$
Outbound Overtime - 25% Surch	arge					\$
			1			-1 -
-	our calculation is only a		_		Material Handling Subtota	
be completed from the actual w Adjustments will be made accor-	•		_		Overtime Subtota	•
The guestine in the second december of the se	ag.,, aaaet 20 pa.		, ,		Material Handling Tota	1   \$
For complete inform	nation and instructions on shipping	g and material handl	ing, refer to the "SHIPF	PING INSTRUCTIONS	S" and "MATERIAL HANDLING RATES."	
_	-				carrier receipts or freight bills, such as t guarantee of the piece count or condit	tion.
Shipments arriving at Show site before to site and by GEMS  INSTRUCTIONS FOR OUTGOING you are shipping do NOT leave to	the designated move-in date of S. Shipping prior to move-in co	could be refused, build delay your sh E SHOW- <b>if</b> you	ipment to your boot	the facility. You th. Please followe, noted that	the outlined shipping guidelines. this is subject to change. I	Regardless of how
0 (0 N		· •	T			
Consign to (Company Name):			Telephone:			
Street Address:			City:			
State:			Zip:			
Carrier:			Circle One:	PREPA	AID COLLECT	
Total Number of Containers:			Total Weight	t of Shipment	:	
INCOMING SHIPMENT	INCOMING SH	HIPMENT	INCOM	IING SHIPME	ENT INCOMING	G SHIPMENT
Origin of Shipment:	Origin of Shipment:		Origin of Shi	pment:	Origin of Shipm	ent:
Shipping Date:	Shipping Date:		Shipping Da	te:	Shipping Date:	
Approximate Arrival Date:	Approximate Arrival	Date:	Approximate	Arrival Date	: Approximate Ar	rival Date:
Total Number of Containers:	Total Number of Co	ntainers:	Total Numbe	er of Containe	ers: Total Number o	f Containers:
Total Weight of Shipment:	Total Weight of Ship	ment:	Total Weight	of Shipment	: Total Weight of	Shipment:
Carrier:	Carrier:		Carrier:		Carrier:	
Pro #:	Pro #:		Pro #:		Pro #:	
EXHIBITING FIRM:				ВООТН#		



Cathy Gilbert, Project Manager

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#### **MATERIAL HANDLING RATES**

- \$89.00 per hundred weight (or fraction thereof).
- Minimum of \$178.00 per shipment delivered 200 lb. minimum.
- When recording weight, round up to the next one hundred (100) pounds.
- Rates are calculated on a round trip basis.

- If the inbound and  $\!\!/$  or outbound receiving hours occur during overtime there will be a 25% surcharge for each occurrence.
- Overtime hours are Monday-Friday before 8:00am and after 4:00pm, and all day Saturday, Sunday and on Holidays.

#### **SMALL PACKAGE SHIPMENTS**

Shipments received without individual/carrier receipts or freight bills, such as UPS, FEDERAL EXPRESS, EXPRESS MAIL, PARCEL POST, or PRIVATE VEHICLE, etc., will be delivered to the booth without guarantee of the piece count or condition. GEMS will assume no liability for these shipments. \$50.00 per shipment will be charged for packages 25 pounds and under.

#### LABOR AND EQUIPMENT

Labor will be available for un-crating, un-skidding, assembling, positioning, leveling, dismantling, re-crating, and re-skidding machinery and/or equipment of exhibitors. Please see the "INSTALLATION AND DISMANTLING LABOR ORDER FORM" in this manual.

#### SPECIAL HANDLING

Add 50% to the quoted Show facility rate for un-crated or loose display shipments or shipments by any truck which, because of height or truck bed, cannot be unloaded at the docks. Uncrated and loose display shipments will not be received at the warehouse. This form of shipment should be sent directly to the Show facility, scheduled to arrive during the move-in time. These shipments will not be accepted prior to the move-in dates. Uncrated and loose display shipments are defined as open displays (not crated or cased) or un-skidded machinery on an open flatbed truck without proper lifting bars or hooks. If the crated materials are combined with un-crated or loose materials in the same shipment, and the Bill of Lading does not identify the various classifications, the whole shipment will be charged at the special handling rate.

