



# FHCA 2024 Annual Conference & TradeShow

Rosen Shingle Creek  
Gatlin Ballroom C, D & E  
Orlando, FL  
July 21-25, 2024



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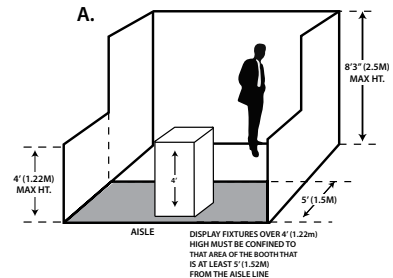
**Discount Price  
Deadline Date  
JULY 8th**  
Method of payment must accompany your order



## Guidelines for Display

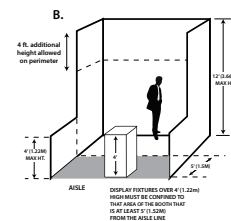
### STANDARD BOOTH (ILLUSTRATION A)

- Maximum Height:** 8'
- Hanging Signs:** No
- Front Displays:** If over 4' in height, must be placed at least 5' from the aisle line.
- Standard Corner:** Unsightly displays and/or material storage which can be viewed from aisle must be camouflaged at exhibitor's expense. (See the "Booth Close-off's" in the "Furniture & Accessories" form in your Exhibitor Service Manual).



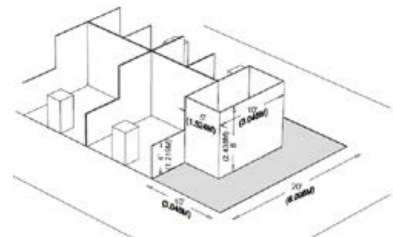
### PERIMETER BOOTH (ILLUSTRATION B)

- Maximum Height:** 12' (Drape line is at 8')
- Hanging Signs:** Yes, top can be no more than 12' off the ground. Back wall only.
- Front Displays:** If over 4' in height, must be placed at least 5' from the aisle line.



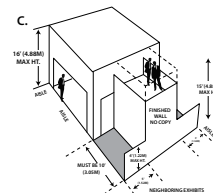
### ENDCAP BOOTH

- Maximum Height:** 8'
- Hanging Signs:** No
- Front Displays:** The maximum back wall height allowed is 8ft and the maximum backwall width allowed is 10ft at the center of the backwall with a maximum 5ft height on the two side aisles. Within 5ft of the two side aisles, the maximum height for any display materials is 4ft.



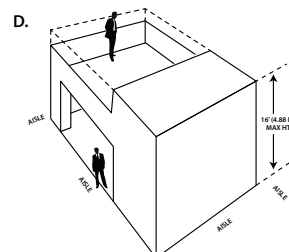
### PENINSULA (ILLUSTRATION C)

- Maximum Height:** 16' - 20'
- Hanging Signs:** Yes, top can be no more than 16' off the ground.
- Front Displays:** If over 4' in height, must be placed at least 5' from the aisle line.



### ISLAND (ILLUSTRATION D)

- Maximum Height:** 16' - 20'
- Hanging Signs:** Yes, top can be no more than 16' off the ground.
- Front Displays:** Full use of space is permitted.



GUIDELINES FOR DISPLAY



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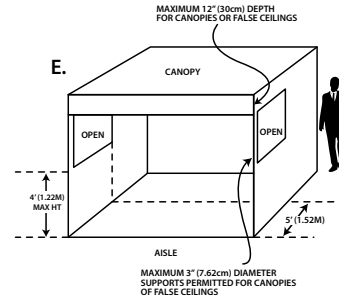
Method of payment must accompany your order



## Guidelines for Display

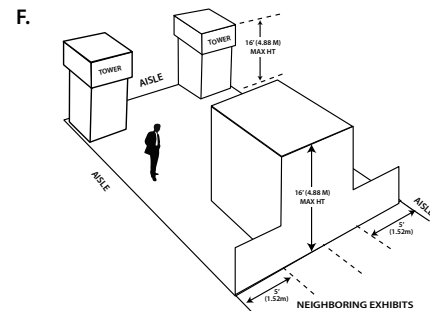
### CANOPIES/CEILINGS (ILLUSTRATION E)

- Maximum Height:** 8' - Standard  
12' - Perimeter  
16' - Island or Peninsula
- Maximum Drape:** 16'
- Maximum Depth:** To full dimensions of contracted space.
- Side Views:** Must contain an opening above 4' high and extending back 5' from the aisle line.
- Fire Code:** Must meet with local fire codes and conform to the minimum life safety requirements.



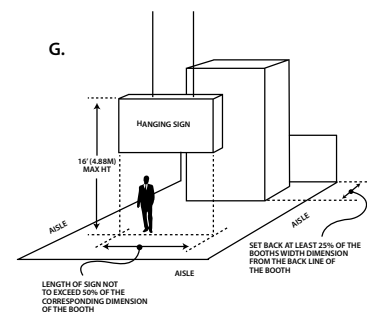
### TOWERS (ILLUSTRATION F)

- Maximum Height:** 8' - Standard  
12' - Perimeter  
16' - Island or Peninsula
- Maximum Depth:** To full dimensions of contracted space.
- Side Views:** Must contain an opening above 4' high and extending back 5' from the aisle line.
- Structural Integrity:** All towers over 12' in height must have blueprints available for inspection, the signature/stamp of a structural engineer, and exhibit company.



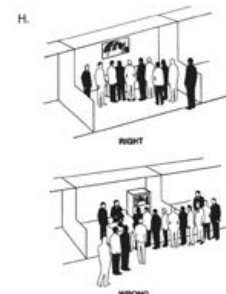
### HANGING SIGNS (ILLUSTRATION G)

- Maximum Height:** 16' (to top of sign) Island or Peninsula;
- Maximum Width:** No more than 50% of the total booth length (if placed length-wise). No more than 50% of the total booth width (if placed width-wise).
- Location:** Must be contained within booth. No signs will be allowed on columns, pillars or in aisles.
- Approval:** Must be obtained prior to move-in from Show Management.



### DEMONSTRATIONS (ILLUSTRATION H)

- Location:** Must be contained within the booth area so as not to interfere with aisle traffic or neighboring booth space.
- Samples:** Tables must be set back a minimum of 2' from aisle line
- Audio/Visual:** Must be tuned to conversation level
- Safety Precautions:** Hazard barriers must be provided as needed for moving or potentially dangerous machines.



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## Labor Rules & Regulations

### RULES AND REGULATIONS FOR CENTRAL FLORIDA

To assist you in planning for your participation in this upcoming exposition, we ask that you read the following rules and regulations:

#### EXHIBIT INSTALLATION AND DISMANTLING

Full-time employees of the exhibiting company may set up their own exhibits without assistance from AGS Expo labor. Any labor services that may be required beyond what your regular full-time employees can provide must be rendered by AGS Expo Services. Labor can be ordered in advance by returning the Booth Labor form or on show site at the AGS Service Center.

#### MATERIAL HANDLING

Exhibitors may hand-carry their own materials into the exhibit facility. The use or rental of dollies, flat trucks, and other mechanical equipment, however, is not permitted. AGS Expo Services will control access to the loading docks in order to provide for a safe and orderly move-in/out. Only full-time employees of the exhibiting company will be allowed to hand-carry items. Unloading or reloading at the dock of any and all contracted carriers must be handled by AGS Expo Services.

#### TIPPING

AGS Expo Services requests that exhibitors do not tip our employees. They are paid at an excellent wage scale denoting a professional status, and we feel that tipping is not necessary. This applies to all employees. Any request for such should be brought to the attention of an AGS representative at the service desk or correspondence may be directed to the attention of the General Manager at the office address.

#### SAFETY

Standing on chairs, tables, or other rental furniture is prohibited. This furniture is not engineered to support your standing weight. AGS Expo Services cannot be responsible for injuries or falls caused by the improper use of this furniture.



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### Official Show Information

As the Official Service Contractor for FHCA 2024 Annual Conference & Trade Show, AGS Expo Services would like to say welcome!  
The information below is only a brief summary of the important times, dates, addresses, and details regarding your event. More detailed information has been provided in each section of this Exhibitor Service Manual and at [www.ags-expo.com](http://www.ags-expo.com).

#### Show Information

##### OFFICIAL SERVICE CONTRACTOR

AGS Expo Services	Phone: 407.292.0025
4561 SW 34th Street	Fax: 407.292.4414
Orlando, FL 32811	Email: <a href="mailto:eventservices@ags-expo.com">eventservices@ags-expo.com</a>

##### EXHIBIT HALL INFORMATION

Exhibit Hall(s): Gatlin Ballroom C, D, & E  
 Backwall Drape: . . . . . Teal and White  
 Siderail Drape: . . . . . Teal  
 Booth Carpet Color: . . . . . Ballroom is Carpeted - Multicolor  
 Aisle Carpet Color: . . . . . No

#### Booth Equipment

Booth Size: 8' x 10'  
 Includes: 8'H Backwall Pipe and Drape (1) 6' x 30" Skirted Table  
 3'H Siderail Pipe and Drape (2) Padded Side Chairs  
 ID Sign (1) Wastebasket

#### Show Schedule

**EXHIBITOR MOVE-IN**  
 Sunday July 21, 2024 1:00 PM - 6:00 PM  
 Monday July 22, 2024 9:00 AM - 3:30 PM

**EXHIBIT HOURS**  
 Monday July 22, 2024 5:00 PM - 7:00 PM  
 Tuesday July 23, 2024 10:30 AM - 2:30 PM

**EXHIBITOR MOVE-OUT**  
 Tuesday July 23, 2024 2:30 PM - 6:30 PM

#### Other Details

- Empty crates and cartons will be returned beginning at **2:30 PM on Tuesday, July 23rd**
- All carriers must check-in no later than **4:30 PM on Tuesday, July 23rd**
- All exhibitor materials must be removed from the exhibit facility by **6:30 PM on Tuesday, July 23rd**
- **Freight Re-Route Deadline:** All unconsigned materials remaining on the event floor will be re-routed via the official show carrier, ABF Freight at **4:31 PM on Tuesday, July 23rd**

OFFICIAL SHOW INFORMATION



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### AGS Exhibitor Service Center Hours

AGS Expo Services will be available to take care of your on-site needs. All services and production personnel will be available to handle any needs you might have such as furniture, rental exhibits, labor, cleaning, and material handling. We are available during move-in, move-out, and exhibit hours.

For the AGS on-site Service Center phone number, please call our main office during business hours at 407.292.0025 or email us at [eventservices@ags-expo.com](mailto:eventservices@ags-expo.com)

### Shipping Information

Below are the advance warehouse and direct shipping addresses for your event. Please know that a Method of Payment must be on file to receive your materials for the event

#### Advance Shipments to Warehouse

**[Company Name] - [Booth #]**  
**FHCA 2024 Annual Conference & Trade Show**  
**AGS Expo Services c/o ABF Freight**  
**3732 Bryn Mawr Street**  
**Orlando, FL 32808**

#### Delivery Window

- Deliveries only accepted between 6/18/24 - 7/16/24
- **Closed for Independence Day - Thursday, July 4, 2024**
- Receiving Dock Open: Monday - Friday 8:00 AM - 4:30 PM
- Any shipments received after the advanced receiving deadline or during the event will be assessed a late fee and redirected to the exhibit site.

#### Direct Shipments to Exhibit Site

**[Company Name] - [Booth #]**  
**FHCA 2024 Annual Conference & Trade Show**  
**AGS Expo Services c/o Rosen Shingle Creek**  
**Gatlin Ballrooms C, D & E**  
**9939 Universal Blvd**  
**Orlando, FL 32819**

#### Delivery Window

- Sunday, July 21, 2024 - 1:00 PM - 6:00 PM
- Monday, July 22, 2024 - 9:00 AM - 3:30 PM
- All booths must be set by 3:30 PM on Monday, July 22, 2024

### Discount Deadlines & Policy Reminders

Take advantage of our substantial price discounts. To get our lower prices, return your order with payment by the discount deadline(s) on the order forms provided.

#### Show Order Discount Deadline - July 8, 2024

Please review our payment policy carefully. As a reminder, AGS Expo Services requires payment in full at the time your order is placed along with a completed Method of Payment Form. This may be used to cover on-site charges such as labor and material handling, not included with your initial payment.

It is important to review the local labor and/or Union jurisdiction policies located in this Service Manual. Policies vary by state and location.

Please contact our Event Services Department with questions or special requests. We will provide you with all of your show needs and appreciate the opportunity to work with you.

AGS Expo Services • 4561 SW 34th Street • Orlando, FL 32811  
Phone: 407.292.0025 • Fax: 407.292.4414

Email: [eventservices@ags-expo.com](mailto:eventservices@ags-expo.com) Order Online: [www.ags-expo.com](http://www.ags-expo.com)



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### Official Service Contractor

Show management, acting on behalf of all exhibitors and in the best interest of the exposition, has appointed AGS Expo Services as the official service contractor to perform and provide necessary services and equipment.

**Official service contractors are appointed to:**

- a. Ensure the orderly and efficient installation and removal of the overall exposition.
- b. Assure the distribution of labor to all exhibitors according to need.
- c. Provide sufficient labor to satisfy the requirements of exhibitors and for the exposition itself.
- d. See that the proper type and limits of insurance are enforced.
- e. Avoid any conflict with local Union and/or exhibit hall regulations and requirements.

**Exceptions are:**

- f. Supervision may be provided by the exhibitor.
- g. The exhibitor may appoint an exhibit installation contractor or display builder.

