



# Exhibitor Services Manual

## 6. GES Information & Services

Show Information

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All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.



**ENKWSA**  
Sands Expo and Convention Center  
February 6 - 8, 2012

**Official Service Provider**

Global Experience Specialists, Inc. (GES)<sup>®</sup> Phone (in USA): 800.475.2098 International Calls: 702.515.5970  
7050 Lindell Road FAX (in USA): 866.329.1437 International Faxes: 702.263.1520  
Las Vegas, NV 89118-4702 Contact us Online: [www.ges.com/chat](http://www.ges.com/chat)

**Show Information**

Booth Size: Various  
1st Night Vacuuming  
\*NOTE: The WSA Show will provide one-time booth vacuuming for all exhibitors the night before the show opens on Sunday, February 5, 2012  
Target maps can be found at: [www.wsashow.com](http://www.wsashow.com)

**Important Dates** *Be sure to check all order forms for additional deadlines*

Wed, Jan 11, 2012 Discount Deadline Date for orders received with payment  
Mon, Jan 2, 2012 Advance Shipments may begin arriving at the Warehouse  
Wed, Jan 25, 2012 Last day for Advance Shipments to arrive at the Warehouse without surcharges  
**Advance Warehouse Hours for receiving are Monday - Friday, 8:00 AM to 4:30 PM**  
Wed, Feb 1, 2012 Direct Shipments may begin arriving at the Exhibit Site starting at: **Refer to Targeted Floorplan**  
Sun, Feb 5, 2012 Last day for Direct Shipments to arrive at the Exhibit Site ending at: **Refer to Targeted Floorplan**

**Installation**  
Wed, Feb 1, 2012 8:00 AM - 5:00 PM Refer to Targeted Floorplan  
Thu, Feb 2, 2012 8:00 AM - 5:00 PM Refer to Targeted Floorplan  
Fri, Feb 3, 2012 8:00 AM - 5:00 PM Refer to Targeted Floorplan  
Sat, Feb 4, 2012 8:00 AM - 5:00 PM Refer to Targeted Floorplan  
Sun, Feb 5, 2012 8:00 AM - 5:00 PM Refer to Targeted Floorplan  
All Crates must be labeled for removal from the hall by 6:00 PM, Saturday, February 4, 2012.  
Sunday, February 5, 2012 is reserved for light housekeeping only. All Exhibits must be set up by 6:00 PM on this day.

**Show Hours**  
Mon, Feb 6, 2012 9:00 AM - 6:00 PM  
Tue, Feb 7, 2012 9:00 AM - 6:00 PM  
Wed, Feb 8, 2012 9:00 AM - 4:00 PM

Exhibitors will be allowed to enter the hall at 7:00 AM on Monday, February 6, 2012 for general clean-up prior to show opening.

**Dismantle**  
Wed, Feb 8, 2012 4:00 PM - 8:00 PM Refer to Targeted Floorplan  
Thu, Feb 9, 2012 8:00 AM - 5:00 PM Refer to Targeted Floorplan

Thu, Feb 9, 2012 Carriers must be checked in at the GES Marshalling Yard by: Refer to Targeted Floorplan  
Thu, Feb 9, 2012 All exhibitor materials must be removed by: Refer to Targeted Floorplan

**IMPORTANT:** In fairness to your fellow exhibitors and in the interest of maintaining the integrity of ENKWSA, no one will be permitted to disassemble or remove their exhibit in whole or in part prior to 4:00 PM, Wednesday, February 8, 2012. In addition, all exhibiting companies must have their exhibit area staffed by a company employee(s) at all times during official show hours. At no time during the operating hours of the show is it permissible to have your booth unattended. Companies will be able to begin light packing of personal items, company brochures, etc., after 4:00 PM, Wednesday, February 8, 2012.

\*NOTE: All exhibits must be packed and labeled, carrier checked-in, and outbound material handling form turned in by the date and time indicated on targeted move-out floor plan to avoid a 30% surcharge. \*Overtime rates will apply before 8:00 AM and after 5:00 PM weekdays, all day Saturdays, Sundays and Holidays.

**Shipping Addresses**

**Advance Shipments to Warehouse:** c/o GES Exposition Services **Shipments should arrive on or between:**  
7000 Lindell Road January 2 - 25, 2012  
Las Vegas, NV 89118  
USA

**Direct Shipments to Exhibit Site:** c/o GES Exposition Services **Shipments should arrive on or between:**  
Sands Expo and Convention Center Refer to Targeted Floorplan  
201 East Sands  
Las Vegas, NV 89169  
USA

**GES Servicer<sup>®</sup>**

GES is here to take care of your on-site needs. All contractors and production personnel will be available, along with any services you might desire such as Furniture and Material Handling.

**Need Assistance?**

Toll Free: 800.475.2098 | Tel: 702.515.5970 | [www.ges.com/chat](http://www.ges.com/chat)

Order Directly Online:  
<https://ordering.ges.com/Show/Info/011005655>

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.



**ENKWSA**  
Sands Expo and Convention Center  
February 6 - 8, 2012

As your tradeshow partner, our goal is to provide you with hassle-free service so you can get on with your show. Even if you use an Exhibitor Appointed Contractor, you should have a basic working knowledge of the Exhibitor Services Manual contents and information.

By following the information below, you will enjoy a smooth trade show experience.

## Ordering Trade Show Services.

- Please include your complete customer information on each order form including address with zip code, phone and fax numbers, e-mail addresses, company, and contact name and most importantly, booth number. If you have multiple booth locations, please complete separate order forms for each location (booth, meeting room, etc.).
- Please ensure that the credit card information is complete and correct including the expiration date.
- When ordering carpet, draped tables or counters remember to select the colors you desire.
- Please make sure that the size of the carpet you order is appropriate for your booth space (e.g.; do not order a 10' x 20' carpet for any custom sized booth).
- Keep the total square footage of your booth space in mind when you order your decorating items. Don't order more than will comfortably fit in your booth and still allow you to do business.

## Inbound - Move In.

- Confirm your furnishings orders with the GES National Servicer<sup>®</sup> [www.ges.com/chat](http://www.ges.com/chat). You should receive a confirmation of your order within 3-5 days of placement.
- **Confirm target dates with GES and communicate them to your carrier. Refer to the Special Handling brochure enclosed to ensure that you do not incur special handling charges. You may want to share this brochure with your carrier.**
- Keep the phone number of your carrier with you, including weekend contact.
- Have your hotel information available, including phone number, address etc.
- After emptying crates, place empty labels on all sides of your crates and cases. Remember to remove old empty labels. Additionally, empty labels are sometimes color coded, so make sure you get the correct color and be sure your booth number is on each label.

## Showsite.

Put together a trade show survival kit to include in your freight or carry with you, including:

- Small Tool Kit
- Staples, Scissors, Tape
- Pens & Markers for labels
- First Aid Kit
- Bottled Water

## Work Zone.

- Customer acknowledges that the show site and surrounding areas are active work zones. Customer, its agents, employees and representatives are present at their own risk.

## Outbound - Move Out.

- Keep in mind, the return of empty containers varies depending on the size of the show, so coordinate your outbound flight to accommodate this. GES does not provide security at show site. It is the Customer's responsibility to stay with their property. GES is not responsible for loss or damage to property left in the Customer's booth at any time for any reason.

## Need Assistance?

Toll Free: 800.475.2098 | Tel: 702.515.5970 | [www.ges.com/chat](http://www.ges.com/chat)



Order Directly Online:  
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**ENKWSA**  
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February 6 - 8, 2012

We have designed this form to help you better understand the role of the Official Service Provider, the services we offer and to provide tips to maximize your cost savings.

### What is an Official Service Provider?

GES has been selected as the Official Service Provider by the show organizer to design and produce your show. Because of the many areas that GES is involved in at the show, we are familiar with the key individuals managing your event. If at any time during the planning process you are unsure where to turn, just ask us – we're at your service.

Many Exhibitors are not aware of the depth and breadth of products and services offered by GES. Because we have insight into and control of the entire show process, we can generally save you time and money by assisting in your pre-show planning.

### GES Show Services

#### **Booth Furniture & Accessories**

The booth furniture & accessories brochure showcases a wide variety of both standard and specialty furniture. All items rented from GES will automatically be delivered to your booth and picked up at the close of the show, with no material handling charges incurred by you.

#### **Booth Carpet**

GES offers a wide variety of carpet selections. The booth carpet brochure covers carpet choices from standard to custom color, size, grade, and padding. All carpet packages are available with no hidden costs or handling charges.