#### INBOUND BILL OF LADING OR DELIVERY RECEIPT

All shipments must have a Bill of Lading or delivery receipt showing number of pieces, weight and description of merchandise. The charges will be computed based on this weight. In the event that no weight is indicated on the documents presented, GEMS shall estimate the weight, and all charges will be based on these estimates. The estimates will be binding on both parties. A \$25 fee will be applied to your invoice if GEMS finds it necessary to provide this weigh scale service. No adjustments will be made after the Show closes. Copies of the Bills of Lading, including pro number, should be mailed to GEMS as soon as shipments are made. This will assist in tracking, if necessary.

#### **EMPTY CONTAINER LABELS**

Empty labels for storage of containers during the Show will be available at the Exhibitor Service Center. Affixing the labels is the sole responsibility of the exhibitor or representative. All previous labels should be removed. GEMS assumes no liability for errors to the above procedure, removal of containers with old labels, improper information or valuables stored in containers with old empty labels. Empty crates or containers will not be accessible after removal unless prior arrangements are made for accessible storage at the Exhibitor Service Center.

#### SPECIAL RATES AND SERVICES

- Steel banding is available at \$1.50 per linear foot, plus one-half hour minimum labor.
- Shrink Wrap is available at \$15.00 per pallet / skid plus one-half hour labor..
- Mobile equipment will be moved in & out of the exhibit hall on a time & material basis with a minimum \$250 charge per round trip.



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#### **MATERIAL HANDLING RATES**

-CONTINUED-

#### AGREEMENT OF TERMS

The exhibitor accepts responsibility for the payment of charges in connection with the handling of shipments and guarantees payment to GEMS for the incurred services described herewith.

#### **OUTBOUND SHIPPING**

Each exhibitor or his representative will be expected to label his exhibit materials and furnish shipping information. Labels and Bills of Lading will be available at the Exhibitor Service Center. Previous shipping labels should be removed. GEMS accepts no responsibility for misdirected shipments as a result of old shipping labels remaining on containers. GEMS will route all shipments unless special advance arrangements are made. Exhibits and materials for which arrangements have not been made with GEMS, or which have not been removed from the exhibit area on removal day, will be transported to our warehouse, at an additional charge, to await disposition. GEMS reserves the right to route exhibit material via an alternate carrier in the event that the requested carrier fails to pick up the shipment or refuses to accept shipments within five (5) business days following the close of the Show. No liability will be assumed by GEMS as a result of such re-routing or handling. Any freight brought back to the warehouse for special pick-up will be given an additional charge.

#### SHIPMENTS RETURNED TO THE WAREHOUSE

At the close of the Show, should shipments need to be brought back for any reason, there will be an additional charge of \$89.00 per CWT for straight time and \$178.00 per CWT for overtime, with a 500 lb. minimum.

#### LIMITS OF LIABILITY

All shipments should be insured by the exhibitor from the time they leave their firm until they are returned after the Show. All exhibits or materials handled by GEMS and insured by the exhibitor are not to exceed a value of \$0.25 per pound and are not to exceed a maximum of \$50.00 per item or \$1000.00 per claim, whichever is less. GEMS and its subcontractors are not insurers. The amounts paid to GEMS are based on the value of the material handling services and are unrelated to the value of the property being handled.

