

SER EXPOSITION SERVICES

35B New Street

Worcester, MA 01605

Phone 508.757.3397 Fax 508.757.9136

<https://serexpo.com> serinfo@serexpo.com

Business Innovation Expo of Western Mass

November 02, 2017

MassMutual Center

Springfield, Massachusetts

EVENT INFORMATION

We are pleased to inform you that SER exposition services has been selected by Business Innovation Expo of Western Mass to serve as your Official Service Contractor.

DISCOUNT DEADLINE

All orders and payments must be received by October 25, 2017

A credit card on file with SER exposition services is required for all exhibitor orders. If you need assistance, additional information or special services, please contact us at 508.757.3397, fax 508.757.9136 or email us at serinfo@serexpo.com. You may also find answers to your questions by visiting our website serexpo.com

EVENT SCHEDULE

EXHIBITOR MOVE-IN

Wednesday, November 01, 2017 12:00 PM to 05:00 PM

EVENT DATES

Thursday, November 02, 2017 09:00 AM to 05:00 PM

EXHIBITOR MOVE-OUT

Thursday, November 02, 2017 05:00 PM to 08:00 PM

CARRIER CHECK IN

All carriers must check in by Thursday, November 02, 2017 06:30 PM

BOOTH PACKAGE

Show Color: Black

Each 10' x 10' Booth Package includes: 8' high Back Wall, 3' high Side Rails, 6' Skirted Table, (2) Folding Chairs, Wastebasket and Exhibitor ID Sign with Booth Number

Exhibit Hall Carpet

Gray Wall to Wall Carpet, provided by the MassMutual Center

EXHIBITOR ORDERING

How to order:

- Online ordering: Online orders may be placed at our online store: <https://ser.goshowonline.com/ecommm/>
If you have not received your login information for this event, please fill out the form at this address
<https://ser.goshowonline.com/ecommm/auth/index/userinfoforequest>
- Email your order forms to serinfo@serexpo.com
- Fax your order forms to 508.757.9136

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SHIPPING INFORMATION

ADVANCE RECEIVING AT THE WAREHOUSE

SER exposition services will accept crated, boxed or skidded materials between: October 02, 2017 - October 25, 2017

Advance Shipping Address	Business Innovation Expo of Western Mass Company Name / Booth# c/o SER exposition services SER exposition services 35b New Street Worcester, Massachusetts 01605
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DIRECT SHIPMENTS TO EXHIBIT FACILITY

SER exposition services will receive shipments at the exhibit facility on November 01, 2017. Shipments sent directly to the facility earlier than move-in day will be refused.

For additional information, please refer to the "Material Handling Information/Rate Schedule" form within the Exhibitor Services Manual.

Direct Shipping Address	Business Innovation Expo of Western Mass Company Name / Booth# c/o SER exposition services MassMutual Center 1277 Main Street Springfield, Massachusetts 01103
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SAFETY

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

For services, other than what is included in your booth, please see our show service order forms within the Exhibitor Services Manual. **All orders and payments must be received by October 25, 2017**

A credit card on file with SER exposition services is required for all exhibitor orders. If you need assistance, additional information or special services, please contact us at 508.757.3397 or fax 508.757.9136. You may also find answers to your questions by visiting our website at serexpo.com.

FURNITURE AND ACCESSORIES

FURNITURE ORDERS MUST BE RECEIVED WITH FULL PAYMENT BY October 25, 2017
 STANDARD RATES APPLY TO LATE ORDERS.

Booth #

Company Name

Phone

Authorized By

Signature

QTY	Description	Discount Rate	Standard Rate	Total
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TABLES - UNSKIRTED 30" HIGH

	Table - Unskirted 2'x4'	\$37.18	\$48.33	
	Table - Unskirted 2'x6'	\$45.43	\$59.06	
	Table - Unskirted 2'x8'	\$53.68	\$69.78	
	Table - Finished 30"D x 30"H Round	\$88.39	\$114.90	
	Table - Finished 30"D x 40"H Round	\$88.39	\$114.90	

TABLES - ACCESSORIES

	40" Extension Leg Set	\$22.00	\$28.60	
	Ln ft of white Vinyl Covering	\$1.65	\$2.15	
	4th Side Table Skirt	\$44.00	\$57.20	

TABLES - SKIRTED TABLES 30" & 40" HIGH - VINYL TOP - SKIRT 3 SIDES

	Table - Skirted - 2'x4'	\$81.90	\$106.46	
	Table - Skirted - 2'x6'	\$99.00	\$128.70	
	Table - Skirted - 2'x8'	\$118.80	\$154.44	
	Table - Skirted 30"D x 30"H Round	\$119.35	\$155.16	
	Table - Skirted 40" High - 2'x4'	\$97.24	\$126.41	
	Table - Skirted 40" High - 2'x6'	\$117.15	\$152.30	
	Table - Skirted 40" High - 2'x8'	\$140.58	\$182.75	
	Table - Skirted 40" High - 30" Round	\$141.13	\$183.47	

CIRCLE A SKIRT COLOR: BEIGE - BLACK - BLUE - BURGUNDY - DUSTY ROSE - GOLD - GREEN - NAVY BLUE - PLUM - RED - SILVER - TEAL - TERRACOTTA - VIOLET - WHITE

DRAPERY

	Ft of 8' high drape - linear foot	\$12.10	\$15.73	
	Ft of 3' high drape - linear foot	\$9.90	\$12.87	
	8' High Upright Pipe with Base	\$13.75	\$17.88	
	Top Arms	\$13.75	\$17.88	

CIRCLE A DRAPE COLOR: BEIGE - BLACK - BLUE - BURGUNDY - DUSTY ROSE - GOLD - GREEN - NAVY BLUE - PLUM - RED - SILVER - TEAL - TERRACOTTA - VIOLET - WHITE