#### **Custom Exhibits**

Let GES design and build an extraordinary custom exhibit that will deliver your marketing message. Please visit our design gallery at [www.ges.com](http://www.ges.com).

#### **Rental Exhibits**

Our hassle-free rental program gives you a customized look without the long-term commitment of purchasing an exhibit. Please visit our design gallery at [www.ges.com](http://www.ges.com).

#### **Installation & Dismantle Services**

If you already own an exhibit, or plan to purchase one, you will need to arrange for installation and dismantling of your booth. As the Official Service Provider on this show, GES provides you with the best labor and on-site personnel from move-in to move-out.

#### **Graphics**

Give visitors to your exhibit a great first impression by displaying captivating graphics and signs.

#### **Shipping**

GES can manage your transportation without a hassle. We offer simplified rates, online tracking, and single invoicing. Call to have your "shipping made easy."

#### **Lighting & Rigging**

A great way to maximize your visibility on the show floor is by creating mood and movement in your booth through lighting.

### Work Zone

Customer acknowledges that the show site and surrounding areas are active work zones. Customer, its agents, employees and representatives are present at their own risk.

### How Can I Order My Show Services?

GES's new online ordering platform is a fast and easy way to order products and services, keep track of important dates and manage your budget. Give it a try!

Step 1: Go to <https://ordering.ges.com/logon> and log in using the same username and password that you used for GES Online. New to online ordering? Click "Register Now" on the right side of the page to create a profile. It takes just a few minutes.

Step 2: Register for your show. Search for your show by typing it into the Search bar. When you find it, click on the circle icon to the left of the show name. It will take you to the show home page. In order to see all product and service information, you need to register for the show. Click on "Manage My Account" and fill out all the information. Then, a pop-up window will appear, asking for your company name and your booth number. Fill in the two fields and you're all set!

Step 3: Browse products and services and add them to your shopping cart.

Step 4: When you are ready to complete the order, click "Proceed with Check Out" and enter in your secure credit card information.

#### **GES National Servicer®**

The GES National Servicer® provides consistency and continuity of customer service for exhibitors at all GES shows, offering the following services:

- Single point of contact for all GES shows
- Coast to coast time zone coverage
- Personalized exhibitor service for all pre- and post-show orders

7050 Lindell Road  
Las Vegas, NV 89118  
Phone: 800.475.2098 / Fax: 866.329.1437  
International Phone: 702.515.5970 / Fax: 702.263.1520  
Online Chat: [www.ges.com/chat](http://www.ges.com/chat)

#### **GES Servicer®**

Once you are at the show, the GES Servicer® is onsite to place any last minute orders and provide show information.

### Exhibitor Services

Our Exhibitor Services organization is the service team responsible for answering exhibitor questions, processing your orders and handling any special requests. They are the conduits between production, operations and your exhibiting needs. Regardless of your request, you can contact them for advice and information about the show – if they don't know the answer, they will find it!

### Need Assistance?

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RETURN TO: Global Experience Specialists, Inc. (GES) • 7050 Lindell Road, Las Vegas, NV 89118-4702 • Fax: 866.329.1437 or 702.263.1520 for international exhibitors  
 Contact us Online: [www.ges.com/chat](http://www.ges.com/chat) Phone: 800.475.2098 or 702.515.5970 for international exhibitors

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.



**ENKWSA**  
 Sands Expo and Convention Center  
 February 6 - 8, 2012

**Form Deadline Date:**  
 January 11, 2012

**MANDATORY FORM\***

COMPANY NAME	EMAIL ADDRESS	BOOTH NUMBER		
STREET ADDRESS	CITY	STATE	ZIP	COUNTRY
PHONE	FAX	PURCHASE ORDER NUMBER		
SHOWSITE CONTACT	SHOWSITE CONTACT EMERGENCY PHONE NUMBER	CONTACT'S HOTEL (OPTIONAL)		

### Payment Policy

**Payment for Services** — GES requires payment in full at the time services are ordered. Further, GES requires that you provide a credit card authorization with your initial order. For your convenience, we will use this authorization to charge your account for services, which may include labor, material handling, or any applicable fuel or energy surcharge.  
**Discount Prices** — To qualify for discount pricing, orders must be received with payment on or before the discount price deadline(s).

**Method of Payment** — Global Experience Specialists accepts MasterCard, Visa, American Express, check and bank wire transfer. Purchase orders are not considered payment. All payments must be made in U.S. funds drawn on a U.S. Bank. Exhibitors will be charged a \$50.00 fee for returned NSF checks.

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

**Tax Exempt** — If you are tax exempt in the state in which you will be exhibiting, you must provide a Sales Tax Exemption Certificate for that state. Please send the above information to the GES office for this show. Taxes vary by location and will be added to your invoice, if you do not submit your tax exempt certificate prior to the deadline.

**Adjustments and Cancellations** — No adjustments to invoices will be made after the close of the show. Please refer to the individual forms for labor, etc., for cancellation fees. All orders cancelled by the Exhibitor or due to the cancellation of an event or their non-participation may be subject to cancellation fees equal to 50% - 100% of the total order, based upon the status of move-in, work performed and/or GES set-up costs or expenses. A minimum non-refundable deposit of \$25.00 will be applied towards the invoice, unless there is a cancellation of your order. Additionally, GES retains the right to implement/assess a fuel or energy surcharge on all services as necessary based upon market conditions.

**Bank wire transfer payment information:**

**Beneficiary: Global Experience Specialists**  
 c/o Bank of America      **Account #:** 7188-1-01819  
 901 Main Street, TX1-492-07-14      **ABA Routing #:** 0260-0959-3  
 Dallas, TX 75202-3714 USA      **SWIFT Address:** BOFAUS3N  
 Telephone # 800-657-9533 ext 59248      **CHIPS Address:** 0959

**If requested, following is the physical address for routing identifiers:**

Bank of America, Wire Transfer-Customer Services  
 2000 Clayton Road, Concord, CA 94520 USA

**To properly credit your account,** send the following information to the GES address listed on the order forms:

- exhibiting company name, show name, show facility, and booth number
- date and amount of wire transfer
- bank and country where transfer originated

• If you have any questions regarding our payment policy, please call GES National Servicer<sup>®</sup> at 800.475.2098 or visit the GES Servicer<sup>®</sup> at the show.

• Please complete the information and return payment in full with this form and your orders. You may choose to pay by credit card, check, or bank wire transfer, however, we require your credit card charge authorization to be on file with GES.

• All balances must be paid at the conclusion of the event. You agree to late fees up to 1.5% per month on any balance not paid at the conclusion of the event, or balance left without appropriate credit card on file.

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

• GES will charge a convenience fee for each request to reprocess payment to an alternate credit card in order to cover incremental processing costs. An alternate credit card is a credit card different than the one used to process your initial payment in accordance with GES payment policy. The convenience fee will be quoted at the time your request is made to reprocess payment. The convenience fee will be added to your account balance and settled utilizing the new credit card provided.

GES requires the highest standards of integrity from all employees. Please call our confidential Always Honest hotline at 866.225.8230 to report fraudulent or unethical behavior.

**\*This form must be returned to GES for your orders to be processed.**

### Credit Card Charge Authorization

All information must be provided. **Your order will not be processed if any information is missing.** (i.e., Expiration Date, Account Number, Contact Information, Type of Card, Signature) **We require your credit card charge authorization to be on file with GES even if you are paying by check or bank wire transfer.**

**Account Number**       Corporate Card       Personal Card

\_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

**PROVIDE EXPIRATION DATE**      **EXPIRATION DATE**       MasterCard      \*Signature Required Below  
 VISA       American Express

CARDHOLDER'S NAME      PLEASE PRINT

CARDHOLDER'S BILLING ADDRESS      CITY

STATE      ZIP      COUNTRY

### Calculation of Orders

	TOTAL
Material Handling	\$
Carpet	\$
Furniture & Accessories	\$
Specialty Furniture	\$
Standard Exhibit Systems	\$
Hardwall Exhibit Systems	\$
Graphics & Signage	\$
Installation & Dismantling Labor	\$
In-Booth Forklift & Labor	\$
Hanging Sign Labor	\$
Other GES Services (Specify)	\$
Other GES Services (Specify)	\$
<b>FULL PAYMENT in U.S. funds drawn on a U.S. Bank</b> Global Experience Specialists Federal ID #59-1008863 GES is exempt from backup withholding tax.	\$

**To simplify payment,** sending a check payable to Global Experience Specialists, Inc. (GES) for your entire order or note the amount to be charged to your credit card.