### Exhibitor Appointed Contractors (EACs)

Exhibitors may employ the service of independent contractors to install and dismantle their exhibit, providing the exhibitor and the installation and dismantle contractor comply with the following requirements:

- 1. The exhibitor must notify, in writing, show management and AGS Expo Services of the intention to utilize an independent contractor no later than 30 days prior to the first move-in day by completing the Notification of Intent to Use Non-official Service Contractors Form contained in this Service Manual.
- 2. The exhibitor shall provide evidence that the Exhibitor Appointed Contractor (EAC) has a proper certificate of insurance with a minimum of \$1,000,000 liability coverage including property damage and Worker's Compensation naming AGS Expo Services as additional insured to show management and AGS Expo Services no later than the deadline date listed for EACs.
- 3. The exhibitor agrees that they are ultimately responsible for all services in connection with their exhibit including freight, drayage, rentals, and labor.
- 4. The EAC must have all business licenses, permits, and Worker's Compensation Insurance required by the state and city governments and the convention facility management prior to commencing work and shall provide show management with evidence of compliance.
- 5. The EAC will share with AGS Expo Services all reasonable costs related to its operation including overtime to pay for stewards' restoration of exhibit space to its initial condition, etc.
- 6. The EAC will provide AGS with the names of all on-site employees who will be working on the exposition floor and see that they have and wear at all times necessary identification badges as determined by show management or the facility.
- 7. The EAC must be able to provide evidence that it has a valid authorization from the exhibitor for services. The EAC may not solicit business on the exhibit floor.
- 8. The EAC must confine its operations to the exhibit area of its clients. No service desks, storage areas, or other work facilities will be located anywhere in the building. The show aisles and public spaces are not a part of the exhibitor's booth space.
- 9. The EAC shall provide, if requested, evidence to AGS Expo Services that it possesses applicable and current labor contracts and must comply with all labor agreements and practices.
- 10. The EAC must not commit, or allow to be committed by persons in its employment, any acts that could lead to work stoppages, strikes or labor problems.
- 11. The exposition floor, aisles, loading docks, service, and storage areas will be under the control of the official service contractor, AGS Expo Services. The EAC must coordinate all of its activities with AGS Expo Services.
- 12. For services such as electrical, plumbing, telephone, cleaning, and drayage, no contractor other than the official service contractor will be approved. This regulation is necessary because of licensing, insurance, and work done using equipment and facilities owned by parties other than the exhibitor. Exhibitors shall provide only the material and equipment they own and to be used in their exhibit space.

OFFICIAL SERVICE CONTRACTOR





Company Name	Tel #	Booth Number
Billing Address	Email	
City / State / Zip	Signature	

**All exhibitors are required to have a credit card on file as a primary method of payment.**

### Credit Card Authorization Form

For your convenience, we will use this authorization to charge your credit card account for your advance orders and any additional amounts incurred as a result of show site orders placed by your representative. **For Third-Party payers please use "Third Party Billing Agreement" form.** Please complete the information requested below:

Personal	Company	Visa	Master Card	American Express
Card Number: _____		Exp. Date: _____		
Card Holder's Name (Print) _____		CVV: _____		
Signature: _____				
Credit Card Billing Address: _____				
City: _____		State: _____		Zip: _____

### Account Option *(please select one)*

Keep this Method of Payment on file for future events **OR** Use for this event only

*• By providing your signature, you hereby accept all the terms and conditions contained in this Service Manual.*

### Company Check

- Please make all checks payable to: **AGS Exposition Services, Inc.**
- All checks must be in **U.S. currency.**
- Please print show name and booth number.
- Company checks must be received 14 days prior to exhibitor move-in to provide adequate time for processing
- Orders are processed and appropriate discounts (if any) are applied on the date that your payment is received. A copy of your check by email, fax, etc. is not considered payment.
- **Credit Card Authorization MUST be on file with AGS Expo Services before any goods or services are rendered regardless of your preferred method of payment.**

Check Number: \_\_\_\_\_

Amount Due: \_\_\_\_\_

### Wire Transfers

*If you wish to make a payment via Wire Transfer, please call 407-292-0025, or email us at [eventservices@ags-expo.com](mailto:eventservices@ags-expo.com), to obtain bank information and routing identifiers.*

*\*Additional fees apply*

**Full payment must accompany order. PLEASE, NO TELEPHONE ORDERS.**

Credit Card Authorization MUST be on file with AGS Expo Services before any goods or services are rendered regardless of your preferred method of payment. By utilizing this form, exhibitors acknowledge that they have read and agree to comply with the terms of the Limits of Liability statements contained herein.

AGS Expo Services • 4561 SW 34th Street • Orlando, FL 32811  
 Phone: 407.292.0025 • Fax: 407.292.4414

Email: [eventservices@ags-expo.com](mailto:eventservices@ags-expo.com) Order Online: [www.ags-expo.com](http://www.ags-expo.com)

**METHOD OF PAYMENT FORM**



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### Third-Party Billing Agreement

As an exhibitor electing to use a third-party for my billable services, I understand and hereby agree that the ultimate responsibility for payment of all charges is mine. Further, I agree to be bound by all terms and conditions outlined in the Payment Terms and Conditions within this Exhibitor Service Manual. In the event that the named third-party fails to meet the required payment terms, charges will revert back to me, the exhibiting company. **All invoices are due and payable upon receipt, by either party.**

#### Exhibiting Firm

Exhibitor Company Name:		Booth #:
Exhibitor Contact Name:		
Phone:	Email:	
Address:		
City:	State:	Zip:
Exhibitor Signature (Required):		

#### Third-Party

The following items are to be charged to the Third-Party:

**All Services OR Furniture/Carpet Material Handling Booth Cleaning Labor**

Third-Party Company Name:		
Contact Name:		
Phone:	Email:	
Address:		
City:	State:	Zip:
Third-Party Payer Signature (Required):		

#### Third-Party Credit Card Information:

Payment in full must accompany your order. Please note, we will use this authorization to charge your credit/debit card account for all orders noted above, at anytime, including those placed onsite by your representative. These charges may include all services provided by AGS Expo Services including but not limited to material handling, labor, and product orders. For tax-exempt status, within the state of the event, please submit a tax-exempt certificate. **We gladly accept VISA, MasterCard and American Express.**

Credit Card Number:	Exp. Date:
Card Holder's Name:	CVV:
Signature:	
Credit Card Billing Address:	
City:	State: Zip:

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Phone: 407.292.0025 • Fax: 407.292.4414

Email: [eventservices@ags-expo.com](mailto:eventservices@ags-expo.com) Order Online: [www.ags-expo.com](http://www.ags-expo.com)

THIRD-PARTY BILLING AGREEMENT



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## Payment Terms and Conditions

AGS Expo Services has established the following terms and conditions of sale and rental for all services rendered by AGS to all clients, exhibitors, and third parties:

1. By providing a signed copy of a Method of Payment Form and selecting "Keep this Method of Payment on file for future events," you are establishing a company account with AGS Exposition Services, Inc. for one (1) calendar year for all active and future account transactions, regardless of event or project. It is the ultimate responsibility of the exhibitor to maintain an active credit card on file for services. Third party credit cards will be exempt from this policy, when identified as such, on the Method of Payment Form. Therefore, third parties will have a single event/project account established during the period of service.
2. All materials and equipment are on a rental basis and remain the property of AGS Exposition Services, Inc. except where specifically identified as a sale.
3. Payment of balances may be remitted in any form which complies with AGS Expo Services' Methods of Payment. Please note that any orders submitted without a method of payment, or any outstanding balances incurred, will be applied to the primary credit card on file. AGS Expo Services will accept payment by cash, company check, Visa, MasterCard, or American Express. All payments must be made in U.S. Funds.
4. AGS may accept Wire or ACH funds transfers to cover open or advance deposit for service. Regardless, a credit card is required on file. All transfers must be noticed to AGS via a trackable letter carrier service (attention to the event, company name, booth number and associated services) and the funds transferred at least ten business days prior to the first day of move-in for the associated event. If transfers are not noticed, and processed without details, AGS cannot guarantee the appropriate payment or credit to account. Fees apply to all transfers both by the processing institution as well as by AGS policy noted on the Method of Payment form. AGS may withhold services where payments are short/deficient due to fees.
5. If an exhibitor or third party requests a balance transfer from one Method of Payment to another Method of Payment, a Transfer Charge of 7% will be assessed on the total transferred balance. Transfers will only be made within a single established account.
6. A zero balance for ordered services does not preclude the requirement of a credit card on file for service.
6. AGS Expo Services reserves the right to check the credit available on any card presented. If the exhibitor fails to review/pay an open invoice/statement prior to the close of the show, the charges will automatically be applied to the credit card on file.
7. To receive a discount, payment must accompany your advance order and be received prior to the deadline date on your order form.
8. All orders must be accompanied by a Method of Payment Form. Orders without a Method of Payment Form will be applied to the primary method of payment on file. No balance transfers will be allowed after an order has been processed.
9. AGS Expo Services requires payment for all services upon presentation of an invoice/statement at the exhibit site and exhibitors will be required to settle their accounts in full prior to the close of the exhibition/event.
10. AGS Expo Services may from time to time audit and adjust accounts after the close of show. No statement or invoice is considered final, whether presented in advance, during, or after an event/project. Please know that some services are actually considered estimates and therefore not calculated for actual payment until after the service is rendered. These services may include, but are not limited to, Labor, Material Handling, Furnishings, and other rental and sale items within the Exhibitor Service Manual or quoted for custom sale/rental. As a result, adjustments/additions to billing may occur. Any balances that arise from an audit will be billed to the method of payment on account, or will be required to be paid in full upon presentation of an invoice/statement if no valid method of payment exists.
11. Payment for all labor, equipment, and services whether ordered by the exhibitor, display builder, non-official/third party contractors, or other parties shall be the ultimate responsibility of the exhibiting company.



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## Payment Terms and Conditions

12. If your firm or agency requires a purchase order to be issued for any services rendered, such purchase order must accompany the order form(s). Government agencies please be advised.
13. Exhibitor/Third Party shall be responsible for any excise, property, sales, or other taxes which may be levied or imposed upon the exhibitor/third party as it relates to different state and federal tax laws. In the event a tax code or levied rate should change after the publishing date of a form and/or prior to fulfillment, your invoice may be adjusted as required by law.
14. Tax Exemption Status - If your company is exempt from payment of sales tax, AGS requires you to forward an Exemption Certificate for the state in which the services are to be used. Resale Certificates are not valid unless you are re-billing these charges to your customers.
15. Should a chargeback or dispute occur on payments to orders placed by an exhibitor or their agents, a fee equal to the fees assigned by the merchant processor or bank may be assessed and applied. In the event that a chargeback or dispute resolution is posted in favor of AGS Exposition Services, these fees will be due in addition to any outstanding balances.
16. Should balances remain unfulfilled, AGS Expo Services reserves the right to institute collection action against all exhibitors/third parties in the event payment is not received within 20 days of the close of the event. Service charges of 1.5% per month or fraction thereof will be applied to the past due accounts; the annual rate per service charge is 18%. Fees associated with insufficient funds on personal or company checks will be added to your invoice.
17. AGS Expo Services reserves the right to refuse service to exhibitors with outstanding balances or a history of delinquency or disputes. AGS may require payment of open balances prior to any additional services being rendered or for future orders to be processed. Where a history of delinquency or disputes exists, AGS may, at its discretion, require the payment of services in a particular method.
18. Company checks for ordered services must be received 14 days before move-in. Regardless, a credit card is required on file. A Non-Sufficient Funds fee will be assessed to any account in which a check is returned as being insufficient for payment.
19. All refunds less than \$35 must be requested by either the exhibiting company or related third party and will be refunded in the method in which it was remitted. As a result of certain remittance methods, fees and charges may apply. AGS will only issue refunds within 30 days of sending the final invoice. All adjustments to exhibitor accounts specifically noted on invoices or statements will be credited back in the method in which the service was originally transacted, within 15-30 days after the close of any event. Refunds to credit cards may take an additional period of time to post depending upon the credit card company. No adjustments will be made as a result of changes in currency rates.
20. It is the responsibility of the exhibitor to advise the AGS Expo Services on-site Service Center Representative of any problems with any orders, and to check their invoice for accuracy prior to the close of the event. For all exhibitors, invoices will be sent to the primary email on file during the event for your convenience. No credits for un-noted missing or incomplete orders will be issued after the exhibition closing.
21. Once services have been rendered and no issues/complaints have been formally brought (presented in writing via email or written notation on an existing invoice) to the attention of the on-site AGS Expo Service Center Representative, exhibitor or third party agrees not to dispute authorized charges on credit card(s).
22. All orders cancelled by the exhibitor due to non-participation or cancellation of the event will be subject to cancellation fees equal to 50% - 100% of the total order. Whereas all general order cancellations may be subject to a fee equal to 50-100% of the total order, where not explicitly defined on the order form. Please see specific forms for cancellation fee details.



Company Name	Tel #	Booth Number
Billing Address	Email	
City / State / Zip	Signature	

### Notification of Intent

Exhibitors who plan to have a Non-official Service Contractor (also known as an Exhibitor Appointed Contractor) unpack, erect, assemble, dismantle, and pack displays/equipment must submit this form and abide by the rules set forth in this Service Manual.

**Please provide the following information:**

Non-official Contractor Information (PLEASE PRINT OR TYPE)

Service Firm:	Phone:
Firm Contact:	Fax:
On-site Exhibitor Contact:	Cell Phone:
Address:	
Email Address:	

Please specify EAC's role: \_\_\_ **Ordering Services** \_\_\_ **Paying for Services (3PP)** \_\_\_ **I&D Services**

### Basic Requirements

1. The exhibitor must notify AGS Expo Services of its intent to use a Non-official Contractor by:

**Notification Deadline: Friday, June 28, 2024**

- Non-official Contractors must submit proof of adequate insurance in the form of an original policy rider listing AGS Expo Services as additionally insured, furnished by their broker, to AGS Expo Services no later than the deadline date listed. This must include a copy of your Worker's Compensation Insurance Policy. Please see the following page for an example certificate.
- All booth personnel must wear proper identification at show site.
- If your exhibit services firm is a third party and will be billed for services at the event, please ensure your firm submits the Third-Party Billing Agreement.