RISERS - TABLE TOP RISERS VINYL TOP - SKIRT 3 SIDES

	Table Top Riser - Skirted - One Step - 10"x4'	\$44.00	\$57.20	
	Table Top Riser - Skirted - Two Step - 20"x4'	\$66.00	\$85.80	
	Table Top Riser - Skirted - One Step - 10"x6'	\$55.00	\$71.50	
	Table Top Riser - Skirted - Two Step - 20"x6'	\$77.00	\$100.10	
	4th Side Skirting - Riser	\$27.50	\$35.75	

CIRCLE SKIRT COLOR: BLUE - RED - WHITE

BOOTH ACCESSORIES

	Folding Chairs	\$16.50	\$21.45	
	Upholstered Arm Chair	\$60.50	\$78.65	
	Upholstered Side Chair	\$52.80	\$68.64	
	Upholstered Stool with Back	\$75.63	\$98.31	
	Wastebasket (7 Gallon)	\$15.95	\$20.74	
	Tripod Display Easels	\$33.00	\$42.90	
	22"x28" Chrome Sign Holder	\$63.53	\$82.58	
	8.5" x 11" Black Sign Holder	\$53.63	\$69.71	

FURNITURE AND ACCESSORIES (continued)

FURNITURE ORDERS MUST BE RECEIVED WITH FULL PAYMENT BY October 25, 2017

STANDARD RATES APPLY TO LATE ORDERS.

Booth # _____

Company Name _____

Phone _____

Authorized By _____

Signature _____

QTY	Description	Discount Rate	Standard Rate	Total
_____	Chrome Stanchion Post	\$33.00	\$42.90	_____
_____	Velour Cord 8' Length	\$33.00	\$42.90	_____
_____	Garment Rack	\$60.50	\$78.65	_____
_____	Bag Rack	\$55.00	\$71.50	_____
_____	Literature Rack	\$93.50	\$121.55	_____
_____	4'x8' Posterboard Double Sided	\$187.00	\$243.10	_____
_____	Park Bench	\$176.00	\$228.80	_____
_____	LED Lamp with clamp	\$52.80	\$68.64	_____
_____	25' extension cord	\$20.00	\$N/A	_____
_____	Power strips	\$20.00	\$N/A	_____
<u>CARPET AND PADDING</u>				
_____	Carpet 9'x10'	\$129.80	\$168.74	_____
_____	Carpet 9'x20'	\$259.60	\$337.48	_____
_____	Carpet 9'x30'	\$389.40	\$506.22	_____
_____	Carpet 9'x40'	\$519.20	\$674.96	_____
_____	Carpet - Cut and Lay	\$2.97 sqft	\$3.86 sqft	_____
_____	Carpet Padding	\$1.21 sqft	\$1.57 sqft	_____
_____	Carpet Front Rug Taping	\$0.99 lft	\$1.29 lft	_____

CIRCLE CARPET COLOR: BLACK – BLUE – GRAY – GREEN – PLUM – RED – TEAL – TUXEDO – VIOLET

Order Total

Sub Total _____

MA 6.25% Tax _____

Total Due _____

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MODULAR RENTAL EXHIBIT

Advance Orders only. Order Deadline October 25, 2017

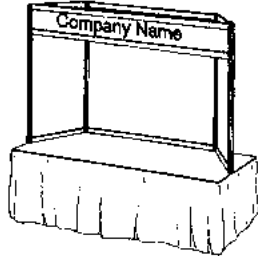
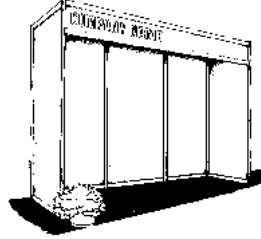


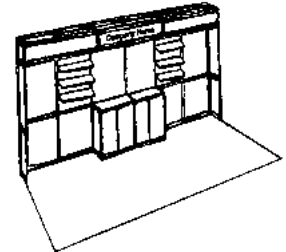
Table Top - \$525

- Custom Graphic Header
- 6' Skirted Table
- Choice of Back wall Material



10' Backwall Exhibit - \$1250

- Custom Graphic Header
- Choice of Back wall Material
- 3 – 39" shelves
- 9'x10' carpet



20' Backwall Exhibit - \$2500

- Custom Graphic Header
- Choice of Back wall Material
- 6 – 39" shelves
- 9'x20' carpet

All exhibits include install and dismantle labor. Lighting and electricity are not included.

Choose Your Back Wall Material

- Blue Velcro White Hardwall Black Hardwall Pegboard

Choose Your Carpet Color

- Blue Red Green Teal Tuxedo
 Grey Plum Violet

Header Options

Choose your letter color

- Blue Red Green Teal Tuxedo
 Silver Purple Yellow Font Type

(Helvetica will be used if left blank)

Indicate your header copy

Additional Options

- 39" Shelves _____ \$21 each Table Top Light Fixture \$100 10' Exhibit Light Fixture \$100 20' Exhibit Light Fixture \$200
 Display Counters (39"x40"x18") _____ \$250 each 10' Exhibit - Carpet Padding \$100 20' Exhibit - Carpet Padding \$200

Order Total		
Sub Total	+	MA 6.25%
	=	Total

Booth #

Company Name

Phone

Authorized By

Signature

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GRAPHICS

Orders must be received with full payment by October 25, 2017. Standard Rates apply to late orders.