GEMS and its subcontractors shall not be responsible for loss, delay or damage due to strikes, lockouts, work stoppage, fire, theft, windstorm, water, vandalism, acts of God, mysterious disappearances or other causes beyond its control, or for ordinary wear and tear in handling of equipment. GEMS and its subcontractors shall not be responsible for the materials after they have been delivered to the booth, or before they have been picked up for loading at the exhibit hall. GEMS shall not be responsible for damage to uncrated materials, materials improperly packed, or concealed damage. All Bills of Lading covering outgoing shipments, which are given to GEMS by exhibitors, will be checked at the time of pickup from the booth, at which time corrections will be made where discrepancies exist. Furthermore, the exhibitor recognizes there may be a lapse of time between the completion of packing and the actual pickup of materials from the booth for loading onto a carrier. During such time, the materials will not be under the care or responsibility of GEMS. GEMS and its subcontractors shall not be liable to any extent whatsoever for potential or assumed loss of profits or revenues for any collateral costs, which may make it impossible or impractical to exhibit. Same claims for loss or damage which are not submitted to GEMS within thirty (30) days of the close of the Show shall be considered waived.

No suit or action shall be brought against GEMS or its subcontractors more than one year after accrual of the cause or action thereof. In order to expedite removal of materials from the Show site, GEMS shall have the authority to change designated carriers if such carriers do not pick up on time. Where the exhibitor makes no disposition, materials will be either taken to a warehouse to await exhibitor's shipping instructions (in which case extra charges will be the responsibility of the exhibitor) or shipped to the exhibitor's address.

The consignment or delivery of a shipment to GEMS or its subcontractors by the 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 the above section.



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#### INSTALLATION AND DISMANTLING LABOR ORDER

Straight Time: \$75.00 per personnel hour Overtime: \$87.00 per personnel hour

Overtime rates prevail before 8:00AM and after 4:30PM, daily and all day on Saturdays, Sundays & Holidays.

A minimum charge is one hour per labor personnel,

#### PLAN A: Installation and dismantling of display PLAN B: Installation and dismantling of display under the supervision of I&D GEMS. under the supervision of Exhibitor. Please note the following: Please note the following: Labor personnel must be picked up at GEMS Exhibitor Service Center when In addition to the above listed rates, a 35% supervision fee will apply to the under exhibitor supervision. above rates with a \$50.00 minimum charge. A one hour "no show" charge will be applied if exhibitor fails to pick up labor Work will be done on a straight time basis if possible. However, overtime personnel as ordered. charges will be invoiced, if necessary. Notice of cancellation should be made at least 24 hours prior to the Show Notice of cancellation should be made at least 24 hours prior to the move-in to avoid a one-hour charge per requested move-in to avoid a one-hour minimum charge.

Workers are assigned to orders at 8:00AM daily and completion time of first assignments is uncertain.

Therefore, starting times after 8:00AM cannot be guaranteed, although every effort will be made to provide labor at requested times.

FORKLIFT ORDER Straight Time: \$75.00 per personnel hour

Overtime: \$87.00 per personnel hour Forklift: \$50.00 per hour

A forklift crew will consist of one forklift, one driver and one spotter. Please note that a forklift crew should be ordered if you need equipment spotted in your booth area, removed from crates, positioned or repositioned once it is in your booth area. Forklift crews do not need to be ordered if it is part of the Material Handling Process. The same rules and regulations apply to forklift crew labor as to all other labor services.

			IN	STALL & DISMANTLE REC	CAP	
Please chec	k the appropri	ate line:		GEMS Supervision	Exhibitor Supervision	Forklift Crew
Install	Date:	Time:		Total Laborers:	Hours per Laborer:	\$
Dismantle	Date:	Time:		Total Laborers:	Hours per Laborer:	\$
GEMS Supe	rvision Install :	35%:	GEMS Supervis	ion Dismantle 35%:	Forklift Fee: \$50.00	\$
ESTIMATED	ESTIMATED COST FOR INSTALLATION, DISMANTLE LABOR, AND/OR FORKLIFT LABOR:					\$