Charge my credit card in the amount of: \$ \_\_\_\_\_

Enclosed is a check in the amount of: \$ \_\_\_\_\_

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

**I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract. \*Credit card charge authorization signature required below.**

**PLEASE SIGN**      X

\_\_\_\_\_  
 AUTHORIZED SIGNATURE / CARDHOLDER'S SIGNATURE

\_\_\_\_\_  
 AUTHORIZED NAME - PLEASE PRINT

\_\_\_\_\_  
 DATE

### Need Assistance?

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Order Directly Online:  
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**ENKWSA**  
 Sands Expo and Convention Center  
 February 6 - 8, 2012

**Form Deadline Date:**  
 January 11, 2012

COMPANY NAME	EMAIL ADDRESS	BOOTH NUMBER
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You may arrange for a third party to handle your display and be billed for services. GES will agree to this arrangement if the third party has a satisfactory payment record with us. **Both the Exhibiting Firm and Third Party must complete this form, including Third Party Credit Card Charge Authorization below.** Return form by the deadline date. **GES reserves the right to deny any Third Party Billing Request that is not complete or received by the deadline date.**

It is understood and agreed that the exhibiting firm is ultimately responsible for payment of charges. If your named third party does not pay the invoice before the last day of the show, charges will revert to you, the exhibiting firm. All invoices are due and payable upon receipt. GES Terms & Conditions of Contract apply to both the Exhibiting Firm and Third Party Representative.

Exhibiting Firm		
EXHIBITING FIRM		
STREET ADDRESS		
CITY	STATE	ZIP
PHONE	FAX	

The items checked below are to be invoiced to the Exhibiting Firm:

- Rental Furniture
- Exhibit Systems
- I & D Labor
- Material Handling In & Out
- Rental Carpet
- Signs
- In-Booth Forklift Labor
- Transportation Charges

Other (Please Specify) \_\_\_\_\_

Third Party		
THIRD PARTY		
STREET ADDRESS		
CITY	STATE	ZIP
PHONE	FAX	

The items checked below are to be invoiced to the Third Party:

- All Services
- Rental Carpet
- Signs
- In-Booth Forklift Labor
- Transportation Charges
- Rental Furniture
- Exhibit Systems
- I & D Labor
- Material Handling In & Out

Other (Please Specify) \_\_\_\_\_

### Exhibiting Firm Credit Card Charge Authorization

All information must be provided. **Your order will not be processed if any information is missing.** (i.e., Expiration Date, Account Number, Contact Information, Type of Card, Signature) **We require your credit card charge authorization to be on file with GES even if you are paying by check or bank wire transfer.**

Account Number  Corporate Card  Personal Card

[ ]	-	[ ]	-	[ ]	-	[ ]
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**PROVIDE EXPIRATION DATE**  MasterCard  VISA  American Express

EXPIRATION DATE [ ]

CARDHOLDER'S NAME		PLEASE PRINT
CARDHOLDER'S BILLING ADDRESS		CITY
STATE	ZIP	COUNTRY

**I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract. Credit card charge authorization signature required below.**

**PLEASE SIGN** X \_\_\_\_\_  
 AUTHORIZED SIGNATURE / CARDHOLDER'S SIGNATURE

\_\_\_\_\_  
 AUTHORIZED NAME - PLEASE PRINT

\_\_\_\_\_  
 DATE

### Third Party Credit Card Charge Authorization

All information must be provided. **Your order will not be processed if any information is missing.** (i.e., Expiration Date, Account Number, Contact Information, Type of Card, Signature) **We require your credit card charge authorization to be on file with GES even if you are paying by check or bank wire transfer.**

Account Number  Corporate Card  Personal Card

[ ]	-	[ ]	-	[ ]	-	[ ]
-----	---	-----	---	-----	---	-----

**PROVIDE EXPIRATION DATE**  MasterCard  VISA  American Express

EXPIRATION DATE [ ]

CARDHOLDER'S NAME		PLEASE PRINT
CARDHOLDER'S BILLING ADDRESS		CITY
STATE	ZIP	COUNTRY

**I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract. Credit card charge authorization signature required below.**

**PLEASE SIGN** X \_\_\_\_\_  
 AUTHORIZED SIGNATURE / CARDHOLDER'S SIGNATURE

\_\_\_\_\_  
 AUTHORIZED NAME - PLEASE PRINT

\_\_\_\_\_  
 DATE

### Need Assistance?

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**Form Deadline Date:**  
 January 11, 2012

**MANDATORY FORM\***

COMPANY NAME _____	EMAIL ADDRESS _____	BOOTH NUMBER _____
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**To Be Completed By Exhibitor When Order is Placed**

**Inbound Freight Information**

Method  GES Logistics  Common Carrier  AirFreight  Vanline  Other \_\_\_\_\_  
 Carrier (if known) \_\_\_\_\_  
 Contact \_\_\_\_\_ Phone \_\_\_\_\_  
 Number of Crates \_\_\_\_\_ Shipped By \_\_\_\_\_ Date \_\_\_\_\_  
 Number of Fiber Cases \_\_\_\_\_ Color \_\_\_\_\_ Pro Number \_\_\_\_\_  
 Target Date \_\_\_\_\_ Loose Display \_\_\_\_\_ Crated Display \_\_\_\_\_  
 Shipped To: (Check One)  Warehouse  Showsite

**Setup Information for GES Installation**

<input type="checkbox"/> Setup Drawings/Instructions Attached <input type="checkbox"/> Setup Drawings With Exhibit <input type="checkbox"/> Case/Crate Number _____ <input type="checkbox"/> Number of Workers Required for Setup _____ <input type="checkbox"/> Forklift Ordered Hrs. _____ Time _____ <input type="checkbox"/> Number of Graphics _____ Layout Provided? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Number of Lights _____ Number of Light Boxes _____	<input type="checkbox"/> Rental Carpet Color _____ <input type="checkbox"/> Own Carpet Color _____ <input type="checkbox"/> Padding _____ Approximate Time for Setup _____ Special Equipment Required _____ Description _____ Description _____
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**Did You Order ---**

Electrical Outlets  Yes  No      Electrical Labor/Boothwork  Yes  No      Electrical Under Carpet  Yes  No  
 Electrical Drawings  Attached  Sent to the Official Electrical Contractor  With the Exhibit  
 Booth Cleaning  Yes  No      Other Items \_\_\_\_\_  
 Furniture  Yes  No  
 A/V Equipment  Yes  No  
 Telephone/Internet  Yes  No

**Tear-down Information for GES Dismantle**

<input type="checkbox"/> Tear-down Drawings/Instructions Attached <input type="checkbox"/> Tear-down Drawings With Exhibit <input type="checkbox"/> Case/Crate Number _____ <input type="checkbox"/> Number of Workers Required for Tear-down _____ <input type="checkbox"/> Forklift Ordered Hrs. _____ Time _____ <input type="checkbox"/> Number of Graphics _____ Layout Provided? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Number of Lights _____ Number of Light Boxes _____	<input type="checkbox"/> Rental Carpet Color _____ <input type="checkbox"/> Own Carpet Color _____ <input type="checkbox"/> Padding _____ Approximate Time for Tear-down _____ Special Equipment Required _____ Description _____ Description _____
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**Outbound Freight Information**

Outbound Freight Charges \_\_\_\_\_ Consigned To \_\_\_\_\_  
 PrePaid  Collect (for non-GES Logistics Shipments only) Address \_\_\_\_\_  
 Bill To \_\_\_\_\_ City/State/Zip \_\_\_\_\_  
 \_\_\_\_\_ Second Consignee \_\_\_\_\_  
 \_\_\_\_\_ Address \_\_\_\_\_  
 GES Storage \_\_\_\_\_ City/State/Zip \_\_\_\_\_  
 Method  GES Logistics  Common Carrier  AirFreight  Vanline  Other \_\_\_\_\_  
 Carrier (if known) \_\_\_\_\_  
 Contact \_\_\_\_\_ Phone \_\_\_\_\_  
 Exhibitor-completed GES' Outbound Material Handling Form attached:  Yes  No  
 Exhibitor will pack all product, prepare shipping labels and complete GES' Outbound Material Handling Form attached:  Yes  No

**Emergency Contact Information / Showsite Contact**

Name \_\_\_\_\_ Title \_\_\_\_\_  
 Telephone \_\_\_\_\_ Cell Phone \_\_\_\_\_  
 Other Means of Contacting This Person \_\_\_\_\_  
 Contact's Hotel \_\_\_\_\_ Arrival \_\_\_\_\_ Departure \_\_\_\_\_  
 Purchasing Authorization  Yes  No

\*This Form must be returned to GES for your orders to be processed.

I agree in placing this order that I have accepted GES Payment Policy and GES Terms & Conditions of Contract.