Standard Sizes

QTY	DESCRIPTION	DISCOUNT	STANDARD	TOTAL
_____	7" x 11"	\$28.60	\$42.90	_____
_____	7" x 44"	\$33.70	\$50.55	_____
_____	9" x 44"	\$36.75	\$55.13	_____
_____	11" x 14"	\$38.80	\$58.20	_____
_____	14" x 44"	\$42.85	\$58.20	_____
_____	22" x 28"	\$66.30	\$99.45	_____
_____	28" x 44"	\$86.70	\$130.05	_____
_____	24" x 36"	\$88.75	\$133.13	_____
_____	36" x 48"	\$95.90	\$143.85	_____
_____	Cardboard Easels	\$6.15 each	\$9.23	_____
_____	Step Stakes	\$6.00 each	\$9.00	_____
_____	Directional Arrow	\$4.35 each	\$6.53	_____
_____	Logo*	\$51.00	\$76.50	_____

One time set-up fee applies if logo is not in usable format

*Logo must be provided by exhibitor

Order Total	
Sub Total	_____
MA 6.25% Tax	_____
Total Due	_____

SIGN COPY
OPTIONS

- Substrate
 Coroplast Foamcore
- Text Color
 Red Green Blue Yellow Silver Black
 Use SER judgment to choose color
- Orientation
 Horizontal Vertical

ANY ORDERS RECEIVED LESS THAN FOURTEEN (14) DAYS PRIOR TO SHOW DATE CANNOT BE GUARANTEED.
 PLEASE CALL FOR DETAILS: 508.757.3397

Booth #

Company Name

Phone

Authorized By

Signature

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ARTWORK GUIDELINES

For accuracy, quality and efficiency of time, please prepare art files as specified below.

File formats:

PDF JPG AI EPS TIFF PSD

Please ensure all fonts are converted to outlines, images embedded, and files flattened before exporting artwork.

ARTWORK SIZE

All artwork must be submitted with a minimum 100dpi at 1:1 (100%), with no bleeds and no crop marks.

COLOR

CYMK (If files are submitted in any other color mode, i.e. RGB, we will not be responsible for the final printed color, or the cost to reprint.

We can attempt to match PMS colors upon request, please include those in instructions. Keep in mind that digital printing cannot always match PMS spot colors exactly. (When a PMS match is required, please make sure to send your files as an Illustrator .pdf (see above) as we will be unable to alter flattened Photoshop files.)

We do not accept artwork/logos/graphics submitted in Microsoft Word, Excel, Works, Quark or Corel.

SENDING ARTWORK

Please label all files with your event name followed by your booth number. (EVENTNAME_BOOTHNUMBER.PDF)

For graphics less than 10mb, email directly to graphics@serexpo.com. For larger files we can provide you with an ftp site to upload your files to. We can also recommend third party solutions for transferring us your artwork.

OUR EXPERIENCED TEAM IS ALWAYS HERE TO HELP, IF YOU HAVE ANY QUESTIONS
CALL US AT 508.757.3397 OR EMAIL US AT SERINFO@SEREXPO.COM

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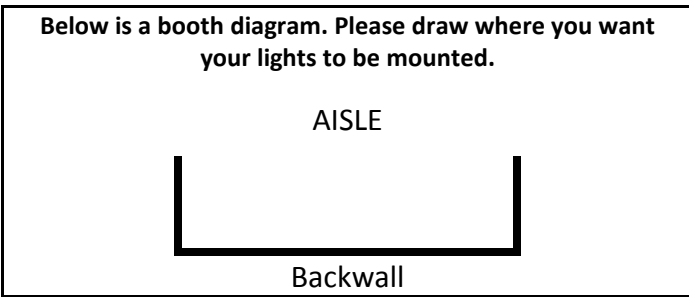
LED SPOTLIGHT

Orders must be received with full payment by October 25, 2017. Standard Rates apply to late orders.

	Designed to deliver wall washing, even illumination, without hot spots Light output of generation 3 LED board is equivalent to a 200-watt linear halogen lamp Fixture is listed to both UL and CSA standards Custom heat sink to properly cool the LED's 15' CORD CONSISTENT COLOR TEMPERATURE - The clean output of our fixtures provides a consistent quality of neutral white light					
	Watts	AMPS	Volts	Lumens	Weight	Color Temp
15	.625	24	1980	.85 lbs	Neutral White 4100K	

ELECTRICITY IS NOT INCLUDED AND MUST BE ORDERED SEPARATELY.

	Discount Rate	Standard Rate	Total
Number of lights _____	at \$52.80 each	at \$68.64 each	_____
8' high upright pipe with base _____	at \$13.75 each	at \$17.88 each	_____
Top Arm _____	at \$13.75 each	at \$17.88 each	_____







	Order Total
Sub Total	_____
MA 6.25% Tax	_____
Total Due	_____

Booth #		Phone	
Company Name		Signature	
Authorized By			

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SHOW CASES

Orders must be received with full payment by October 25, 2017. Standard Rates apply to late orders.

	Description	Discount Rate	Standard Rate	Total
	White laminate counter top, lights included.	\$350.00	\$455.00	_____
40" L x 21" D x 42"				
	White laminate counter top, 1 glass shelf, Sliding doors in rear, Lights included.	\$525.00	\$682.50	_____
80" L x 21" D x 42"				
	White laminate counter top, Sliding doors in rear, 2 glass shelves.	\$425.00	\$552.50	_____
80" L x 21" D x 42"				
	White laminate counter top, 3 full length glass shelves, Lights included.	\$1950.00	\$2535.00	_____
96" L x 21" D x 96"				

Electrical service is not included. Locks are available upon request.




	Order Total
Sub Total	_____
MA 6.25% Tax	_____
Total Due	_____

Booth #	_____
Company Name	_____
Authorized By	_____
Phone	_____
Signature	_____

CANCELLATION POLICY: Items ordered & delivered to booth but subsequently canceled will be charged at 100% of price. All adjustments to charges are to be made at show site. **NO CREDITS WILL BE ISSUED AFTER CLOSE OF SHOW.** ■ Discount prices are only available on or before October 25, 2017. ■ Sales tax must be included. ■ To guarantee item or color, orders must be received 14 days prior to event. ■ Equipment is on a rental basis and remains the property of SER exposition services.

SHOW CASES

Orders must be received with full payment by October 25, 2017. Standard Rates apply to late orders.

