



1900 NW 21st Avenue, Fort Lauderdale, Florida 33311 ♦ (954) 764 - 7719 ♦ Fax: (954) 764 - 2674

Show Facts

American Association of Dental Office Managers (AADOM)
Gaylord Opryland Resort and Convention Center - Presidential Ballroom
August 28 - 30, 2015

- ♦ Tabletops
- ♦ Included in each Tabletop will be one (1) 6' draped table and two (2) chairs.
- ♦ Exhibit Hall is carpeted in a multi-color pattern.
- ♦ Electric Service, IT and AV must be ordered from Gaylord Resort (order forms enclosed).

Exhibitor Set-Up:

Thursday	August 27 th	4:00 p.m. - 11:00 p.m.
----------	-------------------------	------------------------

Show Hours:

Friday	August 28 th	8:00 a.m. - 5:00 p.m.
Saturday	August 29 th	8:00 a.m. - 5:00 p.m.
Sunday	August 30 th	8:00 a.m. - 11:30 a.m.

Breakdown Schedule:

Sunday	August 30 th	11:30 a.m. - 8:00 p.m.
--------	-------------------------	------------------------

Additional Information:

- ♦ Attached forms are for any additional services or items that you may feel necessary for your booth area.
- ♦ Please note the dates on the forms to receive the discount rates and also the advance shipment deadline date.
- ♦ If you have questions regarding any of Show Management Convention Services forms, please contact us at (954) 764-7719 or email us at customerservice@showmanagement.com.

Shipping Information:

- ♦ Advance shipments to **UPS Freight Warehouse is located at: 45 Teledyne Place, La Vergne, TN 37086**, and will accept shipments up to 30 days prior to show dates. The last day that shipments should arrive to the warehouse is **August 26, 2015**.
- ♦ **Do NOT ship to the Gaylord Opryland Resort**, only to the Advance Warehouse (UPS Freight Warehouse). Any shipments that go directly to show site, Show Management will not be responsible for those shipments.
- ♦ Advance rate for shipment deadline: **August 24th** ~ Shipments received after this date will be handled at the standard rate.

See Material Handling Rates & Order form for additional and/or late fees.

YACHTING PROMOTIONS, INC.

Boat Show Management

SHOW MANAGEMENT CONVENTION SERVICES

Public & Trade Show Exhibit Services

SHOW MANAGEMENT CONCESSIONS

Event Food and Beverage Service

SHOW MANAGEMENT ELECTRIC

Convention Electric Service



CONVENTION SERVICES
1900 NW 21st Avenue
Fort Lauderdale, Florida 33311
Ph: 954/764-7719 Fax: 954/764-2674
Email: customerservice@showmanagement.com

Payment Policy

Deadline:
August 17, 2015

Event: AADOM

Location: Gaylord Opryland Resort

Show Dates: August 28 - 30, 2015

A SIGNED COPY OF THIS POLICY MUST BE SENT ALONG WITH YOUR ORDER OR SERVICES WILL NOT BE RENDERED

ORDERING SERVICE

All orders and changes to orders must be made in writing via fax, e-mail, mail or in person at the Convention Services office. No orders may be accepted over the phone. Advance orders shall receive priority service.

PAYMENT FOR SERVICE

Show Management Convention Services (SMCS) requires payment in full at the time an order is placed. Failure to provide payment may result in interruption of services. SMCS requires all exhibitors to complete the SMCS Credit Card Authorization form for all orders. All credit card advance orders will not be charged until the advance deadline date. For your convenience, additional services ordered by company representatives will be covered by this credit card authorization if another form of payment is not provided. SMCS accepts American Express, Master Card, Visa, cash, wire transfers (plus \$30.00 wire service charge) and company checks made payable to Show Management. All payments are to be in U.S. funds drawn on a U.S. Bank.

ADVANCE RATE

To qualify for the advance rate, completed orders must be received with payment on or before the advance deadline. Standard rates apply to orders and changes to orders after the deadline. If an order is placed without payment, standard rates apply unless payment is also received before the deadline.

DEFAULT COLORS

If skirting and/or carpet colors are not selected, show colors will prevail. If at show site exhibiting company determines that they would like a different color skirt other than the default color, the exhibiting company must pay a 50% cancellation fee and rent a new skirt.

RENTAL RESPONSIBILITY

All materials are on a rental basis and shall remain the property of Show Management Convention Services. The exhibiting company shall be held financially responsible for any damage to Show Management equipment used by the exhibiting company.

THIRD PARTY BILLING

The exhibiting company is ultimately responsible for payment of charges incurred on its behalf. In the event the named third party does not provide prompt payment, charges immediately revert to the exhibiting company along with any service charges, collection fees, etc.

SHOW SITE ORDERS

No service will be performed without full payment at the time the order is placed. Standard Rates will apply to ALL show site orders. Show site orders subject to availability.

ADJUSTMENTS / CANCELLATIONS

Adjustments to your invoice will not be made after the close of the show. Some items, services and labor are subject to cancellation fees. No credits will be issued for services ordered and installed even though not used.

OUTBOUND SERVICES

All outbound services will be processed on your credit card and a copy of the receipt will be mailed within 10 days of the close of show.

FREIGHT SHIPPING / LABOR / RIGGING

If you will be shipping to our warehouse or show site, ordering installation, dismantling labor or rigging labor, you MUST complete the enclosed Payment & Credit Card Authorization form. Our services cannot be performed unless we have this form completed and returned to us.

Company Name: _____ Space #: _____

Phone: _____ Fax: _____ Email: _____

On-Site Contact: _____ On-Site Cell/Beeper: _____

Name (print or type): _____ Signature*: _____ Date: _____

***By signing this form you acknowledge, understand and agree to the Show Management Convention Services Payment Policy and Terms & Conditions**






CONVENTION SERVICES
1900 NW 21st Avenue
Fort Lauderdale, Florida 33311
Ph: 954/764-7719 Fax: 954/764-2674
Email: customerservice@showmanagement.com

Payment & Credit Card Authorization

Deadline:
August 17, 2015

Event: AADOM
Location: Gaylord Opryland Resort
Show Dates: August 28 - 30, 2015

I hereby authorize Show Management Convention Services (SMCS) to use the credit card account below for payment of services. This account will be charged for changes made by company representatives when not accompanied by another form of payment. If there are additional charges for services, payment for these additional services is due by the end of the show or will be charged to this credit card account. A \$30.00 service charge will be assessed for all declined credit cards.