Authorized Signature - Please Sign: \_\_\_\_\_ X

AUTHORIZED NAME - PLEASE PRINT _____	DATE _____
--------------------------------------	------------

**Need Assistance?**

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Order Directly Online:  
<https://ordering.ges.com/Show/Info/011005655>

011005655

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.



**ENKWSA**  
Sands Expo and Convention Center  
February 6 - 8, 2012

## Safety is very important for everyone working in the exhibit hall.

Global Experience Specialists, Inc. (GES) values safety throughout our organization and demonstrates it in the work we perform. By following the safety guidelines below you will be doing your part in creating a safe work environment.

### Safety Guidelines:

- Only authorized personnel and employees allowed, all others are prohibited.
- This is an active work zone.
- All exhibitors and attendees enter at their own risk. Do not enter the dock/yard areas.
- Stay clear of heavy machinery.
- Never stand on furniture.
- Wear closed toe shoes.
- Clean up or report spills.
- Keep aisles free and clear of any and all debris.
- Practice good housekeeping.
- Check electrical cords for damage.
- Protect valuables at show site.
- Report any fires immediately.

If you notice anything unsafe please contact a GES employee immediately.

**During move in and move out individuals under the age of 18 are prohibited from being on or around the show floor. Show sites during these times are similar to a construction zone and considered to be hazardous. OSHA regulations prohibit minors from being present in a hazardous work environment.**

**STOP.****THINK.****SAFETY.**



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**ENKWSA**  
Sands Expo and Convention Center  
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## Union Information

To assist you in planning your participation in your Las Vegas area show, we are certain you will appreciate knowing in advance that union labor will be required for certain aspects of your exhibit handling.

**Please refer any questions you may have to an on-site GES Management employee. We will be happy to assist you in any way possible.**

## Teamsters Union

### Exhibit Labor

Teamsters Union Local #631 has jurisdiction through a labor agreement with Global Experience Specialists, Inc. (GES) for the erection, touch-up painting, dismantling, and repair of all exhibits when this work is done by persons other than your full time company personnel. This work is to include wall coverings, floor coverings, pipe and drape, painting, hanging of signs and decorative materials from the ceiling, placement of all signs and the erection of platforms used for exhibit purposes.

Local #631's jurisdiction does not cover the placement of your products on display, the opening of cartons containing your products, nor the performance, testing, maintenance or repairs of your products. If full-time company personnel are utilized to set an exhibit, they should carry positive company identification, such as a medical identification card or payroll stub. This rule prohibits the utilization of workers hired from a non-union agency or company. To secure labor, please utilize the GES labor forms enclosed.

### Freight Handling

Teamsters Union Local #631 has jurisdiction through a labor agreement with Global Experience Specialists, Inc. (GES) for the loading and unloading of all trucks, trailers and common and contract carriers as well as the handling of empty crates and the operation of material handling equipment. It also has the jurisdiction of the unloading, uncrating, unskidding, leveling, painting and assembly of machinery and equipment as well as the reverse process.

Global Experience Specialists, Inc. (GES) has the responsibility of receiving and handling all materials and empty crates. It is our responsibility to manage docks and schedule vehicles for the smooth and efficient move-in / move-out of the trade show. Global Experience Specialists, Inc. (GES) will not be responsible for any material it does not handle.

An exhibitor may hand carry material provided they do not use material handling equipment to assist them. When exhibitors choose to hand carry material, they may not be permitted access to the loading dock / freight door areas.

## Electrical Union

Electricians do electrical work, electrical sign hanging, and lighting without dimmers. Electricians always hang electrical hanging signs including rotating and header. Video monitors and plasma screens are installed by electricians unless a live feed is required.

In the case of live feed requirements, Stagehands must perform the work. Electricians distribute power from the source to the booth space.

An exhibitor may plug lights into one extension cord or multi-strip plug (up to 6 plug-ins) at the back or side of the booth as long as the manufacturer cord reaches from the light fixture to the outlet and the power source needed for the lights does not exceed (1) 20A/120AC.

Electricians must be called for distribution of power and hook-up for total combined wattage within booth space exceeding 1 (one) 20A / 120VAC including concealed and over/under carpet wiring. Electricians distribute and hook-up all 208V and 480V power. Electricians hoist Teamster assembled signs weighing 300 lbs. or greater at LVCC. SES hoists signs weighing 200 lbs. or greater at the Sands Exposition.

### Trusses

Ground supported, stand alone, whose sole purpose is overhead distribution of electrical equipment is to be installed and removed by the electricians.

Suspended trusses, with motorized hoist and non-dimmable and non-programmable lights are electrician's work.

## Stagehands

Stagehands handle programmable theatrical lighting, production, related rigging, and audio-visual. Suspended trusses with or without legs, that contain dimmable or programmable lighting, studio or motion picture lighting, sound system projectors, video wall, special effects equipment, and laser lighting are to be installed and removed by the stagehands. If the above list of equipment is not present on the truss, then it is either Teamster or Electricians as stated above. Meeting room ground support truss with Stagehand's equipment is Stagehand's responsibility.

## Gratuities

Our work rules prohibit the SOLICITATION OR ACCEPTANCE of tips in cash, product or gifts in kind by any employee (union or non-union). Our employees are paid appropriate wages denoting professional status, therefore tipping of any kind is not allowed.

## Work Zone

Customer acknowledges that the show site and surrounding areas are active work zones. Customer, its agents, employees and representatives are present at their own risk.

## Always Honest Hotline

GES requires the highest standards of integrity from all employees. Please call our confidential Always Honest hotline at 866.225.8230 to report fraudulent or unethical behavior.

## Need Assistance?

Toll Free: 800.475.2098 | Tel: 702.515.5970 | [www.ges.com/chat](http://www.ges.com/chat)



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**ENKWSA**  
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**GES Terms & Conditions are subject to change at GES' sole discretion without notice to any parties.**

**I. Definitions**

**GES:** Global Experience Specialists, Inc., is hereinafter referred to as GES and/or GES Logistics, and/or Trade Show Electrical (a/k/a TSE) and/or Trade Show Rigging (a/k/a TSR) and their employees; **Agents:** GES' agents, sub-contractors, carriers, and the agents of each; **Customer:** Exhibitor or other party requesting Services from GES; **Goods:** Exhibits, property, and commodities of any type for which GES is requested to perform Services; **Carrier:** Motor carrier, van line, air carrier, or air or surface freight forwarder; **Shipper:** Party who tenders Goods to Carrier for transportation; **Cold Storage:** Holding of Goods in a climate controlled area; **Accessible Storage:** Holding of Goods in an area from which Goods may be removed during shows; **Services:** Warehousing, transportation, drayage, un-supervised labor, supervised labor and/or related services; **Show Site:** The venue or place where an exposition or event takes place; **Supervised Labor (OK TO PROCEED):** Union labor that is provided to a Customer to install or dismantle a booth or exhibit space, and is supervised and/or directed by GES; **Un-Supervised Labor (DO NOT PROCEED):** Union labor that is provided to a Customer to install or dismantle a booth or exhibit space and pursuant to Customer's election is not supervised and/or directed by GES. Customer assumes the responsibility and any liability arising therefrom, for the work of union labor when Customer elects to use un-supervised labor.

**II. Scope**

These Terms and Conditions shall be binding upon Customer, GES, and their respective Agents and representatives, including but not limited to Customer contracted labor such as Customer Appointed Contractors and Installation and Dismantle Companies, and any other party with an interest in the Goods. Each shall have the benefit of and be bound by all provisions stated herein, including but not limited to time limits and limitations of liability.

**III. Customer Obligations**

a. **Payment for services.** Customer shall be liable for all unpaid charges for services performed by GES or Agents. Customer authorizes GES to charge its credit card directly for services rendered on Customer's behalf after departure, by placing an order on-line, via fax, phone or through a work order on site.  
b. **Credit Terms.** All charges are due before Services are performed unless other arrangements have been made in advance. GES has the right to require prepayment or guarantee of the charges at the time of request for Services. A failure to pay timely will result in Customer having to pay in cash in advance for future services. GES retains its right to hold Customer Goods for non-payment. If a credit card is provided to GES, GES is authorized to bill to such credit card any unpaid charges for services provided to Customer, including charges for return shipping. Any charges not paid within 30 days of delivery will be subject to interest at 1 1/2% per month until paid.