	Description	Discount Rate	Standard Rate	Total
 21" L x 21" D x 78" H	White laminate counter top, 2 glass shelves.	\$415.00	\$539.50	_____
 40" L x 21" D x 78"	White laminate counter top 2 glass shelves, Lights included.	\$475.00	\$617.50	_____
 108" L x 15" D x 72"	White laminate counter top, 7 glass shelves.	\$1600.00	\$2080.00	_____

Electrical service is not included. Locks are available upon request.

	Order Total
Sub total	_____
MA 6.25%	_____
Total Due	_____

Booth #	_____
Company Name	Phone
Authorized By	Signature

CANCELLATION POLICY: Items ordered & delivered to booth but subsequently canceled will be charged at 100% of price. All adjustments to charges are to be made at show site. **NO CREDITS WILL BE ISSUED AFTER CLOSE OF SHOW.** ■ Discount prices are only available on or before October 25, 2017. ■ Sales tax must be included. ■ To guarantee item or color, orders must be received 14 days prior to event. ■ Equipment is on a rental basis and remains the property of SER exposition services.

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ADVANCE- MATERIAL HANDLING RATE SCHEDULE

CRATED/SKIDDED	Material that is skidded or is in any type of shipping container that can be unloaded at the dock with no additional handling required.
SPECIAL HANDLING	Material delivered by the carrier in such a manner that it requires additional handling, such as these types of unloading: ground, side door, constricted space, designated place, mixed loads, and/or stacked shipments. Federal Express, DHL and UPS shipments are included in this category due to their delivery procedures.
LATE DELIVERY	Shipments received at the advance warehouse after October 25, 2017 will be charged an additional 30%. Deliveries made to the warehouse after exhibitor move-in has started will be billed an additional charge for delivery to show site.
RETURN TO WAREHOUSE	Shipments returned to SER warehouse at close of show for reforwarding or storage will be charged an additional \$10.00 per 100 lbs with a minimum of \$75.00
OVERTIME (OT)	Overtime hours are Monday through Friday, 4:30 PM to 8:00 AM; Saturdays, Sundays and observed holidays; any outbound shipments where driver has not checked in before 4:30 PM; additionally, when warehouse freight is moved into or out of exhibit site on overtime.

ADVANCE SHIPMENTS TO WAREHOUSE	ADVANCE SHIPMENTS TO WAREHOUSE
<p>Shipments may arrive between October 02, 2017 - October 25, 2017</p>	<p>SHOW NAME COMPANY NAME AND BOOTH # c/o SER exposition services SER exposition services 35b New Street Worcester, Massachusetts 01605</p>

Advance shipments will be charged at the following rates in accordance with the move-in and move-out schedule.

200 lbs. min per shipment	ADVANCE SHIPMENTS CRATED/SKIDDED		ADVANCE SHIPMENTS SPECIAL HANDLING	
	Per 100 lbs	Minimum	Per 100 lbs	Minimum
ST/ST	\$72.00	\$144.00	\$93.60	\$187.20
ST/OT	\$93.60	\$187.20	\$115.20	\$230.40
OT/OT	\$115.20	\$230.40	\$136.80	\$273.60

SMALL SHIPMENTS	(Items that DO NOT ship out) Cartons and envelopes received without documentation will be delivered without guarantee of piece count or condition. Maximum weight is 25 pounds, per shipment, per delivery. Only Federal Express, UPS, & DHL shipments can be considered as small packages. If small packages are shipped out, the prices will be changed to reflect the above roundtrip rates.
Small Shipment Flat Rate	\$69.00

CALCULATE ESTIMATED MATERIAL HANDLING CHARGES		Order Total
Our shipment will be delivered to: <input checked="" type="checkbox"/> Advance WH		Sub Total =
200 lbs. minimum per shipment		Late Arrival Surcharge add 30% =
We are shipping _____ lbs. @ \$_____ per 100 lbs		Estimate Total =

Booth #	
Company Name	Phone
Authorized By	Signature

We understand this is an estimate. Invoicing will be done from actual weight and adjustments made accordingly.

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DIRECT - MATERIAL HANDLING RATE SCHEDULE

CRATED/SKIDDED	Material that is skidded or is in any type of shipping container that can be unloaded at the dock with no additional handling required.
SPECIAL HANDLING	Material delivered by the carrier in such a manner that it requires additional handling, such as these types of unloading: ground, side door, constricted space, designated place, mixed loads, and/or stacked shipments. Federal Express, DHL and UPS shipments are included in this category due to their delivery procedures.
RETURN TO WAREHOUSE	Shipments returned to SER warehouse at close of show for reforwarding or storage will be charged an additional \$10.00 per 100 lbs with a minimum of \$75.00
OVERTIME (OT)	Overtime hours are Monday through Friday, 4:30 PM to 8:00 AM; Saturdays, Sundays and observed holidays; any outbound shipments where driver has not checked in before 4:30 PM; additionally, when warehouse freight is moved into or out of exhibit site on overtime.

DIRECT SHIPMENTS TO SHOW SITE:	DIRECT SHIPMENTS TO SHOW SITE
Shipments may only arrive only on November 01, 2017	SHOW NAME COMPANY NAME AND BOOTH # c/o SER exposition services MassMutual Center 1277 Main Street Springfield, Massachusetts 01103

Direct shipments will be charged at the following rates in accordance with the move-in and move-out schedule.

200 lbs. min per shipment	DIRECT SHIPMENTS CRATED/SKIDDED		DIRECT SHIPMENTS SPECIAL HANDLING	
	Per 100 lbs	Minimum	Per 100 lbs	Minimum
ST/ST	\$69.00	\$138.00	\$89.70	\$179.40
ST/OT	\$89.70	\$179.40	\$110.40	\$220.80
OT/OT	\$110.40	\$220.80	\$131.10	\$262.20

SMALL SHIPMENTS (Items that DO NOT ship out) Cartons and envelopes received without documentation will be delivered without guarantee of piece count or condition. Maximum weight is 25 pounds, per shipment, per delivery. Only Federal Express, UPS, & DHL shipments can be considered as small packages. If small packages are shipped out, the prices will be changed to reflect the above roundtrip rates.

