
EXHIBITOR SERVICE MANUAL



Heating & Energizing America Trade Show

MassMutual Center

Springfield, MA

June 20-22, 2023

CAPITAL
convention contractors

153 Northboro Road, Suite 6 | Southborough, MA 01772
capitalconventions.com | Fax: 508-481-1150

877-335-3700



Heating & Energizing America Trade Show

MassMutual Center

Springfield, MA

June 21-22, 2023

Dear Exhibitor:

Capital Convention Contractors is pleased to have been selected as the Official Service Contractor for the upcoming **Heating & Energizing America Trade Show**. In our commitment to a productive and smooth-running event, we have prepared the Exhibitor Service Manual with all the products and services necessary to plan a successful event.

Please carefully review all the information within this Exhibitor Manual and take advantage of advance order pricing by submitting your orders by the posted deadlines. In addition to Capital services, we have included all other ancillary service order forms that pertain to this event. Note that some of these forms are to be returned to the specific contractors and/or facilities who have jurisdiction over these services. Capital forms can be returned to our office by using the contact information listed at the bottom of each Capital order form.

For your convenience, please refer to the Event Quick Facts page for important event-specific information. If you have any additional questions about Capital's services or equipment, please do not hesitate to contact us at 877-335-3700 or help@capitalconventions.com.

A Capital Exhibitor Service Desk will be available on-site at the show and staffed during all move-in and move-out hours to answer any question or assist with any last-minute requirements.

Capital understands that your participation in this event is an important part of your company's marketing strategy, and we will work with you to make the event a complete success for you and your company!

Sincerely,



EVENT QUICK FACTS

BOOTH INFORMATION

Your allotted space is 10' wide x 10' deep.

Each space includes: 8' high back drape 6' draped table
 3' high side drape (2) chairs
 exhibitor ID sign wastebasket

Show colors: Black & White

EXHIBIT HALL CARPET

Exhibit Hall Booths and Aisles are carpeted in Tuxedo.

MATERIAL HANDLING

ADVANCE SHIPMENTS

Please use enclosed freight labels

Receiving hours: M-F 9:00 am to 4:00 pm

Must arrive by: June 14, 2023

To: Exhibitor Name & Booth # (if available)
For: Heating & Energizing America Trade Show
c/o Capital Convention Contractors
 153 Northboro Road - Suite 6
 Southborough, MA 01772

DIRECT SHIPMENTS

Please use enclosed freight labels

Received only during exhibitor move-in hours

Only on: June 20-21, 2023

To: Exhibitor Name & Booth # (if available)
For: Heating & Energizing America Trade Show
c/o Capital Convention Contractors
 MassMutual Center
 1277 Main Street
 Springfield, MA 01103

Official Show Carrier: **YRC Freight** 800.531.3976 or exhibit.services@yrcfreight.com

ADVANCE ORDER DISCOUNT DATE

Capital Equipment and Service Orders received with full payment by **June 7, 2023** enjoy the discounted Advance Price as shown in this Manual. Standard pricing will prevail for all orders received after this date.

For non-Capital services, please refer to the specific contractors' order forms enclosed within this manual for pricing policies.

SHOW SCHEDULE

Display Vehicle Move-In:	Tuesday,	June 20	2:00 p.m. – 3:00 p.m.
Exhibitor Set-up:	Tuesday,	June 20	3:00 p.m. – 5:00 p.m.
	Wednesday,	June 21	9:30 a.m. – 2:00 p.m.
Exhibit Hours:	Wednesday,	June 21	2:00 p.m. – 5:00 p.m.
	Thursday,	June 22	8:00 a.m. – 11:00 a.m.
Exhibitor Dismantle:	Thursday,	June 22	11:00 a.m. – 4:00 p.m.
Display Vehicle Move-Out:	Thursday,	June 22	11:30 a.m. – 12:30 p.m.

Drivers for all carriers must be checked in at the Capital Exhibitor Service Desk for pickup of freight by: **June 22, 2023 3:00 PM.**

EASY & SECURE ONLINE ORDERING

Hassled by printing forms and faxing, or scanning and emailing them? If so, take advantage of ***Online Ordering!***

If you prefer to order your *Capital Conventions* products and services online, we have a fully secure and easy to use Online Ordering system specifically tailored to this event.

Your secure login credentials will be emailed to you, with all the information you need to get started. Even better, you can use your same login information for multiple shows with *Capital Convention Contractors*; no more keeping track of multiple logins for multiple events.

All the *Capital* products and services that you find on the following Exhibitor Service Manual forms are available at our secure storefront.

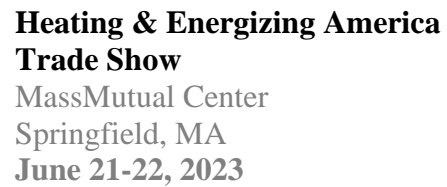
[Click Here to Access Online Ordering](#)

If you haven't yet received your credentials, email us at help@capitalconventions.com

Of course, you can still fax or email your orders to us if you prefer:

- Fax orders to 508.481.1150
- Email orders to help@capitalconventions.com





WE ACCEPT: **American Express** **VISA** **MasterCard** **Discover**

CREDIT CARD BILLING INFORMATION

IMPORTANT: PLEASE PROVIDE YOUR BOOTH REPRESENTATIVE WITH A COPY OF THIS CREDIT CARD AUTHORIZATION FORM TO AVOID ANY MISUNDERSTANDING.

Phone 877-335-3700 • Fax 508-481-1150 • Email help@capitalconventions.com

THIRD PARTY PAYMENT POLICY

Capital Convention Contractors will invoice third parties for payment of services rendered to exhibitors provided the following conditions are met:

1. The payment record of the third party is acceptable to *Capital*.
2. This completed form is signed by both parties and returned to *Capital* at least 14 days prior to move-in.
3. **A completed Credit Card Authorization Form MUST accompany this form from each party.**
4. Capital's prepayment policy is adhered to; i.e. orders must be received with payment by the deadline dates.
5. If there is any doubt which party is to be invoiced for a service, the exhibiting firm accepts responsibility for payment upon presentation of invoice at show site.
6. The exhibiting firm is ultimately responsible for payment of all charges by show conclusion.
7. Both parties have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

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

☐ All Capital Services

☐ Freight Handling

☐ Furniture/Carpet/Accessories

☐ Booth Cleaning

☐ Labor

☐ Other (specify) _____

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

Exhibiting Firm

Company Name _____ Booth # _____

Address _____

City/State/Zip Code _____

Phone () _____

Authorized Signature _____ Printed Name _____

Display House 3rd Party

Display House 3rd party _____

Address _____

City/State/Zip Code _____

Phone () _____

Authorized Signature _____ Printed Name _____

ORDER SUMMARY

Payment Policy: All orders faxed or mailed to Capital must be accompanied by a Credit Card Authorization Form. Payment in full is due at show site. Absolutely no show site orders will be executed prior to full payment of all customer bills.

Calculate your order total:

Service	Amount Due
Exhibitor Booth Labor*	\$ _____
Material Handling*	\$ _____
Furnishings & Accessories	\$ _____
Custom Exhibit Rental	\$ _____
Special Signs & Banners	\$ _____
Standard & Deluxe Carpet	\$ _____
Miscellaneous	\$ _____
MA Tax 6.25%	\$ _____
TOTAL ESTIMATED CHARGES \$	_____

*indicates nontaxable services

PLEASE BE AWARE OF OUR PAYMENT AND PRICING POLICIES

ALL CHARGES MUST BE PAID PRIOR TO THE CLOSE OF THE SHOW

**ORDERS RECEIVED WITHOUT FULL PAYMENT OR CREDIT CARD INFORMATION WILL NOT
BE PROCESSED**

MAKE CHECKS PAYABLE TO: CAPITAL CONVENTION CONTRACTORS

Checks must include exhibiting firm name and booth number

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____

Address _____ City/State _____ Zip Code _____

Phone () _____ Fax () _____ Email address _____

Authorized Signature _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.

EMAIL, MAIL OR FAX FORM TO:

Capital Convention Contractors · 153 Northboro Rd · Suite 6 · Southborough, MA 01772

Phone 877-335-3700 · Fax 508-481-1150 · Email help@capitalconventions.com

LIABILITY AND INSURANCE BULLETIN

Capital Convention Contractor's liability shall be limited to the physical loss or damage to the specific article, which is lost or damaged as described below:

1. Capital Convention Contractors shall not be responsible for damage to uncrated materials; materials improperly packed or concealed damage.
2. Capital Convention Contractors shall not be responsible for loss, theft, or disappearance of exhibitor's materials after same have been delivered to exhibitor's booth.
3. Capital and its subcontractors shall not be responsible for loss, theft, and disappearance of exhibitor's materials before it is picked up from exhibitor's booth for reloading after the close of the show. Outbound Bills of Lading are available at the Capital Exhibitor Service Desk. Outbound Bills of Lading will be checked at the time of actual pickup of freight from the booth. Piece counts will be adjusted and corrections will be made to the Bill of Lading where discrepancies may occur.
4. Capital and its subcontractors will not be responsible for ordinary wear and tear in handling of equipment. Neither will they be responsible for loss, damage or delay of shipments due to fire, theft, water, vandalism, acts of God, strikes, lockouts, work stoppages of any kind or any other circumstances beyond their control.
5. Capital and its subcontractors' liability shall be limited to physical loss or damage to the specific article which is lost or damaged, and in any event Capital's maximum liability shall be limited to \$.30 per pound per article with a maximum liability of \$50.00 per item or \$1,000.00 per shipment, whichever is less.
6. If Capital is found negligent for the damage of materials, the exhibitor's sole remedy will be to have Capital repair or replace the defective materials with that of like kind and quality. In no event shall Capital be liable for incidental or consequential damages, which may result or arise out of the damaged materials. This shall include those losses or damages, which may arise out of the inability of an exhibitor to show their product.
7. The consignment for delivery of a shipment to Capital by an exhibitor, or by any shipper on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth in this notice. It is understood that Capital and its subcontractors are not insurers. Insurance, if any, shall be based on the value of the material handling services and the scope of liability is unrelated to the value of the exhibitor's property being handled. It is suggested that exhibitors insure all shipments from the time they leave your company until they are returned from the show. If a shipment must be re-routed due to incorrect or unclear shipping instructions on the Outbound Bill of Lading, Capital assumes no liability as a result of such rerouting or handling.
8. Capital and its subcontractors shall not be liable to any extent whatsoever for any actual, potential or assumed loss of profits or revenues or for any collateral costs, which may result from any loss or damage to an exhibitor's materials, which may make it impossible or impractical to, exhibit same.
9. Loss or damage must be submitted to Capital prior to the close of the show on which the loss or damage occurred or shall be considered waived. No suit or action shall be brought against Capital or its subcontractors more than one (1) year after the accrual of the cause of action therefore.
10. Shipment received without receipts, freight bills or specified unit counts on receipts or freight bills such as UPS or van lines will be delivered to the exhibitor's booth without guarantee of piece count or condition. No liability will be assumed by Capital for such shipments.
11. Empty container labels are available at the service desk. Affixing the labels is the sole responsibility of the exhibitor or his/her representative. All previous labels should be removed or completely covered. Capital assumes no responsibility for errors to the aforementioned procedure, removal of containers with old empty labels and without Capital's labels, improper information on empty labels, or valuables stored in containers with empty labels.
12. Freight handling charges are the responsibility of the exhibitor to whom the shipments have been consigned. Also, charges for loading out freight shipments are the responsibility of the exhibitor from whose shipments are made. Exhibitors may not assign this responsibility to suppliers or customers.