**IV. Mutual Obligation Indemnification**

a. **Customer to GES:** Customer shall defend, hold harmless and indemnify GES from and against any claims, lawsuits, demands, liability, costs and expenses, including reasonable attorney's fees and court costs, resulting from any injury to or death of persons, or damage to property other than Goods, relating to or arising from performance of Services herein. Customer agrees to indemnify and hold GES harmless for any and all acts of its representatives and agents, including but not limited to Customer Appointed Contractors and Installation and Dismantle Companies, any subcontractor or other user of its space or any agents or employees engaged in business on behalf of Customer or present at Customer's invitation, including supervision of labor secured through GES. Customer's obligations under this provision shall not apply to GES' own negligence and/or willful misconduct. **CUSTOMER ACKNOWLEDGES THAT THE SHOW SITE IS AN ACTIVE WORK ZONE AND CUSTOMER, ITS AGENTS, EMPLOYEES AND REPRESENTATIVES ARE PRESENT AT THEIR OWN RISK.**

b. **GES to Customer:** To the extent of GES' own negligence and/or willful misconduct, and subject to the limitations of liability below, GES shall defend, hold harmless and indemnify Customer from and against any claims, lawsuits, demands, liability, costs and expenses, including reasonable attorney's fees and court costs, resulting from any injury to or death of persons, or damage to property other than Goods. GES' obligations under this provision shall not apply to claims for bodily injury arising a) from Customer's presence in areas which have been marked as "off limits to exhibitors"; and b) when exhibitors are present in the facility prior or subsequent to the effective dates or hours of Exhibitor's space lease with show management.

**V. DISCLAIMER AND LIMITATION OF LIABILITY**

**UNDER NO CIRCUMSTANCES WILL ANY PARTY BE LIABLE FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL INDIRECT OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS OR INCOME. GES SHALL BE LIABLE, SUBJECT TO THE LIMITATIONS CONTAINED HEREIN, FOR LOSS OR DAMAGE TO GOODS ONLY IF SUCH LOSS OR DAMAGE IS CAUSED BY THE DIRECT NEGLIGENCE OR WILLFUL MISCONDUCT OF GES. CLAIMS PRESENTED FOR LOSS OR DAMAGE ARISING OUT OF INCIDENTS REFERENCED IN SECTION VI HEREIN WILL BE DENIED.**

**VI. No Liability for Loss or Damage to Goods**

a. **Condition of Goods:** GES shall not be liable for damage, loss, or delay to uncrated freight, improperly packed, glass breakage or concealed damage. GES shall not be liable for ordinary wear and tear in handling of Goods or for damage to shrink wrapped Goods. All Goods shall be able to withstand handling by heavy equipment, including but not limited to forklifts, cranes, or dollies. It is the Customer's responsibility to ensure that Goods are packaged correctly prior to shipment or movement on or off the Show floor.  
b. **Receipt of Goods:** GES shall not be liable for Goods received without receipts, freight bills, or specified piece count on receipts or freight bills, or for bulk shipments (i.e., UPS, air freight, or van lines). Such Goods shall be delivered to booth without the guarantee of piece count or condition.  
c. **Force Majeure:** GES shall not be liable for loss or damage that results from Acts of God, weather conditions, act or default of Customer, shipper, or the owner of the Goods, inherent nature of the Goods, public enemy, public authority, labor disputes, and acts of terrorism or war.  
d. **Cold Storage:** Goods requiring cold storage are stored at Customer's own risk. GES assumes no liability or responsibility for Cold Storage.  
e. **Accessible Storage:** GES assumes no liability for loss or damage to Goods while in Accessible Storage. Storage charges are for the use of space and are not a form of insurance, or a guarantee of security.  
f. **Unattended Goods:** GES assumes no liability for loss or damage to unattended Goods received at Show Site at any time from the point of receipt of inbound Goods until the loading of the outbound Goods, including the entire term of the respective show or exhibition. Customer is responsible for insuring its own Goods for any and all risk of loss.  
g. **Empty Storage:** GES assumes no liability for loss or damage to Goods or crates, or the contents therein, while containers are in Empty Storage. It is Customer's sole responsibility to affix the appropriate labels available at the GES Service Desk for empty container storage, and ensures that any pre-existing empty labels are removed.  
h. **Forced Freight:** GES is not liable for Customer Goods left on the show floor after the show closing deadline, with or without a Material Handling Services/Straight Bill of Lading signed by Customer. It is Customer's responsibility to complete accurate paperwork for shipping and to

ensure Customer Goods are properly labeled. If Customer Goods remain on the floor after the show closing deadline, GES has the right to remove the Customer Goods. GES is authorized by Customer to proceed in the manner chosen by Customer on the Order of Material Handling Services/Straight Bill of Lading, if one has been completed, or otherwise to ship Customer Goods at the discretion of GES and at Customer's expense. GES shall incur no liability for such shipment. GES retains the right to dispose of Customer Goods without liability if left on the show floor unattended, without labels or not correctly labeled.

i. **Concealed Damage:** GES shall not be liable for concealed loss or damage including but not limited to: glass, electronic equipment, prototypes, original art, uncrated Goods, or improperly packaged or labeled Goods.  
j. **Unattended Booth:** GES shall not be liable for any loss or damage occurring while the Goods are unattended in Customer's booth at any time, including, but not limited to, the time the Goods are delivered to the dock until the time the Goods are received by Customer's chosen carrier. All Material Handling Forms and/or Straight Bills of Lading covering outgoing Goods submitted to GES will be checked at the time of pickup from the booth and corrections to the count or condition will be documented where discrepancies exist.  
k. **Hanging items from Booth:** Customer shall not hang any articles, merchandise, product, advertisements, or other similar items from GES supplied booth materials (this includes but is not limited to GES panels or pipe and drape), utilized in Customer's own booth set up or in areas occupied by the show organizer or third parties. If Customer does hang any prohibited items, Customer alone shall be held liable for any damages, costs, actions or injuries resulting from the hanging of such item(s). GES shall have no liability for any damages, costs, actions or injuries arising out of Customer's failure to comply with this provision.

**VII. Measure of Damage**

a. **Sole Relief:** If found liable for any loss, GES' sole and exclusive maximum liability for loss or damage to Customer's Goods is limited to \$.50 (USD) per pound with a maximum liability of \$100.00 (USD) per container, or \$1,500.00 (USD) per shipment whichever is less.  
b. **Labor:** GES assumes no liability for loss, damage, or bodily injury arising out of Customer's supervision of GES provided union labor. If GES supervises labor for a fee, GES shall be liable only for actions or claims arising out of its negligent supervision. Such liability shall be limited to the cost to Customer of the supervised labor or the depreciated value of the Goods, whichever is less. If Customer elects to use unsupervised labor, then Customer assumes all liability for the actions or claims that arise out of such work, including but not limited to loss, damage or bodily injury and shall provide GES and show management with an indemnity, including defense costs, for any claims that result from Customers' supervision or failure to supervise assigned labor.

**VIII. Miscellaneous**

a. **Insurance. GES IS NOT AN INSURANCE COMPANY AND DOES NOT OFFER OR PROVIDE INSURANCE.** It is the obligation of Customer to ensure Goods are insured at all times. Loss or theft of the Goods in storage or in transit to and from the show and or while on the show floor is the sole responsibility of Customer. GES recommends Customer arrange for all Risk Coverage.  
b. **Notice of Loss or Damage:** In order to have a valid claim, notice of loss or damage to Goods must be given to GES or its agent within 24 hours of occurrence (as evidenced in an Incident Report completed at Show Site by GES) or delivery of outbound Goods.  
c. **Filing of Claim:** Any claim for loss or damage to Goods must be in writing, containing facts sufficient to identify the Goods, asserting liability for alleged loss or damage, and making claim for the payment of a specified or determinable amount of money. Such claim must be filed with the appropriate party within the time limits specified herein. Damage reports, incident reports, inspection reports, notations of shortage or damage on freight bills or other documents, do not constitute filing of a claim. Claims for Goods alleged to be lost, stolen or damaged at the Show Site must be received in writing by GES within **thirty (30)** days after the close of the show. Claims for Goods alleged to be lost or damaged **during transit** must be received by the responsible party within nine (9) months of date of delivery of Goods. GES Logistics subcontracts the movement of Goods to third party carriers. Claims for damage in transit should be made directly with your carrier as shown on the Material Handling form/ Bill of Lading. In the event of a dispute with GES, Customer will not withhold payment or any amount due GES for Services as an offset against the amount of the alleged loss or damage. Customer agrees to pay GES prior to the close of the show for all such charges and further agrees that any claim Customer may have against GES shall be pursued independently by Customer as a separate action to be resolved on its own merits. GES retains the right to pursue collection on amounts owed after show close, without regard to any amount alleged to be owed for damage, or loss.  
d. **Filing of Suit:** Any action at law regarding loss or damage to Goods must be filed within one (1) year of the date of declaration of any part of a claim (logistics claims excluded).