Please Note:

- If the exhibiting company or Non-official Contractor fails to comply with any or all of the requirements, the Non-official Contractor will not be permitted to service your exhibit and AGS Expo Services must be hired for installation and dismantle labor. The Non-official Contractor will be able to provide supervision only. Please see the section titled Official Service Contractors and Exhibitor Appointed Contractors for a complete list of rules.**
- To confirm that your contractor can perform services at this event, please contact our Events Services Department.
- Any unpaid balances remain the ultimate responsibility of the exhibitor.

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



FHCA 2024 Annual  
Conference & Trade Show  
Rosen Shingle Creek  
Orlando, FL  
July 21-25, 2024

Deadline Date  
**JUNE 28th**



EXAMPLE CERTIFICATE OF INSURANCE FOR EXHIBITOR APPOINTED CONTRACTORS

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
06/06/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> INSURANCE AGENT/BROKER NAME <b>1.</b> STREET ADDRESS CITY, STATE, ZIP PHONE:	<b>CONTACT</b> NAME: YOUR AGENT'S NAME PHONE (A/C, No, Ext): 555-555-5555      FAX (A/C, No): 555-555-5555 E-MAIL ADDRESS: YOUR AGENT'S EMAIL ADDRESS																					
<b>INSURED</b> <b>2.</b> NAME OF INSURED. **THIS MUST BE THE LEGAL NAME OF THE CONTRACTING PARTY, THE EXHIBITOR-APPOINTED CONTRACTOR.**	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2">INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> <tr> <td>INSURER A:</td> <td>GENERAL LIABILITY INSURER NAME</td> <td></td> </tr> <tr> <td>INSURER B:</td> <td>AUTOMOBILE LIABILITY INSURER NAME</td> <td></td> </tr> <tr> <td>INSURER C:</td> <td>UMBRELLA LIABILITY INSURER NAME</td> <td></td> </tr> <tr> <td>INSURER D:</td> <td>WORKERS' COMP LIABILITY INSURER NAME</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A:	GENERAL LIABILITY INSURER NAME		INSURER B:	AUTOMOBILE LIABILITY INSURER NAME		INSURER C:	UMBRELLA LIABILITY INSURER NAME		INSURER D:	WORKERS' COMP LIABILITY INSURER NAME		INSURER E:			INSURER F:		
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INSURER F:																						

**COVERAGES**      **CERTIFICATE NUMBER:**      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE <b>3.</b>	ADDL INSR	SUBR	POLICY NUMBER	POLICY EFF (MM/DD/YYYY) <b>6.</b>	POLICY EXP (MM/DD/YYYY) <b>7.</b>	LIMITS <b>8.</b>
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	Y	Y	POLICY # INSURER A	00/00/0000	00/00/0000	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (EA occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	Y	Y	POLICY # INSURER B	00/00/0000	00/00/0000	COMBINED SINGLE LIMIT (EA accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
C	UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$ <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CLAIMS-MADE	Y	Y	POLICY # INSURER C	00/00/0000	00/00/0000	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	POLICY # INSURER D	00/00/0000	00/00/0000	<input type="checkbox"/> WC STATU- <input type="checkbox"/> WER'S LIMITS <input type="checkbox"/> OTH- <input type="checkbox"/> ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)  
 YOU MUST LIST THE FOLLOWING AS ADDITIONAL INSURED: SHOW MANAGEMENT; SHOW NAME; FACILITY. THESE ENTITIES MUST BE NAMED AS ADDITIONAL INSUREDS ON A PRIMARY AND NON-CONTRIBUTORY BASIS, EXCEPT FOR WORKERS' COMPENSATION. THE INSURANCE PROVIDED FOR THE BENEFIT OF AGS EXPOSITION SERVICE COMPANY INC SHALL BE PRIMARY INSURANCE IN RESPECT TO ANY CLAIM, LOSS, OR LIABILITY, ARISING OUT OF THE NAMED INSURED'S OPERATIONS FOR WHICH THE NAMED INSURED IS LIABLE. ANY OTHER INSURANCE MAINTAINED BY AGS EXPOSITION SERVICE COMPANY INC SHALL BE EXCESS AND NON-CONTRIBUTORY. THE SHOW DATES ARE: MONTH, DAY (S), YEAR AND IN CITY, STATE. \*\*\*\*EXHIBITING COMPANY NAME\*\*\*\* **4.**

<b>CERTIFICATE HOLDER</b> <b>5.</b> AGS EXPOSITION SERVICE COMPANY INC 4561 SW 34TH STREET ORLANDO, FL 32811	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE IMA YUR BROKER, CAF, CIC X Signature <b>9.</b>
--	---

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1. **PRODUCER:** Insurance Agent/Broker who issues certificate.
2. **NAME OF INSURED:** This must be the legal name of the contracting party.
3. **TYPES OF INSURANCE:** This must include all types required by contract. See the "Official Service Contractors and Exhibitor Appointed Contractors form in this Event Services Manual. General Liability and Umbrella Liability must be "OCCURENCE" type.
4. **NAME OF ADDITIONAL INSUREDS:** In this area, you must list Show Management (by name), the Show itself (by name), and the facility (by name) as additional insureds on a primary and non-contributory basis.
5. **CERTIFICATE HOLDER:** AGS Expo Services, Inc. (AGS) MUST be listed as the certificate holder.
6. **POLICY EFFECTIVE DATE:** This date must be prior to or coincidental with the first day of Exhibitor Move-In.
7. **POLICY EXPIRATION DATE:** This date must be on or after the last day of Exhibitor Move-Out.
8. **Limits:** The monetary limits must be the same or greater than what is required by contract. See the "Official Service Contractors and Exhibitor Appointed Contractors" form in this Event Services Manual.
9. **AUTHORIZED REPRESENTATIVE:** This form must be signed (not stamped) by an authorized representative of the producer of the certificate.



Company Name	Tel #	Booth Number
Billing Address	Email	
City / State / Zip	Signature	

### Standard Carpet

In-line Booth			
Check One	Booth Size	Discount Price	Standard Price
<input type="checkbox"/>	8'x10'	\$127.51	\$191.27
<input type="checkbox"/>	8'x20'	\$255.01	\$382.53
<input type="checkbox"/>	8'x30'	\$382.53	\$573.26
<input type="checkbox"/>	8'x40'	\$510.04	\$765.05

Island Booth					
Booth Dimensions 20x20 Minimum.		Total Area	Discount Price	Standard Price	Total Price
<input type="text"/>	x	=	\$4.61/sq.ft.	\$5.56/sq.ft.	\$
• Please note that all carpet is 10 ft wide and is installed accordingly.					

Please Choose Your Carpet Color (check appropriate box below):

Blue   
  Red   
  Gray   
  Black   
  Hunter Green   
  Purple   
  Teal

### Plush Carpet

Enhance your exhibit with 26 oz. plush, heavy-cut polyester pile carpet.

Booth Dimensions		Total Area	Discount Price	Standard Price	Total Price
<input type="text"/>	x	=	sq.ft. x \$5.85/sq.ft.	\$6.59/sq.ft.	= \$

Please Choose Your Carpet Color (check appropriate box below):

Cherry Red   
  Onyx Black   
  Charcoal   
  Imperial Blue   
  French Beige   
  Emerald   
  Gray Pearl

- Additional colors offered upon request.
- Custom carpet orders must be received by the deadline date above to guarantee carpet selection.
- Plush rental includes installation prior to delivery of your exhibit, taping of all edges, and visqueen covering.

### Additional Items

All items are available with standard, custom cut, or plush carpets.

Item	Booth Dimensions	Total Area	Discount Price	Standard Price	Total Price
1/2" Foam Padding	<input type="text"/> x <input type="text"/>	=	sq.ft. x \$1.38 /sq.ft.	\$1.84 /sq.ft.	= \$
1" Foam Padding	<input type="text"/> x <input type="text"/>	=	sq.ft. x \$2.78 /sq.ft.	\$4.21 /sq.ft.	= \$
Visqueen	<input type="text"/> x <input type="text"/>	=	sq.ft. x \$1.02/sq.ft.	\$1.58/sq.ft.	= \$
Carpet Tape	<input type="text"/> x <input type="text"/>	=	sq.ft. x \$1.71 /ft.	\$2.74 /ft.	= \$

**Please Note:**

- All carpet rentals are set clean. However, exhibitor move-in and setup can cause debris. Please order cleaning if necessary.
- Prices include delivery, installation, rental, removal, and are based on exhibit space dimensions.
- To order cleaning services, complete the Booth Cleaning Order Form in the Booth Labor & Cleaning section.
- All utility lines must be installed before carpet installation. Utilities should be ordered in advance.
- Standard sizes may not completely fill the entire booth space due to placement of utility outlets on the event floor.

**Cancellation Policy: Standard Island & Plush booth carpet cancelled after being cut or installed will be charged 100%. Standard in-line carpet and all additional items cancelled will be charged 50% of original price after move-in begins and 100% of original price after installation. All specialty custom flooring orders, including vinyl flooring and custom color requests, will be subject to a 100% cancellation fee if cancelled after the discount deadline.**

### Total Order

Subtotal: \$ \_\_\_\_\_  
 Sales Tax ( 6.50% ): \$ \_\_\_\_\_  
 Total: \$ \_\_\_\_\_



Company Name	Tel #	Booth Number
Billing Address	Email	
City / State / Zip	Signature	

## Tables

Please use the following form to order any table and table accessories you may need for your booth. All AGS tables are solid wood construction covered with a white vinyl top. You may choose either skirted or unskirted tables.

### STEP 1 – Select Table

Skirted Tables			
Qty	Item	Discount	Standard
	4' Table - 30" high	\$133.34	\$162.31
	4' Table - 42" high	\$167.24	\$200.63
	6' Table - 30" high	\$156.74	\$189.24
	6' Table - 42" high	\$190.47	\$227.27
	8' Table - 30" high	\$181.55	\$211.48
	8' Table - 42" high	\$204.40	\$242.82

Unskirted Tables			
Qty	Item	Discount	Standard
	4' Table - 30" high	\$92.92	\$126.69
	4' Table - 42" high	\$130.09	\$168.93
	6' Table - 30" high	\$111.50	\$147.82
	6' Table - 42" high	\$148.66	\$190.04
	8' Table - 30" high	\$130.09	\$168.93
	8' Table - 42" high	\$167.24	\$211.17

## Table Accessories

Surround your table with a 4th side skirt covering all sides or place your items and information in clear view of attendees with a table riser.

Table Risers (Draped in White Vinyl)			
Qty	Item	Discount	Standard
	4'L x 8"W x 8"H	\$79.81	\$103.77
	6'L x 8"W x 8"H	\$111.00	\$144.30
	8'L x 8"W x 8"H	\$142.17	\$184.82

4th Side Skirts (Optional - only applicable to 6' and 8' tables)			
Qty	Item	Discount	Standard
	4th Side Skirted 30"h	\$36.07	\$52.08
	4th Side Skirted 42"h	\$36.07	\$52.08

### STEP 2 – Select Skirt Color

Blue    Teal    Hunter Green    Red    Black    Purple    White    Gray    Burgundy    Gold

Show color will apply if no color is selected. Color availability is only guaranteed with pre-orders.



Table with Skirt



Table with Riser & Skirt

**CANCELLATION POLICY:** Table orders cancelled during or after show move in, including change order requests, will receive a 50% refund of original price.

## Total Order

Subtotal: \$ \_\_\_\_\_  
 Sales Tax ( 6.50% ): \$ \_\_\_\_\_  
 Total: \$ \_\_\_\_\_

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 Phone: 407.292.0025 • Fax: 407.292.4414

Email: [eventservices@ags-expo.com](mailto:eventservices@ags-expo.com)    Order Online: [www.ags-expo.com](http://www.ags-expo.com)





Company Name	Tel #	Booth Number
Billing Address	Email	
City / State / Zip	Signature	

## Seating & Accessories

Please use the following form to order any seating and accessories you may need for your booth. All AGS accessories have been selected with the exhibitor in mind providing the best in seating and exhibiting accessories to display your products successfully.