The exhibitor agrees, in the event of a dispute with Capital relative to any loss or damage to any of their materials or equipment that they will not withhold payment of any amount due to Capital for drayage or any other service provided by Capital as an offset against the amount of the alleged loss or damage. Instead, they shall agree to pay Capital at the close of the show for all such charges, and they further agree that any claim they may have against Capital shall be pursued independently by them as a completely separate transaction to be resolved on its own merits.
13. Where an exhibitor indicates choice of carrier for pickup, it is the exhibitor's responsibility to arrange with such carrier for said pickup service. If the carrier does not pick up within the time limited for the removal of exhibitor's materials at the Exhibit Hall, we reserve the right to forward such materials by the shipping method of our choice or to remove said materials to our warehouse for disposition, at an additional charge to the exhibitor in accordance with prevailing rates for the service performed.
14. Materials left behind without orders placed at the Service Desk may be classified as abandoned. The Service Contractor shall not be responsible for same. We are not responsible for any delay of rush shipments. We will expedite such rush shipments to the best of our ability, but will not assume any financial responsibility for shipments, which do not arrive at their destination at a dated time.

LABOR GUIDELINES & NON-OFFICIAL CONTRACTOR RULES FOR EXHIBITOR PARTICIPATION

To assist you in planning for your participation in this upcoming exposition, we are certain you will appreciate knowing in advance that Capital labor is required for certain aspects of your exhibit handling. To help you understand, we ask that you read the following:

MATERIAL HANDLING

The facility requires that the official material handling contractor, Capital, off-load all equipment and display materials for **ALL** common carrier and van line trucks. **The use of fork trucks, pallet jacks and lift gates are only permitted by personnel of Capital Convention Contractors.**

Exhibitors are allowed to perform their own material handling, provided they meet all of the following criteria:

- Personnel performing the work must be **bonafide, full-time employees** of the exhibiting company.
- Exhibitors may load/unload uncrated materials from a mini-van, car, station wagon, pick-up truck or box truck owned by the exhibiting company.
- Exhibitors may use **only** hand-operated equipment, which they have provided; two-wheeled hand trucks and four-wheeled flat carts are permitted.
- Exhibitors choosing to handle their own materials are responsible for their own storage during the show.

EXHIBIT INSTALLATION AND DISMANTLING

Full time employees of the exhibiting companies may set their own exhibits without assistance from Capital. Any labor services that may be required beyond what your regular full time employees can provide must be rendered by Capital. Labor can be ordered in advance by returning the Labor Order Form, or at show site, at the service desk. Proof of full time employment status may be requested by Capital.

NON-OFFICIAL CONTRACTOR RULES

Non-Official Installation and Dismantling Contractors may choose to use Capital Convention Contractors for labor and/or supervision or provide their own.

The following is required should they provide their own:

- Non-Officials must furnish Show Management the names and addresses and telephone numbers of key executives for emergency contact.
- All personnel must be properly identified with a badge at show site.

This statement and insurance rider **is not** required by the exhibitors who plan to set-up and dismantle their own booths or equipment with their own employees.

All Non-Officials Installation and Dismantle Contractor (supervisors) will be allowed on the exhibit floor **only** during official installation and dismantle hours, and must be identified with a temporary work pass, either supplied by Show Management or the Official Service Contractor.

TIPPING

CAPITAL CONVENTION CONTRACTORS 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 a Capital representative at the service desk or correspondence may be directed to the attention of the General Manager at the Capital office.

SAFETY

Standing on chairs, tables, or other rental furniture is prohibited. This furniture is not engineered to support standing weight. CAPITAL CONVENTION CONTRACTORS cannot be responsible for injuries or falls caused by the improper use of this furniture. If assistance is required in assembling your booth, please order labor on the Labor Order Form and the necessary ladders and tools will be provided.

If you have any questions, please feel free to contact Exhibitor Services at the number below.
Capital Convention Contractors · 153 Northboro Rd · Suite 6 · Southborough, MA 01772
Phone 877-335-3700 · Fax 508-481-1150 · Email help@capitalconventions.com

**MassMutual Center Display Vehicle
Move-In/Move-Out Procedures**
GENERAL POLICIES AND REGULATIONS

Capital Convention Contractors will marshal display vehicles in and out as follows:

Location: MassMutual Center
1277 Main Street
Springfield, MA 01103

Schedule for Marshalling into Exhibit Hall: Tuesday June 20, 2023 at 2:00 p.m. **SHARP**

**PROCEED TO THE MASSMUTUAL CENTER LOADING DOCK FOR
STAGING/MARSHALLING INSTRUCTIONS. PLEASE BE ON TIME TO ENSURE ALL
VEHICLES ARE PLACED INSIDE THE BUILDING BY 3:00PM**

Move-out Time: Thursday June 22, 2023 at 11:30 a.m.

IMPORTANT:

All vehicles must be removed from the building by 12:30 p.m. on Thursday June 22, 2023.

Display Vehicles

- Vehicles for Exhibits and Expositions must be pre-approved by the MassMutual Center.
- All fuel tank openings shall be locked and/or sealed in an approved manner to prevent the escape of vapors (when feasible); fuel tanks shall not contain an excess of ½ their capacity or contain an excess of 10 gallons of fuel, whichever is less.
- At least one battery cable shall be removed from the batteries used to start the vehicle engine and the disconnected battery cable shall then be taped.
- Batteries used to power auxiliary equipment shall be permitted to be kept in service.
- Fueling or defueling of vehicles shall be prohibited.
- Operation of small internal combustion engines is prohibited (approval may be granted by the Fire Marshal in unusual circumstances).
- Vehicles shall not be moved during exhibit hours.
- Vehicles shall not be driven into the exhibition space unless prior approval has been obtained by the MassMutual Center.
- Plastic will be required under the vehicle once in place.

CART LOAD SERVICE ORDER FORM

Advance Order Price Deadline: June 7, 2023

Cart Load Service is available for Personally Owned Vehicles (POV) such as automobiles or vans/mini-vans only.

Exhibitors who would like assistance with the unloading and re-loading of their show materials at the loading dock may order Cart Load Service through Capital at the rates listed below:

Load Description	Advance Rate	Floor Rate	Total
Up to ten (10) CARTONS/ITEMS	\$129.00	\$156.00	
Over ten (10) CARTONS/ITEMS	\$159.00	\$194.00	

Cart Load Service Guidelines

- Cart Load Service is only available during designated Exhibitor Move-in and Move-out hours.
- For ALL loaded trailers towed by a car or van and ALL loaded straight trucks a minimum labor charge of two (2) men for one (1) hour will apply. Please refer to our Advanced Labor Order Form to place orders for this service.
- Cart Load service pricing includes both load-in and load-out.
- Cart Load service is provided on a first-come, first serve basis for non-skidded and non-pallet items unloaded from and loaded into non-commercial vehicles.
- Cart Load service is for loose items only, NO MACHINERY.
- Cart Load service is provided from the loading dock to the exhibit booth only.
- Cart loaders are not available to assist with booth set-up or booth tear down, please order labor separately.

ADVANCE DISCOUNT ORDER PAYMENT MUST BE RECEIVED 14 DAYS PRIOR TO MOVE-IN.

- ❖ Cart Load Service orders are a prepaid service.
- ❖ Cancellation requires a written 24-hour notice for a refund.
- ❖ This is a round trip service. No refunds will be provided should the exhibitor decide not to use the full service.

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____
Address _____ City/State/Zip _____ Signature _____
Phone () _____ Fax () _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.

EMAIL, MAIL OR FAX FORM TO:

Capital Convention Contractors · 153 Northboro Rd · Suite 6 · Southborough, MA 01772
Phone 877-335-3700 · Fax 508-481-1150 · Email help@capitalconventions.com

TABLE/DRAPE ORDER FORM

Advance Order Price Deadline: June 7, 2023

	QTY	DESCRIPTION	Advance Price	Floor Price	Amount
TABLES-DRAPED		4' X 2' – 30" HIGH	\$124.30	\$154.95	
		6' X 2' – 30" HIGH	\$146.65	\$183.05	
		8' X 2' – 30" HIGH	\$158.10	\$197.10	
COUNTER HEIGHT TABLES-DRAPED		4' X 2' – 40" HIGH	\$146.65	\$183.05	
		6' X 2' – 40" HIGH	\$169.50	\$211.10	
		8' X 2' – 40" HIGH	\$192.40	\$240.25	
TABLES-UNDRAPE		4' X 2' – 30" HIGH	\$68.65	\$85.80	
		6' X 2' – 30" HIGH	\$85.30	\$107.10	
		8' X 2' – 30" HIGH	\$96.70	\$120.10	
COUNTER HEIGHT TABLES-UNDRAPE		4' X 2' – 40" HIGH	\$78.50	\$96.70	
		6' X 2' – 40" HIGH	\$89.95	\$112.85	
		8' X 2' – 40" HIGH	\$101.40	\$126.35	
TABLES-COCKTAIL FINISHED TOP		30" ROUND – 30" HIGH	\$112.85	\$140.90	
		30" ROUND – 40" HIGH	\$124.30	\$155.50	
SPANDEX COVER FOR COCKTAIL TABLE – Black, White, or Blue Only		30" ROUND – 30" or 40"	\$74.00	\$93.00	
TABLE RISERS		4' X 10" HIGH	\$79.55	\$99.85	
		6' X 10" HIGH	\$91.00	\$113.90	
TABLES-4TH SIDE DRAPE		6' OR 8' TABLE	\$73.85	\$92.05	
		6' OR 8' COUNTER	\$73.85	\$92.05	
CUSTOM BOOTH DRAPE 6ft, 8ft & 10ft increments		8' HIGH PER LINEAR FT	\$12.50	\$16.65	
		3' HIGH PER LINEAR FT	\$8.85	\$10.90	

****IF YOU DO NOT INDICATE COLOR CHOICE -SHOW COLOR WILL BE PROVIDED****

CIRCLE COLOR CHOICE: ROYAL BLUE SILVER BURGUNDY HUNTER GREEN
 WHITE RED BLACK

**ADVANCE DISCOUNT ORDER PAYMENT MUST BE
 RECEIVED 14 DAYS PRIOR TO MOVE-IN.**

- ❖ No credit will be issued on equipment ordered and placed in your booth, either unused or after the close of the show. There is a 50% cancellation charge for orders cancelled at show-site.
- ❖ All materials are on a rental basis and remain the property of Capital.
- ❖ The undersigned is responsible for all items ordered and for its condition at close of show.

SUB TOTAL \$ _____
MA TAX 6.25 % \$ _____
GRAND TOTAL \$ _____

Don't see what you need?
 Call Exhibitor Services for additional options.
 877-335-3700

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____
 Address _____ City/State/Zip _____ Signature _____
 Phone () _____ Fax () _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.

EMAIL, MAIL OR FAX FORM TO:

Capital Convention Contractors · 153 Northboro Rd · Suite 6 · Southborough, MA 01772
 Phone 877-335-3700 · Fax 508-481-1150 · Email help@capitalconventions.com

BOOTH FURNISHINGS ORDER FORM

Advance Order Price Deadline: June 7, 2023

	QTY	DESCRIPTION	Advance Price	Floor Price	Amount
CHAIRS		UPHOLSTERED BAR STOOL	\$99.30	\$124.30	
		PADDED ARM CHAIR	\$78.50	\$99.30	
		PADDED SIDE CHAIR	\$61.90	\$77.50	
		FOLDING CHAIR	\$20.80	\$26.50	
ACCESSORIES		6' DISPLAY CASE W/SHELVES	\$425.90	\$533.00	
		STANDARD COUNTER 41.5"W X 21.75"D X 42"H	\$227.25	\$286.00	
		4' X 8' DISPLAY BOARD	\$176.30	\$220.50	
		LITERATURE RACK	\$96.70	\$120.65	
		CHROME 22" x 28" SIGN HOLDER	\$78.00	\$97.50	
		BAG RACK	\$85.30	\$107.10	
		GARMENT RACK	\$85.30	\$107.10	
		TRIPOD EASEL	\$40.05	\$50.45	
		RAFFLE DRUM	\$79.55	\$100.35	
		7 GALLON WASTEBASKET	\$20.80	\$26.50	
		8' ALUMINUM BACK POST W/BASE	\$34.30	\$43.15	
		6'-10' ADJUSTABLE CROSS BAR	\$22.90	\$28.60	

Don't see what you need?
 Call Exhibitor Services for additional options.
 877-335-3700

SUB TOTAL	\$	_____.
MA TAX 6.25 %	\$	_____.
GRAND TOTAL	\$	_____.

ADVANCE DISCOUNT ORDER PAYMENT MUST BE RECEIVED 14 DAYS PRIOR TO MOVE-IN.