**IX. Jurisdiction, Choice of Forum**

These Terms and Conditions of Contract shall be governed by and construed in accordance with the applicable laws of the United States or, alternatively, and depending on jurisdiction, the laws of the State of Nevada. The parties hereby submit to jurisdiction and venue in the United States Federal District Court of Nevada, or as applicable depending upon jurisdiction, the County Circuit Court in Clark County, Nevada.

**X. Advanced Warehousing/Temporary Storage/Long Term Storage**

All terms and conditions relative to Advanced Warehousing/Temporary Storage/Long Term Storage are contained in separate agreements titled "Storage Agreement". In the event that a Storage Agreement is not executed between the parties, the following shall apply with respect to GES' liability for Customer Goods. The responsibility of GES with respect to Customer Goods is limited to the exercise of ordinary care and diligence in handling and storing of Customer Goods. GES shall be liable only for loss or damage to Goods caused by GES' sole negligence. GES' liability is limited to \$.60 (USD) per pound with a maximum liability of \$100.00 (USD) per container, or \$1,500.00 (USD) per shipment whichever is less. In case of partial loss or damage, the maximum liability shall be prorated based on weight. GES is not responsible for any loss or damage to Goods caused by, but not limited to fire, theft, the elements, vandalism, moisture, vermin, mechanical breakdown or failure, freezing or changes in temperature, as well as any other causes beyond GES' immediate control. GES is not responsible for the marring, scratching or breakage of glass or other fragile items. GES is not liable for the mechanical functions of instruments or appliances even if such articles are packed or unpacked by GES. In no event shall GES be liable for special, incidental, indirect or consequential damages, including business loss of any kind, resulting from any damage to or loss of the Goods or from any act or failure to act. Customer pays storage fees or costs for advance warehousing for use of the space only. There is no guarantee of security or representations made by GES as to appropriateness of the conditions for Customer Goods. The risk of loss remains Customer's alone and GES recommends the Customer carry and maintain insurance in amounts sufficient to cover its risk.

**Need Assistance?**

Toll Free: 800.475.2098 | Tel: 702.515.5970 | [www.ges.com/chat](http://www.ges.com/chat)



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**ENKWSA**  
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## SPECIAL PERMITS

Clark County Zoning Code 29.44.130 states that the promoter or organizer of an event erecting any temporary structures, i.e., tents, bleachers, fencing, balloons, or changes the outside appearance in any way, must obtain zoning and building permits. For further details please contact the Clark County Planning Department.

Special permits are required by the Clark County Fire Department for the following:

1. Display or operator of any electrical, mechanical, or chemical device which may be deemed hazardous by the fire department.
2. Use or storage of flammable liquids, compressed gases or dangerous chemicals.

## FIRE DEPARTMENT REGULATIONS

**NOTE: SMOKING IS PROHIBITED DURING MOVE-IN AND MOVE-OUT PERIODS, IN THE EXHIBIT HALL.**

1. All materials used in the construction and decoration of an exhibit must be flame retardant. This includes scenery, backdrops, drapes, tables and dust covers. Cardboard boxes may not be utilized as part of an exhibit or display per Clark County Fire Department.
2. Any vehicle or other apparatus which has a fuel tank and needs to be displayed, must have a locked gas cap, battery cables disconnected, and one gallon or less of fuel in the gas tank.
3. All fire exits must be kept clean and unobstructed.
4. Fire extinguishers and hose cabinets are to remain visible and accessible at all times.
5. NO storage of any kind is allowed behind the back drapes, display wall or inside the display area. All cartons, crates, containers, packing materials, etc., which are necessary for repackaging should be labeled with "EMPTY" stickers and removed from the show floor.
6. All vehicles not on display must be removed from the facility, BEFORE attendees are allowed onto the exhibit floor.
7. No painting of signs, displays, or other objects will be permitted inside of the facility.
8. During move-in, set-up and move-out periods, we will require designated "NO FREIGHT" aisles. The Fire Department requires these aisles must be kept clear at all times.
9. All fully enclosed booths with enclosed rooms must have at least two (2) exits which lead directly to the aisle. They must be equipped with a smoke detector and fire extinguisher for each enclosed area. Additional equipment may be determined by the Clark County Fire Marshall.
10. The Fire Department may exercise its right to assign a fire detail to the premises during open show hours.
11. All electrical material and equipment must meet national and local electrical codes.
12. Any use of two wire extension cords is prohibited. Multiple outlets and electric cords must be grounded and must not be used to exceed their listed amp rating.
13. All temporary electric wiring must be accessible and free from debris and storage material.
14. Helium tanks and balloons are prohibited within the facility unless tethered to a fixed object, and may be no longer than 36 inches in diameter and must be approved by the Event Coordinator and Fire Marshall.
15. Any type of cooking demonstration in the facility should be put in writing to the Event Coordinator and also be sent to the Fire Marshall for approval.
16. Any request for pyrotechnic displays must be put in writing in advance to the Event Coordinator and also be sent to the Fire Marshall for approval. When pyrotechnic displays are used on or in the facility, a permit from the Clark County Fire Department is required. If approved, a demo will have to take place, prior to the event, in the presence of the Clark County Fire Marshall at the client's expense. NO deviations can be made once the display has been approved, and the Fire Marshall will be present at the actual time of the display.
17. Exhibits which have an enclosed room or occupiable second story must post notice on the outside of the room, or at the bottom of the stairway of the maximum people occupancy (or total weight load of the second level) permitted in the area at one time. If occupancy of second level is intended to be more than ten (10) people at any one time a second stairway is required.

## Need Assistance?

Toll Free: 800.475.2098 | Tel: 702.515.5970 | [www.ges.com/chat](http://www.ges.com/chat)

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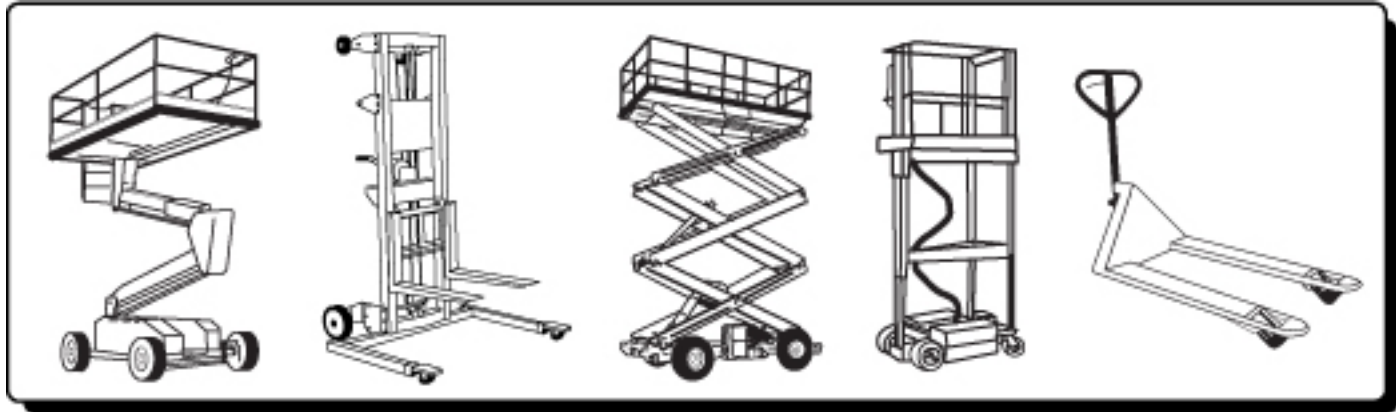
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## ATTENTION ALL EXHIBITORS!



The operation or use of all motorized lifting equipment for installation of booth structures or signs is not permitted by exhibitors or their appointed contractors.

The operation or use of motorized or mechanical material handling equipment is not permitted by exhibitors or their appointed contractors. This also includes all mechanical scooters and carts.

**ALL LIFTS, SCOOTERS, PALLET JACKS, DOLLIES AND MANPOWER MUST BE PROVIDED BY THE OFFICIAL SERVICE PROVIDER.**

Scooters and carts may only be used by the individuals to whom the scooters and carts are issued. GES equipment is for use by GES employees only. Please **do not** take it for your use.

Customer acknowledges that the show site and surrounding areas are active work zones. Customer, its agents, employees and representatives are present at their own risk.

Thank you for your complete cooperation.