Seating			
Qty	Item	Discount	Standard
	Padded Arm Chair	\$87.80	\$109.67
	Padded Side Chair	\$80.45	\$100.65
	Padded Stool	\$91.43	\$114.25

Specialty Tables			
Qty	Item	Discount	Standard
	Pedestal Table 30"Dx30"H	\$150.20	\$186.18
	Pedestal Table 30"Dx40"H	\$150.20	\$186.18

Display Items			
Qty	Item	Discount	Standard
	Display Case (5'x36" full view)	\$777.08	\$932.51
	Display Case (6'x36" full view)	\$861.55	\$1,033.88
	Vert. Display Case (6' - 5 shelf)	\$988.26	\$1,185.91
	Ticket Tumbler	\$83.63	\$108.73
	Tack Board (vert. or hori.)	\$137.85	\$232.29
	Grid Panel (per meter)	\$220.46	\$286.58
	Chrome Sign Holder 22"x28"	\$158.89	\$206.57
	Literature Rack	\$147.11	\$191.25
	Easel	\$32.50	\$43.43
	Bag Rack	\$83.63	\$116.15
	Garment Rack	\$98.82	\$128.50
	Clothes Tree	\$98.82	\$128.50
	Fishbowl	\$18.59	\$25.33

Booth Basics			
Qty	Item	Discount	Standard
	Wastebasket	\$22.95	\$28.48
	Booth Close-off Drapes (Show Color)	\$54.26	\$74.25
	Shrink Wrap (per roll)	N/A	\$76.01
	Banding (per foot)	N/A	\$2.54
	Velcro (per foot)	N/A	\$1.70
	Clear Packing Tape (roll)	N/A	\$21.12

Specialty Drapes (Show Management approval required)			
Qty	Item	Discount	Standard
	Drape Hardware - Bases	\$13.65	\$16.88
	Drape Hardware - Uprights	\$13.65	\$16.88
	Drape Hardware - Crossbars	\$13.65	\$16.88
	8' Drape (per foot, 10' min per order)	\$12.47	\$16.56
	3' Drape (per foot, 10' min per order)	\$8.66	\$13.14

Specialty Items			
Qty	Item	Discount	Standard
	Chrome Stanchion	\$98.82	\$128.50
	Black Velour Rope (8' sections)	\$42.79	\$55.36
	Belt Barriers	\$127.45	\$159.59

Specialty Drapes Color:			
Blue	Teal	Hunter Green	Red
Black	Purple	White	Gray
Burgundy	Gold		

**CANCELLATION POLICY:** Seating & accessory orders cancelled during or after show move in, including change order requests, will receive a 50% refund of original price.

## Total Order

Subtotal: \$ \_\_\_\_\_

Sales Tax ( 6.50% ): \$ \_\_\_\_\_

Total: \$ \_\_\_\_\_

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 Phone: 407.292.0025 • Fax: 407.292.4414

Email: [eventservices@ags-expo.com](mailto:eventservices@ags-expo.com) Order Online: [www.ags-expo.com](http://www.ags-expo.com)

# EXHIBIT RENTALS

ORDERING YOUR NEXT INNOVATIVE DISPLAY RENTAL IS EASY AS 1-2-3!

## 1 CONNECT WITH YOUR EXHIBIT SPECIALIST

- Email: [exhibits@ags-expo.com](mailto:exhibits@ags-expo.com)
- Call: 407-292-6162

## 2 ONE-ON-ONE CONSULTATION

- Designs to maximize your ROI
- Experienced client consultation to express your vision



## 3 CREATE THE BOOTH OF YOUR DREAMS

- Free design options in 48 hours
- No hidden fees - transparent pricing
- Turn-key packages on your budget



**DOWNLOAD**  
OUR NEWEST DESIGNS

# READY?

# LET'S DO THIS TOGETHER!

[exhibits@ags-expo.com](mailto:exhibits@ags-expo.com) | 407-292-6162

No  
Material Handling  
On Rentals

Free  
Display  
Shipping

**AGS**  
DOLLARS  
& SENSE



Company Name	Tel #	Booth Number
Billing Address	Email	
City / State / Zip	Signature	

### Labor Install/Dismantle

Labor Rates		Discount	Standard
Straight-Time:	8:00 AM to 4:30 PM Monday through Friday.	\$97.88	\$122.35
Overtime:	Before 8:00 AM and after 4:30 PM Monday through Friday and all day Saturday.	\$146.82	\$183.53
Sunday/Holidays:	All day Sunday and observed holidays.	\$195.76	\$244.70

Calculate Labor	Date	Time	# of Laborers	Total Hours	Rate per Laborer	Total Cost
Installation		AM / PM			\$	\$
Dismantle		AM / PM			\$	\$
(Example calculation - 2 Laborers x 2 Hours x Rate/Laborer = Total Cost)					Total Labor Cost:	\$

- After the 1st hour time can be billed in 1/2 hour increments.

### Supervision of Labor

**Supervision of all labor is required. Please select a supervision plan by checking the boxes.**

**AGS Supervision**      Install       Dismantle

All labor performed under the supervision of AGS. Our fee for installation supervision is 35% or a \$50.00 minimum, whichever is greater. Similarly, our fee for dismantle supervision is 35% or a \$50.00 minimum, whichever is greater. In order to perform the labor without exhibitor's representative present, **AGS MUST have detailed set-up instructions (blueprints/floorplans, etc.) with this labor order.**

Exhibitor must also include outbound shipping instructions with this labor order.  
 (SEE OUTBOUND BOL/SHIPPING LABEL REQUEST FORM)

On-Site Representative Name/Company & Cell: \_\_\_\_\_

**Exhibitor Supervision**      Install       Dismantle

All labor performed under the supervision of exhibitor. Starting time guaranteed only in those instances where labor is requested for the start of the work day (e.g. 8:00 AM). **Exhibitor MUST check-in at the AGS Service Center to confirm labor order and check-out labor at the AGS Service Center upon completion of work.**

**Must provide Twenty-four (24) hour notice of cancellation of labor services. Without twenty-four (24) hour notice, exhibitor will be charged a one hour minimum per laborer ordered.**

### Total Order

Total Labor Cost (from Total Labor Cost above) Subtotal: \$ \_\_\_\_\_

AGS Supervision Fee (per supervision service, 35% or \$50.00 min.): \$ \_\_\_\_\_

Total Booth Labor: \$ \_\_\_\_\_



Company Name	Tel #	Booth Number
Billing Address	Email	
City / State / Zip	Signature	

### Outbound Bill of Lading/Shipping Label Request

All outbound shipments require an Official AGS Bill of Lading and shipping labels. AGS Expo Services offers complimentary pre-printing of these items. To take advantage of this service, please complete this request and submit to AGS. You must submit a valid and complete method of payment form with this form to receive this service.

**Showsite Instructions:**

- **Completed BOL must be turned in to the AGS Service Center prior to your departure.**
- AGS will print and deliver your BOL with shipping labels to your booth prior to the close of the show.
- Exhibitors must properly package and label all materials.
- Shipments without paperwork will be considered abandoned and will be re-routed via the show carrier at the Exhibitor's expense. AGS does not accept responsibility for any exhibitor property left on the show floor unattended at any time for any reason.

**Ship to Address:**

Company: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Attention/Show/Booth #: \_\_\_\_\_

Number of Destinations: \_\_\_\_\_ Number of pieces: \_\_\_\_\_ Number of Labels Requested: \_\_\_\_\_

- **If you have more than (1) destination please fill out a form for each individual destination.**
- **Please indicate your piece count by type below.**

\_\_\_\_\_ Crate (Wood)    \_\_\_\_\_ Skid (Pallet)    \_\_\_\_\_ Cases (Plastic)    \_\_\_\_\_ Carton (Cardboard)    \_\_\_\_\_ Anvil Case/Trunks    \_\_\_\_\_ Other (Bundles, pad wraps, etc)

**Select Shipping Method:**

- Ship via official show freight carrier, **ABF Freight**  
 Ship via carrier of exhibitor's choice - Name of Carrier \_\_\_\_\_  
 • If selecting a carrier other than ABF Freight, you must schedule the pickup.

**\*\*In the case that your carrier does not show please select one of the below dispositions for your shipment\*\***

- Re-Route via Show Carrier, ABF Freight**      **Drayback to Warehouse - A minimum fee of \$650.00 will be charged. \*Fee may be greater based on final weight**

**Is this shipment Prepaid or Collect (Please select one):**

\*Exhibitors are responsible for settling all transportation costs with the carrier of their choosing directly.

- Prepaid** By selecting Prepaid, you are indicating that material for shipment will be paid by the sender (you)      **Collect** By selecting Collect, you are indicating that the receiving party will be responsible for payment upon receipt of the materials

**Bill Shipping Charges to (if different from ship to address):**

Shipper (Print): \_\_\_\_\_ Email: \_\_\_\_\_  
 Contact Name: \_\_\_\_\_ Cell: \_\_\_\_\_  
 Freight Charges Billed to (Company): \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

OUTBOUND BILL OF LADING / SHIPPING LABEL REQUEST



Company Name	Tel #	Booth Number
Billing Address	Email	
City / State / Zip	Signature	

### Booth Cleaning Order Form

The form below offers a variety of services including vacuuming, trash removal, and other cleaning services that will give your booth the clean look you desire. If your booth requires a cleaning service that is not listed, please contact us and we will be more than happy to assist in organizing the services you require.

**Please Indicate Booth Area**

BOOTH SIZE - _____ X _____ = _____ (sq. ft. round up to the nearest 100 sq. ft.)
--

- Cost of vacuuming and other area related services will be invoiced based on **100 sq. ft. minimum** and/or total square footage rounded up to the nearest 100 sq. ft.

**Vacuuming Service** *(Includes trash removal at the end of each event day)*

This service includes vacuuming of carpet and exhibit space.

- Vacuuming Nightly ..... \$0.58/sq. ft.\*       Vacuuming Once Before Event ..... \$0.63/sq. ft.

*\*Please calculate for (2) event days.*

**Periodic Porter Service**

This service includes periodic trash removal during exhibit hours to keep your booth fresh.

This service only takes place during show hours and does not include vacuuming services.

- Periodic Porter Service - Daily .. \$129.00/day\*\*       Day-Specific Porter Service ..... \$146.00/day

*\*\*Please calculate for (2) event days.*

(Please indicate days) \_\_\_\_\_

- Complete Porter Service** *(Call to arrange service)*

This service includes the removal of trash, cleaning of surfaces, ice removal, and other similar labor services. **Quoted as needed.\*\*\***

- **Straight-Time:** .... \$70.04/hr ... 8:00 AM - 4:30 PM, Monday through Friday.
- **Overtime:** ..... \$84.05/hr ... 4:30 PM - 8:00 AM, Monday through Friday and all day Saturday.
- **Sunday/Holidays:** . \$100.84/hr . all day Sunday and observed Holidays, where applicable.  
*\*\*\*One (1) Hour Minimum for all service calls.*

**Other Cleaning Services**

- Shampooing of Carpet\* ..... \$0.98/sq. ft.  
 Mopping and Waxing\*..... \$0.98/sq. ft.  
 Anti-Static Carpet Treatment.... \$0.36/sq. ft

\*Shampooing and mopping available before show opens **ONLY**

*\*Cancellation requests received within twenty-four (24) hours of service will be subject to a 100% cancellation fee*

### Total Order

Total Sq. Ft.

**X**

**Vacuuming:** \$0.63/sq. ft. or \$0.58/sq. ft. x \_\_\_\_\_ Days = \$ \_\_\_\_\_  
**Shampooing/Mopping:** \$0.98/sq. ft. x \_\_\_\_\_ Days = \$ \_\_\_\_\_  
**Anti-Static Treatment:** \$0.36/sq. ft. x \_\_\_\_\_ Days = \$ \_\_\_\_\_  
**Porter Service:** \$146.00 or \$129.00/day x \_\_\_\_\_ Days = \$ \_\_\_\_\_

**Tax (6.50%):** \$ \_\_\_\_\_

**Total Booth Cleaning Order:** \$ \_\_\_\_\_

## BEFORE THE EVENT

From your location or previous event



To your location or next event

## AFTER THE EVENT

Storage of Empty Containers



### Advance Warehouse

Where your materials are stored before the show



### Storage of Empty Containers

Holding your crates/boxes/containers for you during the show



### Premium Return Service Available

Labeling your empty containers for priority return to your booth at the end of the show for a speedy exit. Service fee will apply. Contact Event Services for more information.



### Material Handling

Round trip service includes receiving materials at the dock area, delivering to your booth, storage of empty containers during the event, movement of materials back to the dock and on loading your carrier.



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Orlando, FL  
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## Material Handling Information & Rates

The following information has been compiled by AGS for use by exhibitors and all third-party contractors to inform you of rates and rules regarding proper shipping and handling to and from your event. If you require more information regarding specific services or have issues regarding material handling at your event, please call our Event Services Department or contact us via email at [eventservices@ags-expo.com](mailto:eventservices@ags-expo.com)

### SHIPPING INFORMATION

#### Shipment Pick-ups & Deliveries

Drivers will be required to record their shipments at the Exhibit Site Check-In Area and then they will be directed to the proper freight door for loading and unloading. This includes access to any POV ramps.

#### Material Handling Order Form

Please make sure to submit your Material Handling Order Form to AGS. This will ensure the proper handling of exhibit materials.

All shipments delivered to either the exhibit site or the advanced warehouse require a delivery slip showing the number of pieces, weight, and type of merchandise. Surcharges apply to all shipments that arrive without proper piece-count and/or weight ticket information. This includes bulk consignment carriers such as FedEx and UPS Package.

Drivers will be required to submit a CERTIFIED WEIGHT TICKET when recording their shipment at the Exhibit Site Check-In Area. AGS Expo Services reserves the right to refuse such shipments until a certified weight ticket is presented.

**NOTE:** Shipments received without receipts, freight bills, or specified unit counts on receipts or freight bills (e.g. one lot, 800 cu. ft., etc.) from carriers such as FedEx or UPS Package, will be delivered to the exhibitor's booth without guarantee of piece-count or condition. No liability will be assumed by AGS Expo Services for such shipments. In the event no weight is indicated on the documents presented, AGS Expo Services shall estimate the weight and charges will be based on the estimate. These charges will not be subject to adjustment.

Please ensure that copies of all shipping information are sent to the person or company in charge of installing your display. This will assist in locating any packages that are missing or fail to arrive.

#### Insurance

Be sure your materials are insured from the time they leave your company until they are returned after the event. It is suggested that exhibitors arrange all-risk coverage. This can usually be done by adding riders to existing policies. Each event is different. As a result, certain facilities provide different levels of security for exhibitors and their materials. In most cases, security is arranged by the association or event management but is not always available during certain times of the event. Please take every precaution to secure items in your booth. During move-out, never leave packed materials in your booth unsupervised. AGS always requires exhibitor supervision of outbound packages to ensure their safe transfer.