#### **LIMITS OF LIABILITY & RESPONSIBILITY FOR LABOR**

- Gilbert Exposition Management, Inc., GEMS & its subcontractors shall not be responsible for loss, delay or damage due to strikes, lockouts or work stoppages of any kind.
- 2. Gilbert Exposition Management, Inc., GEMS and its subcontractors shall not be responsible for loss, injury or damage cause by laborers or equipment furnished by Gilbert Exposition Management, Inc., or its subcontractors, except when such laborers are working or operating equipment under direct supervision of a supervisor designated by Gilbert Exposition Management, Inc., GEMS or its subcontractor.
- 3. Gilbert Exposition Management, Inc., GEMS and its subcontractors shall not be liable to any extent whatsoever for any actual, potential, or assumed loss of profits or revenues, or for any collateral costs which may result from any loss, injury or damage to an exhibitor's material or personnel, which may make it impossible or impractical to exhibit exhibitor's materials.

- 4. Claims for loss, injury or damage which are not submitted to Gilbert Exposition Management, Inc., GEMS, within thirty (30) days of the close of the Show on which the loss, injury or damage occurred shall be considered waived. No suit or action shall be brought against Gilbert Exposition Management, GEMS or its subcontractor more than one year after the accrual of the cause of action.
- Gilbert Exposition Management, GEMS, will not be responsible for improper packing of exhibitor material and products or incorrect labeling if working under the supervision of the exhibitor.
- Gilbert Exposition Management, Inc., GEMS will not be responsible for improperly packed or concealed damages to exhibits.
- 7. The placing of an order for the services or laborers and the use of equipment by an exhibitor, or any agent of the exhibitor shall be construed as an acceptance by such exhibitor or agent of terms and conditions set forth in Section 1 through 6 above.

#### **EXHIBITING FIRM:**

BOOTH#:

GILBERT EXPOSITION MANAGEMENT SERVICES

Cathy Gilbert, Project Manager

895 Central Florida Parkway

Orlando, Florida 32824

E-mail: Cathy@gemsevents.com

Phone: (407) 438-5002 ext. 113

Fax: (407) 852-0286

#### **NON-OFFICIAL CONTRACTORS' RULES & REGULATIONS**

Gilbert Exposition Management, Inc. (GEMS), has been selected as the Official Service Contractor and must be used for all material handling, furniture rental, signs, rigging, cleaning, and installation and dismantling of decorations.

A NON-OFFICIAL CONTRACTOR IS: Any individual who is not a full-time permanent employee of an exhibiting firm, who is providing a service to an exhibitor on-site, and does not represent one or more of the official contractors.

- Each representative on a Non-Official Contractor must physically pick up, in person, an "Exhibit Crew" badge at the GEMS Exhibitor Service Center. If a representative of a Non-Official Contractor does not have any identification which verifies his/her employment by a Non-Official Contractor he/she must be accompanied to the GEMS exhibitor Service Center by a representative who has verifying identification.
- These services shall not conflict with existing labor regulations or contracts, and in fulfilling his obligations, the representative of a Non-Official Contractor shall adhere to the regulations set up by the hall and Show management regarding entrance.
- The representative of a Non-Official Contractor shall have a true and valid order for service from an Exhibitor in advance of the move-in date and shall not solicit business on the Show floor.
- 4. The representative of a Non-Official Contractor will share with the Official Service Contractor all reasonable costs related to his operation, including overtime pay for stewards, restoration of exhibit space to its initial condition, etc.

It is the responsibility of the Exhibitor to see that each representative of a Non-Official Contractor abides by the Official Rules & Regulations of this Exposition.

#### **INTENT TO USE NON-OFFICIAL CONTRACTORS**

A NON-OFFICIAL CONTRACTOR IS:

Any individual who is not a full-time permanent employee of an exhibiting firm, who is providing a service to an exhibitor on-site at the Show facility and does not represent on or more of the official contractors.