Please Charge my:	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
I also authorize charging any unpaid balance on my credit card						
Account Number:	<input type="text"/>					
Exp. Date:	Month: <input type="text"/>	Year: <input type="text"/>	V-Code:	<input type="text"/>		
				(For Visa and MasterCard users only)		
Cardholder's Name:	<input type="text"/>					
Credit Card Billing Address:	<input type="text"/>					
Authorized Signature*:	<input type="text"/>			Print Name:	<input type="text"/>	
<small>* By signing this form you acknowledge, understand and agree to the Show Management Convention Services Payment Policy and Terms & Conditions</small>						

ADVANCE RATES:

Please note the deadline dates on each of the forms to receive the advance rates (In Deadline Date Order):

Labor Order Deadline:	August 17, 2015
Material Handling Questionnaire Deadline:	August 17, 2015
Advance Rate for Freight Shipment Deadline:	August 24, 2015

Company Name:	<input type="text"/>	Space #:	<input type="text"/>
Address:	<input type="text"/>	Email:	<input type="text"/>
City/State/Zip:	<input type="text"/>		
Phone:	<input type="text"/>	On-Site Cell/Beeper:	<input type="text"/>
	<input type="text"/>	Fax:	<input type="text"/>
Name (print or type):	<input type="text"/>	On-Site Contact:	<input type="text"/>
Signature*:	<input type="text"/>	Date:	<input type="text"/>
<small>* By signing this form you acknowledge, understand and agree to the Show Management Convention Services Payment Policy and Terms & Conditions</small>			

IMPORTANT INFORMATION: *Cancellation after deadline will be charged at 50% of prevailing rate. *Cancellation after installation will be 100% of prevailing rate. *Orders received after deadline will be filled as available at the standard rates. *Floor orders are limited to availability. *Phone orders will NOT be accepted. *All materials are furnished on a rental basis and remain the property of SMCS. *Adjustments to your invoice **will not** be made after the close of the show. *A finance charge of 1.5% per month (18% annum) will be added to all accounts not paid within ten days of invoice date. *In the event it becomes necessary to enforce this agreement for collection through legal counsel, exhibitor and/or exhibiting company agrees to pay a reasonable attorney's fee for such collection effort



CONVENTION SERVICES
1900 NW 21st Avenue
Fort Lauderdale, Florida 33311
Ph: 954/764-7719 Fax: 954/764-2674
Email: customerservice@showmanagement.com

Labor Order (Installation & Dismantling)

Deadline:
August 17, 2015

Event: AADOM
Location: Gaylord Opryland Resort
Show Dates: August 28 - 30, 2015

• NO SERVICES WILL BE PERFORMED WITHOUT FULL PAYMENT IN ADVANCE •

Please choose the plan and fill in the appropriate areas:

☐ **Plan A** ☐ **Plan B**

	INSTALLATION	DISMANTLE
Date labor needed		
Start Time		
Number of persons needed		
Hours per person		
Total Hours		
Hourly Rate		
Estimated Cost		
Estimated Total of installation /dismantling		
If using Plan A, add 25% supervision fee (or \$35.00 minimum)		
ESTIMATED TOTAL OF LABOR DUE		

		HOURLY RATE
Straight time	Monday - Friday 8:00 AM - 4:30 PM	\$ 85.00
Over time	Monday - Friday 4:30 PM - 8:00 AM Saturday & Sunday All Day	\$117.50

For Plan B, please list on-site exhibitor representative:

On-Site Phone:

PLAN A - Show Management Supervised Labor

- ◆ Proceeds without exhibitor present.
- ◆ In addition to above rates, a 25% supervision fee (\$35.00 minimum) will apply for both installation and dismantling.
- ◆ Show Management does NOT unpack or re-pack customer product. Customer must be present.
- ◆ Minimum one (1) hour charge applies, per man, and time will be charged in one hour increments thereafter.
- ◆ Work will be done on straight time if circumstances permit, however, this is NOT a guarantee. Overtime charges will apply as necessary.

PLAN B - Exhibitor Supervised Labor

- ◆ Does not proceed without exhibitor present.
- ◆ Start time can be guaranteed only in those instances where labor is requested for the start of the work day which is 8:00am.
- ◆ Must sign labor in and out at Show Management Service Desk.
- ◆ Minimum one (1) hour charge applies per man, and time will be charged in one hour increments thereafter.
- ◆ Order cannot be cancelled within 24 hours of scheduled labor needed date.
- ◆ Orders received at show site will be processed after advance orders.

Company Name: _____ Space #: _____

Phone: _____ Fax: _____ Email: _____

On-Site Contact: _____ On-Site Cell/Beeper: _____

Name (print or type): _____ Signature*: _____ Date: _____

* By signing this form you acknowledge, understand and agree to the Show Management Convention Services Payment Policy and Terms & Conditions

IMPORTANT INFORMATION: *Cancellation after deadline will be charged at 50% of prevailing rate. *Cancellation after installation will be 100% of prevailing rate. *Orders received after deadline will be filled as available at the standard rates. *Floor orders are limited to availability. *Phone orders will NOT be accepted. *All materials are furnished on a rental basis and remain the property of SMCS. *Adjustments to your invoice **will not** be made after the close of the show. *A finance charge of 1.5% per month (18% annum) will be added to all accounts not paid within ten days of invoice date. *In the event it becomes necessary to enforce this agreement for collection through legal counsel, exhibitor and/or exhibiting company agrees to pay a reasonable attorney's fee for such collection effort.



CONVENTION SERVICES
1900 NW 21st Avenue
Fort Lauderdale, Florida 33311
Ph: 954/764-7719 Fax: 954/764-2674
Email: customerservice@showmanagement.com

Material Handling Rates & Order Form

Advance Rate Deadline:
August 24, 2015

Event: AADOM

Location: Gaylord Opryland Resort

Show Dates: August 28 - 30, 2015

- ◆ ALL SHIPMENTS ARE REQUIRED TO HAVE DOCUMENTED WEIGHT TICKETS.
- ◆ IF MATERIAL DOES NOT INCLUDE A WEIGHT TICKET, SHOW MANAGEMENT CONVENTION SERVICES WILL WEIGH MATERIAL.
- ◆ NO COLLECT SHIPMENTS WILL BE ACCEPTED.
- ◆ RATES ARE BASED ON PER SHIPMENT ON THE INBOUND WEIGHT AND THE DATE/TIME FREIGHT IS RECEIVED.

WEIGHT	ADVANCE RATE	STANDARD RATE
	Shipment(s) arriving before August 24, 2015	Shipment(s) arriving after August 24, 2015
Up to 19 lbs.	\$ 40.94	\$ 47.81
20 to 100 lbs.	\$ 106.56	\$ 119.38
101 to 300 lbs.	\$ 300.00	\$ 336.56
301 to 500 lbs.	\$ 450.94	\$ 505.00
501 to 1000 lbs.	\$ 695.31	\$ 779.38
1001 to 1500 lbs.	\$ 997.19	\$1,115.94
1501 to 2000 lbs.	\$1,291.25	\$1,445.31
2001 lbs. and over	\$ 78.13 per hundred weight	\$ 85.94 per hundred weight

For your convenience, we will use your authorization (*given on the Payment & Credit Card Authorization form*) to charge your credit card for services not covered by your initial payment and/or any order(s) placed by you or your representative.

CRATED / CARTONED / PACKAGED / SKIDDED MATERIAL Rates above include all labor and equipment required to unload shipment, storage at no charge for 30 days prior to set-up time, delivery to exhibit space, handling of empty containers to and from booth area, and reloading of shipment onto outbound carrier at the close of the event.

Amount = _____

SHIPMENTS REQUIRING SPECIAL HANDLING will be handled at the exhibitors risk and will be charged the above published rates plus 25%. Includes, but is not limited to any shipment that is loaded and/or packed in such a manner as to require additional handling, ground loading, side door loading, constricted space loading, designated piece loading and stacked shipment(s).