Small Shipment Flat Rate \$69.00

CALCULATE ESTIMATED MATERIAL HANDLING CHARGES

Our shipment will be delivered to: <input checked="" type="checkbox"/> Show Site	Sub Total	=
200 lbs. minimum per shipment	Late Arrival Surcharge add 30%	=
We are shipping _____ lbs. @ \$_____ per 100 lbs	Estimate Total	=

Order Total

Booth #	
Company Name	Phone
Authorized By	Signature

We understand this is an estimate. Invoicing will be done from actual weight and adjustments made accordingly.

MATERIAL HANDLING ORDER FORM

Complete this order form and return promptly to SER exposition services. All shipments must be prepaid and should be shipped to arrive at our warehouse no later than one week prior to the initial installation date to avoid late delivery charges. Late shipments are subject to additional handling and delivery charges. Direct shipments sent to show site prior to exhibitor set up will be refused.

ALL MATERIAL HANDLING CHARGES MUST BE PREPAID PRIOR TO SHOW OPENING

Collect Shipments will not be accepted.

INBOUND SHIPMENTS

We will be shipping to advance warehouse

We will be shipping direct to the Event Facility
(must arrive only on the official exhibitor move in day)

Shipped From

Date Shipped

Carrier

PRO#/Tracking#

(Fedex, UPS & DHL: additional charges apply)

Arrival Date

Shipment Description

of pieces

Est. Total Weight

All orders are subject to the Liability and Insurance Bulletin and the Terms and Conditions as set forth on page 2 of the Material Handling Information/Rate Schedule.

OUTBOUND SHIPMENTS – AFTER THE SHOW

All freight will be shipped third party, prepaid at the close of the show. If you want to ship your freight by any other means, it will be your responsibility to make ALL arrangements. Freight being handled by an outside carrier MUST BE picked up at break of show during the specified times

Check appropriate arrangement

Will not ship out at the end of the show.

Freight arrangements will be handled by exhibitor

Van Line

Air Freight

Other

Freight arrangements will be handled by SER Logistics. *(Fill in below. Freight charges will be added to your invoice.)*

Shipped To *(consignee)*

Attention/Phone

Address

PRO/Tracking #

City

State

Zip Code

of Pieces

Type

Estimate Weight

		Qty	Rate	Total
Packing Materials	Steel banding (\$50.00 MINIMUM)		\$1.10	
	Skids to shrink wrap		\$25.25	

Company Name

Booth #

IMPORTANT: Whether you are shipping common carrier or other means, you must complete a Bill of Lading and return it to SER exposition services. Also, please have all freight properly secured and labeled.

MATERIAL HANDLING INFORMATION

LIABILITIES: The terms and conditions of SER exposition services Liability and Insurance Bulletin apply to all shipments. Shipments made according to the above instructions shall constitute acceptance by the exhibitor of said limits.

Shipments arriving without advance written order will automatically be handled and charged as described herein and the consignment or delivery of a shipment to SER exposition services by an exhibitor (and/or other shipper acting on behalf of an exhibitor) shall be construed as an acceptance of the terms and conditions set forth herein.

END OF SHOW Outbound material handling agreement must be filled out and returned to the Exhibitor Service Desk. If designated carriers are to be used, the exhibitor must make those arrangements directly with the carrier. If designated carrier fails to arrive at show site during the required time frame, shipment will be reconsigned to house carrier. If no return information is provided, freight will be returned to warehouse and storage charges will be applied.

ABANDONED EXHIBIT MATERIALS AT CLOSE OF SHOW left without reforwarding instructions will be shipped out or returned to our warehouse at the discretion of SER exposition services. Exhibitors whose freight is returned to the warehouse will be contacted by SER exposition services. **NO LIABILITY WILL BE ASSUMED AS A RESULT OF SUCH RE-ROUTING OR HANDLING.**

LIABILITY AND INSURANCE BULLETIN

- SER exposition services shall not be responsible for damage to uncrated materials improperly packed or concealed damage.
- SER exposition services shall not be responsible for loss, theft or disappearance of exhibitor's material after same have been delivered to the exhibitor's booth.
- SER exposition services shall not be responsible for loss, theft or disappearance of materials before they are picked up from exhibitor's booth for re-loading after the show. Bills of lading covering outgoing shipments which are furnished to SER exposition services by exhibitors will be checked at time of actual pickup from booth and corrections made where discrepancies occur.
- SER exposition services shall not be responsible for loss, damage or delay due to fire, Act of God, strikes, lockouts or work stoppages of any kind or to any causes beyond its control.
- SER exposition services is not a motor carrier or broker and does not perform transportation or brokerage services. With respect to any request for transportation by the exhibitor, SER exposition services will refer exhibitor's request to a transportation broker, who will arrange for the transportation of exhibitor's booth via duly registered motor carriers. SER exposition services is not a party to any bills of lading issued by motor carriers to exhibitor for the transportation of exhibitor's booth or goods, and the terms of any bills of lading shall be determined as between the motor carrier and exhibitor. Under no circumstances will SER exposition services have any liability for loss, damage, or delay to any shipment caused by or resulting from the transportation services of a motor carrier.

DAMAGE TO SHIPMENTS: SER exposition services liability shall be limited to the physical loss or damage to the specific article which is lost or damaged and in any event SER exposition services' maximum liability shall be limited to \$0.30 per pound, maximum \$50.00 per claim. SER exposition services 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.

INSURANCE

It is understood that SER exposition services is not an insurer, that insurance, if any, should be obtained by the exhibitor. It is suggested that exhibitors arrange all risk coverage. This can be done by endorsements to existing policies. Exhibitor's materials should be insured from the time that they leave their firm until they are returned after the close of the Show. The consignment or delivery of a shipment to SER exposition services 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.