- ❖ No credit will be issued on equipment ordered and placed in your booth, either unused or after the close of the show. There is a 50% cancellation charge for orders cancelled at show-site.
- ❖ All materials are on a rental basis and remain the property of Capital.
- ❖ The undersigned is responsible for all items ordered and for its condition at close of show.

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____
 Address _____ City/State/Zip _____ Signature _____
 Phone () _____ Fax () _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.

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Chairs



Upholstered Bar Stool



Padded Arm Chair



Padded Side Chair



Folding Chair

Draped Tables



30" High draped table



40" High draped table



30" High cocktail table



40" High cocktail table

- Draped tables are available in lengths of 4, 6 and 8 ft. and heights of 30 or 40 inches.

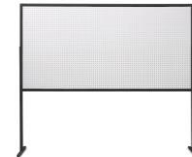
Accessories



Display Case



Standard Counter



Display Board



Literature Racks



Chrome Sign Holder



Bag Rack



Garment Rack



Tripod Easel



Raffle Drum

Please Note:

- Actual available products may vary. Please contact our Exhibitor Services Department to ensure the availability of specific items.
- All colors depend upon dye lots and lighting.

STANDARD & CUSTOM CARPET ORDER FORM

Advance Order Price Deadline: June 7, 2023

Custom carpet is required for booths longer than 30' or booths configured as an island or Peninsula.
 All prices include: delivery, installation, carpet tape and removal.

CIRCLE COLOR CHOICE: BLUE GREY BURGUNDY RED FOREST GREEN BLACK
 BLUEJAY TUXEDO (If no color is chosen, GREY will be delivered automatically)

STANDARD CARPET

QTY	DESCRIPTION	Advance Price	Floor Price	Amount
	9 x 10	\$184.60	\$230.90	
	9 x 20	\$368.15	\$460.20	
	9 x 30	\$552.25	\$689.50	

PADDING & VISQUEEN

Minimum order of 100 square feet is required for padding & visqueen orders.

SQ FT	DESCRIPTION	Advance Price	Floor Price	Amount
	Padding ½"	\$2.10	\$2.60	
	Visqueen	\$1.80	\$2.35	

CUSTOM CARPET

Minimum order of 100 square feet is required for custom carpet orders.

Advance Price: Booth size _____ (100 sq. ft. min) x \$3.80 sq. ft. = _____
Floor Price: Booth size _____ (100 sq. ft. min) x \$4.90 sq. ft. = _____

PRESTIGE CARPET

Minimum order of 100 square feet is required for prestige carpet orders.

Advance Price: Booth size _____ (100 sq. ft. min) x \$7.30 sq. ft. = _____
 Please call Exhibitor Services for Prestige Carpet Color Choices

ADVANCE DISCOUNT ORDER PAYMENT MUST BE RECEIVED 14 DAYS PRIOR TO MOVE-IN.

- ❖ No credit will be issued on equipment ordered and placed in your booth, either unused or after the close of the show.
- ❖ There is a 50% cancellation charge for orders cancelled at show-site.
- ❖ All materials are on a rental basis and remain the property of Capital.
- ❖ The undersigned is responsible for all items ordered and for its condition at close of show.

SUB TOTAL	\$ _____ .
MA TAX 6.25%	\$ _____ .
GRAND TOTAL	\$ _____ .

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance bulletin included in this packet and as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____
 Address _____ City/State/Zip _____ Signature _____
 Phone () _____ Fax () _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.

EMAIL, MAIL OR FAX FORM TO:

Capital Convention Contractors · 153 Northboro Rd · Suite 6 · Southborough, MA 01772
 Phone 877-335-3700 · Fax 508-481-1150 · Email help@capitalconventions.com

Custom Exhibit Booth Specials



Option 10-A

Included in your custom booth package

- Header Sign (*not backlit*) •
- Standard Color Carpet •
- Choice of Velcro friendly, Sintra, Slatwall or Pegboard Walls •
- Tracklight with one head per panel (*power not included*) •
- One Wastebasket •
- Set-up and Removal •
- Opening Day Booth Cleaning •



Option 10-B

Included in your custom booth package

- Header Sign (*not backlit*) •
- Standard Color Carpet •
- Choice of Velcro friendly, Sintra, Slatwall or Pegboard Walls •
- Tracklight with one head per panel (*power not included*) •
- One Wastebasket •
- Set-up and Removal •
- Opening Day Booth Cleaning •
- One 20"x117" Backwall Counter •
- One 20"x39-1/2" Freestanding Counter •



Option 20-A

Included in your custom booth package

- Header Sign (*not backlit*) •
- Standard Color Carpet •
- Choice of Velcro friendly, Sintra, Slatwall or Pegboard Walls •
- Tracklight with one head per panel (*power not included*) •
- Two Wastebaskets •
- Set-up and Removal •
- Opening Day Booth Cleaning •
- Six 12" Flat Shelves •
- Two 20"x39-1/2" Freestanding Counter •

CUSTOM EXHIBIT RENTAL ORDER FORM**Advance Order Price Deadline: June 7, 2023**

All custom exhibit rentals include one header sign, standard color carpet, set-up, dismantle and opening day cleaning. Electricity is NOT included with the Exhibit Rental.

10' Rental Booth Exhibits

QTY	DESCRIPTION	Advance Price	Floor Price	Amount
	Exhibit 10-A	\$2,611.45	\$3,293.70	
	Exhibit 10-B	\$3,520.40	\$4,396.00	

20' Rental Booth Exhibits

QTY	DESCRIPTION	Advance Price	Floor Price	Amount
	Exhibit 20-A	\$3,634.30	\$4,539.25	

Additional Options

QTY	DESCRIPTION	Advance Price	Floor Price	Amount
	Standard Counter-41½" w x 21¾" d x 42"h	\$227.25	\$286.00	
	Adjustable Shelves	\$39.80	\$56.70	
	Spot Lights (electricity not included)	\$39.80	\$56.70	
	Company Logo on Header Sign	\$173.70	\$216.30	

Material for Backwall - Choose One

FABRIC: ☐ Grey ☐ Blue
SINTRA: ☐ White ☐ Grey ☐ Black

Carpet Colors - Choose One

☐ Forest Green ☐ Blue ☐ Tuxedo ☐ Red
☐ Burgundy ☐ Grey ☐ Bluejay ☐ Black

Header Copy - please print clearly

SUB TOTAL	\$ _____.
MA TAX 6.25 %	\$ _____.
GRAND TOTAL	\$ _____.

Letter Color: Blue ☐ Red ☐ Black ☐**ADVANCE DISCOUNT ORDER PAYMENT MUST BE RECEIVED 14 DAYS PRIOR TO MOVE-IN.**

- ❖ No credit will be issued on equipment ordered and placed in your booth, either unused or after the close of the show. There is a 50% cancellation charge for orders cancelled at show-site.
- ❖ Orders cancelled after installation will be charged 100% of original price.
- ❖ All materials are on a rental basis and remain the property of Capital.
- ❖ The undersigned is responsible for all items ordered and for its condition at close of show.

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____
 Address _____ City/State/Zip _____ Signature _____
 Phone () _____ Fax () _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.

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SIGN ORDER FORM

Sign Order Deadline: June 7, 2023

PLEASE NOTE: In order to receive the **discount rate** on your signs and graphics, this form **must arrive** at Capital at least two (2) weeks prior to exhibitor move-in.

CUSTOM SIGNS

Special or custom signs can be made. Prices listed are for black copy, ten words or less to be applied on white Card stock or foam core depending on size. We welcome inquiries regarding signs not listed.

QTY	SIZE	Advance Price	Floor Price	Amount
	7" x 44"	\$40.05	\$60.30	
	14" x 22"	\$49.40	\$73.85	
	22" x 28"	\$85.30	\$128.45	
	28" x 44"	\$107.90	\$162.50	

ADDITIONAL SIGN OPTIONS

Add your company's logo and other options for an additional cost. Exhibitor must supply artwork.

QTY	DESCRIPTION	Advance Price	Floor Price	Amount
	Logo	\$141.95	\$176.80	
	Over 10 words	\$1.65	\$2.70	
	Cardboard Easel Back	\$5.20	\$8.30	
	Directional Arrow	\$6.25	\$9.35	

BANNERS

Prices are based upon one color vinyl graphics applied to white 10 oz. material with grommets and up to ten words of copy. Other color materials and hanging options are available.

QTY	Dimensions	SQ.FT.	Advance Price	Floor Price	Total
_____	_____ X _____	= _____ X _____	\$18.20 per sq. ft.	\$30.70 per sq. ft.	\$ _____

SUB TOTAL	\$ _____
MA TAX 6.25 %	\$ _____
GRAND TOTAL	\$ _____

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____
 Address _____ City/State/Zip _____ Signature _____
 Phone () _____ Fax () _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.

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Graphic Setup & File Upload Information



File Formats Accepted

- Adobe Illustrator, Photoshop, and InDesign
- EPS (vector paths)
- PDF (export X-4:2008)
- TIFF (high res)
- JPG (high res)



File Setup Information

- All files are preferred to be set up using Adobe Illustrator, InDesign and/or Photoshop.
- All artwork should be setup in a **CMYK workspace**.
- Please provide **vector files** for logos, taglines and trademarks.
- **Outline all text** when submitting final artwork. Provide font files if editing is necessary.
- All artwork should be provided at full scale if possible and without bleed.
- All raster artwork should be submitted at 100 DPI at full size at the least.
- Specify PANTONE (PMS) color values using the PANTONE Solid Coated library for all crucial colors, especially logos and background colors.
- Custom color builds (RGB or CMYK), transparency colors, and PMS tints cannot be guaranteed to print correctly. Please specify a PANTONE color, or provide a physical color reference, or the color will print as is.
- Please provide low resolution files if possible for soft proofs and label the file name "low-res."

Large Format File Saving Information



Illustrator/InDesign (vector)

- Please do not add crop marks or bleed.
- Setup the files at **100% of actual size** when possible. If scaling is required, note the scale information on the file.
- We recommend text and logos to be setup in Illustrator or InDesign.
- Place/link images in Illustrator or InDesign (**do not embed images** to keep file sizes small). Keep all linked files in **one folder** along with the main Illustrator or InDesign file. Please do not send files with Creative Cloud links.
- When saving files to **PDF as X-4:2008**, **uncheck Preserve Editing Capabilities**. (This will also keep file size small).



Photoshop (raster)

- Setup the files at **100 DPI** at **100% of actual size** (at the very least).
- Please provide the layered file if editing is necessary.
- Save your files to be used for production using **CMYK workspace**.
- Use these settings to save a **flattened version** of your layered file as a Photoshop EPS:
 - > Set *Preview* to TIFF (8 bits/pixel)
 - > Set *Encoding* to JPG (maximum quality)



Uploading Information

FTP:

- <https://launchpad.37signals.com/basecamp/1767385/signin>
- **Username:** graphicsupload
- **Password:** preview12

Other Methods

- Sharing via Dropbox folder
- Transfer via wetransfer.com
- Email (up to 10 MBs)

LABOR ORDER FORM

DEADLINE ORDER DATE: June 7, 2023

Labor is available for installation and dismantling of exhibits, shrink-wrapping and banding of materials.

RATES:

- ☐ **Straight Time: \$ 94.00 per man-hour** - 8:00 a.m. to 4:30 p.m. Monday through Friday. One hour minimum.
- ☐ **Overtime: \$ 141.00 per man-hour** - before 8:00 a.m. and after 4:30 p.m., and all hours on Saturday, Sunday and observed holidays, where applicable. One hour minimum.

CALCULATE ESTIMATED LABOR

DATE	TIME	# OF MEN	TOTAL HOURS	RATE PER MAN HOUR	ESTIMATED COST
INSTALLATION: _____	AM _____	_____ X _____	_____ X _____	\$ _____ =	\$ _____
	PM _____	_____ X _____	_____ X _____	\$ _____ =	\$ _____
DISMANTLE: _____	AM _____	_____ X _____	_____ X _____	\$ _____ =	\$ _____
	PM _____	_____ X _____	_____ X _____	\$ _____ =	\$ _____

FINAL COSTS WILL BE CALCULATED AFTER COMPLETION OF SERVICES. COSTS ARE BASED ON OPTIONS AND ACTUAL LABOR TIME.