Includes shipments that are loose and not in crates, cases, boxes, and/or non-skidded machinery without proper lifting bars or hooks.

Includes shipments arriving at the warehouse after **August 26, 2015** and during show hours.

Rate x 25% = _____

OVERTIME RATES in the amount of **25% of the above mentioned rates** will be assessed and applied each way to freight either received at the warehouse or show site that must be moved into or out of booth(s) before 8:00 am or after 4:30 pm Monday to Friday or on Saturday and/or Sunday.

Rate x 25% = _____

Estimated Total Due \$ _____

Company Name: _____ Space #: _____

Phone: _____ Fax: _____ Email: _____

On-Site Contact: _____ On-Site Cell/Beeper: _____

Name (print or type): _____ Signature*: _____ Date: _____

***By signing this form you acknowledge, understand and agree to the Show Management Convention Services Payment Policy and Terms & Conditions**

IMPORTANT INFORMATION: *Shipments must arrive prepaid. *No collect shipments will be accepted. *Phone orders will NOT be accepted. *Adjustments to your invoice **will not** be made after the close of the show. *A finance charge of 1.5% per month (18% annum) will be added to all accounts not paid within ten days of invoice date. *In the event it becomes necessary to enforce this agreement for collection through legal counsel, exhibitor and/or exhibiting company agrees to pay a reasonable attorney's fee for such collection effort.



CONVENTION SERVICES
1900 NW 21st Avenue
Fort Lauderdale, Florida 33311
Ph: 954/764-7719 Fax: 954/764-2674
Email: customerservice@showmanagement.com

Material Handling Shipping Instructions

**Advance Rate Deadline:
August 17, 2015**

Event: AADOM

Location: Gaylord Opryland Resort

Show Dates: August 28 - 30, 2015

BEFORE SHIPPING:

Complete payment arrangements with Show Management Convention Services by filling out the Payment & Credit Card Authorization form and mail, email or fax to Show Management Convention Services.

WHEN TO SHIP:

Shipments consigned to the WAREHOUSE will incur a 25% Special Handling fee if materials arrive after **August 26th**. Shipments consigned to SHOW SITE will be done **without** the assistance of Show Management. The facility has no storage areas.

ALL SHIPMENTS MUST BE PREPAID.

COLLECT SHIPMENTS OR LOOSE OR UNCRATED MATERIALS WILL NOT BE ACCEPTED.

ADVANCE RATE DEADLINE: AUGUST 24, 2015

Where to Ship & Label Format:

WAREHOUSE Shipping Address Must arrive no later than August 26, 2015
Name of Exhibiting Company Your Booth Number American Association of Dental Office Mgrs. (AADOM) C/O Show Management Convention Services UPS Freight Warehouse 45 Teledyne Place La Vergne, TN 37086
Warehouse Hours: 8:00am - 4:00pm Mon - Fri

The consignment or delivery of a shipment to Show Management Convention Services by a customer, or by a shipper, or carrier acting on behalf of a customer shall be construed as an acceptance by the customer (and/or shipper) of the terms and conditions set forth for all material handling services.

Customer accepts responsibility for the payment of Show Management Convention Services charges in connection with the handling of customer's shipment(s) as set forth in the Material Handling Rates & Order Form, and customer guarantees payment to Show Management Convention Services in the event that any third party who acts on Customer's behalf shall fail to pay such charges.

Company Name: _____ Space #: _____

Phone: _____ Fax: _____ Email: _____

On-Site Contact: _____ On-Site Cell/Beeper: _____

Name (print or type): _____ Signature*: _____ Date: _____

* By signing this form you acknowledge, understand and agree to the Show Management Convention Services Payment Policy and Terms & Conditions

IMPORTANT INFORMATION: *Cancellation after deadline will be charged at 50% of prevailing rate. *Cancellation after installation will be 100% of prevailing rate. *Orders received after deadline will be filled as available at the standard rates. *Floor orders are limited to availability. *Phone orders will NOT be accepted. *All materials are furnished on a rental basis and remain the property of SMCS. *Adjustments to your invoice **will not** be made after the close of the show. *A finance charge of 1.5% per month (18% annum) will be added to all accounts not paid within ten days of invoice date. *In the event it becomes necessary to enforce this agreement for collection through legal counsel, exhibitor and/or exhibiting company agrees to pay a reasonable attorney's fee for such collection effort.



CONVENTION SERVICES
1900 NW 21st Avenue
Fort Lauderdale, Florida 33311
Ph: 954/764-7719 Fax: 954/764-2674
Email: customerservice@showmanagement.com

Material Handling Questionnaire

Deadline:
August 17, 2015

Event: AADOM
Location: Gaylord Opryland Resort
Show Dates: August 28 - 30, 2015

Completing this form by the deadline date of August 17, 2015 will enable us to better coordinate the move-in of your exhibit and assist in tracing your shipment if necessary. Please complete and return with the Material Handling Rates & Order Form.

1. Where are you shipping?

☐ Advance Warehouse

2. What is the est. total weight to be shipped?

lbs.

3. Est. total number of exhibit items being shipped

Crated Carton Machinery

4. What is the weight of the heaviest piece being shipped?

lbs.

5. List any special handling requirements to unload your exhibit. (extended forklift blades, special lifting bars, etc.)

☐ Yes ☐ No

6. List carrier name(s)

7. Enter name of Exhibit Manager/Coordinator in charge of booth set-up

Name

Phone

8. Booth and labor set-up

A. What on-site labor are you planning on using?

B. What date and time will your labor be on-site to begin booth installation?

9. Services Ordered

Please check all services ordered:

☐ Electrical ☐ Telecommunications ☐ A / V Equipment
☐ Booth Cleaning ☐ Furniture ☐ Other Items (please list)

Company Name: _____ Space #: _____

Phone: _____ Fax: _____ Email: _____

On-Site Contact: _____ On-Site Cell/Beeper: _____

Name (print or type): _____ Signature*: _____ Date: _____

* By signing this form you acknowledge, understand and agree to the Show Management Convention Services Payment Policy and Terms & Conditions

IMPORTANT INFORMATION: *Shipments must arrive prepaid. *No collect shipments will be accepted. *Phone orders will NOT be accepted. *Adjustments to your invoice **will not** be made after the close of the show. *A finance charge of 1.5% per month (18% annum) will be added to all accounts not paid within ten days of invoice date. *In the event it becomes necessary to enforce this agreement for collection through legal counsel, exhibitor and/or exhibiting company agrees to pay a reasonable attorney's fee for such collection effort.