### Basic Tips for Shipping

- Securely pack all items for shipping and remove old shipping labels.
- Fill out and apply shipping labels with appropriate address, company name, booth number, and consign all shipments c/o AGS Expo Services.
- Send your Material Handling Order Form to AGS to ensure their arrival.
- Check with AGS as to the receipt of your shipped packages.
- All shipments must have a bill of lading or delivery slip indicating the number of pieces and weight.
- Certified weight tickets must accompany all shipments.
- Do not ship loose items to the advanced warehouse. All materials should be packaged appropriately.



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## Material Handling Information & Rates

### Shipping Labels

All packages must be clearly labeled with the appropriate address, booth number, and consignment information. Please remember to remove all old labels from your shipping containers as this will ensure that there is no confusion over booth number, addresses, or other erroneous information not related to this specific event.

### Crates & Material Packaging

Ensure that your containers are properly maintained or replaced to prevent the damage of any internal items during shipping and handling. Please understand that all containers associated with shipping are considered protection and are therefore not covered if damaged during shipping and handling. These containers are designed to take external forces in order to protect their internal contents.

## Rate Classification

### Advance Shipments to Warehouse - Services & Rates

Advance shipments will be accepted at the AGS Expo Services advance warehouse and allowed up to 30 days storage if delivered by the deadline date provided in this Service Manual. These shipments should be consigned AGS Expo Services c/o ABF Freight and labeled with the appropriate event and booth number.

This service includes material unloading at the warehouse, storage up to 30 days, delivery to the exhibit site, unloading and delivery to the exhibitor's booth, storage of empty containers during the event, pick-up at the close of the show, handling to the loading area, and reloading on outbound truck(s). **The ROUND TRIP RATE of \$106.80 with a 200 lb. minimum applies for each 100 lbs. or fraction thereof per shipment.**

### Overtime Charges on Advance Shipments

An overtime surcharge for shipments unloaded at the warehouse after 4:30 pm on weekdays, anytime on Saturday/Sunday/Holidays will be applied based on the Advance Shipment Rate, for each 100 lbs. or fraction thereof per shipment. Additionally, when warehouse freight must be moved into the exhibit site on overtime due to scheduling conflicts beyond the control of AGS Expo Services, overtime charges will be applied. This charge will be invoiced in addition to those rates on all shipments subject to overtime charges. **The surcharge applicable to overtime shipments is \$32.04 with a 200 lb. minimum.**

### Off-Target Charges on Advance & Direct Shipments

Shipments unloaded after the Advance Receiving Deadline Date or prior to Direct Receiving for exhibitor move-in will be subject to a 30% off-target service charge based on the Advance or Direct Shipment Rate (which ever applies), for each 100 lbs. or fraction thereof per shipment, unless the shipment was handled by the official carrier. Charges for off-target delivery methods may also apply. Such off-target shipments cannot be guaranteed advance delivery to the show site.

### Direct Shipments to Exhibit Site - Services & Rates

Shipments for direct delivery to the exhibit site should be scheduled to arrive by the date and times set forth in the Shipping Information section of this Exhibitor Service Manual. These shipments should be consigned to AGS Expo Services c/o Rosen Shingle Creek and labeled with appropriate show name and booth number.

Materials will be unloaded from exhibitor's trucks or trucks of other carriers at the exhibit site; delivered to the exhibitor's booth; storage of empty containers during the event; picked-up at the close of the event; moved to the loading area; and reloaded on trucks. **The ROUND TRIP RATE of \$102.33 with a 200 lb. minimum applies for each 100 lbs. or fraction thereof per shipment.**





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## Material Handling Information & Rates

### Overtime Surcharges at Exhibit Site

Overtime charges on inbound shipments will be in effect if:

- A vehicle checks-in at the Exhibit Site Check-In Area after 4:30 PM on weekdays or anytime on Saturday/Sunday/Holidays.

Overtime charges on outbound shipments will be in effect if:

1. Your shipment is loaded after 4:30 PM on the day the exhibit closes.
2. Your carrier checks-in at the Exhibit Site Check-In Area after 4:30 PM on weekdays or anytime on Saturday/Sunday/Holidays.
3. Additionally, when freight must be moved out of the exhibit site on overtime due to scheduling conflict beyond the control of AGS Expo Services, overtime charges will be applied. An overtime surcharge based on the exhibit site rates for each 100 lbs. or fraction thereof per shipment will be invoiced in addition to those rates on all shipments.

Overtime charges at the exhibit site subject to overtime rates:

- For each 100 lbs. or fraction thereof per shipment, the rate is **\$30.70** with a **200 lb. minimum**.

### Special Handling - Shipments or Equipment Requiring Special Handling

This classification applies to, but is not limited to, moving van shipments or shipments by any trucks which, because of their truck bed height, cannot be unloaded at the docks and/or the shipment is packed in such a manner as to require special handling (i.e. loose display parts, uncrated equipment, etc.) regardless of the kind of carrier or vehicle used and/or the description of the shipment is such that the type of materials or equipment cannot be determined (e.g. 1 lot; many assorted pieces, etc.). This also includes shipments delivered by carriers such as FedEx, UPS Package, and other parcel style carriers with bulk consignment.

Materials will be unloaded from moving vans, exhibitor's truck, or trucks of other carriers at the exhibit site; delivered to the exhibitor's booth; stored as empty containers during the event; picked-up at the close of event; moved to the loading area; and reloaded on trucks.

**The rate of \$153.50 with a 200 lb. minimum applies for each 100 lbs. or fraction thereof per shipment.**

**NOTE:** In the event crated materials are combined in a shipment with materials packed in such a manner as to require special handling (see above), AGS Expo Services will invoice such shipments at the rates applicable to the classification of the materials, PROVIDED the Bill of Lading clearly identifies the weight of the crated materials and the weight of the other materials. If the Bill of Lading does NOT identify the weights of the various classifications, the entire shipment will be invoiced at the Special Handling Rate and will not be subject to adjustment.

### Small Package Rates

Small Package Rates ONLY apply to direct deliveries to the exhibit site and should be scheduled to arrive on the dates and times set forth in the Shipping Information section of this Exhibitor Service Manual. These shipments should be consigned to AGS Expo Services c/o Rosen Shingle Creek and labeled with appropriate show name, company name, and booth number. Such items considered small packages are cartons, envelopes, and other non-crated items that have a maximum weight of 30 lbs. per shipment, per delivery, per day, by the same carrier. This includes FedEx and UPS Package shipments. Materials will be unloaded from the dock or trucks at the exhibit site and delivered to the exhibitor's booth.

**This INBOUND ONLY RATE applies to small packages with a total shipment weight of 30 lbs. or a fraction thereof where**



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## Material Handling Information & Rates

### Small Package Rates (Cont.)

the first piece is \$55.00 and each subsequent piece is \$20.00. If the total weight of the shipment exceeds 30 lbs, the shipment will be subject to standard Material Handling service fees, or that which applies, depending upon time of arrival and other policies surrounding its receipt (i.e. special handling). A 15% surcharge may be applied on all items delivered without documentation or by carriers such as FedEx, UPS Package, and other parcel style carriers with bulk consignment.

### Premium Return Services

AGS offers Premium Return Service for material handling storage at this event. This service includes all classifications of material handling storage listed in this Material Handling Information & Rates section. This service will provide priority return of stored materials at the close of the event. All materials labeled for Premium Return Service will be guaranteed first return. This service has limited availability and is based on storage capacity of the event venue. This is not an alternative to material handling. Material handling services must be established prior to ordering this service. **The fee for this premium service to return empty storage containers at the close of show is \$250.00 for a maximum of (3) containers.**

### Outgoing Shipments

To assist you in setting-up your outgoing shipments, AGS Expo Services will have a shipping desk located at the AGS Service Center where labels, Bills of Lading and shipping information will be available.

### Freight Re-Route Policy

At the close of the show, if carriers fail to pick-up or refuse to accept shipments, or no disposition is provided by the exhibitor, AGS Expo Services reserves the right to either re-route such shipments or materials via the Official Show Carrier, or dray back to the warehouse and await instructions from the exhibitor. If the shipment is drayed back to the warehouse, there will be a Service Fee minimum of \$650.00 for up to 1,499 lbs, a \$850.00 min for 1,500 - 2,999 lbs, and a \$1,050.00 min for 3,000+ lbs for transportation and/or storage. Additional fees may apply based on size and complexity of loading and storage needs. AGS is not responsible for the assignment of fees or charges made by the carrier in association with freight re-routes or dray backs. No liability will be assumed as a result of such re-routing or handling. **Post-show disposal of all empty crates, carpeting or display materials are the responsibility of the exhibitor including disposition or return to company warehouse. Any of the before mentioned items abandoned by exhibitors will be assessed a Service Fee beginning at \$500, depending on size and weight. This service fee will be charged by AGS in addition to any fees applied by the Convention Center or Official Show Carrier for crate removal.**



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## Reducing Material Handling Costs

To reduce material handling costs related to labor, we recommend sending your goods all together in one shipment. For each 100 lbs. or fraction thereof per shipment, AGS sets a graduated flat rate with a 200 lb. minimum. It is important to carefully read the Material Handling section of this Exhibitor Service Manual. This section also outlines the overtime and forced freight policies.

### TIPS FOR SENDING TO:

#### THE ADVANCE WAREHOUSE

- Avoid sending small packages to the advanced warehouse. Each separate shipment is charged a 200 lb. minimum at the Advanced Material Handling Rate regardless of size or weight. Observing this can cut your costs drastically.
- When using the advance warehouse, all shipments must arrive by the predetermined date and times. This information can be found on the Material Handling Order Form or in the Show Information section of this Exhibitor Service Manual.
- The advance shipment deadline date is always one week prior to the first day of exhibitor move-in.
- Avoid sending shipments after the advance warehouse deadline date. Though packages will be accepted, your account will be charged an off-target fee and a separate delivery charge may be incurred.

#### THE SHOW SITE

- When sending shipments direct to show site, ensure that each package has its packing slip or shipping bill indicating the number of pieces and weight. To ensure the accuracy of material handling charges, AGS may weigh shipments as they arrive and compare the results to the Bill of Lading. A weight ticket will be attached to the receiving paperwork for any shipments that are adjusted. On-site weighing may be accepted as actual weight or shipments may be refused without a certified weight ticket. In such cases where on-site weighing is necessary, you may be assessed a fee for this service.
- Items that arrive before the scheduled move-in times or during the show will be assessed an off-target fee or may fail to be accepted.
- Many times shipments arrive piecemeal and require sorting. To avoid sorting fees related to bulk consignment carriers, try to send shipments together and avoid package carriers such as FedEx and UPS Package.

**Here are some common mistakes that can result in higher material handling charges:**

- Multiple small shipments arriving separately - There is a 200 pound minimum per shipment over 30 lbs. (On-site only)
- Missing your target date - If there is no way to avoid missing your target date, contact AGS.
- No certified weight ticket accompanying your shipments.

#### EXAMPLE OF SAVINGS

Received - *Multiple Shipments*

51 lbs.	charged @ \$106.80 per cwt. 200 lbs. min. = \$213.60	
43 lbs.	charged @ \$106.80 per cwt. 200 lbs. min. = \$213.60	
64 lbs.	charged @ \$106.80 per cwt. 200 lbs. min. = \$213.60	<b>TOTAL = \$640.80</b>

Received - *Single Shipment*

(3 pcs) 158 lbs.	charged @ \$106.80 per cwt. 200 lbs. min. = \$213.60	<b>TOTAL = \$213.60</b>
------------------	--	-------------------------

**SAVE \$427.20**

AGS Expo Services • 4561 SW 34th Street • Orlando, FL 32811  
Phone: 407.292.0025 • Fax: 407.292.4414

Email: [eventservices@ags-expo.com](mailto:eventservices@ags-expo.com) Order Online: [www.ags-expo.com](http://www.ags-expo.com)

REDUCING MATERIAL HANDLING COSTS



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## Freight Re-Route Policy

AGS wants to ensure that your materials reach their intended destination. Therefore, any unconsigned shipments left in the exhibit hall after dismantling hours will be shipped via the official show carrier at the expense of the exhibitor. Please read the important information below to help avoid having your freight re-routed.

**Driver Check-in:** Tuesday, July 23rd by 4:30 PM  
**Freight Re-Route Time:** Tuesday, July 23rd at 4:31 PM

### What is Freight Re-Route?

A “re-route” occurs when a carrier does not check-in or show up at the dock for the consigned freight. We want to make sure each exhibitor gets their first choice of a carrier and therefore no freight is re-routed until we must move it to complete the contracted move-out agreement between show management, the convention center, and AGS Expo Services.

### Bill of Lading

Each exhibitor is responsible for turning in an AGS Bill of Lading to the AGS Service Center after dismantling is finished and all boxes/crates/materials are packed and labeled. The Bill of Lading is the official “permission” by the exhibitor to allow the removal of freight from the booth to the carrier of choice (personal vehicle, truck, van line, air freight, etc.).

### Official Show Carrier

The official show carrier is on-site as a convenience to exhibitors, and to service show management, and is by no means the only choice available. Exhibitors are welcome to use either the official carrier or an Exhibitor Appointed Carrier. Rates may be negotiated in advance by calling the official show carrier.

### Other Carriers

If freight is consigned to a service carrier other than the official show carrier, that carrier must check-in with the loading dock by the time specified above. Show management, AGS Expo Services, and the official show carrier cannot be responsible for checking with all designated carriers. If you have chosen a carrier other than the official show carrier, **we require that someone from your company remain with the shipment until it is picked-up.** Many times, a reminder phone call to your carrier will ensure the official time window is adhered to and your freight is picked up successfully.