ORDERS PLACED AFTER June 7, 2023 WILL BE CHARGED AN ADDITIONAL 30%

Labor Options (choose one)

☐

Exhibitor Supervised Labor

☐

Capital Supervised Labor

EXHIBITOR SUPERVISION

All labor is performed under the direction of the exhibitor. Exhibitor must meet the scheduled labor at the Capital Service Desk. Failure to check in at the scheduled time will result in a one-hour minimum charge per person requested. Starting times are guaranteed only in those instances where labor is requested for the start of the workday. Twenty-four-hour notice is required for cancellation of labor services.

Company Representative: _____

Phone: _____

CAPITAL SUPERVISION

This plan allows for exhibits to be set up prior to exhibitor's arrival. The charge for this service is **50% of the exhibitor's total labor bill**, with a minimum of \$45.00 on installation and \$45.00 on dismantles. In order to perform this service without the exhibitor's representative present, Capital must have detailed set-up instructions (blueprints/floor plans, etc.) with this labor order. **Please see the next page for outbound shipping instructions.**

Set Up Information Required:

Booth display being shipped to: ☐ Warehouse ☐ Show site Scheduled delivery date _____

Shipment consists of: ☐ Crates ☐ Cartons ☐ Carpets/pads

If no carpet is being shipped, is carpet ordered through Capital? ☐ Yes ☐ No

Blueprints & Exhibit instructions: ☐ Attached ☐ Shipped with Display (Please supply advance instructions with order)

Any claims of material damage for either Exhibitor Supervised or Capital Supervised Labor must be submitted to us in writing no later than 5 days after the close of the event. After 5 days any claim shall be considered waived.

ADDITIONAL OPTIONS

☐ Steel banding at \$1.10 per linear foot, including labor. \$50.00 MINIMUM (include on Order Summary page)

☐ Shrink wrap at \$35.00 per skid _____ # x \$35.00 = _____ (include on Order Summary page)

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____

Address _____ City/State/Zip _____ Signature _____

Phone () _____ Fax () _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.

EMAIL, MAIL OR FAX FORM TO:

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 Phone 877-335-3700 · Fax 508-481-1150 · Email help@capitalconventions.com

LABOR ORDER FORM (CONTINUATION)**Only Exhibitors hiring Capital to dismantle their booth should complete this form.****OUTBOUND SHIPPING INSTRUCTIONS FOR CAPITAL SUPERVISED LABOR ONLY**At the close of the show, exhibitor freight will be shipped to the **following address**:

If your freight is being shipped to another tradeshow, be sure to include the show name and your booth number.

Company Name: _____ Booth #: _____

Address: _____

City/State/Zip: _____

Attention: _____

SELECT SHIPPING METHOD☐ **Exhibitor Carrier Choice:** _____☐ **Official Show Carrier:** YRC Ground *Must arrive by: _____**PLEASE NOTE:** If an exhibitor is using a carrier of his/her choice (not using the official show freight carrier) the exhibitor is responsible for arranging for the carrier to pick up at the close of the show. Shipping costs are not included and are the responsibility of the exhibitor. Capital cannot guarantee pick up time for exhibitor appointed carriers, all shipments are moved out of the exhibit hall at Capital's discretion.**BILLING INFORMATION****Bill Shipping Charges to (if different from above):**

Shipper (signature) _____ Print Name: _____

Freight Charges Billed to:

Company Name: _____

Address: _____

City/State/Zip: _____

Attention: _____ Phone: _____

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____

Address _____ City/State/Zip _____ Signature _____

Phone () _____ Fax () _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.

EMAIL, MAIL OR FAX FORM TO:

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Phone 877-335-3700 · Fax 508-481-1150 · Email help@capitalconventions.com

FORKLIFT ORDER FORM

DEADLINE ORDER DATE: June 7, 2023

General Information

- Forklifts with operators and helpers are available to assist you with your set-up, unskidding and/or spotting of machinery once it has been delivered to your booth. **DO NOT** order forklifts to deliver your freight to your booth from the loading dock.
- There is a **5,000 lb. maximum capacity**. Larger forklift and crane service is available by advance request.
- Starting times are guaranteed only in those instances where labor is requested for the start of the workday.
- Twenty-four hour notice is required for cancellation of services. If such notice is not provided, and an order has been placed and the exhibitor has not checked in, exhibitors will be charged a one-hour minimum fee.
- Exhibitor must check in at the Capital Service Desk to pick up forklift orders and check out upon the completion of work.

Work Options: ☐ Spotting of Equipment ☐ Installation/Dismantle of Header ☐ Uncrating ☐ Unskidding ☐ Other _____

ORDERS PLACED AFTER June 7, 2023 WILL BE CHARGED AN ADDITIONAL 30%

FORKLIFT LABOR WITH OPERATOR

- ☐ **Straight Time: \$ 230.00 per man-hour** - 8:00 a.m. to 4:30 p.m., Monday through Friday. One hour minimum.
- ☐ **Overtime: \$ 345.00 per man-hour** - before 8:00 a.m. and after 4:30 p.m., and all hours on Saturday, Sunday and observed holidays, where applicable. One hour minimum.

	DATE	TIME	# OF LIFTS	TOTAL HOURS	RATE PER HOUR	ESTIMATED COST
INSTALLATION:	_____	AM PM	_____ X	_____ X	\$ _____	= \$ _____
		AM				
DISMANTLE:	_____	PM	_____ X	_____ X	\$ _____	= \$ _____

FINAL COSTS WILL BE CALCULATED AFTER COMPLETION OF SERVICES. COSTS ARE BASED ON OPTIONS AND ACTUAL LABOR TIME.

ADDITIONAL RIGGERS LABOR

- ☐ **Straight Time: \$ 94.00 per man-hour** - 8:00 a.m. to 4:30 p.m., Monday through Friday. One hour minimum.
- ☐ **Overtime: \$ 141.00 per man-hour** - before 8:00 a.m. and after 4:30 p.m., and all hours on Saturday, Sunday and observed holidays, where applicable. One hour minimum.

	DATE	TIME	# OF MEN	TOTAL HOURS	RATE PER HOUR	ESTIMATED COST
INSTALLATION:	_____	AM PM	_____ X	_____ X	\$ _____	= \$ _____
		AM				
DISMANTLE:	_____	PM	_____ X	_____ X	\$ _____	= \$ _____

FINAL COSTS WILL BE CALCULATED AFTER COMPLETION OF SERVICES. COSTS ARE BASED ON OPTIONS AND ACTUAL LABOR TIME.

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____
 Address _____ City/State/Zip _____ Signature _____
 Phone () _____ Fax () _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.

EMAIL, MAIL OR FAX FORM TO:

Capital Convention Contractors · 153 Northboro Rd · Suite 6 · Southborough, MA 01772
 Phone 877-335-3700 · Fax 508-481-1150 · Email help@capitalconventions.com

SIGN HANGING ORDER FORM

Deadline Order Date: June 7, 2023

General Information

- Capital is responsible for supervision, assembly, installation and removal of all hanging signs.
- All orders **MUST** be received with payment to Capital 14 days prior to move-in.
- All hanging signs must conform to Show Management rules and regulations and facility limitations.
- All signs must have approved hanging points with the exception of cloth banners. Capital reserves the right to refuse to hang a sign if, in their opinion, it appears unsafe.
- A detailed diagram showing location of sign hanging must be submitted with order.
- All signs requiring electrical must be in accordance with the National Electrical Code.
- If signs require assembly, dismantling, installation for support devices or hoisting cable, work will be done on a time and material basis. All labor to assemble is at the exhibitor's expense.

RATES:

- ☐ **Straight Time: \$ 230.00 per man-hour** - 8:00 a.m. to 4:30 p.m. Monday through Friday. One hour minimum.
- ☐ **Overtime: \$ 345.00 per man-hour** - before 8:00 a.m. and after 4:30 p.m., and all hours on Saturday, Sunday and observed holidays, where applicable. One hour minimum.

CALCULATE SIGN HANGING LABOR

	DATE	TIME	# OF LIFTS	TOTAL HOURS	RATE PER HOUR	ESTIMATED COST
INSTALLATION:	_____	_____	AM _____ PM _____	X _____	\$ _____	= \$ _____
DISMANTLE:	_____	_____	AM _____ PM _____	X _____	\$ _____	= \$ _____

FINAL COSTS WILL BE CALCULATED AFTER COMPLETION OF SERVICES. COSTS ARE BASED ON OPTIONS AND ACTUAL LABOR TIME.

ORDERS PLACED AFTER June 7, 2023 WILL BE CHARGED AN ADDITIONAL 30%

EXHIBITOR SUPERVISION

Company Representative: _____

Phone: _____

CAPITAL SUPERVISION

Please provide accurate information for accurate sign hanging. A 30% charge applies for Capital Supervised labor.

Does this sign need to be assembled ☐ Yes ☐ No Weight _____ Height _____ Length _____ #of hanging points _____

SIGN DESCRIPTION: ☐ Fabric/Cloth ☐ Non-Fabric ☐ Circle ☐ Rectangle ☐ Square

_____ ft from front aisle
 _____ ft from left _____ ft from right
 _____ ft from rear aisle
 _____ ft from top of sign to floor

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____

Address _____ City/State/Zip _____ Signature _____

Phone () _____ Fax () _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.

EMAIL, MAIL OR FAX FORM TO:

Capital Convention Contractors · 153 Northboro Rd · Suite 6 · Southborough, MA 01772
 Phone 877-335-3700 · Fax 508-481-1150 · Email help@capitalconventions.com

BOOTH CLEANING & PORTER SERVICE

Booth Cleaning Order Deadline: June 7, 2023

BOOTH CLEANING

BOOTH CLEANING INCLUDES: Vacuuming of booth and emptying of wastebaskets once daily.

Booth Dimensions	Total Area	Advance Price	Floor Price	Cost per day
_____ X _____	= _____ 100 square foot minimum	\$0.56 per sq. ft./per day	\$0.71 per sq. ft./per day	\$ _____

Choose One

- ☐ Cleaning – Pre-show one time only
- ☐ Cleaning – All show days

PORTER SERVICE

PORTER SERVICE INCLUDES: Emptying of wastebaskets in your booth once every **hour**, show hours only.
 Daily rate is based upon booth size.

Choose Option	Booth Size	Advance Price Cost Per Day	Floor Price Per Day	# of Show Days	Total
	Up to 1,000 square feet	\$107.90	\$134.95		
	1,001 to 2,000 square feet	\$130.80	\$163.30		
	2,001 to 3,000 square feet	\$141.95	\$178.10		
	Greater than 3,000 square feet	\$164.60	\$205.90		

Please Note: If special cleaning services are required, please contact Capital's Exhibitor Services Department.

TO GUARANTEE BOOTH CLEANING SERVICE AVAILABILITY, this service must be ordered and paid in advance of the show!

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____
 Address _____ City/State/Zip _____ Signature _____
 Phone () _____ Fax () _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.

EMAIL, MAIL OR FAX FORM TO:

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 Phone 877-335-3700 · Fax 508-481-1150 · Email help@capitalconventions.com

EXHIBITOR-APPOINTED NON-OFFICIAL CONTRACTOR AUTHORIZATION

If your company plans to use a Contractor other than Capital, please read, complete and submit this form to Capital Convention Contractors.

Official Service Contractors are appointed to perform and provide necessary services and equipment.

The Official Service Contractor will provide all usual trade show services, including labor.

Exceptions are:

- Supervision may be provided by the exhibitor.
- The exhibitor may appoint the official contractor for supervision.
- The exhibitor may appoint a qualified non-official contractor.

Official Service Contractors are appointed to:

- Ensure the orderly and efficient installation and removal of exhibits.
- Assure the distribution of labor to all exhibitors according to need.
- Provide sufficient labor to satisfy the requirements of exhibitors and for the show itself.
- See that the proper type and limits of insurance are in force.
- Avoid any conflicts with local union regulations and requirements.