CONVENTION SERVICES
1900 NW 21st Avenue
Fort Lauderdale, Florida 33311
Ph: 954/764-7719 Fax: 954/764-2674
Email: customerservice@showmanagement.com

Outbound Freight Procedure

Deadline:
August 17, 2015

Event: AADOM
Location: Gaylord Opryland Resort
Show Dates: August 28 - 30, 2015

TO ASSIST YOU WITH ARRANGEMENTS FOR OUTBOUND SHIPMENTS, SMCS WILL HAVE A SERVICE DESK TO PROVIDE YOU WITH LABELS, BILLS OF LADING AND SHIPPING INFORMATION

NOTE: UPS Freight IS NOT UPS Ground, Air, 2nd Day, etc.. It is a Freight Trade Show Service

UPS Freight is the appointed show carrier and outbound arrangements have already been made with them. If it is your preference to use a carrier other than UPS Freight, it is your responsibility to make the necessary pick up arrangements and a bill of lading must be turned in at the service desk for all types of shipments. Carriers should arrive prepared with the exhibiting company name, number of pieces, and destination for any shipment they are picking up. *No freight will be loaded onto any carrier without this information!* Materials sold locally and awaiting customer pick up should be dealt with in the same manner as all other outbound shipments. In the event your designated carrier does not make the pick up at the allocated time, SMCS reserves the right to force any shipment onto UPS Freight trailers in order to vacate the show grounds.

Should you use Federal Express, UPS Ground, UPS Air, Airborne, or any other air freight forwarder, it will be necessary for you to provide the appropriate shipping document with your account clearly visible and affix the necessary document to each item being shipped. When contacting the carrier for pick up arrangements either at show site or at our warehouse, you must inform the service desk personnel of the scheduled arrangements along with the confirmation numbers and complete a bill of lading for our reference.

Any shipment not picked up at show site or where no disposition is made will be returned to the warehouse and will incur a return fee along with applicable storage charges. These charges are in addition to the material handling rates. All charges for services performed must be settled before any shipment will be released to any carrier.

To be completed for reference only. A bill of lading must be submitted by exhibitor at show site.

Ship To:

Company Name Attention
Address Country
City State Zip Code

More than 1 shipping destination? ☐ Yes (attach additional information) ☐ No

Type of Carrier: ☐ Air ☐ Motor Freight ☐ Show Carrier (**UPS Freight**) ☐ Other

Note: All outbound shipments will be shipped collect unless otherwise specified.

Bill Charges To Phone Address
City State Zip Code

All carriers are required to check in at the service desk on August 30th between 12:00pm - 1:00pm

Company Name: _____ Space #: _____
Phone: _____ Fax: _____ Email: _____
On-Site Contact: _____ On-Site Cell/Beeper: _____
Name (print or type): _____ Signature*: _____ Date: _____

* By signing this form you acknowledge, understand and agree to the Show Management Convention Services Payment Policy and Terms & Conditions



CONVENTION SERVICES
1900 NW 21st Avenue
Fort Lauderdale, Florida 33311
Ph: 954/764-7719 Fax: 954/764-2674
Email: customerservice@showmanagement.com

Terms & Conditions

Deadline:
August 17, 2015

Event: AADOM

Location: Gaylord Opryland Resort

Show Dates: August 28 - 30, 2015

A SIGNED COPY OF THESE TERMS & CONDITIONS MUST BE SENT ALONG WITH YOUR ORDER OR SERVICES WILL NOT BE RENDERED

Please read carefully!

You are entering into a contract which may limit your possible recoveries in case of loss or damage. The terms and conditions set forth below become a part of the contractual agreement between Show Management Convention Services and you, the CUSTOMER. Acceptance of said terms and conditions will be construed when the documents in this packet are signed by the CUSTOMER, his/her agent, or representative.

DEFINITIONS

The word SMCS shall be construed within the meaning of this contract as Show Management Convention Services (aka: Show Management) and their employees, officers, agents, and assigns including any subcontractors that SMCS may appoint. The term CUSTOMER refers to any party who contracts for services with SMCS.

SMCS RESPONSIBILITIES

SMCS shall be responsible only for those services which it directly provides, and hereby agrees to execute its contractual duties in good faith. SMCS assumes no responsibilities for any persons, parties, or other contracting firms not under SMCS's direct supervision and control. SMCS shall not be responsible for loss, delay, or damage due to strikes, lockouts, work stoppages, natural elements, vandalism, acts of God, civil disturbances, power failures, acts of terrorism or war or any other causes beyond SMCS's reasonable control, or ordinary wear and tear in the handling of materials.

SMCS 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 material which may make it impossible or impractical to exhibit same.

INSURANCE

It should be clearly understood that SMCS is not an insurer. Each CUSTOMER should arrange complete risk coverage for the value of said equipment through endorsements to existing policies, insuring the exhibit material from the time it leaves their facility until it is returned. It should be further understood and agreed that SMCS does not provide for full liability, should loss or damage occur. Should SMCS incur a liability, it shall be limited to the specific article which is lost or damaged, and in any event, the maximum liability shall be limited to \$.30 per pound per article with a maximum liability of \$50.00 per item, or \$500.00 per shipment, whichever is less.

CLAIM(S) FOR LOSS

CUSTOMER agrees that any and all claims for loss or damage shall be submitted to SMCS prior to the conclusion of the show when alleged loss or damage occurred prior to that time, and in all cases within 30 days of the conclusion of the show. For claim reporting purposes, the "conclusion" of the show shall be construed as the end of the day on which CUSTOMER must vacate the show site. All claims reported after the 30 day period will be rejected.

PAYMENT FOR SERVICES MAY NOT BE WITHHELD

In the event of any dispute between the CUSTOMER and SMCS relative to any loss or damage claim, the CUSTOMER shall not be entitled to, and shall not withhold payment for SMCS services as an offset against the amount of the alleged loss or damage. Any claim against SMCS shall be considered a separate transaction and shall be resolved on its own merit.

INDEMNIFICATION

CUSTOMER agrees to indemnify, forever hold harmless and defend SMCS and their employees, officers, and agents from and against any and all claims, causes of action, fines, penalties, damages, liabilities, judgments, and expenses on account of personal injury or death, damage to or loss of property or profits arising out of, or contributed to by any of the following:

CUSTOMER'S negligent supervision of any labor secured through SMCS or the negligent supervision of such labor by any of the CUSTOMER'S employees, agents, representatives invitees, and/or any CUSTOMER appointed contractor (EAC).

CUSTOMER'S negligence, willful misconduct, or deliberate act, or such actions of CUSTOMER'S employees, agents invitees, representatives or EAC's at the show or exposition to which this contract relates, including but not limited to the misuse, improper use, unauthorized alteration, or negligent handling of SMCS equipment.

CUSTOMER'S violation of Federal, State, or Local ordinances.

CUSTOMER'S violation of Show Regulations and/or Rules as published by Facility and/or Association Management.

PACKING AND CRATING

SMCS shall not be responsible for surface damage to loose or uncrated materials, pad-wrapped materials, or shrink-wrapped materials. SMCS shall not be responsible for concealed damage, damage to carpets in bags or poly, or damage to materials improperly packed. SMCS shall not be responsible for crates and packaging which are unsuitable for handling, partially assembled, or having prior damage.

EMPTY CONTAINERS

Affixing "empty storage" labels to containers is the sole responsibility of the CUSTOMER or their representative. All previous labels should be removed. SMCS assumes no responsibility for removal or mis-delivery of containers with old labels or incorrect information on labels, or for loss of or damage to materials stored in containers labeled "empty". SMCS shall in no event be liable for collateral, exemplary, indirect costs or damages, or loss of sales resulting from or related to a claim for loss or damage of material.