SER EXPOSITION SERVICES

35B New Street

Worcester, MA 01605

Phone 508.757.3397 Fax 508.757.9136

<https://serexpo.com> serinfo@serexpo.com

Business Innovation Expo of Western Mass

November 02, 2017

MassMutual Center

Springfield, Massachusetts

Frequently Asked Questions

HOW DO I SHIP TO THE ADVANCE WAREHOUSE?

We will accept freight beginning 30 days prior to show move-in.

To ensure timely arrival of your materials for the show, freight should arrive by the deadline date listed on the Material

Handling Order Form. Your freight will be accepted after the deadline date, but additional charges will be incurred.

The warehouse will receive shipments Monday through Friday 8:00 a.m. to 4:30 p.m. No appointment is necessary.

The warehouse will accept crates, cartons, skids, trunks/cases and carpets.

All shipments must have a bill of lading or delivery slip showing the number of pieces, type of merchandise and weight.

Certified weight tickets must accompany all shipments.

HOW DO I SHIP TO SHOW SITE?

Freight will be accepted only during exhibitor move in. Please refer to the Exhibitor Information page at the beginning of this Exhibitor Services Manual for specific exhibitor move-in dates and times.

All shipments must have a bill of lading or delivery slip showing the number of pieces, type of merchandise and weight.

Certified weight tickets must accompany all shipments.

Be sure to check your service manual if you are targeted for a specific date or time.

WHAT ABOUT PREPAID OR COLLECT SHIPPING CHARGES?

We do not accept collect shipments. Collect shipments will be returned to the delivery carrier.

To ensure that your freight does not arrive collect, mark your bill of lading prepaid.

Prepaid designates that the transportation charges will be paid by the exhibitor or a third party

HOW SHOULD I LABEL MY FREIGHT?

The label should contain the exhibiting company name, Booth # and the name of the event.

The specific shipping address is located on the Material Handling Information page.

We have also included in your service manual labels for you to copy and attach to pieces as needed.

Try to label every piece that is skidded with at least your name and Booth #.

WHAT HAPPENS TO MY EMPTY CONTAINERS DURING THE SHOW?

Pick up "STORAGE" labels at the SER exposition services Service Desk. Place a label on each container. Please consolidate containers if possible. Labeled containers will be picked up periodically and stored during the show.

At the close of the show, the empty containers will be returned to the booths in random order. Depending upon the size of the show, this process may take several hours.

HOW DO I PROTECT MY MATERIALS AFTER THEY ARE DELIVERED TO THE SHOW OR BEFORE THEY ARE PICKED UP AFTER THE SHOW?

Consistent with trade show industry practices, there may be a lapse of time between the delivery of your shipment(s) to your booth and your arrival. The same is true for the outbound phase of the show - the time between your departure and the actual pickup of your materials. During these times, your materials will be left unattended. SER exposition services will not be responsible or liable for any loss, damage, theft or disappearance of exhibitor's material after it has been delivered to the booth. We recommend that you hire security services from the facility or Show Management

HOW DO I SHIP MY MATERIALS AFTER THE CLOSE OF THE SHOW?

For your convenience, SER Logistics will be on site to handle outbound transportation.

Each shipment must have a completed Bill of Lading form in order to ship materials from the show. All pieces must be labeled individually. (You can pick up a bill of lading from the SER exposition services Service Desk.)

After materials are packed, labeled, and ready to be shipped, the completed Bill of Lading must be turned in at the SER exposition services Service Desk. DO NOT leave the bill of lading in your booth.

Provide your designated carrier with pickup information.

Please refer to the Exhibitor Information page at the beginning of this Exhibitor Services Manual for specific dates and times. In the event that your selected carrier fails to show on final move-out day your shipment will be rerouted through SER Logistics. You must notify your carrier of the dates and times of pick-up if you are not using SER Logistics.

DO I NEED INSURANCE?

Be sure your materials are insured from the time they leave your firm until they are returned after the show. It is suggested that exhibitors arrange all-risk coverage. This can be done by adding riders to your existing policies.

ADVANCE TO WAREHOUSE	EXHIBIT MATERIAL	SER EXPOSITION SERVICES	
	RUSH TO	Booth # _____	# _____ of _____ PCS
	Business Innovation Expo of Western Mass	Exhibitor	
		C/O SER exposition services SER exposition services 35b New Street Worcester, Massachusetts 01605	
Receiving Begins	October 02, 2017		
Deadline	October 25, 2017		

ADVANCE TO WAREHOUSE	EXHIBIT MATERIAL	SER EXPOSITION SERVICES	
	RUSH TO	Booth # _____	# _____ of _____ PCS
	Business Innovation Expo of Western Mass	Exhibitor	
		C/O SER exposition services SER exposition services 35b New Street Worcester, Massachusetts 01605	
Receiving Begins	October 02, 2017		
Deadline	October 25, 2017		

DIRECT TO SHOWSITE	EXHIBIT MATERIAL RUSH TO Business Innovation Expo of Western Mass Receiving Begins November 01, 2017	SER EXPOSITION SERVICES
		Booth # _____ # _____ of _____ PCS
		Exhibitor C/O SER exposition services MassMutual Center 1277 Main Street Springfield, Massachusetts 01103

DIRECT TO SHOWSITE	EXHIBIT MATERIAL RUSH TO Business Innovation Expo of Western Mass Receiving Begins November 01, 2017	SER EXPOSITION SERVICES
		Booth # _____ # _____ of _____ PCS
		Exhibitor C/O SER exposition services MassMutual Center 1277 Main Street Springfield, Massachusetts 01103

FORKLIFT

Orders must be received with full payment by October 25, 2017. Standard Rates apply to late orders.