SHOULD THE EXHIBITOR WISH TO EMPLOY THE SERVICES OF A CONTRACTOR OTHER THAN THE OFFICIAL CONTRACTOR, THE FOLLOWING CONDITIONS MUST BE MET:

1. The exhibitor must inform Capital Convention Contractors of the name and address of the contractor and the work performed. This information must be received in writing no later than 30 days prior to the show in Capital's office. If this information is **not** received 30 days prior to the show, Capital labor must be used for all work. The non-official contractor will be permitted to supervise only.
2. The non-official contractor to be used by the exhibitor must do the following:
 - a. Provide a certificate of insurance with at least the following limits: Comprehensive General Liability not less than \$1,000,000 with respect to injuries to any one person in any occurrence; and \$500,000 with respect to damage of property; Workers' Compensation Insurance, including employee liability coverage, in a minimum amount of not less than \$1,000,000 of individual and/or aggregate coverage, and naming Capital Convention Contractors as additional insured.
 - b. Agree to abide by all the rules and regulations of the show.
 - c. Agree to abide by all union rules and regulations.
 - d. Information must be received in the Capital office no later than 30 days prior to the show.
 - e. Identification badges must be worn at all times. Temporary labor badges will be provided. Badges will be issued only to persons actually used to supervise, install, dismantle and maintain exhibit-related equipment.

For services such as electrical, plumbing, telephone, cleaning and drayage, no other contractor other than the official contractor will be approved. This regulation is made necessary because work is done on equipment and facilities owned by parties other than the exhibitor. The exhibitor shall provide only the material and equipment that he owns and that is to be used in his exhibit space.

INCOMPLETE OR UNSIGNED FORMS WILL NOT BE ACCEPTED.

Return this form, along with Certificate of Insurance and name and addresses of employees who are working in your booth by May 22, 2023 to Capital.

ACKNOWLEDGED AND AGREED TO: Signature of Exhibitor: _____

Date: _____ Booth # _____

Name of Service Contractor: _____

Contractor Street Address _____

City/State _____ Zip Code _____

Contractor Phone () _____ Fax () _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.

EMAIL, MAIL OR FAX FORM TO:

Capital Convention Contractors · 153 Northboro Rd · Suite 6 · Southborough, MA 01772
Phone 877-335-3700 · Fax 508-481-1150 · Email help@capitalconventions.com

MATERIAL HANDLING DEFINITIONS

What is Additional Handling?

Material delivered in such a manner that it requires additional handling, such as (but not limited to) shipments that are loaded by cubic space, ground loading/unloading, stacked or constricted space loading/unloading, designated piece loading/unloading, alternate delivery location, loads mixed with pad wrapped material, carpet/pad, multiple shipments, pad wrapped shipments, uncrated shipments, no documentation (including weight tickets), and inaccurate or missing weights which require shipment to be re-weighed on the dock. Shipments loaded in this manner require additional time, equipment and/or labor. Courier type companies (such as Federal Express, UPS, and DHL), airfreight and local cartage companies, POVs & company trucks are included in this category due to their delivery procedures.

What is a Cartage Company?

Freight forwarders, as well as other carriers, will often outsource the delivery of their freight to third party cartage companies. Cartage companies provide local pick-up and delivery services to and from the event venue, as well as other locations. In most cases cartage companies will consolidate shipments from multiple carriers onto a single truck. Due to their loading/unloading procedures, these shipments may fall into the additional handling category.

What is The Difference Between Crated and Uncrated Shipments?

Crated shipments are those that are packed in any type of shipping container that can be unloaded at the dock with no additional handling required. Such containers include crates, fiber cases, cartons, and properly packed skids. An uncrated shipment is material that is shipped loose or pad-wrapped, and/or unskidded without proper lifting bars and hooks.

What are Stacked Shipments?

Shipments loaded in a manner that requires pieces to be moved to ground level for delivery to booth. Stacked or "cubed out" shipments, and loose items placed on top of crates and/or pallets constitute additional handling.

What is Ground Loading/Unloading?

Applies to facilities where there is no loading dock and to vehicles that are not dock height and therefore cannot be loaded/unloaded at a loading dock. Examples are U-Hauls, flat bed trailers, double drop trailers, and company vehicles with trailers.

What are Mixed Shipments?

Mixed shipments are those that include both crated and uncrated goods. Where the percentage of uncrated is minimal and does not warrant the full uncrated rate for the shipment Capital will charge additional handling. Capital defines additional handling for mixed loads as more than 30% of the volume uncrated.

What is Constricted Space Loading/Unloading?

Freight that is loaded "high and tight" in the trailer and is not easily accessible, or freight that is loaded to full capacity of the trailer (top to bottom, side to side). An example of this is freight that is loaded down one side of a trailer that must be bypassed to reach targeted freight.

What is Designated Piece Loading/Unloading?

Drivers that require loading of specific pieces in a certain order to ensure all items fit on the trailer, or having to remove freight from the trailer and then reload to fit on the trailer.

What is Alternate Delivery Location?

Shipments that are delivered by a carrier and require pieces to be delivered to different areas/levels in the same building, or to other venues (such as a hotel near an event venue).

What are Multiple Shipments?

Any carrier delivering more than (1) one shipment for more than (1) one exhibitor, booth, location, or venue will be charged additional handling due to additional labor that is needed to sort, separate and deliver the various shipments.

What does it Mean if I Have "No Documentation"?

Shipments that arrive from a small package carrier (including Federal Express, UPS, and DHL) without an individual Bill of Lading, requiring additional time, labor or equipment to process.

What about Carpet/Pad Only Shipments?

Shipments that consist solely of carpet and/or carpet padding require additional handling due to additional time, labor and equipment needed to load/unload.

ESTIMATED MATERIAL HANDLING ORDER FORM

INBOUND SHIPPING INFORMATION

ADVANCE SHIPMENTS

Please use enclosed freight labels

Receiving hours: M-F 9:00 am to 4:00 pm

Must arrive by: June 14, 2023

To: Exhibitor Name/ Booth #

For: Heating & Energizing America Trade Show

c/o Capital Convention Contractors

153 Northboro Road - Suite 6

Southborough, MA 01772

DIRECT SHIPMENTS

Please use enclosed freight labels

Received only during exhibitor move-in hours

Only on: June 20-21, 2023

To: Exhibitor Name/ Booth #

For: Heating & Energizing America Trade Show

Capital Convention Contractors

c/o MassMutual Center

1277 Main Street

Springfield, MA 01103

*****PLEASE READ THE LIABILITY AND INSURANCE BULLETIN INCLUDED IN THIS MANUAL*****

	NUMBER OF PIECES	EST. WEIGHT	CARRIER(S)	TRACKING # (Please provide Pro Number)	EST. DATE OF ARRIVAL	EST. COST (Of Material Handling) (200 lb. min. per shipment)
ADVANCE SHIPMENTS Warehouse						
DIRECT SHIPMENTS Showsite/ Exhibit Hall						

If shipment is greater than 3,000 lbs., what is the weight of the single heaviest piece being shipped? _____

Please provide contact information for person in charge of your move-in that will be on site:

CONTACT NAME _____ PHONE # () _____

OUTBOUND SHIPPING INFORMATION

- **OUTBOUND CAPITAL BILLS OF LADING** must be completed and turned in at the Capital Service Desk. Any freight left on the show floor without a completed Bill of Lading will result in a service fee equal to ½ hour of labor.
- **DO NOT LEAVE YOUR BILL OF LADING IN YOUR BOOTH!**
- **A credit card is required for material handling services.** Exhibitor is responsible for all shipping charges regardless of carrier. Payments must be in US FUNDS. Please complete credit card information on the CREDIT CARD Authorization form.
- **Drivers MUST check in at the loading dock by 3:00 PM on June 22, 2023 or the shipment will be re-routed to the show carrier.**
- **Return to Warehouse Fee:** Shipments returned to Capital's warehouse will be assessed a \$10.00 per cwt or a \$75.00 minimum charge, whichever is greater.

CHECK appropriate arrangements:

- ☐ Freight arrangements will be handled by Capital Convention Contractors common carrier, collect.
- ☐ Freight arrangements will be handled by exhibitor. NAME OF CARRIER: _____

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Material Handling Rate Schedule as well as the Liability and Insurance Bulletin as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____

Address _____ City/State/Zip _____ Signature _____

Phone () _____ Fax () _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.

EMAIL, MAIL OR FAX FORM TO:

Capital Convention Contractors · 153 Northboro Rd · Suite 6 · Southborough, MA 01772

Phone 877-335-3700 · Fax 508-481-1150 · Email help@capitalconventions.com

MATERIAL HANDLING RATE SCHEDULE

Rate Classifications

- Crated - Material that arrives as a single shipment on a dedicated truck that is skidded and/or crated or in any type of shipping container that can be unloaded at the dock with no additional handling required.
- Additional Handling - Material delivered in such a manner that it requires additional handling, such as (but not limited to) shipments that are loaded by cubic space, ground loading/unloading, stacked or constricted space loading/unloading, designated piece loading/unloading, alternate delivery location, loads mixed with pad wrapped material, carpet/pad, multiple shipments, pad wrapped shipments, uncrated shipments, no documentation (including weight tickets), and inaccurate or missing weights which require shipment to be re-weighed on the dock. Shipments loaded in this manner require additional time, equipment and/or labor. Courier type companies (such as Federal Express, UPS, and DHL), airfreight and local cartage companies, POVs & company trucks are included in this category due to their delivery procedures.
- Uncrated - Material that is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting bars or hooks.
- Small Packages - A shipment of any number of pieces with a combined weight not to exceed 25 lbs that is received on the same day, from the same shipper and delivered by the same carrier.

Additional Fees May be Applicable

- Off-Target: Direct shipments that do not arrive on the date or time assigned.
- Late to Warehouse Fee: Shipments arriving after June 14, 2023.
- Early Shipments to Warehouse: Any shipment arriving prior to May 22, 2023.
- Shipments Returned to Warehouse: Shipments returned to the warehouse at close of the show will be charged an additional fee of \$10.00 per cwt or \$75.00 minimum charge, whichever is greater. Shipments not picked up from the warehouse within 72 hours will be charged for storage by Capital Convention Contractors.
- Additional charges will apply for any shipment left on floor without a Capital Bill of Lading form completed and turned into the Capital Service Desk. One half hour minimum Capital supervised labor fee will be charged.

Overtime

Overtime is Monday through Friday prior to 8 a.m. and after 4:30 p.m.; all day Saturday, Sunday and observed union holidays.

- Overtime will be applied to all freight received at or moved from the warehouse and/or show site during above listed times.
- Your shipment is moved into or out of showsite on overtime due to scheduling beyond Capital's control.

Rate Classifications:

■ Advance Shipments to Warehouse (200 lb minimum) - Advance Freight Deadline Date: June 14, 2023

	Price Per CWT	200 lb. minimum
Crated/Skidded	\$ 94.00	\$ 188.00
Additional Handling	\$ 118.00	\$ 236.00
Crated Overtime Inbound/Outbound*	\$ 32.90	\$ 65.80
Additional Handling Overtime Inbound/Outbound*	\$ 41.30	\$ 82.60
**Uncrated shipments will NOT be accepted at the Advance Warehouse.		
■ Additional Surcharges		
Early/Late Shipments to Warehouse Crated*	\$ 32.90	\$ 65.80
Early/Late Shipments to Warehouse Additional Handling*	\$ 41.30	\$ 82.60

■ Direct Shipments to Show Site (200 lb minimum) - Direct Freight Acceptance: June 20-21, 2023

Crated/Skidded	\$ 91.00	\$ 182.00
Additional Handling	\$ 114.00	\$ 228.00
Uncrated	\$ 123.00	\$ 246.00
Crated Overtime Inbound/Outbound*	\$ 31.85	\$ 63.70
Additional Handling Overtime Inbound/Outbound*	\$ 39.90	\$ 79.80
Uncrated Overtime Inbound/Outbound*	\$ 43.05	\$ 86.10
■ Additional Surcharges		
Off-Target Fee Crated*	\$ 31.85	\$ 63.70
Off-Target Fee Additional Handling*	\$ 39.90	\$ 79.80
Off-Target Fee Uncrated*	\$ 43.05	\$ 86.10
Shipments Returned to Warehouse*	\$ 10.00 per cwt	\$ 75.00 minimum
	First Piece	Additional Pieces
	\$ 35.00	\$ 20.00

■ Small Packages (direct shipments only, 25 lbs. or less combined, received on the same day, same shipper, same carrier).