Any shipment not handled by SMCS, but for which SMCS is required to handle the storage of empty shipping containers, a charge of \$75.00 per crate, case, or any type of container will be assessed.



Terms & Conditions (Continued)

Deadline:
August 17, 2015

Event: AADOM

Location: Gaylord Opryland Resort

Show Dates: August 28 - 30, 2015

INBOUND SHIPMENTS

Consistent with trade show industry practices, there may be a lapse in time between the delivery of shipment(s) to the booth and the arrival of the CUSTOMER or their representative. During such time, the materials will be left unattended. SMCS is not, and cannot be, responsible for loss, damage, theft, or disappearances of CUSTOMER'S materials after same have been delivered to the CUSTOMER'S booth at the show site. All shipments should be made on a commercial bill of lading.

SMCS shall not be liable for shipments received without receipts, freight bills, or specified unit counts on receipts of freight bills, such as UPS, Fed Ex, Van Lines, etc. Such shipments will be delivered to booth without guarantee of piece count or condition. Further, the CUSTOMER agrees, in connection with the receipt, handling, temporary storage, and reloading of the freight, that SMCS and its affiliates will provide these services as CUSTOMER'S agent and not as bailee or shipper.

Bills of lading or delivery slips indicating number of pieces, description of merchandise and weight are required for all shipments. In the event no weight is indicated on delivery documents, SMCS will estimate the weight if no actual scale weight is provided prior to the close of the event. This estimated weight will be final and binding.

OUTBOUND SHIPMENTS

SMCS will have bills of lading and labels available at the Service Desk. **NO SHIPMENT WILL BE LOADED WITHOUT A BILL OF LADING.**

Once materials have been labeled, packed and ready to be shipped, completed bills of lading should be turned in to the Service Desk. Materials sold locally and awaiting customer pick up should be dealt with in the same manner as all other outbound shipments.

Consistent with trade show industry practices, there may be a lapse of time between the completion of packing and the actual pick up of CUSTOMER'S materials from the booth for loading onto a carrier. During such time, the materials will be left unattended. SMCS shall not be responsible for loss, damage or theft of materials loaded after the show. All materials will be checked at the booth at the time of loading using document(s) submitted to SMCS by the CUSTOMER. Notations of exceptions to conditions of materials, or piece counts will be on the form submitted by the CUSTOMER.

Exhibitors selecting carriers other than the selected show carrier will need to make their own arrangements for pick up. SMCS will not release any shipment to any carrier until the CUSTOMER has provided a completed bill of lading to the service desk. In the event a carrier arrives at show site or warehouse with their own bill of lading, SMCS will not honor the paperwork unless and until the CUSTOMER has completed a standard bill of lading provided by SMCS or written instruction from the CUSTOMER indicating the pick up is acceptable.

SMCS assumes no responsibility for loss, damage, theft or disappearance of CUSTOMER'S materials after the same have been delivered to CUSTOMER'S appointed carrier, or agent for transportation after the show. SMCS loads materials onto the carrier's truck under the supervision of the carrier's driver who checks and assumes custody of materials. SMCS assumes no liability for any materials after carrier assumes custody of materials. If CUSTOMER'S designated carrier fails to show by the move-out deadline after a show, SMCS shall have the authority to route CUSTOMER'S shipment via an alternate carrier, or return shipment to a local warehouse for disposition at CUSTOMER'S expense.

Materials left behind without orders at the service desk may be classified as abandoned. SMCS shall not be responsible for same. SMCS is not responsible for any delay of rush shipments. While rush shipments will be expedited to the best of our ability, we will not assume any financial responsibility for shipments which do not arrive at their destination at a dated time.

Materials returned to warehouse where no disposition is made by the CUSTOMER or for pick up by a chosen carrier, the CUSTOMER agrees to be responsible for a return to warehouse surcharge of \$38.00 per hundred weight with a \$190.00 minimum charge when this service is necessary. Materials will be held in storage until payment and instruction for destination is provided.

GENERAL INFORMATION

The material handling rates quoted include the labor and equipment for unloading and loading the freight. Labor and equipment is available for uncrating, unskidding, assembling, positioning, leveling, dismantling, recrating, and reskidding machinery and/or equipment of exhibitors. Rates for these services can be obtained from SMCS.

All shipments must be consigned to SMCS to enable us to accept them for handling. Direct shipments should not be addressed to hotels, convention centers, or any named show site, as they have no facility for storing exhibit freight.

Any shipments requiring special handling due to length, width, height, or weight will be handled on a time and material basis. Any single piece, due to its size, that will not fit through doorways or elevators will be taken as far as possible and then becomes the responsibility of the exhibitor. Arrangements to enlarge such openings, if requested, will be made by SMCS at the expense of the CUSTOMER.

SMCS shall have control over all freight docks, doors, elevators, and crate storage areas, as the material handling contractor.

Unless the bill of lading clearly identifies the weights of crated and uncrated material, SMCS will invoice the entire load as uncrated/loose and will be unable to adjust charges later.

Any cancellation of services must be placed in writing and provided to SMCS at least 48 hours prior to the set up.

Company Name: _____ Space #: _____

Phone: _____ Fax: _____ Email: _____

On-Site Contact: _____ On-Site Cell/Beeper: _____

Name (print or type): _____ Signature*: _____ Date: _____

***By signing this form you acknowledge, understand and agree to the Show Management Convention Services Payment Policy and Terms & Conditions**



Exhibit Hall Services

Electrical/Plumbing Order Form

Please fax or mail to:
Attn: Exhibit Hall Operations
Gaylord Opryland Resort & Convention Center
2800 Opryland Drive Nashville, TN 37214
(P) 615-458-6390 (F) 615-458-6094

Convention Name	Company Name	Booth #	Set Up Date
-----------------	--------------	---------	-------------

Address	City	State	Zip Code
---------	------	-------	----------

Contact Name	Phone #	Email Address
--------------	---------	---------------

(for a receipt)