### Freight Re-Route Contact

In the event that your freight is re-routed by AGS, please contact our Event Services Department during regular business hours Monday through Friday from 8:00 am – 5:00 pm at 407.292.0025 to obtain tracking and destination information.



**TO: AGS Expo Services**  
**c/o ABF Freight**  
**3732 Bryn Mawr Street**  
**Orlando, FL 32808**

## **FHCA 2024 Annual Conference & TradeShow**

COMPANY NAME: \_\_\_\_\_

BOOTH NUMBER: \_\_\_\_\_

**ADVANCE WAREHOUSE RECEIVING DATES:**  
**6/18/24 - 7/16/24**

**ADVANCE SHIPPING LABEL**

✂ PLEASE CUT ALONG THIS LINE AND AFFIX LABEL TO PACKAGE ✂  
PLEASE MAKE ADDITIONAL COPIES OF THESE LABELS AS NEEDED



**TO: AGS Expo Services**  
**c/o ABF Freight**  
**3732 Bryn Mawr Street**  
**Orlando, FL 32808**

## **FHCA 2024 Annual Conference & TradeShow**

COMPANY NAME: \_\_\_\_\_

BOOTH NUMBER: \_\_\_\_\_

**ADVANCE WAREHOUSE RECEIVING DATES:**  
**6/18/24 - 7/16/24**

**ADVANCE SHIPPING LABEL**



**TO: AGS Expo Services**  
**c/o Rosen Shingle Creek**  
**Gatlin Ballrooms C, D & E**  
**9939 Universal Blvd**  
**Orlando, FL 32819**

## **FHCA 2024 Annual Conference & TradeShow**

COMPANY NAME: \_\_\_\_\_

BOOTH NUMBER: \_\_\_\_\_

**MUST BE DELIVERED:**

**Sunday, July 21, 2024 - 1:00 PM - 6:00 PM**

**Monday, July 22, 2024 - 9:00 AM - 3:30 PM**

**DIRECT SHIPPING LABEL**

✂ PLEASE CUT ALONG THIS LINE AND AFFIX LABEL TO PACKAGE ✂  
PLEASE MAKE ADDITIONAL COPIES OF THESE LABELS AS NEEDED



**TO: AGS Expo Services**  
**c/o Rosen Shingle Creek**  
**Gatlin Ballrooms C, D & E**  
**9939 Universal Blvd**  
**Orlando, FL 32819**

## **FHCA 2024 Annual Conference & TradeShow**

COMPANY NAME: \_\_\_\_\_

BOOTH NUMBER: \_\_\_\_\_

**MUST BE DELIVERED:**

**Sunday, July 21, 2024 - 1:00 PM - 6:00 PM**

**Monday, July 22, 2024 - 9:00 AM - 3:30 PM**

**DIRECT SHIPPING LABEL**



Company Name	Tel #	Booth Number
Billing Address	Email	
City / State / Zip	Signature	

### Material Handling Estimate Form

Please use this form to indicate how much incoming freight AGS can expect from your company. We understand that your calculation is only an estimate and adjustments will be made according to the actual weight listed on the inbound Bills of Lading. If you have any questions about material handling, please refer to the forms in this Exhibitor Service Manual titled "Shipping Instructions and Material Handling."

#### MATERIAL HANDLING RATES (DEADLINE DATES)

##### Advanced Warehouse - (6/18/24 - 7/16/24)

- \$106.80 per 100 lbs, 200 lbs min. per shipment

##### Special Handling at Show Site - (7/21/24 - 7/22/24)

- \$153.50 per 100 lbs, 200 lbs min. per shipment

##### Direct to Show Site - (7/21/24 - 7/22/24)

- \$102.33 per 100 lbs, 200 lbs min. per shipment

##### Small Packages - <30 lbs - (Show Site Only)

- \$55.00 1st Carton, \$20.00 each add., per shipment

##### Please note:

- When recording weight, round-up to the next 100 lbs. Example: 235 lbs. = 300 lbs., 3 x Material Handling Rate per 100 lbs.
- **A 30% Overtime Surcharge will be applied for any mandatory weekend and/or after 4:30 PM move-in / move-out.**

### Advance Shipments to Warehouse

We will ship.... \_\_\_\_\_ lbs. @ \$106.80 per 100 lbs. (200 lbs. min, \$213.60 Minimum per shipment)

Total Weight \_\_\_\_\_ lbs. x \$ \_\_\_\_\_ rate per 100 lbs.= \$ \_\_\_\_\_

- *Materials received after the cut-off date will be assessed an off-target charge and cannot be guaranteed advance delivery.*

### Direct Shipments to Show Site

We will ship.... \_\_\_\_\_ lbs. @ \$102.33 per 100 lbs. (200 lbs. min, \$204.66 Minimum per shipment)

Total Weight \_\_\_\_\_ lbs. x \$ \_\_\_\_\_ rate per 100 lbs.= \$ \_\_\_\_\_

- *Materials received prior to move-in date/time will be assessed an off-target charge or may be refused by the facility.*

### Special Handling at Show Site

Special handling applies to items such as machinery or equipment, specially packaged or otherwise, requiring the use of a specialized forklift or excess labor to organize such items and move them from the dock.

We will ship.... \_\_\_\_\_ lbs. @ \$153.50 per 100 lbs. (200 lbs. min, \$307.00 Minimum per shipment)

Total Weight \_\_\_\_\_ lbs. x \$ \_\_\_\_\_ rate per 100 lbs.= \$ \_\_\_\_\_

### Small Packages

We will ship.... \_\_\_\_\_ Packages @ \$55.00 for the first package and \$20.00 for each additional package contained in the same shipment

Total Number of Packages \_\_\_\_\_ x \$55.00 / \$20.00 = \$ \_\_\_\_\_

### Total Order

Material Handling Services - Subtotal: \$ \_\_\_\_\_

30% Overtime Surcharge (Subtotal x 30%): \$ \_\_\_\_\_

Total Material Handling Cost: \$ \_\_\_\_\_



Company Name	Tel #	Booth Number
Billing Address	Email	
City / State / Zip	Signature	

### Outbound Bill of Lading/Shipping Label Request

All outbound shipments require an Official AGS Bill of Lading and shipping labels. AGS Expo Services offers complimentary pre-printing of these items. To take advantage of this service, please complete this request and submit to AGS. You must submit a valid and complete method of payment form with this form to receive this service.

**Showsite Instructions:**

- **Completed BOL must be turned in to the AGS Service Center prior to your departure.**
- AGS will print and deliver your BOL with shipping labels to your booth prior to the close of the show.
- Exhibitors must properly package and label all materials.
- Shipments without paperwork will be considered abandoned and will be re-routed via the show carrier at the Exhibitor's expense. AGS does not accept responsibility for any exhibitor property left on the show floor unattended at any time for any reason.

**Ship to Address:**

Company: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Attention/Show/Booth #: \_\_\_\_\_

Number of Destinations: \_\_\_\_\_ Number of pieces: \_\_\_\_\_ Number of Labels Requested: \_\_\_\_\_

- **If you have more than (1) destination please fill out a form for each individual destination.**
- **Please indicate your piece count by type below.**

\_\_\_\_\_ Crate (Wood)    \_\_\_\_\_ Skid (Pallet)    \_\_\_\_\_ Cases (Plastic)    \_\_\_\_\_ Carton (Cardboard)    \_\_\_\_\_ Anvil Case/Trunks    \_\_\_\_\_ Other (Bundles, pad wraps, etc)

**Select Shipping Method:**

- Ship via official show freight carrier, **ABF Freight**  
 Ship via carrier of exhibitor's choice - Name of Carrier \_\_\_\_\_  
 • If selecting a carrier other than ABF Freight, you must schedule the pickup.

**\*\*In the case that your carrier does not show please select one of the below dispositions for your shipment\*\***

Re-Route via Show Carrier, ABF Freight

Drayback to Warehouse - A minimum fee of \$650.00 will be charged. \*Fee may be greater based on final weight

**Is this shipment Prepaid or Collect (Please select one):**

\*Exhibitors are responsible for settling all transportation costs with the carrier of their choosing directly.

Prepaid By selecting Prepaid, you are indicating that material for shipment will be paid by the sender (you)

Collect By selecting Collect, you are indicating that the receiving party will be responsible for payment upon receipt of the materials

**Bill Shipping Charges to (if different from ship to address):**

Shipper (Print): \_\_\_\_\_ Email: \_\_\_\_\_  
 Contact Name: \_\_\_\_\_ Cell: \_\_\_\_\_  
 Freight Charges Billed to (Company): \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_





Company Name	Tel #	Booth Number
Billing Address	Email	
City / State / Zip	Signature	

### Cartload Service Order Form

AGS will be offering a cartload service for your event. We will provide equipment and personnel during move-in and move-out to assist you. Please see details of service and order form below.

#### Availability of Service

Cartload Service will only be available on the following dates and times:

**Exhibitor Move-In:**  
 Sunday, July 21, 2024 - 1:00 PM - 6:00 PM  
 Monday, July 22, 2024 - 9:00 AM - 3:30 PM

**Exhibitor Move-Out:**  
 Tuesday, July 23, 2024 - 2:30 PM - 6:30 PM

#### Scheduling Cartload Services

Exhibitors who elect to pre-order this service will be given priority access to the loading dock and labor for move-in and move-out. To schedule a cartload service at show site, please visit the AGS Service Center at your event. On-site requests will be provided on a first-come, first-served basis. Exhibitors who have pre-ordered cartload service are asked to check-in at the loading dock. **All vehicles must be removed from the dock area immediately after being unloaded.**

#### Limits of Services

This service is only applicable for Privately Owned Vehicles (POVs) or any vehicle that is primarily designated to transport passengers, not cargo or freight. Included in this category are: cars, pickup trucks, passenger vans, and other trucks primarily designated for passenger use. Please see below for POVs that meet the requirements. The maximum carry weight for the cartload service is 199 lbs. Limit two cartloads per exhibitor during move-in and two cartloads per exhibitor during move-out. Anything greater than 199 lbs. will be assessed appropriate material handling charges.

##### VEHICLES THAT QUALIFY:



##### VEHICLES THAT DO NOT QUALIFY:



#### Rates

This service includes the loading/unloading of materials to/from POVs ONLY, delivery and unloading to a single location at the exhibit site or handling to the loading area and reloading on outbound POVs.

**The ONE WAY RATE for each cartload weighing 199 lbs. or fraction thereof is \$102.33.**

- PLEASE COMPLETE THE FORM BELOW AND SUBMIT WITH YOUR METHOD OF PAYMENT -

Date	Time	# of Cartloads	Cartload Rate	Estimated Cost
Example mm-dd-yy	3:00 PM	1	\$102.33	\$102.33
Total Cartload Service Order:				\$



Company Name	Tel #	Booth Number
Billing Address	Email	
City / State / Zip	Signature	



### NEED AN EXPEDITED MOVE-OUT?

AGS knows that move-out can be a critical time for your team and the quick return of crates and materials is an important factor. With **Premium Return Service** you will get your materials returned as a priority to expedite dismantle and reduce long move-outs.

As a white glove service, our team will make every effort to deliver your labels to the booth during move-in. You may also visit the **AGS Service Desk** on-site to obtain these labels. Service is subject to availability based on volume.

### PREMIUM RETURN SERVICE: \$250.00

Yes, we would like *Premium Return Service*

We are storing: # of Pieces   Crates  Boxes  Fiber Containers  Anvil Cases  Other



- The storage of up to three (3) pieces
- Priority return of stored materials
- This service is available for containers that measure 4'x8'x4' or smaller. This service is **NOT** available for skids.



- This is a limited service and we ask that you make your **Premium Return Service** reservations in advance.
- This service must be established prior to the removal of materials from the floor. The exhibitor is ultimately responsible for ensuring that their exhibit materials are properly labeled for show site storage.
- This is not an alternative to **Material Handling**. **Material Handling** services must be established prior to ordering this service.
- All **Premium Return Service** labeled materials will be returned first. The estimated window of time only certifies priority delivery not an exact time of return.
- Taxes added where applicable.
- **Cancellation Policy:** **Premium Return Service** is a reserved space managed service. All cancellations must be made seven days prior to the event. Cancellations within seven days will be refunded 50%. No refunds will be made for on-site cancellations.

PREMIUM RETURN SERVICE



FHCA 2024 Annual  
Conference & Trade Show  
Rosen Shingle Creek  
Orlando, FL  
July 21-25, 2024

**Discount Price  
Deadline Date  
JULY 8th**  
Method of payment must accompany your order



## Terms & Conditions of Contract - Material Handling Services

By acceptance of Goods and/or Services provided by AGS Exposition Services, Inc. and/or its carriers, contractors, and agents of each, Customer and any other party with an interest in, or who is benefited by the Goods and/or Services covered by this Agreement agree to these Terms and Conditions of Contract.

AGS TERMS AND CONDITIONS ARE SUBJECT TO MODIFICATION OR CHANGE AT AGS' SOLE DISCRETION UPON ADVANCE NOTICE TO ANY PARTIES

### 1. Scope/Binding Effect:

These Terms and Conditions shall be binding upon AGS, Customer, and their respective agents, representatives, Shipper and Consignee, including but not limited to Customer contracted labor such as installation and dismantle companies and personnel, and any other party with an interest in, or who is benefited by the Goods and/or Services covered by this Agreement. Each shall have the benefit of and be bound by all provisions stated herein, including but not limited to time limitations and limitations of liability. It shall be the Customer's sole obligation to ensure that any such parties described above have received a copy of this Agreement and have consented to these Terms and Conditions.