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**ENKWSA**  
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## Official Service Provider

Show Organizer, acting on behalf of all Exhibitors and in the best interest of the exposition, has appointed Official Service Providers to perform and provide necessary services and equipment. Official Service Providers are appointed to:

- Ensure the orderly and efficient installation and removal of the overall exposition,
- Assure the distribution of labor to all Exhibitors according to need,
- Provide sufficient labor to satisfy the requirements of Exhibitors and for the exposition itself,
- See that the proper type and limits of insurance are in force, and
- Avoid any conflict with local union and/or exhibit hall regulations and requirements.

The Official Service Providers will provide all usual trade show services, including labor. Exceptions are:

- a. Supervision may be provided by the Exhibitor.
- b. The Exhibitor may appoint an exhibit installation contractor or display builder.

**In both such instances, GES shall have no liability to any party for damage or injuries caused by Exhibitor or its third party agents. Exhibitor is responsible for the actions of its third party contractors.**

## Exhibitor Appointed Contractors

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

1. The Exhibitor must notify Show Management in writing and Global Experience Specialists, Inc. (GES) of the intention to use an independent contractor no later than 30 days prior to the first move-in day furnishing the name, address and telephone number of the firm.
2. The Exhibitor shall provide evidence that the Exhibitor Appointed Contractor has proper insurance by submitting a certificate of insurance prepared by the "Exhibitor Appointed Contractor's" insurance agent with a minimum of coverage and limits as described below.
  - a. Commercial General Liability with limits of not less than \$1,000,000 each occurrence, \$2,000,000 general aggregate and \$2,000,000 products & completed operations aggregate.
  - b. Umbrella/Excess Liability with a limit of not less than \$1,000,000 each occurrence.
  - c. Workers Compensation, as required by law, with Employers Liability Limits of not less than \$1,000,000 each accident, \$1,000,000 disease - each employee and \$1,000,000 disease - policy limit.
  - d. Automobile Liability with a limit of not less than \$1,000,000 combined single limit - each accident.
  - e. The Commercial General Liability Policy shall name Global Experience Specialists, Inc. (GES) (Official Service Provider), ENK International (Show Management), ENKWSA (Show) and Sands Expo and Convention Center (Facility) as additional insureds on a primary and non-contributory basis. See attached sample certificate of insurance.
3. Any Exhibitor who has identified an Exhibitor Appointed Contractor must ensure that the Exhibitor Appointed Contractor has a current Certificate of Insurance on file with GES or Show Management evidencing the correct coverage at least 10 days prior to the first move-in date for the show or the Exhibitor Appointed Contractor will not be able to have access to the facility to perform any work.
4. Customer acknowledges that the show site and surrounding areas are active work zones. Customer, its agents, employees and representatives are present at their own risk.

For your safety, be aware of the following:

- a. Do not enter dock areas in search of empty crates. Entry into these areas is at your sole risk.
  - b. During tear down, pull all manageable structures back from aisle carpet lines. Electronics, mannequins, etc. should be placed in the center of the booth.
  - c. Be aware of vehicle traffic inside and outside of the facility. All attendees are solely responsible for their own safety in parking lots, driveways, access roads and non-exhibit hall areas.
5. For services such as electrical, plumbing, telephone, cleaning and drayage, no service provider other than the Official Service Provider will be approved. This regulation is necessary due to licensing, insurance and work done on equipment and facilities owned by parties other than the Exhibitor. Exhibitors shall provide only the material and equipment they own and is to be used in their exhibit space.
  6. Exhibitor Appointed Contractor compliances:
    - a. Must agree to abide by all rules and regulations of the show as outlined in this exhibitor kit including all union rules and regulations.
    - b. Must have all business licenses, permits and Workers Compensation Insurance required by the State and City governments and the convention facility management prior to commencing work. A certificate of insurance complying with all requirements in paragraph 2 above must be submitted to GES at least 10 days prior to the first date of move in.
    - c. Will be responsible for all reasonable costs related to its operation including, but not limited to, overtime pay for stewards and restoration of exhibit space to its initial condition.
    - d. Must furnish Show Management and Global Experience Specialists, Inc. (GES) with the names of all on-site employees who will be working on the exposition floor and see that they have and wear at all times necessary identification badges as determined by Show Management.
    - e. Shall be prepared to show evidence that it has a valid authorization from the Exhibitor for services. The Exhibitor Appointed Contractor may not solicit business on the exhibit floor.
    - f. Must confine its operations to the exhibit area of its clients. No service desks, storage areas or other work facilities will be located anywhere in the building. The show aisles and public space are not a part of the Exhibitor's booth space and must be kept clear. Exhibitors may be charged for costs related to movement of its property if the Exhibitor Appointed Contractor does not contain its operations within the confines of the booth.
    - g. Shall provide, if requested, evidence to Global Experience Specialists, Inc. (GES) that it possesses applicable and current labor contracts and must comply with all labor agreements and practices. The Exhibitor Appointed Contractor must not commit or allow to be committed by persons in its employment any acts that could lead to work stoppages, strikes or labor problems.
    - h. Must coordinate all of its activities with Global Experience Specialists, Inc. (GES).
    - i. Must comply with all reasonable rules and regulations of the venue, Show Management and/or Official Service Provider in order to create a safe work environment. A failure to do so can result in a delay or termination of your right to continue if the condition cannot be corrected.
    - j. May not move freight from one booth to another booth, or to meeting rooms. GES must provide labor.
  7. All information must be received in the Global Experience Specialists, Inc. (GES) office no later than 10 days prior to the show.

## Need Assistance?

Toll Free: 800.475.2098 | Tel: 702.515.5970 | [www.ges.com/chat](http://www.ges.com/chat)



Order Directly Online:

<https://ordering.ges.com/Show/Info/011005655>

<b>ACORD</b>		<b>CERTIFICATE OF LIABILITY INSURANCE</b>			DATE (MM/DD/YY) 01/01/12	
<b>1.</b> PRODUCER <b>ABC Insurance Agency</b> Fax: (212) 555-6100 <b>1234 Broker Lane</b> <b>New York, NY 10895</b> <b>Attn: Joe Agent (212) 555-6102 ext. 1234</b>		THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER, THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.  INSUREERS AFFORDING COVERAGE				
<b>2.</b> INSURED <b>Big Boom Company, Inc.</b> <b>1234 Corporate Lane</b> <b>New York, NY 10895</b> <b>Attn: Joe Smith</b> <b>Phone: (212) 555-5349 Fax: (212) 555-9819</b>		INSURER A: <b>Hartford Insurance Company of Illinois</b> INSURER B: <b>Aetna Casualty &amp; Surety Company</b> INSURER C: <b>Travelers Insurance Company</b> INSURER D: <b>Royal Insurance Company</b> INSURER E:				
COVERAGES						
THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OF CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSR LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
<b>A</b>	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> _____ <input type="checkbox"/> _____ GENERAL AGGREGATE LIMIT APPLIES PER <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC	<b>000P98298-A11</b>	<b>01/01/12</b>	<b>01/01/13</b>	EACH OCCURENCE	<b>\$1,000,000</b>
	FIRE DAMAGE (Any one fire)				<b>\$ 50,000</b>	
	MED EXP (Any one person)				<b>\$ 5,000</b>	
	PERSONAL & ADV INJURY				<b>\$1,000,000</b>	
	GENERAL AGGRREGATE				<b>\$2,000,000</b>	
	PRODUCTS-COMP/OP AGG				<b>\$2,000,000</b>	
<b>B</b>	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/> _____ <input type="checkbox"/> _____	<b>SKLS-029499S</b>	<b>01/01/12</b>	<b>01/01/13</b>	COMBINED SINGLE LIMIT	<b>\$1,000,000</b>
	(Ea accident)					
	BODILY INJURY				<b>\$</b>	
	(Per person)					
	BODILY INJURY				<b>\$</b>	
	(Per accident)					
	PROPERTY DAMAGE				<b>\$</b>	
(Per accident)						
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> _____				AUTO ONLY-EA ACCIDENT	<b>\$1,000,000</b>
					OTHER THAN AUTO ONLY:	<b>\$</b>
						<b>\$</b>
<b>A</b>	UMBRELLA/EXCESS LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$	<b>XL1234567</b>	<b>01/01/12</b>	<b>01/01/13</b>	EACH OCCURENCE	<b>\$1,000,000</b>
	AGGREGATE				<b>\$1,000,000</b>	
					<b>\$</b>	
					<b>\$</b>	
<b>C</b>	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	<b>A4145-SS-PJ37</b>	<b>01/01/12</b>	<b>01/01/13</b>	X WC STATU-ORY LIMITS	OTHER
	E.L. EACH ACCIDENT				<b>\$1,000,000</b>	
	E.L. DISEASE-EA EMPLOYEE				<b>\$1,000,000</b>	
					E.L. DISEASE -POLICY LIMIT	<b>\$1,000,000</b>
<b>D</b>	OTHER Professional Liability	<b>000P98298-A11</b>	<b>01/01/12</b>	<b>01/01/13</b>	Each Occurrence & Aggregate	
					<b>\$1,000,000</b>	
<b>5.</b> DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS Global Experience Specialists, Inc. (GES) (Official Service Provider), ENK International (Show Management), Sands Expo and Convention Center (Facility), and ENKWSA (Show) are hereby named as additional insured, except for Workers' Compensation. Global Experience Specialists, Inc. (GES) and/or the consignor are included as Loss Payee. The insurance provided for the benefit of Global Experience Specialists, Inc. (GES), shall be primary insurance as respects any claim, loss, or liability, arising out of the Named Insured's operations for which the Named Insured is liable. Any other insurance maintained by GES shall be excess and non-contributory. Show date(s) are: February 6 - 8, 2012 at city of Las Vegas.						
<b>6.</b> CERTIFICATE HOLDER		<b>X</b>	<b>ADDITIONAL INSURED; INSURER LETTER: X</b>		<b>CANCELLATION</b>	
Global Experience Specialists, Inc. (GES) Exhibitor Services 7000 Lindell Road Las Vegas, NV 89118			SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OF REPRESENTATIONS  AUTHORIZED REPRESENTATIVE  John Smith, CIC			