*** PLEASE COMPLETE & INCLUDE THE ATTACHED CREDIT CARD AUTHORIZATION FORM ***

120 Volt Power	Quantity	15 day Advance Price	Quantity	Regular Price	Amount	Electrical Connection
1 Outlet to 500 watts or 5 amp		\$166.00		\$191.00		Each outlet is considered one actual plug-in. Prices are per outlet, or combination of outlets with electrical load not to exceed watt and/or ampere rating indicated. Prices printed include labor and 24-hour service. This represents a one-time charge, not a daily rate. Rates quoted for electrical connections cover only the bringing of services to the booth in the most convenient manner. <u>Gaylord Opryland does not supply labor for connecting or running electrical inside booth area.</u> For your convenience, Gaylord Opryland will staff an electrical service desk during exhibitor set-up.
2 Outlets to 1000 watts or 10 amp		\$191.00		\$242.00		
3 Outlets to 1500 watts or 15 amp		\$223.00		\$274.00		
4 Outlets to 2000 watts or 20 amp		\$261.00		\$312.00		
6 Outlets to 3000 watts or 30 amp		\$325.00		\$376.00		
208 Volt Power						
	1 Ø	3 Ø				Inline & Island Booths <u>All power in the Exhibit Hall Comes from the ceiling.</u> Inline Booths: Electrical will be installed on the floor at the back of the booth Island Booths: Electrical service will come from exhibit hall ceiling and will be provided in the most convenient manner. <u>Gaylord Opryland does not supply labor for connecting or running electrical inside booth area.</u>
15 Amp				\$317.00	\$368.00	
20 Amp				\$407.00	\$534.00	
30 Amp				\$560.00	\$763.00	
50 Amp				\$859.00	\$1,197.00	
Note: All equipment utilizing nominal 208 voltage must have appropriate male plug Please list (NEMA)#:						
480 Volt Power	Please Call for Pricing					
Special / Larger Requirements:						
Extension Cords (rental only) Exhibitor must pick up at service desk						
25 ft. 1 outlet extension cord		\$18.00		\$18.00		*Compressed Air Gaylord Opryland supplies 1/2" or 3/4" quick release female connection. Exhibitor is responsible for male connector. Fitting can be purchased on site. Gaylord Opryland supplies 100 PSI. Exhibitor is responsible for air regulator if needed. Please list CFM required.
25 ft. 3 outlet extension cord		\$24.00		\$24.00		
6 outlet power strip		\$30.00		\$30.00		
*Compressed Air (minimum charge)		\$207.00		\$207.00		**Water and Drainage Water - Gaylord Opryland supplies male threaded hose connector. Exhibitor is responsible for bringing connector to adapt. Drainage - Depending on location of exhibit, a pump may be required at an additional cost. See Terms and Conditions (page 2) Full payment must accompany this order form in order to avoid paying regular price. Not refundable for non-use or no show. In order to receive a refund, cancellations must be made at least seven (7) days prior to set-up day. Prices are subject to change without notice. Advanced pricing is honored for orders submitted at least (15) days before first show date.
**Water (minimum charge)		\$207.00		\$207.00		
Drainage (minimum charge)		\$165.00		\$165.00		
Fill & Drain up to 50 gallons		\$177.00		\$177.00		
Fill & Drain 51 - 200 gallons		\$265.00		\$265.00		
Fill & Drain 201 - 500 gallons		\$354.00		\$354.00		
Fill & Drain over 500 gallons	please call for pricing					
Troubleshooting or Special Wiring ONLY						<u>Gaylord Opryland Use Only</u>
***Labor per hour 7 am - 5 pm		\$70.00		\$70.00		
***Labor per hour 5 pm - 7 am		\$100.00		\$100.00		
***Note: Above Labor Fees are for troubleshooting and/or special wiring only. <u>Gaylord Opryland is not a source of electrical SET-UP labor.</u>						
Sub Total						PAYMENT METHOD: _____
TN Sales Tax 9.25%						
TOTAL						

All credit card authorizations must be submitted via the **secure** fax number at the top of this page. We cannot accept email submissions.



Terms and Conditions for Exhibits and Displays

Adhesives: No pins, tacks, or adhesives of any kind are permitted on any hotel wall, door, or column. Any tape applied to the floor must be approved by the Hotel Exhibit Hall Manager. Proper tape can be purchased from the Hotel Exhibit Hall Manager. No helium filled balloons or adhesive backed stickers may be given out by exhibitors.

Non-Flammable Materials: All materials used in the Exhibit Hall, Ballroom, or any other room of Gaylord Opryland MUST be non-flammable to conform with the Fire Regulations of Nashville, Tennessee. Electrical wiring and equipment installation must conform to appropriate Nashville, Tennessee codes. Gaylord Opryland personnel are obligated to refuse connections where wiring is not in accordance with subject code. Material not conforming with such regulations will be removed immediately at the exhibitor's expense. Engines, motors or any kind of equipment may be operated only with the consent of the Director of Conference Services or Exhibit Hall Manager at Gaylord Opryland.

Special Notices: All booth equipment, furniture and carpeting must be confined to the measured limits of the booth. No nails, or bracing wires used in erecting displays may be attached to the building without written consent of the Director of Conference Services or the Exhibit Hall Manager at Gaylord Opryland. All property destroyed or damaged by the exhibitor must be replaced in its original condition by the exhibitor or at the exhibitor's expense. All materials and equipment furnished to the Exhibitor by Gaylord Opryland will remain Gaylord Opryland property and will be removed by Gaylord Opryland after close of show.

Liability: Gaylord Opryland is not responsible for any injury, loss or damage that may occur to the exhibitor, the exhibitor's agents, employees, or property, or to any other person or property, prior, during, or subsequent to the period covered by the exhibit contract, provided said injury, loss or damage is not caused by the willful negligence of an employee of Gaylord Opryland. Each Exhibitor hereby expressly releases Gaylord Opryland from such liabilities and agrees to indemnify Gaylord Opryland against any and all claims for such injury, loss or damage.

Insurance: Exhibitors who desire to carry insurance on their exhibits must do so at their own expense.

Fire Regulations: All doors and openings must be kept clear. Exit Signs, fire alarms and extinguishers must be visible at all times.

By the order of the Fire Marshall: Display vehicles must meet the following requirements:

- Fuel level must be no more than 1/8th of a tank
- Battery cables must be disconnected
- Gas cap must be locked and / or taped shut

Storage: Absolutely no storage of material of any type allowed behind booths or between booths. Gaylord Opryland has no facilities for the storage of exhibits. All shipments for an exhibit must be directed to the official drayer. Shipments that arrive prior to show time will be directed to the official drayer's warehouse for storage and delivery to the exhibitor's booth at show time, at exhibitor's expense.

Food and Beverage: Any food or beverage dispensed or given away at booths must be supplied and prepared by Gaylord Opryland.



Please fax or mail to:
Attn: Exhibit Hall Operations
Gaylord Opryland Resort & Convention Center
2800 Opryland Drive Nashville, TN 37214
(P) 615-458-6390 (F) 615-458-6094

Marriott Confidential & Proprietary Information

*This form has been created in order to allow you to have event expenses charged to your credit/debit card. Please provide all the information requested below to ensure prompt processing of your application. We ask you to please sign and date the form before submission. Please fax the completed form to **EXHIBIT HALL OPERATIONS 615-458-6094***

EVENT INFORMATION - Required

Event Name/Title:	_____
Event Date(s):	_____
Company Name:	_____
Booth #:	_____

FOR SECURITY reasons, Marriott International conforms to all Payment Card Industry (PCI) standards.

PAYMENT INFORMATION - Required

Name as it appears on the credit/debit card: _____

Card Type: ☐ VISA ☐ MC ☐ AMEX ☐ DINERS/CB ☐ DISCOVER ☐ JCB

Account Type: ☐ PERSONAL ☐ CORPORATE ☐ CREDIT ☐ DEBIT

Issuing Bank: _____ **Phone:** _____

Card Number: _____ **Exp. Date:** _____ / _____

CARDHOLDER INFORMATION - REQUIRED

Address (billing): _____

City: _____ **State:** _____ **Zip:** _____

Phone Number: _____ **Fax or Alternate Number:** _____

Email Address: _____

I certify that all information is complete and accurate. I hereby authorize Gaylord Opryland Resort & Convention Center to collect payment(s) for Event listed on this form by processing one or more charges to the credit/debit card listed above. I certify that I am the authorized signer of the credit/debit card listed above.