- Exhibitors who choose to use a Non-Official Contractor must complete and sign this form. It must be received at Gilbert Exposition Management Services, Inc. (GEMS), no later than the Deadline Date. NO EXTENSIONS OR EXCEPTIONS WILL BE GRANTED AFTER THE OFFICIAL PUBLISHED DEADLINE.
- The Non-Official Contractor must provide GEMS with a copy of valid "Certificate of Insurance." This certificate must be received no later than the deadline date. NO EXTENSIONS OR EXCEPTIONS WILL BE GRANTED AFTER THE OFFICIAL PUBLISHED DEADLINE.
- Failure to provide GEMS with items 1 and 2 above will result in said firms being required to hire installation and dismantling labor from GEMS. Non-Official Contractors will be able to provide supervision only.

All representatives of the Non-Official Contractor must obtain an "Exhibit Crew" badge at the **GEMS Exhibitor Service Center.** 

IMPORTANT: It is the responsibility of each Exhibiting Firm who is utilizing a Non-Official Contractor to complete and return the following forms to GEMS no later than July 14, 2014

- "INTENT TO USE NON-OFFICIAL CONTRACTORS" form, which is located on the following page of this manual.
- Liability "Certificate of Insurance" form which names Gilbert Exposition Management, Inc. (GEMS), as additionally insured for each Non-Official Contractor firm being utilized. (Note: The exhibitor-appointed contractor must maintain at least \$1 million in Employer's Liability, General Liability, Automobile Liability & Worker's Compensation as required in the state the exposition is located.)

If both the "INTENT TO USE NON-OFFICIAL CONTRACTORS" form and "CERTIFICATE OF INSURANCE" are not supplied to GEMS by July 14, 2014, then any representative of the Exhibiting Firm or Non-Official Contractor will be required to order labor from GEMS.

### INTENT TO USE NON-OFFICIAL CONTRACTORS

#### **NOTIFICATION DEADLINE: July 14, 2014**

EXHIBITING FIRM:	BOOTH #:		
AUTHORIZED NAME AND TITLE:			
AUTHORIZED SIGNATURE:			
FULL NAME OF NON-OFFICIAL CONTRACTOR	:		
COMPLETE ADDRESS:			
CITY:	STATE:	ZIP CODE:	
AUTHORIZED NAME AND TITLE:			
AUTHORIZED SIGNATURE:	PHONE NUMBER:	FAX NUMBER:	
NON-OFFICIAL CONTRACTOR "SHOW SITE" F	REPRESENTATIVE (if not same as abo	ove):	
DIDECT DUONE NITIMDED: TVDE	OF SEDVICE TO BE DEDECOMED.		