Description	Discount Rate	Standard Rate
Straight Time 8:00 AM to 4:30 PM Monday through Friday.	\$204.75	\$266.18
Overtime 4:30 P.M. to 8:00 A.M. Monday through Friday, All day Saturday, Sunday and Holidays.	\$307.13	\$399.26

**ONE-HOUR MINIMUM CHARGE PER FORKLIFT. AFTER THE FIRST HOUR, FORKLIFTS ARE CHARGED IN HALF HOUR INCREMENTS.
 TWO HOUR MINIMUM CHARGE FOR FORKLIFTS ORDERED FOR BOOTH LABOR INSTALL AND DISMANTLE.
 STARTING TIMES GUARANTEED ONLY AT THE START OF THE WORKING DAY.**

Forklift - Install

Date	Start Time	# of Forklifts	Approx. Hours Per Lift	Total Hours	Hourly Rate	Total
		x	=	@	\$	= \$
		x	=	@	\$	= \$

Describe work to be performed.

Estimated Total =

Forklift - Dismantle

Date	Start Time	# of Forklifts	Approx. Hours Per Lift	Total Hours	Hourly Rate	Total
		x	=	@	\$	= \$
		x	=	@	\$	= \$

Describe work to be performed.

Estimated Total =

Contact Name

Phone

The exhibitor representative must check-in at the SER exposition services service desk to pick-up labor ordered and must CHECK OUT labor at the SER exposition services service desk upon completion of the work.

Booth #

Company Name

Phone

Authorized By

Signature

CANCELLATION POLICY: One-hour minimum charge per man if not canceled with 24-hour notice. One-hour minimum charge per laborer for failure to check-in at specified time. All adjustments to charges are to be made at show site. NO CREDITS WILL BE ISSUED AFTER CLOSE OF SHOW. Discount prices are only available on or before October 25, 2017. SER204.75

NOTIFICATION OF INTENT TO USE NON-OFFICIAL SERVICE CONTRACTOR

If your company plans to use a firm who is not the official service contractor as designated by Show Management, please complete this form and mail to the address listed below.

Booth #	
Exhibiting Company Name	Phone
Authorized By	Contact At Show
Contractor's Phone	Non-Official Contractor
Contractor's Address	
Type of Service to be performed:	

The "Non-Official" Service Contractor MUST send a copy of the required Insurance Certificate, with a minimum \$1,000,000 liability coverage, no later than 30 days prior to the first day of exhibitor move in or they will not be permitted to service your exhibit.

It is the responsibility of the exhibitor to see that each representative of a Non-Official contractor abides by the official rules and regulations of this event.

Send form to:
SER exposition services
35B New Street
Worcester, MA 01605

Due October 02, 2017
Fax 508.757.9136
serinfo@serexpo.com
<https://serexpo.com/>



We are pleased to collaborate with Name Net Worth, bringing their new app to you at the 2017 Business & Innovation Expo of Western Mass! This app will completely transform the way you connect with new people, generate and receive referrals, and finally allow you to measure the effectiveness of your networking efforts

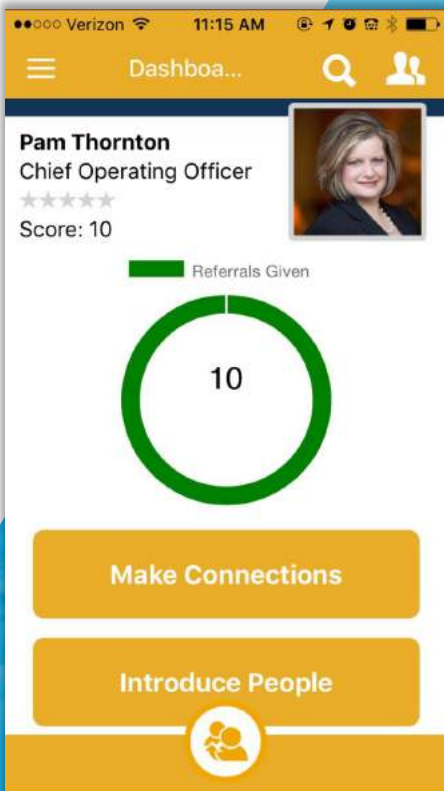


WHAT NAME NET WORTH DOES

Swaps information with new connections, eliminating business cards, and keeping your connections organized.

Allows you to send and receive referrals, within a trusted network, with your colleagues, friends or contacts.

Scores your networking performance, letting you know the return on your networking efforts.



USE NAME NET WORTH NOW!

Download Name Net Worth from the Google Play or Apple App Store - It's easy to get started!

The first time you launch the app, select JOIN NOW. You can sign up with your email address, or a social network you already have, like Facebook or LinkedIn.

Use the menu to explore our features, or the connection icon to connect to nearby people and exchange info.

Use the referral button to introduce people to each other or create referrals. These people don't even need to have the app—you can select people from your phone's contacts and they'll receive a text message from you, alerting them to the referral or introduction waiting for them.



Request for Exhibitor Services

To qualify for discount rate, request and payment must be received 5 days prior to show/ event opening.
Payment in U.S. currency only.

PLEASE PRINT OR TYPE: Incomplete information will delay processing.