Cardholder Name:
(Printed) _____

Cardholder Signature: _____ **Date:** _____

For security reasons, we cannot accept completed credit card authorization forms via email.



Information Technology

Credit Card Authorization Form
Please Fax or Mail to:
Attn: Opryland IT
2800 Opryland Drive
Nashville, TN 37214
Phone: 615-458-0110
Fax: 615-458-0120

Please do not email Credit Card information

Date: _____

*All published rates are Event rates. Meaning regardless of event duration, it is the same rate.

Effective October 7, 2014 Supersedes ALL previous versions

Custom Dedicated Private Network - Choose the amount of bandwidth and a method of delivery (wired or wireless)

	Rate	Quantity	Wired **	Wireless	Extended Total
768 kbps (.75 Mbps)	\$375				
1.0 Mbps	\$500				
1.5 Mbps	\$750				
3.0 Mbps	\$1,500				
5.0 Mbps	\$2,500				
10.0 Mbps	\$5,000				
If Opryland IT runs wired cables fee per each **	\$75				

Custom bandwidth selection

Mbps

--	--	--	--

Bandwidth guidance: Low = checking email and simple web surfing (plan on 70 kbps per device) Medium = simple web applications and standard definition audio (plan on 125 kbps per device) Heavy = Web Training (plan on 250 kbps per device) Standard definition video streaming = 1.5 Mbps per device and High Definition video streaming = 3 Mbps per device

** In order to build the network properly please indicate under wired and wireless how many devices for each

** For wired devices the price is not inclusive of Opryland IT running each cable; each cable Opryland IT runs is \$75 per cable - switches and cables are included in this additional fee

***Please ensure that your computer is set to receive DHCP IP addresses

For other bandwidth amounts please email or call for pricing (up to 150 Mbps)

Infrastructure / Network Access / Wireless Equipment

	Rate	Quantity		Extended Total
Branded Splash Page (custom dedicated wireless network required)	\$500			
Redirection to website after splash page (custom dedicated wireless network required)	\$500			
Expedite Fee	\$250			

Telecommunication Services

	Rate	Quantity		Extended Total
Direct Inward Dial Telephone Line (DID line)	\$150			
Private Voice Line (AT&T Line)	\$150			
ISDN BRI Circuit	\$300			
Poly Com Conference Telephone	\$100			
Multi Line Digital Telephone	\$100			

We provide a Standard Desk telephone with each phone line.

**There will be a separate bill for any potential long distance charges by AT&T.

For Text Messaging and Digital Signage, please call for pricing

Subtotal

Tennessee State Tax (9.25%)

Special Instructions:

Grand Total

--



Information Technology

Credit Card Authorization Form
Please Fax or Mail to:
Attn: Opryland IT
2800 Opryland Drive
Nashville, TN 37214
Phone: 615-458-0110
Fax: 615-458-0120

Please do not email Credit Card information

Marriott Confidential & Proprietary Information

This form has been created in order to allow you to have event expenses charged to your credit/debit card. Please provide all the information requested below to ensure prompt processing of your application. We ask you to please sign and date the form before submission. Please fax the completed form to

Technology Solutions at 615-458-0120

FOR SECURITY reasons, Marriott International conforms to all Payment Card Industry (PCI) standards.

CARDHOLDER INFORMATION - Required

Name as it appears on the credit/debit card: _____

Card Type:

☐ Visa ☐ MC ☐ AMEX ☐ Diners/CB ☐ Discover ☐ JCB

Account Type:

☐ Individual ☐ Debit ☐ Credit ☐ Corporate - Company Name: _____

Issuing Bank: _____

Phone: _____

Account Number: _____

Exp. Date: _____

Address
(statement): _____

City: _____

State: _____

Zip: _____

Phone Number: _____

Fax or Alternate Number: _____

EVENT INFORMATION - Required

Event Name/Title: _____

Event Date(s): _____

Booth Number & Name: _____

I certify that all information is complete and accurate. I hereby authorize the Gaylord Opryland Resort & Convention Center to collect payment(s) for Event listed on this form by processing one or more charges to the credit/debit card listed above. I certify that I am the authorized signer of the credit/debit card listed above.

Cardholder Name: (Printed) _____

Cardholder Signature: _____

Date: _____

Email Address: _____

Please do not send a photocopy of the front or back of your credit card.

For security reasons, we cannot accept completed forms via email.

Effective October 7, 2014 Supersedes ALL previous versions

IT Quick Reference

All published rates are Event rates. Meaning regardless of event duration, it is the same rate.

Expedite Fees may be incurred if Gaylord Opryland is required to move up the installation time or change physical drop; even if in the same room.

Please refer to the following recommendation if using a device that broadcasts in A,B,G or N; please turn radio power down to the lowest usable level, additionally please use channel 1 (A,B or G) and encrypt the wireless signal

If you require a specific amount of bandwidth for your devices; please let us know. We recommend a minimum of 100 kbps per device.

Diagrams of booth or meeting room locations for the delivery of IT services is recommended.

The streaming of video or audio typically requires increased bandwidth to provide for desired quality of services.

Gaylord Opryland may provide the switch and cables necessary to support multiple devices upon request.

Telephone calls may be subject to, surcharges, long distance fees, and calling fees based on AT&T operator assisted rates

To dial local numbers, please dial 9 + number (except with a AT&T private line no need to dial 9)


To dial long distance numbers, please dial 9 + 1 + area code + number (except with an AT&T private line no need to dial 9)


To dial international numbers, please dial 9 + 011 + country code + number (except with an AT&T private line no need to dial 9)


Shared network pricing may vary from published pricing; however there is no service level guarantees with a shared network.


Gaylord Opryland strongly recommends that all the latest updates and patches for your device, be installed prior to arrival.


Gaylord Opryland Resort and Convention Center Information Technology Standard Terms and Conditions


 Installation of network and cabling services within the Gaylord Opryland Resort and Convention Center must be performed by Gaylord IT Staff or a pre-approved vendor. IT Services should be ordered by each exhibitor individually and are not to be shared with other exhibitors; without the prior consent of Gaylord Opryland Staff.


 All prices are for rental of services only. Material and equipment furnished by the Gaylord Opryland Resort and Convention Center for IT services shall remain the property of the Gaylord Opryland Resort and Convention Center's unless otherwise specified, and shall be returned to the Gaylord Opryland Resort and Convention Center's Exhibitor Service desk at the close of show. The Gaylord Opryland Resort and Convention Center is not responsible for lost or damaged equipment while in the exhibitor's possession.


 Under no circumstances shall anyone other than the Gaylord Opryland Resort and Convention Center's Information Technology technicians make any special wiring within the resort property. Only the Gaylord Opryland Resort and Convention Center's Information Technology technicians are authorized to modify system wiring or cabling. Any wiring or cabling damage costs (plus administration fees) may be billed to the exhibitor.

 All circuit installs must be coordinated with the Gaylord Opryland Resort and Convention Center's Information Technology group at least 9 weeks in advance of show date. If we are not notified we may refuse access and delivery.