*In addition to above charges.

MONEY SAVING TIPS - Consolidate shipments when total weight is less than 200 lbs. For example, if the rate is \$50.00 per 100 lbs.:

3 Separate Shipments:

54 lbs. charged @ 200 lbs. \$100.00
 59 lbs. charged @ 200 lbs. \$100.00
 72 lbs. charged @ 200 lbs. \$100.00
Total: 185 lbs. Total Cost: \$300.00

1 Consolidated Shipment:

3 pieces (1 shipment)
 185 lbs. @ 200 lbs. = \$100.00
Total Savings: \$200.00

Sub-Total: \$ _____

Total: \$ _____

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Material Handling Rate Schedule as well as the Liability and Insurance Bulletin as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____
 Address _____ City/State/Zip _____ Signature _____
 Phone () _____ Fax () _____ Email address _____

MATERIAL HANDLING POLICY

CERTIFIED WEIGHT TICKETS

In the event that no weight tickets or inaccurate weight tickets are indicated on the delivery documents presented, Capital shall estimate the weight or re-weigh, and charges shall be based upon the estimates. The estimated weight shall be final and binding if actual scale weight figures are not submitted prior to the close of the show. All shipments received at the warehouse and show site are subject to re-weigh.

OVERTIME

An overtime surcharge per cwt, for each occurrence, will apply if:

- Shipments are received on overtime.*
- Overtime will be applied to all freight received at the warehouse and/or show site that must be moved into or out of booth during below listed times.
- Shipment is moved into or out of show site on overtime due to scheduling beyond Capital's control.

*Overtime is:

- Monday through Friday before 8:00 a.m. and after 4:30 p.m.
- All day Saturday, Sunday, and observed union holidays

INBOUND SHIPMENT(S)

All charges are based upon inbound weight certificates and are quoted on a round-trip basis whether services are utilized completely or not. All charges are per cwt (100 lbs.), rounded up to the next 100 lbs., with a 200 lb. minimum. Capital will receive advance crated shipments at the warehouse and will provide up to 30 days free storage prior to the show. Capital will receive direct shipments at showsite on scheduled move-in day(s). Capital will provide delivery to booth, storage of empty packing materials, and return outbound shipments to the loading dock. All shipments must be accompanied by certified weight tickets. Capital reserves the right to re-weigh your Shipment(s) to determine actual weight. Consistent with trade show industry practices, there may be a lapse of time between the delivery of shipment(s) to the booth and the arrival of exhibitor or his/her representative. During this time the materials will be left unattended. Capital Convention Contractors will not be responsible or liable for any loss, damage, theft, or disappearance of exhibitor's material after it has been delivered to the exhibitor's booth.

Capital recommends hiring security services from the facility or Show Management. **NOTE: Capital does NOT accept any ADVANCE Materials labeled and/or designated as HAZARDOUS or FLAMMABLE. Please CALL us with any questions.**

OUTBOUND SHIPMENT(S)

Consistent with trade show industry practices, there may be a lapse of time between the completion of packing and actual pick up of materials from the booths for loading onto a carrier. During this time the materials will be left unattended. Capital Convention Contractors will not be responsible or liable for any loss, damage, theft, or disappearance of exhibitor's material between the time it is packed and when it is picked up and loaded. Capital highly recommends hiring security services from facility or Show Management. All Material Handling Agreements submitted to Capital by the exhibitor will be checked at the time of pick up from the booth, and corrections will be made where discrepancies exist between the quantities of items on the form submitted to Capital and the actual count of such items in the booth at the time of pick up. Capital shall not be responsible for loss, damage, or delay due to fire, acts of God, strikes, lockouts, or work stoppages of any kind or for any causes beyond its control. If found liable for any loss, CAPITAL'S sole and exclusive MAXIMUM liability for loss or damage to EXHIBITOR'S materials and EXHIBITOR'S sole and exclusive remedy is limited to \$.50 (USD) per pound per article with a maximum liability of \$100.00 (USD) per item, or \$1,500.00 (USD) per shipment, whichever is less. Capital shall not be liable to any extent whatsoever for any actual, potential, or assumed loss of profits or revenues or for any collateral costs that may result from any loss or damage to an exhibitor's materials that may make it impossible or impractical to exhibit same. The consignment or delivery of a shipment to Capital by an exhibitor or by any shipper on behalf of the exhibitor shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth in this bulletin. It is suggested that exhibitors insure all shipments from the time that they leave exhibitor's company until they are returned from the show. Your insurance carrier can add a rider to your current policy. Shipments left on the floor without forwarding instructions will be shipped out or returned to our Warehouse pending re-routing. No liability will be assumed as a result of such re-routing or handling.

**ALL CHARGES ARE THE RESPONSIBILITY OF THE EXHIBITING COMPANY FOR WHOM
MATERIALS HAVE BEEN RECEIVED AND HANDLED.**

CAPITAL RESERVES THE RIGHT TO SHIP MATERIALS WITH THE OFFICIAL SHOW CARRIER IF EXHIBITOR
CARRIER DOES NOT CHECK IN BY THE APPOINTED DATE AND TIME: **June 22, 2023 3:00 PM.**

Use these labels **only** if shipping in
advance to warehouse

From: _____
Exhibiting Company/Organization

To: **Capital**
Convention Contractors
153 Northboro Road - Suite 6
Southborough, MA 01772

Show: Heating & Energizing America
Trade Show

Booth# _____

Carrier _____

Piece # ____ of ____

LATE TO WAREHOUSE
CHARGES APPLY AFTER:
June 14, 2023



Use these labels **only** if shipping in
advance to warehouse

From: _____
Exhibiting Company/Organization

To: **Capital**
Convention Contractors
153 Northboro Road - Suite 6
Southborough, MA 01772

Show: Heating & Energizing America
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Convention Contractors
153 Northboro Road - Suite 6
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Show: Heating & Energizing America
Trade Show

Booth# _____

Carrier _____

Piece # ____ of ____

LATE TO WAREHOUSE
CHARGES APPLY AFTER:
June 14, 2023

NOTE: Please review the Liability and Insurance Bulletin. The consignment or delivery of a shipment to Capital Convention Contractors, Inc., by an exhibitor, or by any other shipper on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth in this bulletin.

Use these labels **only** if shipping
Direct to Show Site

From: _____
Exhibiting Company/Organization

To: **Capital**
Convention Contractors
c/o MassMutual Center
1277 Main Street
Springfield, MA 01103

Show: Heating & Energizing America
Trade Show

Booth# _____

Carrier _____

Piece # ____ of ____

DELIVERY DATES:
June 20-21, 2023 ONLY



Use these labels **only** if shipping
Direct to Show Site

From: _____
Exhibiting Company/Organization

To: **Capital**
Convention Contractors
c/o MassMutual Center
1277 Main Street
Springfield, MA 01103

Show: Heating & Energizing America
Trade Show

Booth# _____

Carrier _____

Piece # ____ of ____

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From: _____
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Convention Contractors
c/o MassMutual Center
1277 Main Street
Springfield, MA 01103

Show: Heating & Energizing America
Trade Show

Booth# _____

Carrier _____

Piece # ____ of ____

DELIVERY DATES:
June 20-21, 2023 ONLY

NOTE: Please review the Liability and Insurance Bulletin. The consignment or delivery of a shipment to Capital Convention Contractors, Inc., by an exhibitor, or by any other shipper on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth in this bulletin.

MOVE OUT GUIDE – Page 1

Please review both pages of this **Move Out Guide** to answer any questions you may have about the breakdown at the end of the show. Dismantling may **NOT** take place prior to the close of the show.

PAYMENT

All accounts must be paid prior to move out. If you have not provided us with the credit card authorization form, please do so prior to the conclusion of the event. There is no billing of services.

RETURNING OF EMPTY CONTAINERS

Proceeding at the close of the show, we will begin the process of returning your empty containers to your booth for those exhibitors who have stored them with us. This process may take up to an hour depending on the number of exhibitors. ***Please keep all aisles clear to enable us to complete this process in an expeditious manner.***

OUTBOUND SHIPMENT OPTIONS (3)

1-All exhibitors planning to ship-out freight using Capital Convention's show carrier YRC must:

1. Visit the Capital Conventions Exhibitor Service Desk to obtain a Bill of Lading and shipping labels.
2. The Bill of Lading must be completed (all grey shaded sections are required).
3. Once all your freight items are packed, taped and properly **labeled**, please bring the completed Bill of Lading to the Capital Conventions Service Desk. **DO NOT** leave the Bill of Lading at your booth.
4. Please leave all freight at your booth – see the note below for small/valuable items.

2-All exhibitors planning to ship-out freight using an alternative carrier must:

1. Contact your shipper prior to the close of show to arrange for a pick-up. The shipper must check in with Capital Conventions by: **June 22, 2023 3:00 PM.**
2. Visit the Capital Conventions Service Desk to obtain a Bill of Lading.
3. The Bill of Lading must be fully completed (all grey shaded sections are required).
4. Once all your freight items are packed, taped and properly **labeled**, please bring the completed Bill of Lading back to the Capital Conventions Service Desk. **DO NOT** leave the Bill of Lading at your booth.
5. Please leave all freight at your booth – see the note below for small/valuable items.

continued

MOVE OUT GUIDE – Page 2

3-Exhibitors using UPS or FedEx for outbound shipping must:

1. Contact UPS or FedEx prior to the close of show to arrange for a pick-up. The shipper must check in with Capital Conventions by: **June 22, 2023 3:00 PM**. Note that **FedEx Ground** pickups CANNOT be called in the same day as the pickup. You must call the day prior to schedule the pickup.
2. Exhibitors must supply their own prepaid FedEx or UPS labels.
3. Visit the Capital Conventions Service Desk to obtain a Bill of Lading.
4. The Bill of Lading must be fully completed (all grey shaded sections are required).
5. Once all your freight items are packed, taped and properly **labeled**, please bring the completed Bill of Lading back to the Capital Conventions Service Desk. **DO NOT** leave the Bill of Lading at your booth.
6. Please leave all freight at your booth – see the note below for small/valuable items.

Please Note: If your carrier fails to show up for your shipment, Capital will either re-route your shipments via YRC or bring your shipments back to our warehouse. Return to warehouse charges will apply.

REMEMBER: Small and/or valuable items should not be left unattended during the often hectic move out process. Please be sure to remove or secure these items! If you are concerned about leaving small items in your booth, please bring them to the Capital Service Desk at Move-Out.

Thank you!



**THE SHOW CAN'T
GO ON UNTIL THE
SHOW SHOWS UP.**

EXHIBIT SERVICES

RELIABLE, AFFORDABLE SERVICE FOR TRADE SHOWS



HOW SHIPPING IS DONE.

BEFORE YOUR NEXT SHOW, LET OUR DEDICATED EXHIBIT SERVICES TEAM SHOW YOU HOW

You have enough to worry about at a trade show. Let us worry about your exhibit. YRC Freight Exhibit Services is the best value in the shipping industry. That means you can rest easy knowing that your booth will show up on time and on budget.

ON TIME. ON BUDGET. AND SUPPORT TEAMS ON SITE AND ON CALL WHENEVER YOU NEED THEM.