- PRODUCER: Insurance Agent / Broker who issues certificate.
- NAME OF INSURED: Must be the legal name of contracting party.
- TYPES OF INSURANCE: Must include types required by contract. See Official Services Provider Information (form L-3) in this exhibitor manual).
- FORM OF COVERAGE: Must be "occurrence" from of coverage.
- NAME ADDITIONAL INSUREDS: Global Experience Specialists, Inc. (GES) (Official Service Provider), ENK International (Show Management), ENKWSA (Show) and Sands Expo and Convention Center (Facility) as additional insureds on a primary and non-contributory basis.
- CERTIFICATE HOLDER: Must be Global Experience Specialists, Inc. (GES)
- POLICY EFFECTIVE DATE: Must be prior to or coincidental with the first day of Exhibitor Move-In.
- POLICY EXPIRATION DATE: Must be on or after the last day of Exhibitor Move-Out.
- LIMITS OF INSURANCE: Must be the same or greater than required by contract. See Official Services Provider Information (form L-3) in this exhibitor manual.
- NOTICE OF CANCELLATION: 30 days notice must be provided.
- AUTHORIZED REPRESENTATIVE: Must be signed (not stamped) by an authorized representative of Producer.

RETURN TO: Global Experience Specialists, Inc. (GES) • 7050 Lindell Road, Las Vegas, NV 89118-4702 • Fax: 866.329.1437 or 702.263.1520 for international exhibitors  
 Contact us Online: [www.ges.com/chat](http://www.ges.com/chat) Phone: 800.475.2098 or 702.515.5970 for international exhibitors

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.



**ENKWSA**  
 Sands Expo and Convention Center  
 February 6 - 8, 2012

**Form Deadline Date:**  
 January 2, 2012

COMPANY NAME	EMAIL ADDRESS	BOOTH NUMBER
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An Exhibitor Appointed Contractor is a company other than the "general or official" service provider on the show, or third party service provider designated by the show organizer in the exhibitor manual as the provider of a specific service and requires access to your booth during installation and dismantling. The Exhibitor Appointed Contractor may only provide services in the venue, which are not designated by the venue as "exclusive" to a venue provider, or by the show organizer in a contract as an exclusive service for the "official" or "general" service provider or other third party. If an Exhibitor Appointed Contractor attempts to provide services designated to another party as "exclusive" or is discovered soliciting on the show floor or otherwise does not comply with the rules, the company may be removed from the show floor, and the Exhibitor will not be able to use that company for the remainder of the event.

**Due to the necessity of coordinating all activities during the move-in and for security purposes, Exhibitors who choose to use these contractors must complete this form, comply with all rules and regulations (listed below) and supply Global Experience Specialists, Inc. (GES) with all necessary information by the deadline date indicated above.**

Exhibitor Appointed Contractor \_\_\_\_\_

Street Address \_\_\_\_\_

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

Phone (area code \_\_\_\_\_) \_\_\_\_\_ Fax (area code \_\_\_\_\_) \_\_\_\_\_

Contact: \_\_\_\_\_

Description of Proposed Service for Exhibitor: \_\_\_\_\_

This form will only be accepted if filled out by an authorized representative of the exhibiting company. Below are the Rules and Regulations regarding Exhibitor Appointed Contractors. Everyone must abide by these rules, which are accepted industry rules that were drafted by the International Association for Expositions & Events.

**Rules & Regulations**

1. All Exhibitor Appointed Contractors must comply with show rules and regulations, and accept appropriate liability for any negligent actions.
2. The Exhibitor Appointed Contractor acknowledges that the show site and surrounding areas are active work zones and the Exhibitor Appointed Contractor, its agents, employees and representatives are present at their own risk.
3. The Exhibitor Appointed Contractors shall be prepared to show evidence to the Official Service Provider that it possesses applicable and current contracts.
4. The Exhibitor Appointed Contractors shall be prepared to show evidence it has authorization from the contractor.
5. The Exhibitor agrees that he is ultimately responsible for all services in connection with his exhibit, including freight, drayage, rentals and labor.
6. The Exhibitor Appointed Contractor shall provide certificates of insurance and must agree in writing no later than 10 days prior to show opening.
7. The Exhibitor Appointed Contractor will be responsible for all reasonable costs related to its operation, including overtime pay for stewards, restoration of exhibit space to its initial condition, etc. Where applicable a one hour minimum labor charge will be charged at the appropriate steward rate of pay per day/per union to either the Exhibitor Appointed Contractor/ Exhibitor depending upon the billing arrangement set up with GES. (Based upon Exhibitor Appointed Contractor not number of booths)
8. The Exhibitor Appointed Contractor will not be permitted on the exhibit floor during the show days unless provided a proper registration badge by the exhibiting company.
9. The show aisles and public spaces are not part of the Exhibitor's booth. Therefore, the Exhibitor Appointed Contractor is required to confine all activities to the exhibit space of the Exhibitor who has given the valid order for services. Exhibitors may be charged for costs related to movement of its property if the Exhibitor Appointed Contractor does not contain its operations within the confines of the booth.
10. Solicitation on the exhibit floor is prohibited. Any Exhibitor Appointed Contractor or Non-official contractor engaged in any solicitation on the exhibit floor including the distribution of official company literature will be removed from the exhibit floor, unless pre-approved in writing by Show Organizer or GES Management.

11. During show hours Exhibitor Appointed Contractors only with exhibit badges will be permitted on the exhibit floor. No installation and dismantling crew members will be permitted on the exhibit floor during show hours without the proper Convention name badge supplied by the exhibiting company. These badges should be ordered through the complimentary allotment of registration forms sent to each exhibiting company.
12. The Exhibitor Appointed Contractor shall indemnify and hold Show Management and Global Experience Specialists, Inc. (GES) harmless from and against any and all negligent acts or omissions of Exhibitor Appointed Contractor, its agents, employees and representatives.

**For insurance and safety reasons, the Official Service Provider designated in this service manual must be used for services such as:**

Electrical	Plumbing	Booth Cleaning	Decorator Labor
Telephone	Rigging	Millwright Work	Material Handling

**No exceptions will be made**

**Tips to Exhibitor Appointed Contractors**

1. Order services required from GES and the Exhibit Hall in advance. Ordering labor or services onsite which contractors may not be prepared to provide immediately may delay the set-up of your booth or force your set-up into overtime.
2. Take steps to protect your client's product in the booth by arranging for booth security and/or cages.
3. Please stay out of adjacent booths during set-up. Exhibitor Appointed Contractors must stay within the confines of the booth.
4. Label empty cartons and crates for storage as soon as they are ready. Holding back on "empties" only adds congestion to the aisles.
5. Do not store empty cartons inside of empty crates. Cartons are returned from storage first so Exhibitors may begin packing their product.
6. Keep "No Freight Aisles" clear at all times. If GES is required to rearrange any material situated in a clearly identified "No Freight Aisle," you or your client depending upon your billing arrangements with GES, will be charged a one hour minimum for forklift rental and labor.
7. Turn in outbound freight bills to the service desk on a timely basis. Holding freight bills until late in the day or turning in large amounts of freight bills to the GES Servicecenter at one time may delay outbound truck scheduling and subsequently force your loading out into overtime.

**Need Assistance?**

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