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	ADDITIONAL FURNIS	HINGS & ACCESS	ORIES	
	CHAIRS AN	D ACCESSORIES		
Quantity	Description	Discount Price	Standard Price	Total
<u> </u>	Basic Side Chair	\$40.75	\$55.00	\$
	Basic Black Stool with Back	\$120.00	\$135.00	\$
	Literature Stand	\$110.00	\$137.50	\$
	Waste Basket	\$15.50	\$21.00	\$
	Easel, Chrome	\$32.00	\$39.75	\$
	Tack Board	\$150.00	\$175.00	\$
	42" High Round Café Table	\$175.00	\$210.00	\$
	Bag Rack	\$60.00	\$80.00	\$
	SPECIAL DRAPERY BACKGRO  Indicate Color:RedBlue	BlackTeal	O' Increments GreyWhite	
Quantity	Description	Discount Price	Standard Price	Total
	3' Drapery Installed, per linear foot	\$9.25	\$13.75	\$
	8' Drapery Installed, per linear foot	\$12.00	\$18.25	\$
0	Indicate Color:RedBlueBla	ckTealGrey	WhiteBurgu	
Quantity	Description 4/ Description	Discount Price	Standard Price	Total
	4' Draped 6' Draped	\$89.75 \$99.25	\$115.50 \$138.50	\$  \$
	8' Draped	\$107.25	\$154.50	\$
	4th Side Draped	\$22.00	\$29.75	\$
	4th Olde Draped	Ψ22.00	Ψ23.13	
	DRAPED DISPLAY COU	NTERS-42" High x 24	ł" Wide	
	Indicate Color:RedBlueBla	ckTealGrey	WhiteBu	rgundy
Quantity	Description	Discount Price	Standard Price	Total
	4' Draped	\$95.75	\$129.25	\$
	6' Draped	\$108.75	\$147.00	\$
	8' Draped	\$120.50	\$162.75	\$
	8' Draped 4th Side Draped	\$120.50 \$22.00	\$162.75 \$29.75	\$
	4th Side Draped			
	4th Side Draped	\$22.00 RS AND DRAPING		\$
Quantity	4th Side Draped  TABLE RISER	\$22.00 RS AND DRAPING	\$29.75	\$
Quantity	4th Side Draped  TABLE RISEF  Indicate Color:RedBlueBlack	\$22.00  RS AND DRAPING	\$29.75 WhiteBurgun	\$ dy
Quantity	TABLE RISER  Indicate Color:RedBlueBlack  Description	\$22.00  RS AND DRAPING  TealGrey _  Discount Price	\$29.75 WhiteBurgun  Standard Price	dy Total
Quantity	TABLE RISER  Indicate Color:RedBlueBlack  Description  4' x 10" x 12" Draped	\$22.00  RS AND DRAPING  TealGrey Discount Price \$35.25	\$29.75 WhiteBurgun  Standard Price  \$47.50	dy Total \$
Quantity	TABLE RISER  Indicate Color:RedBlueBlack  Description  4' x 10" x 12" Draped  6' x 10" x 12" Draped  8' x 10" x 12" Draped	\$22.00  RS AND DRAPING  TealGrey _  Discount Price  \$35.25  \$45.00  \$57.75	\$29.75 WhiteBurgun  Standard Price \$47.50 \$60.75 \$78.00	dy Total \$ \$ \$
Quantity	TABLE RISER  Indicate Color:RedBlueBlack  Description  4' x 10" x 12" Draped  6' x 10" x 12" Draped	\$22.00  RS AND DRAPING  TealGrey _  Discount Price \$35.25 \$45.00 \$57.75	\$29.75 WhiteBurgun  Standard Price  \$47.50  \$60.75	\$



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	STANDARD CA	ARPET O	RDER	
	CARPET - Carpet Ordered in Multiple	es are not Guarai	nteed a Color Matcl	า
	Indicate Color:BlackBlue	Grey	BurgundyRed	
Quantity	Description	Discount Price	Standard Price	Total
	10' x 10'	\$137.50	\$175.50	\$
	10' x 20'	\$250.00	\$326.75	\$
	10' x 30'	\$375.00	\$490.00	\$
	10' x 40'	\$490.00	\$653.50	\$
	Carpet Padding per 10' space	\$75.00 x	\$95.00 x	\$
call the numl	chase for use at further Shows at a very reasonable cost. Carpetin ber below for additional colors and prices. Also consider foam pad	Iding for comfort and add	led luxury feeling.	
Gunmet	talMisty Grey	Bay Water	Cherry	Red
Burgund	dySilver Mist	Baby Blue	Ebony	
Navy	Sky Blue	Dusty Rose	Light T	eal
Please fill o	out your choice below. There is a minimum order of 200 square fe display cases, please send a floor plan. A quota	•		to cover steps, skids and
	RENTAL PRICE order includes installation,	carpet padding, poly o	covering and removal.	
Carpet Colo	or Booth Size X	=	Sq. Ft. @ \$3.25/Sq. Ft.	\$
	PURCHASE PRICE order includes installation  Freight handling charges at the cl		_	
Carpet Colo	or Booth Size X	=	Sq. Ft. @ \$4.25/Sq. Ft.	\$
	CARPET PADDING order includes installation and disposing	g of padding Padding	is only offered at the nu	rchase price
Carpet Colo			Sq. Ft. @ \$0.75/Sq. Ft.	\$
	ring firm:			ototal \$ @ 7% \$
BOOTH :	#			Total \$