- Best value on trade show shipping in the industry
- Inbound trade show shipments automatically move on our faster network for quicker, more reliable service with reduced handling
- 30 days storage included prior to the show – saves money when moving from show to show
- No detention fees at trade shows
- No extra fees for weekend/after hours pickups
- On-site Exhibit Managers monitor your inbound shipments for on-time, easy move-ins and customer service representatives are available 24/7 at 1-800-531-EXPO
- We have North America's most comprehensive network coverage and services specifically designed for cross-border trade show shipping

CONTACT YOUR YRC FREIGHT EXHIBIT SERVICE SPECIALIST
PHONE: 1-800-531-EXPO (3976)
EMAIL: exhibit.services@yrcfreight.com



EXHIBITOR PACK

UPDATED 2022



**MassMutual
Center**

**MASSACHUSETTS
CONVENTION CENTER
AUTHORITY**



DRIVING DIRECTIONS



TRAVELING NORTH on I-91

Take Exit 5 (formerly Exit 6, Springfield Center), onto East Columbus Avenue. Continue up East Columbus Avenue (about ¼ mile) to Court Street. Take a right onto Court Street and proceed past Symphony Hall, City Hall, and Sovereign Bank. MassMutual Center is located at the corner of Court and Main Street across from Court Square.



TRAVELING SOUTH on I-91

Take Exit 5B (formerly Exit 7, Hall of Fame Ave/Downtown/Springfield). Turn left at the light at the end of the ramp. Circle under the highway and go straight through one light. Take a right at the second light onto Main Street. MassMutual Center is located at 1277 Main Street across from Court Square.



TRAVELING WEST on I-90 (MA TURNPIKE)

Take Exit 51 (formerly Exit 6) off the Mass Turnpike to Rt. 291. From Rt. 291, take Dwight Street Exit. Turn left at the end of the ramp and follow Dwight Street to MassMutual Center.



TRAVELING EAST on I-90 (MA TURNPIKE)

Take Exit 45 (formerly Exit 4) onto I-91 South. Follow directions for travelling South on I-91.



NEARBY AVAILABLE PARKING

CONVENTION CENTER PREFERRED PARKING



PARKING 1
I-91 SOUTH GARAGE
1620 E. COLUMBUS AVE

PARKING 2
I-91 NORTH GARAGE
1870 E. COLUMBUS AVE

PARKING 3
COLUMBUS CENTER
GARAGE
150 BRIDGE ST

PARKING 4
MGM SPRINGFIELD
GARAGE
ONE MGM WAY

PARKING 5
TOWER SQUARE
GARAGE
1500 MAIN ST

PARKING 6
SHERATON HOTEL
GARAGE
ONE MONARCH PLACE



**MassMutual
Center**



AVAILABLE DOWNTOWN PARKING

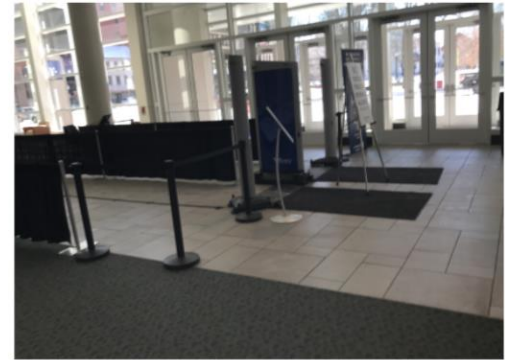
- There are several parking garages located around the MassMutual Center.
- All parking locations are walkable to the MassMutual Center
- Event Rate parking will be available at the following garages
 - I-91 South Garage
 - I-91 North Garage
 - Columbus Center Garage
- Free parking available at MGM Springfield
 - Keep in mind no minors under the age of 21 are allowed to transit through the casino floor
- Tower Square Garage & Sheraton Garages are also available and are the best options for those guests staying overnight at either of those hotels

For more information call 413.273.8440

MASSMUTUAL CENTER MAIN ENTRANCE

CONVENTION CENTER ENTRANCE

- The convention center main entrance is located at the corner of Main St. and Bruce Landon Way.
- This entrance is only accessible during posted event hours
- There are other doors that are located on the Main Street side of the building but those doors are solely used as emergency exits
- Once entering the building all guests will be screened through Evolve security screening machines.



MASSMUTUAL CENTER LOADING DOCK

MassMutual Center features a large, indoor loading dock, located on the northeast side of the building, which can be accessed in two locations:

DWIGHT STREET ENTRANCE - 18' wide x 15'6" high | **STATE STREET ENTRANCE** - 19' wide x 16'4" wide

The loading dock has four truck bays with dock levelers

53' tractor trailers must enter the loading dock through the State Street entrance nose first and then back straight into the dock. There are four truck bays, all on a slight negative slope and with dock levelers. The distance from the floor to the dock leveler is 4'10". The distance from the dock levelers to the arena floor is approximately 220' (push includes a ramp down from the dock and a ramp up to the arena floor). Generally, one bay must be kept open for normal deliveries.

At the discretion of MassMutual Center Management, tractor trailers and box trucks can back up to the ramp leading to the arena, or drive on the arena floor for loading and unloading purposes for certain events.



TRAVELING NORTH on I-91

Take Exit 5 (formerly Exit 6, Springfield Center), onto East Columbus Avenue. Continue up East Columbus Avenue (about ¼ mile) to Court Street. Take a right onto Court Street and proceed past Symphony Hall, and City Hall. Go through the set of lights and at the next set of lights turn right onto Dwight Street and the Dwight Street Loading Dock overhead door will be on the right hand side



TRAVELING SOUTH on I-91

Take Exit 5B (formerly Exit 7, Hall of Fame Ave/Downtown/Springfield). Turn left at the light at the end of the ramp. Circle under the highway and go straight through two sets of lights and then take a right onto Dwight Street, and the Dwight Street Loading Dock overhead door will be on the right hand side



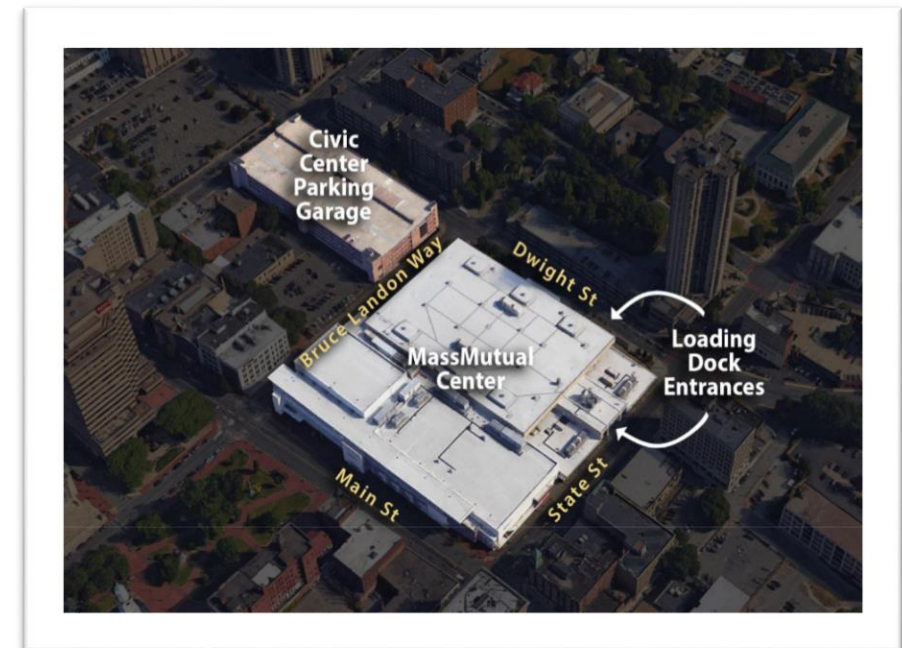
TRAVELING WEST on I-90 (MA TURNPIKE)

Take Exit 51 (formerly Exit 6) off the Mass Turnpike to Rt. 291. From Rt. 291, take Dwight Street Exit. Turn left at the end of the ramp and follow Dwight Street to MassMutual Center, and the Dwight Street overhead door will be on your right hand side.



TRAVELING EAST on I-90 (MA TURNPIKE)

Take Exit 45 (formerly Exit 4) onto I-91 South. Follow directions for travelling South on I-91.



EXHIBITOR GUIDELINES

WIFI ACCESS – Go to settings → select wi-fi → find MMC Show network and click network
Web Browser will appear on screen → click box accepting terms and conditions → press connect

OUTSIDE FOOD AND BEVERAGE – The MassMutual Center has a strict no outside food and beverage policy. Anyone entering the venue will be asked to finish any food or beverage item purchased outside of the MassMutual Center prior to entering the venue or you will be asked to dispose of it when entering

PRINTING NEEDS – If small printing jobs are needed while on site, we are happy to provide this service. Pages can be printed for a charge of \$0.10 per page. Client or exhibitor will be responsible for sorting of pages printed. Please work with your Event Manager if this service is needed.

EVENT SHIPMENTS – No materials for your booth should be mailed or delivered to the MassMutual Center. Please work with Show Management to obtain the mailing information that all show related packages should be mailed to. If packages are delivered that have not been previously discussed with venue staff, the delivery will be refused.

LOAD IN – Push carts are available at the main entrance doors, and the overhead door in the exhibition hall closest to the loading dock. Exhibitors will be asked to leave a form of ID with the usher at the door. Once you have unloaded your materials to your booth please bring the cart back to the main entrance and your ID will be returned to you. If you only have a small amount of goods to unload and you are in your personal vehicle you can unload on Landon Way. Once you have your items at your booth you will need to move your car and park at one of the local garages listed above, or Monday-Friday (prior to 6pm) meter parking is available and you will pay at the meter. Metered parking is free Monday-Friday (after 6pm) and on the Weekends.

LOAD OUT – Push carts are available at the main entrance door, and the overhead door in the exhibition hall closest to the loading dock. Exhibitors will be asked to leave a form of ID with the usher at the door. Exhibitors will be asked to leave a form of ID with the usher at the door. Once you have loaded your materials into your vehicle please bring the cart back to where you picked it up from and your ID will be returned to you. You may only bring your car into the loading dock to load out once your booth is completely packed up. Please see venue staff for loading dock ticket once your booth has been completely packed up.

GENERAL INFORMATION

FREIGHT ELEVATOR & LIFTS

FORKLIFTS

MassMutual Center owns two forklifts for use in the building. All forklift drivers operating in MMC MUST have a Hoisting License (Class 1C, 1B, or 1A) issued by the State of Massachusetts and a certificate stating that the driver has received training and education about OSHA standards regarding powered industrial trucks. (OSHA standard 1910.178).

Forklift operation for production material (audio/video/lighting/scenic) requires a certified IATSE 53 driver. Drivers who meet the above criteria must also familiarize themselves with the area(s) in which they will be operating a forklift prior to the beginning of the shift. Show management may provide drivers for other loads, provided that current copies of the driver's hoisting license and safety certificate as described above are forwarded to the Event Manager prior to arrival. No exceptions to the above IATSE drivers' policies will be permitted. Certified MMC staff drivers are available for most labor calls; please consult your Event Manager for forklift rental and labor rates.

SCISSOR / BOOM LIFTS

MassMutual Center owns several different types of lifts, which are available to rent for event load-ins and load-outs. An IATSE rigger must drive the lift for any rigging work in the building. A certified MassMutual Center employee may drive the lift for other uses. Independent contractors without use language in forklift section will not be allowed to drive any lift in the building. Please contact your Event or Sales Manager for daily rates on these lifts.

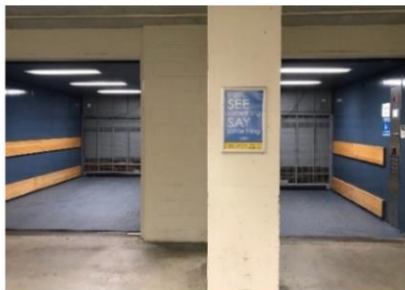
*Maximum platform load above 26' with the extension in is 700 lbs.

**There is no platform extension on the boom lift. Loads are restricted to 500 lbs. at certain extensions and angles of the arm as detailed in the user's manual.

The boom lift operates on diesel fuel; all other lifts are battery operated.