### 2. Definitions:

"AGS" refers to AGS Exposition Services, Inc., a Florida Corporation, its agents and employees.

"Carrier" shall refer to motor carriers, van lines, air carriers, and/or air or surface freight forwarders.

"Cold Storage" refers to the holding of Goods in a climate controlled area whether or not said Goods are deemed "perishable".

"Consignee" refers to a party to whom goods are shipped.

"Customer" shall refer to any exhibitor, event participant, or other party requesting from Goods or Services from AGS.

"Goods" refers to exhibits, property, materials, electronic equipment, displays, and commodities of any type for which AGS is requested to provide or otherwise perform Services in relation thereto, such as shipping, drayage, assembly or disassembly in relation thereto.

"HAZMAT" refers to those articles, commodities and/or

Goods defined as hazardous in 49 CFR Parts 171-177, as amended from time to time.

"ICCTA" refers to Part B 49 U.S.C. Sections 13101 – 14914, of the ICC Termination Act of 1995, as amended from time to time.

"Services" as referenced herein shall include, but is not limited to: warehousing, storage, transportation, drayage, electrical, rigging, material handling, design, graphics, carpentry, installation and dismantle, logistics and/or all other services provided by AGS and/or its carriers, contractors, and agents of each.

"Shipper" shall refer to any party who tenders Goods to Carrier for transportation.

### 3. Customer Obligations:

**a. Payment for Services.** Customer, Shipper, and Consignee shall be jointly liable for all unpaid charges for services performed by AGS and/or its carriers, contractors, and agents of each. Customer authorizes AGS to charge its credit card directly for Goods and/or Services rendered on Customer's behalf at any time, to include after Customer departure from the event, upon placing its order with AGS on-line, via fax, phone or through a work order on site.

**b. Credit Terms.** All charges are due before Goods are delivered or Services are performed unless other arrangements have been made in advance with AGS. AGS has the right to require prepayment or other written guarantee of the charges at the time of request for Goods and/or Services. A failure to pay timely will result in Customer having to pay in cash in advance for future Goods and/or Services. AGS retains its right to hold Customers' Goods for non-payment and to charge storage and handling fees associated therewith. If a credit card is provided to AGS, AGS is authorized to bill to such credit card at any time for any unpaid charges for Goods and/or Services provided to Customer, including charges for return shipping. Any charges not paid within 30 days of delivery will be subject to interest at 1 ½ % per month until paid.

**c. HAZMAT Compliance.** Customer is obligated to disclose to AGS and Carrier if Customer's packages contain items that are considered HAZMAT. Customer has the obligation to comply with all applicable laws associated with any HAZMAT materials and ensure that each package is properly and



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completely described, is properly marked and addressed, and is packaged adequately to protect the contents during transportation. Customer must provide all documentation for HAZMAT shipping as required by the Department of Transportation. Customer hereby agrees to provide AGS and Carrier with accurate information in order to allow for all proper disclosures to be made on Customer's shipment. Customer is also responsible for all placarding associated with HAZMAT materials.

#### 4. **ICCTA Waiver; Mutual Indemnification:**

**a. ICCTA Waiver.** Customer and AGS expressly and mutually waive, to the extent permissible under law, any and all rights and remedies each may have under ICCTA, as amended from time to time, to the extent those provisions conflict with these Terms and Conditions.

**b. Customer Indemnification.** Customer shall defend, hold harmless and indemnify AGS and its carriers, contractors, and agents of each, from and against any and all claims, lawsuits, demands, liability, costs and expenses, including reasonable attorneys', expert, and consulting fees, and court costs, arising from or relating to any injury to or death of persons, or damage to property other than Goods, arising from or relating to AGS' (and/or its carriers, contractors, and agents of each), performance of Services herein. Customer further agrees to indemnify and hold AGS and its carriers, contractors, and agents of each, harmless for any and all actions or inactions of Customer, its agents, contractors, customers and invitees, and their contractors, representatives and agents, including but not limited to Customer's installation and dismantle companies and personnel, any subtenant, licensee, invitee, or other user of its space or any agents or employees engaged in business on behalf of Customer or present at Customer's invitation, including supervision of labor secured through AGS. Customer's obligations under this provision shall not apply to AGS' own gross negligence and/or willful misconduct. **CUSTOMER ACKNOWLEDGES THAT THE EVENT SITE IS AN ACTIVE WORK ZONE AND CUSTOMER, ITS AGENTS, EMPLOYEES, CONTRACTORS, LICENSEES, INVITEES, CUSTOMERS, SUB-TENANTS, AND THEIR RESPECTIVE AGENTS AND REPRESENTATIVES ARE PRESENT AT THEIR OWN RISK AND ASSUME ALL RISKS ASSOCIATED THEREWITH BY VIRTUE OF THEIR PRESENCE.**

**c. AGS Indemnification.** To the extent of AGS' own gross negligence and/or willful misconduct, and subject to the

limitations of liability set forth in Sections 4 and 5 of this Agreement, AGS shall defend, hold harmless and indemnify Customer from and against any claims, lawsuits, demands, liability, costs and expenses, including reasonable attorney's fees and court costs, resulting from any injury to or death of persons, or damage to property other than Goods. AGS' indemnity obligation under this provision shall not apply to claims for damage to property, bodily injury or death arising: (i) from persons present in areas which have been marked as "off limits to exhibitors"; and/or (ii) when persons are present in the facility prior or subsequent to the effective dates or hours of exhibitor's space lease with event management.

#### 5. **Disclaimer And Limitation Of Liability:**

**UNDER NO CIRCUMSTANCES SHALL ANY PARTY BE LIABLE FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL, INDIRECT OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS OR INCOME. AGS SHALL BE LIABLE, SUBJECT TO THE LIMITATIONS CONTAINED HEREIN, FOR LOSS OR DAMAGE TO GOODS ONLY IF SUCH LOSS OR DAMAGE IS CAUSED SOLELY AND EXCLUSIVELY BY THE DIRECT, GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF AGS. NOTWITHSTANDING THE FOREGOING, AND UNDER NO CIRCUMSTANCES, REGARDLESS OF CLAIMED FAULT AGAINST AGS, SHALL AGS BE LIABLE FOR ANY CLAIMS PRESENTED FOR LOSS OR DAMAGE ARISING OUT OF INCIDENTS REFERENCED IN SECTION 6, BELOW. FURTHER, AGS SHALL NOT BE LIABLE FOR LOSS, DAMAGE, OR DELAY THAT RESULTS FROM ACTS OF GOD, WEATHER CONDITIONS, ACT OR DEFAULT OF CUSTOMER, SHIPPER, CARRIER, OR THE OWNER OF THE GOODS, INHERENT NATURE OF THE GOODS, PUBLIC ENEMY, PUBLIC AUTHORITY, LABOR DISPUTES, AND ACTS OF TERRORISM OR WAR.**

#### 6. **No Liability for Loss or Damage to Goods:**

**a. Condition of Goods.** AGS shall not be liable for damage, loss, or delay to uncrated freight, freight improperly packed, glass breakage or concealed damage. AGS shall not be liable for ordinary wear and tear in handling of Goods or for damage to shrink wrapped Goods. All Goods shall be able to withstand handling by heavy equipment, including but not limited to forklifts, cranes, or dollies. It is the Customer's responsibility to ensure that Goods are packaged correctly prior to shipment or movement on or off the event floor.



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## Terms & Conditions of Contract - Material Handling Services

**b. Receipt of Goods.** AGS shall not be liable for Goods received without receipts, freight bills, or specified piece count on receipts or freight bills, or for bulk shipments (i.e., UPS, air freight, or van lines). Such Goods shall be delivered to booth without the guarantee of piece count or condition.

**c. Force Majeure.** AGS shall not be liable for loss or damage that results from Acts of God, weather conditions, act or default of Customer, shipper, Carrier, or the owner of the Goods, inherent nature of the Goods, public enemy, public authority, labor disputes, and acts of terrorism or war.

**d. Cold Storage.** Goods requiring cold storage are stored at Customer's own risk. AGS assumes no liability or responsibility for Cold Storage.

**e. Empty Storage.** AGS assumes no liability for loss or damage to Goods or crates, or the contents therein, while containers are in empty storage. It is Customer's sole responsibility to affix the appropriate labels available at the AGS Service Center for empty container storage, and ensure that any pre-existing empty labels are removed.

**f. Freight Re-Route.** AGS is not liable for Customer Goods left on the event floor after the event closing deadline, with or without a Material Handling Services/Straight Bill of Lading signed by Customer. It is Customer's responsibility to complete accurate paperwork for shipping and to ensure Customer Goods are properly labeled. If Customer Goods remain on the floor after the event closing deadline, AGS has the right to remove the Customer Goods. AGS is authorized by Customer to proceed in the manner chosen by Customer on the Order of Material Handling Services/Straight Bill of Lading, if one has been completed, or otherwise, to ship Customer Goods at the discretion of AGS and at Customer's expense. AGS shall incur no liability for such shipment. AGS retains the right to dispose of Customer Goods without liability if left on the event floor unattended, without labels or not correctly labeled. **If the shipment is drayed back to the warehouse, there will be a Service Fee minimum of \$650.00 for up to 1,499 lbs, a \$850.00 min for 1,500 - 2,999 lbs, and a \$1,050.00 min for 3,000+ lbs for transportation and/or storage. Additional fees may apply based on size and complexity of loading and storage needs. AGS is not responsible for the assignment of fees or charges made by the carrier in association with freight re-routes or dray backs. No liability will be assumed as a result of such re-routing or handling. Post-show disposal of all empty crates, carpeting**

**or display materials are the responsibility of the exhibitor including disposition or return to company warehouse. Any of the before mentioned items abandoned by exhibitors will be assessed a Service Fee beginning at \$500, depending on size and weight. This service fee will be charged by AGS in addition to any fees applied by the Convention Center or Official Show Carrier for crate removal.**

**g. Concealed Damage.** AGS shall not be liable for concealed loss or damage including but not limited to; glass, electronic equipment, prototypes, original art, uncrated Goods, or improperly packaged or labeled goods.

**h. Unattended Goods.** AGS assumes no liability for loss or damage to unattended Goods received at the event site at any time from the point of receipt of inbound Goods until the loading of the outbound Goods, including the entire term of the respective event, show or exhibition. Customer is responsible for adequately insuring its own Goods for any and all risk of loss.

**i. Unattended Booth.** Relative to inbound shipments, there may be a lapse of time between the delivery of shipment(s) to the booth by AGS and the arrival of the Customer's representative(s) at the booth. Similarly, relative to outgoing shipment(s), it is possible that there may be a lapse of time between the completion of packing and the actual pick-up of Goods from the booth for loading onto a carrier. It is understood that during such times the shipment(s) will be left in the booth unattended. In addition, booths that are attended may still be subject to risk of loss, damage, or theft at the event site. Therefore, it is understood and agreed that AGS shall not be liable for any loss or damage occurring while the Goods are in Customer's booth at any time, whether or not the booth is, or is not attended by Customer or anyone else. All Material Handling Forms and/or Straight Bills of Lading covering outgoing Goods submitted to AGS will be checked at the time of pickup from the booth and corrections to the count or condition will be documented where discrepancies exist.

**j. Special Handling Needs.** AGS shall not be liable for any loss, damage, or delays incurred during the handling of Goods requiring special devices or facilities to properly load, place, or reload, unless advance notice has been given to AGS in time to obtain the proper equipment or facilities. It is at the sole discretion of AGS to refuse the movement or acceptance of such Goods in cases where



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equipment or facility limitations exist. It will be the sole responsibility of the Customer to arrange for any such special needs with AGS, or alternate servicing agents where such special needs cannot be procured by AGS, except for locations where liability assignment, contractual limitation, local law or jurisdiction prohibits such agents from performing any such special handling needs.

### **7. AGS Not a Bailee or Shipper/ AGS Retained Authority to Substitute Carriers:**

**a. AGS Not Bailee or Shipper.** The Customer agrees in connection with the receipt, handling, temporary storage and reloading of its Goods that AGS will provide these services as Customer's agent and not as a bailee or shipper. If any agent or employee of AGS signs a delivery receipt, Bill of Lading or other document, Customer agrees that AGS will do so as the Customer's Agent and the Customer accepts all liability and responsibility for loss, damage, theft, or delay thereof.

**b. AGS Retained Authority to Substitute Carriers.** In order to expedite removal of Goods from the event site, AGS shall have the authority to change designated carriers if such carriers do not pick-up Customer's Goods on time.

### **8. Measure of Damage:**

**a. Sole Relief.** If found liable for any loss, AGS' sole and exclusive maximum liability for loss or damage to Customer's Goods is limited to \$.50 (USD) per pound with a maximum liability of \$100.00 (USD) per container, or \$1,500.00 (USD) per shipment whichever is less.

**b. Labor.** AGS assumes no liability for loss, damage, death, or bodily injury arising out of Customer's supervision of AGS provided union labor. If AGS supervises labor for a fee, AGS shall be liable only for actions or claims arising out of its grossly negligent supervision or willful misconduct. Such liability shall be limited to the cost to Customer of the supervised labor or the depreciated value of the Goods, whichever is less. If Customer elects to use unsupervised labor, then Customer assumes all liability for the actions or claims that arise out of such work, including but not limited to loss, damage to property, Goods, death, or bodily injury and shall indemnify AGS and event management, to include reasonable defense costs, attorney's, expert, and consulting fees and court costs, for any claims that result from Customers' supervision or failure to supervise assigned

labor.