 All exhibitor network services are to be disconnected on the last day of the event, sixty (60) minutes after the show's official closing time unless prearranged with Gaylord Opryland IT Staff.


 Rates quoted for all services; include delivery of the requested communication services to a booth, will be in the most convenient manner and do not include special wiring, over-head drops and/or special placement of communication services, computer equipment or intranet working cabling. All island booths will require a scaled diagram with orientation. Additional labor and materials may be charged for precise placement of communication services. Additional labor charges may be required for relocating service after installation. Gaylord Opryland Resort and Convention Center will not be responsible for any cutting or altering of any floor coverings in order to bring data services to a booth.

 Changes to original orders will require a service change order to be signed by the exhibitor acknowledging receipt of service and any associated labor. Labor is charged in full hour increments (minimum charge is 1 hour). Labor rate is \$150.00/hour.


 Notification of cancellation must be received in writing a minimum of five (5) days prior to scheduled opening date. Credit will not be given for connections installed and not used. No credit will be provided for service cancellations with less than forty-eight (48) business hours notice prior to the scheduled event opening. Disputes concerning services must be filed by the exhibitor with the Exhibitor Services Department prior to the close of show. The Gaylord Opryland Resort and Convention Center will resolve disputes in a timely manner.

 The network connections provided by Gaylord Opryland Resort and Convention Center may be used only by the directors, officers and employees of the company; exhibitors, agents and consultants while performing service for the exhibiting company and cannot be resold or distributed to other companies, without prior approval. Users of Gaylord Opryland Resort and Convention Center services shall use reasonable efforts to promote efficient use of the network to minimize, and avoid if possible, unnecessary network traffic and interference with the work of other users of the interconnected networks.


Please do not email Credit Card information




Users of Gaylord Opryland Resort and Convention Center services shall not disrupt any of the Gaylord Opryland Resort and Convention Center network or other associated networks. Gaylord Opryland Resort and Convention Center services shall not be used to transmit any communication where the meaning of the message, or its transmission distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof.




Gaylord Opryland Resort and Convention Center reserves the right to troubleshoot network issues with tools such as Sniffer Pro, FLUKE network analyzers, etc. Gaylord Opryland Resort and Convention Center reserves the right to immediately disconnect network connections when activity such as denial of service attacks, port scans, or any other form of network performance degradation activities. After disconnection, isolation and quarantine assistance will be given.




All devices for which the Gaylord Opryland Resort and Convention Center provides Internet or Networking connectivity shall be required to obtain a Gaylord Opryland Resort and Convention Center assigned IP address. At no time, while connected to Gaylord Opryland Resort and Convention Center network, will the customer use run their own DHCP server.




Gaylord Opryland Resort and Convention Center does not provide end point computing equipment. The Customer is responsible for the proper configuration of computing machinery and software for Internet and Ethernet communications.




Wireless users will receive a user name and password specific to a MAC Address that it initially logs onto the network. If the username and password is used by multiple devices, i.e. (pc, laptop, pocket pc, etc.) additional connections may apply at the standard rate. These charges are subject to be applied to the credit card on file. No sharing of password and usernames will be permitted. Each device needing connectivity will need their own username and password.



Internet Performance Disclaimer: Gaylord Opryland Resort and Convention Center does not guarantee the performance, routing, or throughput, either expressed or implied, of any data circuit connectivity with regards to the Internet and/or Internet backbones beyond any facility we service. The Gaylord Opryland Resort and Convention Center is the preferred supplier of Internet connectivity for all events within the facility. We are equipped with a Metro Ethernet (1 Gbps) dedicated Internet connection to a tier 1 provider, and can provide Internet and networking connectivity to any location within the Convention Center.



Internet Security Disclaimer: Gaylord Opryland Resort and Convention Center does not provide security, such as but not limited to firewalls, NAT'ing devices, virus protection, etc. for any Internet services we provide. It is the sole responsibility of the exhibitor or customer to provide all necessary security. With execution of this document the Customer is agreeing to the Terms and Conditions of this document and will hold Gaylord Opryland Resort and Convention Center; its agents and contracts harmless for any and all liabilities arising from the use of non-secured data circuits.



Streaming video or audio is not allowed on the shared network as it will not only effect your service experience but also everyone else that is on the shared network. You must purchase a dedicated solution if you desire to stream audio or video here at Gaylord Opryland Resort and Convention Center.

Exhibit Request Form

Event Name : _____

Company Name: _____

Mailing Address: _____

Contact Name: _____

Contact email address: _____

ONSITE Contact Name: _____

ONSITE Contact Mobile #: _____



GAYLORD OPRYLAND®

RESORT & CONVENTION CENTER

Nashville

BOOTH # REQUIRED **BOOTH LOCATION** REQUIRED

Display Equipment						
Item	Install date	Strike date	# of Items	Cost per day	# of days	Subtotal
22" Monitor				\$225.00	X	
32" Monitor (LCD)				\$275.00	x	
40" Monitor (LCD)				\$425.00	X	
46" Monitor (LCD)				\$550.00	X	
DVD Player				\$85.00	X	
Additional Equipment			#of items	Cost per day	# of days	Subtotal
LCD Monitor Stand				\$125.00	X	
Laptop Computer				\$250.00	X	
Up Light (PAR)				\$35.00	X	
Personal Speaker				\$40.00	X	
OTHER					X	

Payment Options:	Rental Total for all days	\$
Group Master Account (Authorized Signers Only)	+ Labor: 20% of Rental OR (\$75 Minimum)	\$
*Check Pre-Payment	Subtotal (Rental + Labor)	\$
*Credit Card (Complete Form on the Next Page)	+ Service Charge: %24	\$
*FULL PAYMENT DUE 15 DAYS PRIOR TO LOAD IN	Subtotal + Service Charge	\$
**CALL FOR SPECIAL SHOW RATES!!!	+ State Tax: %9.25	\$
	TOTAL	\$



Technology Meets Inspiration

Gaylord Opryland Resort and Convention Center
 2800 Opryland Dr
 Nashville, TN 37214
 FAX Completed Forms TO: 615.458.2640
 Email Completed Forms TO: 1602EXPO@PSAV.com

Orders will be confirmed by return eMail

*If you do not receive a confirmation please contact the office. Pricing is subject to change.

On-site office phone: 615-458-2680



PARTNERS IN SHOW™



Credit Card Consent / Security Deposit Form

PSAV LOCATION NUMBER: _____ Property Name: _____

Credit Card Type: *American Express* _____ *Discover* _____ *MasterCard* _____ *Visa* _____

Credit Card Number: _____

Exp Date: _____ **Security Code** _____

Customer PO: _____

(If no Purchase Order # provided use location # and Order ID XXXX XXXX)

Cardholder's Name: _____

(As it appears on credit card)

Cardholder Billing Address: _____ **Zip Code (REQUIRED):** _____

(Only numeric portion required)

Cardholder email address: _____

Customer Name: _____

(Name as it should appear on the invoice)

Invoice/Order Number(s): _____

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 PSAV Terms and Conditions – See Terms and Conditions.

Signature _____ **Date** _____

© 2009 PSAV Presentation Services All Rights Reserved.