FREIGHT ELEVATORS

Dimensions and weight capacities of MMC's freight elevators are as follows:



FORKLIFT SPECIFICATIONS	YALE FORKLIFT	DAEWOO FORKLIFT
Weight Capacity	6,000 lbs	5,050 lbs
Max Lift Height	10'6"	15'6"
Fork Length	6'	5'
Fuel System	Liquid Propane	Liquid Propane
Tires	Pneumatic	Pneumatic

MODEL	PLATFORM DIMENSIONS	MAX PLATFORM HEIGHT	MAX PLATFORM LOAD	EXTENSION IN / EXTENSION OUT
Genie Single Lift	AWP30S	20" x 26"	35'6"	350 lbs
Aichi Scissor Lift	SV3246C	3'6" x 8'	31'4"	1,000 lbs* / 250 lbs
JLG Scissor Lift	2030ES	2'6" x 7'6"	20'	800 lbs / 250 lbs
Terex Scissor Lift	TSM20	2' x 8'	20'	750 lbs / 250 lbs
Condor Scissor Lift	V2033XL	2' x 7'6"	20'	750 lbs
JLG Boom Lift	600A	3' x 8'	60'	1,000 lbs / 500 lbs**

ELEVATOR #	POUNDS	LENGTH	WIDTH	HEIGHT
Freight Elevator # 4	20,000	218"	122"	95.5"
Freight Elevator # 5	8,000	141"	92"	95.5"

GENERAL INFORMATION

GENERAL TERMS & CONDITIONS

- All booth number changes must be communicated by the exhibitor to Exhibitor Services prior to exhibitor move-in. Additional charges may result, if services must be moved after initial set-up.
- All equipment and material furnished by the MassMutual Center shall remain the property of the MassMutual Center and shall be removed only by MassMutual Center personnel.
- Standard wall outlets and other permanent building outlets (e.g., electrical, telephone, plumbing, etc.) are not part of the booth space and may not be used by anyone other than MassMutual Center personnel or designated service provider.
- Service connections must be made by MassMutual Center personnel or designated service provider.
- Connection services generally cover the installation of service to the booth area in the most convenient manner to the MassMutual Center .
- All equipment must comply with state and local safety codes. MassMutual Center will refuse connection to any equipment that constitutes a safety hazard.
- Unless otherwise directed, MassMutual Center personnel are authorized to cut floor coverings to permit installation of services.
- Labor rates are subject to change without notice

PRICING

Discount, Standard and On-Site rates are available for most services. To qualify for the discount rate, order requests and payment must be received 21 days prior to the show opening. Standard rates will apply to orders received after this discount cut-off date and be effective until the move-in begins. On-site rates will apply to orders received once move in has begun.

ORDERING

Exhibitors who prefer to mail in their orders and pay by check will find our Service Order Forms on the following pages. Credit card payments are also accepted. Please call 413-271-3221 and a secure link will be sent to you to complete.

EXHIBITORS SHOULD BE AWARE OF THE FOLLOWING WHEN PLACING ORDERS:

- All payments must be in US currency
- The date payment is received determines the applicable rate
- Incomplete order or payment information will delay processing
- Booth number(s) must be identified on all order forms.

PAYMENTS

Payment for services must be received in advance. Service will be delivered only after payment is received. All outstanding charges must be paid before the close of the show. Please note that there will be no additional taxes added to service charges.

CHECK PAYMENT

Make Check Payable To: MassMutual Center
Mail To: MassMutual Center
1277 Main Street
Springfield, Ma 01103
Attn: Finance Department

CREDIT CARD PAYMENT

To Pay By Credit Card: Please Call (413) 271-3247.

THERE IS A 3.5% PROCESSING FEE FOR ALL CREDIT CARD TRANSACTIONS

EMAIL ADDRESS TO SEND FORMS

Please send all completed forms to: Koby Odem
Email Address: kodom@mgmspringfield.com
Phone: 413-271-3221

REFUNDS

Claims for refunds must be submitted by the exhibitor to Event Manager prior to event close. Credit will not be given for services installed and not used. Refunds are issued in the same manner in which payment was received.

ELECTRICAL SERVICES

EMAIL THIS PAGE WHEN SENDING IN PAYMENT

Event Name:			Date of Event:	Booth #:
Order Completed by:			Phone Number:	
Business Name:			On-Site Contact:	
Address:			On-Site Cell Phone:	
City:	State:	Zip:	On-Site Email:	

ELECTRICAL SERVICES - All connections must meet building regulations and be approved by MMC personnel	ITEM QTY.	# OF DAYS OF SERVICE	ADVANCE RATE MORE THAN 14 DAYS NOTICE	STANDARD RATE LESS THAN 14 DAYS NOTICE	TOTAL - (ITEM QTY. x # OF DAYS x RATE)
120 volt connection*					
*20 Amps Max Single Circuit Includes power strip			\$65.00	\$85.00	\$
208 volt connection*					
30 Amp Single Phase			\$170.00	\$213.00	\$
60 Amp Single Phase			\$292.00	\$365.00	\$
100 Amp Single Phase			\$350.00	\$425.00	\$
30 Amp Three Phase			\$310.00	\$365.00	\$
60 Amp Three Phase			\$460.00	\$560.00	\$
100 Amp Three Phase			\$510.00	\$625.00	\$
Dystro Disconnect - 160-400 AMP (208 Volt 3 Phase)			\$300.00	\$400.00	\$
Extension Cord 20 ft.			\$25.00	\$25.00	\$
AUTHORIZED SIGNATURE:			DATE:	GRAND TOTAL\$	

FIRE PREVENTION & WATER SERVICES

EMAIL THIS PAGE WHEN SENDING IN PAYMENT

Event Name:			Date of Event:	Booth #:
Order Completed by:			Phone Number:	
Business Name:			On-Site Contact:	
Address:			On-Site Cell Phone:	
City:	State:	Zip:	On-Site Email:	

FIRE PREVENTION SERVICES	ITEM QTY.	# OF DAYS OF SERVICE	ADVANCE RATE MORE THAN 14 DAYS NOTICE	STANDARD RATE LESS THAN 14 DAYS NOTICE	TOTAL - (ITEM QTY. x # OF DAYS x RATE)
Fire Extinguisher - ABC			\$30.00	\$40.00	\$
WATER & DRAIN SERVICES <small>*ALL water services are non-potable*</small>	ITEM QTY.	# OF DAYS OF SERVICE	ADVANCE RATE MORE THAN 14 DAYS NOTICE	STANDARD RATE LESS THAN 14 DAYS NOTICE	TOTAL - (ITEM QTY. x # OF DAYS x RATE)
Water Approx 60 PSI, Up to ¾" line			\$132.00	\$160.00	\$
Drain Up to 2" line			\$160.00	\$180.00	\$
AUTHORIZED SIGNATURE:			DATE:	GRAND TOTAL\$	

INTERNET SERVICES

EMAIL THIS PAGE WHEN SENDING IN PAYMENT

Event Name:			Date of Event:	Booth #:
Order Completed by:			Phone Number:	
Business Name:			On-Site Contact:	
Address:			On-Site Cell Phone:	
City:	State:	Zip:	On-Site Email:	

INTERNET SERVICES	ITEM QTY.	# OF DAYS OF SERVICE	ADVANCE RATE MORE THAN 14 DAYS NOTICE	STANDARD RATE LESS THAN 14 DAYS NOTICE	TOTAL (ITEM QTY. x # OF DAYS x RATE)
Shared WiFi (Unsecured, Portal Login)			COMPLIMENTARY	COMPLIMENTARY	COMPLIMENTARY
Dedicated Wifi* (Secured, Password Protected)			\$350.00	\$400.00	\$
Shared Wired/LAN Internet (Unsecured, Supports One Device)			\$150.00	\$180.00	\$
Dedicated Wired Internet* (Additional Routers Available)			\$295.00	\$354.00	\$
Patch Cables – CAT 6 (Available in lengths of 6 to 100 ft.)			\$25.00	\$35.00	\$
Technical Support (Minimum Charge 1 hour)			\$75.00	\$95.00	\$
*Technical Support Required at an Additional Charge, 1 hour minimum					
TELECOMMUNICATION SERVICES	ITEM QTY.	# OF DAYS OF SERVICE	ADVANCE RATE MORE THAN 14 DAYS NOTICE	STANDARD RATE LESS THAN 14 DAYS NOTICE	TOTAL (ITEM QTY. x # OF DAYS x RATE)
Analog Service			\$150.00	\$180.00	\$
Polycom Conference Table Speaker Phone			\$175.00	\$210.00	\$
AUTHORIZED SIGNATURE: _____			DATE: _____		GRAND TOTAL \$ _____

EXHIBITOR AUDIO VISUAL PRICE LIST

EMAIL THIS PAGE WHEN SENDING IN PAYMENT

Event Name:			Date of Event:	Booth #:
Order Completed by:			Phone Number:	
Business Name:			On-Site Contact:	
Address:			On-Site Cell Phone:	
City:	State:	Zip:	On-Site Email:	

ITEM	ITEM QTY	# OF DAYS OF SERVICE	ADVANCE RATE	STANDARD RATE	TOTAL
Monitor - 55" LCD HDTV on wheels			\$250.00	\$300.00	\$
Powered 15" Speaker, 1000 Watt			\$150.00	\$200.00	\$
Add-On: Subwoofer, 18"			\$200.00	\$250.00	\$
Powered 15" Speaker, 1000 Watt			\$150.00	\$200.00	\$
4.5' x 8' Fast Fold Screen			\$150.00	\$200.00	\$
6.5' x 10' Fast Fold Screen			\$250.00	\$300.00	\$
Projector – Pro Class 4k laser projector (5000 lumens)			\$250.00	\$300.00	\$
Signage Easel, A-Frame Style			N/A	\$10.00	\$
AUTHORIZED SIGNATURE: _____ DATE: _____			GRAND TOTAL\$		

GENERAL INFORMATION

HELIUM BALLOON WAIVER

EMAIL THIS PAGE

Event Name:			Date of Event:	Booth #:
Order Completed by:			Phone Number:	
Business Name:			On-Site Contact:	
Address:			On-Site Cell Phone:	
City:	State:	Zip:	On-Site Email:	

I, _____ from _____ understand that there is a 'no helium' policy at the **MassMutual Center**. Our group will be using helium balloons for decoration for our event on ____/____/____. There will be a charge of \$75/hour for a minimum of 2 hours for the removal of balloons from the ceiling at the conclusion of our event. A 2 hour minimum payment of **One hundred and Fifty and 00/100 Dollars (\$150.00)** must be made in advance of the event. If there are no removal charges at the conclusion of the event, a full refund will be issued.

PRINT AUTHORIZED NAME

AUTHORIZED SIGNATURE

DATE

GENERAL INFORMATION

VEHICLE DISPLAY POLICY – INTERIOR EMAIL THIS PAGE

This policy pertains to all vehicle displays for inside the MassMutual Center, including the Arena, Concourse, and all areas in the Convention Center. Please refer to the exterior display policy for vehicle displays on the sidewalk or street around the MassMutual Center.

This policy has been established by the Public Safety Department of the MassMutual Center in conjunction with the Springfield Fire Department. The goal of this policy is to reduce the risk of accidents before, during, and after events at the MassMutual Center.

1. The battery of the vehicle must be disconnected.
2. The vehicle must not have more than 1/8 of a tank of gas.
3. The gas cap must either be locked or be taped shut.

No alterations to the above may be made without express consent given by both the MassMutual Center and the Springfield Fire Department.

VEHICLE MAKE

VEHICLE MODEL

PRINT AUTHORIZED NAME

AUTHORIZED SIGNATURE

DATE

MMC AUTHORIZED NAME

MMC AUTHORIZED SIGNATURE

DATE

GENERAL INFORMATION

VEHICLE DISPLAY POLICY – EXTERIOR EMAIL THIS PAGE

This policy pertains to all vehicle displays outside the MassMutual Center, including the sidewalks or street immediately adjacent to the building. Please refer to the interior display policy for vehicle displays inside the MassMutual Center, including the Arena, Concourse, and all areas in the Convention Center.

This policy has been established by the Public Safety Department of the MassMutual Center in conjunction with the Springfield Fire Department. The goal of this policy is to reduce the risk of accidents before, during, and after events at the MassMutual Center.

1. The battery of the vehicle must be disconnected.
2. The vehicle must not have more than 1/8 of a tank of gas.
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VEHICLE MAKE

VEHICLE MODEL

PRINT AUTHORIZED NAME

AUTHORIZED SIGNATURE

DATE

MMC AUTHORIZED NAME

MMC AUTHORIZED SIGNATURE

DATE