### **9. Miscellaneous:**

**a. Insurance.** AGS IS NOT AN INSURANCE COMPANY AND DOES NOT OFFER OR PROVIDE INSURANCE. It is the obligation of Customer to ensure Goods are insured at all times. Loss or theft of the Goods in storage or in transit to and from the event and or while on the event floor is in the sole responsibility of Customer. AGS recommends Customer arrange for "All Risk" Coverage.

**b. Notice of Loss or Damage.** In order to have a valid claim, notice of loss or damage to Goods must be given to AGS or its agent within 24 hours of occurrence (as evidenced in an Incident Report completed at event site by AGS) or delivery of outbound Goods.

**c. Filing of Claim.** Any claim for loss or damage to Goods must be in writing, containing facts sufficient to identify the Goods, asserting liability for alleged loss or damage, and making claim for the payment of a specified or determinable amount of money. Such claim must be filed with AGS within the time limits specified herein or it is completely and irrevocably waived and barred. Damage reports, incident reports, inspection reports, notations of shortage or damage on freight bills or other documents, DO NOT and SHALL NOT constitute the filing of a claim.

**i.** Claims for Goods alleged to be lost, stolen or damaged at the event site must be received in writing by AGS within 30 days after the close of the event.

**ii.** Claims for Goods alleged to be lost or damaged during transit must be received in writing by AGS within thirty (30) days after the date of delivery of Goods to or from the event site.

In the event of a dispute with AGS, Customer shall not withhold payment or any amount due AGS for Services as an offset against the amount of the alleged loss or damage. Customer agrees to pay AGS prior to the close of the event for all such charges and further agrees that any claim Customer may have against AGS shall be pursued independently by Customer as a separate action to be resolved on its own merits. AGS retains the right to pursue collection on amounts owed after event close, without regard to any amount alleged to be owed for damage, or loss.

**d. Filing of Suit.** Any action at law regarding loss or damage



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to Goods must be filed within one (1) year of the date of declination of any part of a claim.

**e. Notice of Legal Action.** In the event an exhibitor threatens potential legal action, all further communications will AGS personnel may cease, and future service to that exhibitor may be suspended.

### 10. Jurisdiction, Choice of Forum; Prevailing Party Fees:

This Agreement shall be governed by and construed in accordance with the laws of the State of Florida. The parties hereby submit to jurisdiction and venue in the United States District Court, Middle District of Florida, Orlando Division, or the appropriate State Courts of Orange County, Florida. In any action arising from or relating to this Agreement, including the collection of any sums owed AGS, the prevailing party shall be entitled to recover reasonable attorneys' fees and taxable costs at all trial and appellate levels.

### 11. Advanced Warehousing/Temporary Storage/Long Term Storage:

All terms and conditions relative to Advanced Warehousing/Temporary Storage/Long Term Storage are contained in separate agreements titled "Storage Agreement". In the event that a Storage Agreement is not executed between the parties, the following shall apply with respect to AGS' liability for Customer's Goods. The responsibility of AGS with respect to Customer's Goods is limited to the exercise of ordinary care and diligence in handling and storing of Customer's Goods. AGS shall be liable only for loss or damage to Goods caused by AGS' sole and exclusive gross negligence. AGS' liability is limited to \$.50 (USD) per pound with a maximum liability of \$100.00 (USD) per container, or \$1,500.00 (USD) per shipment whichever is less. In case of partial loss or damage, the maximum liability shall be prorated based on weight. AGS is not responsible for any loss or damage to Goods caused by, but not limited to fire, theft, the elements, vandalism, moisture, vermin, mechanical breakdown or failure, freezing or changes in temperature, as well as any other causes beyond AGS' immediate control. AGS is not responsible for the marring, scratching or breakage of glass or other fragile items. AGS is not liable for the mechanical functions of instruments or appliances even if such articles are packed or unpacked by AGS. In no event shall AGS be liable for special, incidental, indirect or consequential damage, including loss of profits

or income of any kind resulting from any damage to or loss of the Goods. Customer pays storage fees and/or costs for advance warehousing for use of the space only. There is no guarantee of security or representations made by AGS as to appropriateness of the conditions for Customer's Goods. The risk of loss remains Customer's alone and AGS recommends the Customer carry and maintain insurance in amounts sufficient to cover its risk. AGS IS NOT AN INSURANCE COMPANY AND DOES NOT OFFER OR PROVIDE INSURANCE. It is the obligation of Customer to ensure Goods are insured at all times. Loss or theft of the Goods in storage or in transit to and from the event and or while on the event floor is in the sole responsibility of Customer. AGS recommends Customer arrange for "All Risk" Coverage.

These terms apply to your order.

TERMS & CONDITIONS OF CONTRACT - MATERIAL HANDLING SERVICES

AGS Expo Services • 4561 SW 34th Street • Orlando, FL 32811  
Phone: 407.292.0025 • Fax: 407.292.4414

Email: [eventservices@ags-expo.com](mailto:eventservices@ags-expo.com) Order Online: [www.ags-expo.com](http://www.ags-expo.com)

# Official Transportation Provider

via the ABF Freight® Network

**Let ArcBest® make your next trade show the easiest you have ever attended!**

We have over 90 years of experience in the freight industry and a dedicated Trade Show division with service through North America through the ABF Freight® network.

Choose guaranteed, expedited shipping solutions – air or ground – with special discounted rates for your inbound and outbound shipments.

For personalized quotes, please call

**800-654-7019**

## Our Services Include:

*Priority handling of your inbound and outbound shipments*

*Guaranteed expedited air and ground services*

*LTL Ground Transportation*

*International Transportation*

*Trust your important trade show shipment to the leader in exhibition transportation services.*

**ArcBest®**  
*More Than Logistics™*



# REQUEST FOR INFORMATION

## ArcBest® Trade Show Services

Exhibiting Company \_\_\_\_\_ Contact Name \_\_\_\_\_

Title \_\_\_\_\_ Email \_\_\_\_\_ Phone \_\_\_\_\_

### SHIPPER INFORMATION

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Pickup Date/Time \_\_\_\_\_

### FREIGHT INFORMATION

Piece Count and Type \_\_\_\_\_

Total Weight \_\_\_\_\_

Dimensions (L) \_\_\_\_\_ (W) \_\_\_\_\_ (H) \_\_\_\_\_

### SHIP TO: Warehouse Show Site

Show Name \_\_\_\_\_

Booth No. \_\_\_\_\_

Contractor \_\_\_\_\_

Show Dates \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Delivery Date \_\_\_\_\_

### ADDITIONAL INFORMATION

Residential Pickup  Inside Pickup

Liftgate  Dock

Would you like an ArcBest Trade Show Coordinator to contact you with a quote or information?

YES  NO

If you are faxing this form, please print a copy, complete the requested information, and then fax to (844) 718-7620.

**800-654-7019**  
tradeshow@arcb.com | arcb.com



8401 McClure Drive • Fort Smith, AR • 72916

NAME OF CONFERENCE	START DATE	END DATE

LEVEL OF SERVICE	TYPICAL USAGE
<b>5 AMP</b>	<ul style="list-style-type: none"> <li>• Charge phones or laptops</li> <li>• Small monitors (up to 32")</li> </ul>
<b>10 AMP</b>	<ul style="list-style-type: none"> <li>• Larger monitors (32" and above)</li> <li>• Up to three LED overhead lights or a large LED light strip</li> </ul>
<b>20 AMP</b>	<ul style="list-style-type: none"> <li>• Two or more large monitors</li> <li>• Three or more LED lights</li> <li>• Small appliances like a K-Cup coffee maker</li> </ul>

**IF YOU NEED HELP LOCATING YOUR SHOW, PLEASE FOLLOW THE STEPS BELOW:**

1. ENTER SHOW DATE(S) YOU WERE PROVIDED WITH
2. SELECT "FLORIDA" IN THE "STATE" DROPDOWN
3. SELECT "ORLANDO" IN THE "CITY" DROPDOWN
4. SELECT "ROSEN SHINGLE CREEK" IN THE "VENUE" DROPDOWN
5. HIT SEARCH
6. SELECT YOUR SHOW FROM THE SEARCH LIST

<https://eventnow.encoreglobal.com/>

**CLICK HERE TO ORDER UP TO TWO ELECTRICAL DROPS**

**CLICK HERE TO CONFIGURE YOUR MONITOR OPTIONS**

SPECIALTY SERVICES
MORE THAN 2 ELECTRICAL SERVICES
208V ELECTRICAL SERVICES
WATER LINES
AIR LINES

VIDEO EQUIPMENT
23-24" HD MONITOR (TABLETOP ONLY)
32" MONITOR (TABLETOP OPTIONAL)
48" MONITOR
55" MONITOR & FLOOR STAND PACKAGE
70" MONITOR & FLOOR STAND PACKAGE
PC BASED LAPTOP
WIRELESS REMOTE PRESENTER
LED UPLIGHTING

**IF SPECIALTY SERVICES ARE REQUIRED, CLICK HERE TO SUBMIT A REQUEST FOR A QUOTE**

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

If you are experiencing technical difficulties on-site, please contact Encore at 407-616-4556 or 407-616-3511

## EXHIBITOR PRE-ORDER TECHNOLOGY FORM

ALL ORDERS MUST BE RECEIVED BY JULY 08, 2024 IN ORDER TO RECEIVE PRE-ORDER PRICING.

**RENTAL EQUIPMENT AND INTERNET PRICING ARE LENGTH OF SHOW. (Up to 2 Days)**

Event Name: FHCA 2024 Annual Conference  
 Booth Name and #: \_\_\_\_\_

Install Date and Time: \_\_\_\_\_ On-Site Contact: \_\_\_\_\_  
 Removal Date and Time: \_\_\_\_\_ On-Site Contact Cell #: \_\_\_\_\_  
 On-Site Test and Time: \_\_\_\_\_ On-Site Contact Email: \_\_\_\_\_

Wireless Internet Prices are per booth, length of event. Connections capped at a maximum speed of 5Mbps.	Pre-Order Rate	Rack Rate	Total
1-5 Wireless Connections	\$400	\$480	
6-10 Wireless Connections	\$680	\$816	
11-15 Wireless Connections	\$870	\$1,044	
16-20 Wireless Connections	\$1,000	\$1,200	
21-25 Wireless Connections	\$1,100	\$1,320	
26-30 Wireless Connections	\$1,200	\$1,440	
For more than 30 wireless users in a booth, please call for pricing.			

Wired Internet/ Dedicated Bandwidth Prices are per location, length of event, with private IP addresses. If cabling under carpet, please call to schedule location and provide diagram.	Pre-Order Rate	Rack Rate	Total
5Mbps Dedicated Connection	2,000	\$2,400	
10Mbps Dedicated Connection	\$3,000	\$3,600	
15Mbps Dedicated Connection	\$4,000	\$4,800	
20Mbps Dedicated Connection	\$5,000	\$6,000	
Additional Connections within the same location (One time Fee)	\$100	\$150	

HD Monitors Includes a table stand and 5ft cable. (Addt'l sizes available upon request.)	Price	Qty.	Total
32" Monitor	\$400		
42" Monitor (Includes Dual Pole Stand)	\$695		
55" Monitor (Includes Dual Pole Stand)	\$945		
65" Monitor (Includes Dual Pole Stand)	\$1,145		
75" Monitor (Includes Dual Pole Stand)	\$1,395		
90" Monitor (Includes Dual Pole Stand)	\$1,950		

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

Monitor Accessories (32" Monitors does not include dual pole stands.)	Price	Qty.	Total
Dual Pole Stand with Laptop Tray	\$95		

<b>Internet SUBTOTAL</b>	\$
26% Service Fee	\$
6.5% Tax on Service Fee Only	\$
<b>INTERNET GRAND TOTAL</b>	\$

<b>Rental Equipment SUBTOTAL</b>	\$
26% Service Fee	\$
SUBTOTAL	\$
6.5% Sales Tax (On Rental Equipment & Service Fee)	\$
<b>RENTAL EQUIPMENT GRAND TOTAL</b>	\$

<b>Telecommunication SUBTOTAL</b>	\$
26% Service Fee	\$
12.72% Communication Tax (TELECOMMUNICATION SUBTOTAL ONLY)	\$
6.5 % Sales Tax (SERVICE FEE ONLY)	\$
<b>TELECOMMUNICATION GRAND TOTAL</b>	\$

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

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

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

Ask us about our sponsorship opportunities!

Please Note the Following:

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

### Booth Diagram

Mark "X" where connections should be located

Front

Booth # \_\_\_\_\_



Booth # \_\_\_\_\_

## Billing Information

Please Type or Print Clearly and Provide Business Card

Name of Event		Booth #	
Card Holder's Name		Phone #	
Company Name			
Billing Address of Credit Card	City	State	Zip Code
Email Address			

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

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

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

X  
Cardholder's Signature

Date

19. **USAGE:** You may use our equipment, but you may not abuse it. In particular, you must provide a suitable location, including appropriate electrical power, for our equipment and comply with the manufacturer's operating instructions. If any software is supplied with the property, you agree to be bound by all applicable licenses and copyright laws and, with regard to Microsoft products, you further acknowledge that use of the Microsoft software accompanying our equipment is governed by Microsoft's End User License Agreement attached hereto.

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

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

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

23. **CANCELLATIONS & ADJUSTMENTS:** No adjustments to invoices will be made after the close of the Event. Claims will not be considered unless filed in writing by Exhibitor/Client prior to close of Show/Event. All orders cancelled within 72 hours of the first day to the Event whether it be by the Exhibitor, due to the cancellation of an Event or their non-participation, will be charged a cancellation fees equal to 50% - 100% of the total order, based on the status of move-in, work performed and/or MTG set-up costs or expenses. Some broadband services and special circuits cannot be cancelled once ordered and will incur full charges listed /quoted. Credit will not be given for service installed and not used.

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

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

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