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#### **FLORAL SERVICE ORDER FORM**

(Call for Additional Information)

QUANTITY	ITEM DESCRIPTION	UNIT PRICE	TOTAL
	Flower Arrangement	\$96.00	\$
	Seasonal Flowering Plants (ie: Mums, Azalea, etc.)	\$61.50	\$
	Large Fern	\$59.50	\$
	2' Green Plant	\$59.50	\$
	3' Green Plant	\$65.00	\$
	4' Green Plant	\$76.00	\$
	5' Green Plant	\$87.00	\$
	6' Green Plant	\$98.00	\$







	•
Plants may vary from pictu	res in color and size.
Subtotal	\$
Tax @ 7%	\$
Total	\$

Please retain one copy for your files



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Show	CARDS:					
Qτγ.	С	DESCRIPTION		PRICE	STANDARD PRICE	TOTAL
	7" x 11"		\$27.7	75	\$48.75	
	7" x 44"		\$36.8	36	\$57.56	
	14" x 22"		\$37.3	36	\$58.40	
	14" x 44"		\$62.6	66	\$100.07	
	22" x 28"		\$63.6	88	\$101.40	
28" x 44"		\$81.9	94	\$157.48		
	40" x 60"		\$179.	63	\$315.50	
BANNE	RS:					
QTY.	DESCRIPTION		DISCOUNT	PRICE	STANDARD PRICE	TOTAL
	DIGITAL BANNER		\$15.00	psf	\$24.00 psf	
	FORMULA:		X	X= \$		
Additio	ONAL SERVICES:					
QTY.		DESCRIPTION	DISCOUNT	PRICE	STANDARD PRICE	TOTAL
	CARDBOARD EASEL		\$7.25 pe	r sign	\$14.50 per sign	
	LOGO SCAN		\$49.00 pe	er logo	\$63.50 per logo	
	*PLEASE CALL FOR GRAPHICS PRICING					
Sign S	SPECIFICATIONS (F	PLEASE INDICATE Y	OUR PREFERENCES):			
TEXT STY	LE:	Вьоск	Roman	SCRIPT	Casual	School
PANEL STYLE: VERTICAL		Horizontal				
LETTER C	COLOR:			•	,	



INDICATE SIGN COPY HERE (PLEASE PRINT):

Cathy Gilbert, Project Manager 895 Central Florida Parkway

Orlando, Florida 32824

(½) hour minimum.

E-mail: Cathy@gemsevents.com
Phone: (407) 438-5002 ext. 113

to correct digital files to a production ready state, is billed at \$65.00 per hour with a one-half

TOTAL OF ALL ITEMS ORDERED + 7% SALES TAX: \$\_\_\_\_\_

Fax: (407) 852-0286

A/V EQUIPMENT RENTAL ORDER FORM						
Qty	Video Equipment	Discount Price	Standard Price	Total		
	DVD Player (Standard)	\$95	\$115	\$		
	54" Roll Cart Stand with Drape	\$75	\$95	\$		

Qty	LCD & Plasma Monitors	Discount Price	Standard Price	Total
	19" Flat Screen	\$285	\$360	\$
	26" Flat Screen	\$565	\$710	\$
	42" Plasma Display	\$1420	\$1740	\$
	55" Plasma Display	\$1870	\$2340	\$
	TV Stand	\$100	\$125	\$

BOOTH#	Delivery Charge	\$ 100.00
clude wires or cords,	Subtotal	
need any additional	Tax @ 7%	\$
ontact your project	Total	\$
Please call for items		
ge applies to orders		
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llation fees will apply		
15 days of delivery.		
	BOOTH# Include wires or cords,	clude wires or cords, need any additional nontact your project Please call for items ge applies to orders delivery. No credits very or attempted ellation fees will apply



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