EVENT OR SHOW / DATE: _____ BOOTH # (one per form): _____

COMPANY NAME: _____

ORDERED BY / TITLE: _____ PHONE # () _____

Electrical Services

120 VOLT CONNECTION*				
QTY	DESCRIPTION	DISCOUNT RATE	STANDARD RATE	AMOUNT DUE
	0-1920 WATTS / 0-16 AMPS SINGLE CIRCUIT <i>Includes Power Strip</i>	\$65.00	\$85.00	
208 VOLT CONNECTIONS*				
	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	
ELECTRICAL SUPPLIES				
	20' EXTENSION CORD	\$25.00	\$25.00	
FIRE PREVENTION				
	FIRE EXTINGUISHER	\$30.00	\$30.00	
<i>CONNECTIONS AND SUPPLIES TOTAL \$</i>				
<i>FIRE PREVENTION TOTAL \$</i>				
ELECTRICAL SERVICES TOTAL \$				

SPECIAL REQUIREMENTS	
24 HOUR SERVICE REQUIRED? <i>ADD 50% TO THE CONNECTION CHARGE</i>	YES NO
OVERHEAD SERVICE REQUIRED? <i>ADD 100% TO THE CONNECTION CHARGE</i>	YES NO
NOTE: Overhead service is limited. Please contact Customer Service to determine if service is available at your location.	
LABOR	
PRICE OF SERVICE INCLUDES INSTALLATION IN THE MOST CONVENIENT MANNER. MATERIALS, SPECIFIC CONNECTION REQUIREMENTS AND ANY OTHER NECESSARY LABOR WILL BE BILLED AT THE FOLLOWING RATES:	
Monday – Friday 8am-4pm (Except Holidays) \$60.00	
All other times including Holidays \$90.00	
All labor is invoiced in full hour increments. Please do not include labor charges with your initial order. Labor will be charged through our on-site Customer Service desk.	

* All electrical connections must meet building regulations and be approved by MassMutual Center Personnel.

Payment

ELECTRICAL TOTAL \$		FOR CREDIT CARD PAYMENT Please Circle – MC Visa AMEX Cardholder Name: _____ Card Number: _____ Exp. Date: _____ CCV: _____ Signature: _____
TELEPHONE AND INTERNET TOTAL \$		
CLEANING TOTAL \$		
WATER, DRAIN, AND COMPRESSED GAS TOTAL \$		
TOTAL AMOUNT DUE \$		

Please Return Completed Forms To:

EXHIBITOR SERVICES
MassMutual Center
1277 Main Street
Springfield, Massachusetts 01103

FAX ORDERS (CREDIT CARD ONLY) TO:
(413) 271-3211

Checks should be made payable to: MassMutual Center

Questions: call 413-787-6610 and ask for Exhibitor Services

FOR MMC USE ONLY			
DATE RECEIVED	RECEIVED BY	CHECK NUMBER	MC/VISA/AMEX

REGULATIONS AND CONDITIONS OF ELECTRICAL SERVICE

1. The MMC is the EXCLUSIVE provider of electrical services.
2. All payment must be in U.S currency only.
3. To qualify for the discount rate, the request and payment must be received 21 days prior to show/event opening.
4. Conditions for processing service order forms are:
 - a. The payment for service MUST accompany the service request.
 - b. The date the payment is received determines the applicable rate.
 - c. Incomplete information will delay processing.
5. No telephone or facsimile orders will be accepted.
6. Any claims for refunds will not be considered unless filed by the Exhibitor with a MMC Customer Service Representative prior to the close of the show or event
7. Any Exhibitor requiring additional services or information, please contact your MMC Customer Service Representative.
8. MMC order forms cannot be reproduced or copied without express written consent of the MMC.
9. This form is for all Client electrical requests for events held at the MassMutual Center.
10. Credit will not be given to services installed and not used.
11. All equipment and material furnished by the MMC shall remain the property of the MMC and shall be removed only by MMC personnel at the close of the show.
12. Services other than those listed in unit price schedule on reverse side will be charged an hourly rate. The minimum charge is one hour.
13. Labor rates are based on current wage and benefit rates and are subject to change without notice.
 - a. Monday – Friday 8am-4pm (Except Holidays) \$60.00
 - b. All other times including Holidays \$90.00
14. Standard wall outlets and other permanent building outlets may not be used by anyone other than MMC personnel or designated service provider.
15. Service connection must be made by MMC personnel or designated service provider.
16. Rates quoted for all connections cover the installation of the service to the booth area in the most convenient manner to the MMC. Rates quoted do not include snaking cables under carpet already installed, connecting of equipment, tracing of malfunctions, special wiring or repairs. These services may be available at the prevailing labor rates.
17. All equipment must comply with state and local safety codes. MMC will refuse connection to any equipment that constitutes a safety hazard.
18. Unless otherwise directed, MMC personnel are authorized to cut floor coverings to permit installation of services.

Specific Conditions and Regulations for Electrical Services

19. All equipment must comply with state and local safety codes. MMC will refuse connection to any equipment that constitutes a safety hazard.
20. If using specific NEMA connector for single and three phase application, please enclose NEMA number, sketch and/or connector NEMA #
21. The use of open clip sockets, duplex or triplex attachment plugs, latex or lamp cord is prohibited. All cords must be of the 3 wire grounded type and UL approved. All exposed non-current carrying metal parts of fixed equipment, which are liable to be energized, must be grounded.
22. All electrical equipment must be properly tagged and wired with complete information as to type of current, voltage, phase, cycle, horsepower, etc.
23. Electrical service available is:
 - a. 120v, A.C. single phase, 60 cycle
 - b. 208v, A.C. single phase, 60 cycle
 - c. 208v, A.C. three phase, 60 cycle

REGULATIONS AND CONDITIONS OF TELEPHONE & INTERNET SERVICES

1. The MassMutual Center is the EXCLUSIVE provider of telephone and Internet services.
2. All payment must be in U.S currency only.
3. To qualify for the discount rate, the request and payment must be received 21 days prior to show/event opening.
4. Conditions for processing service order forms are:
 - a. The payment for service MUST accompany the service request.
 - b. The date the payment is received determines the applicable rate.
 - c. Incomplete information will delay processing.
5. No telephone or facsimile orders will be accepted.
6. Any claims for refunds will not be considered unless filed by the Exhibitor with your MMC Event Manager or Exhibitor Services Representative prior to the close of the show
7. Any Exhibitor requiring additional services or information, please contact Exhibitor Services at 413-787-6610.
8. MMC order forms cannot be reproduced or copied without express written consent of the MMC.
9. Credit will not be given for services installed and not used.
10. All equipment and material furnished by the MMC shall remain the property of the MMC and shall be removed only by MMC personnel at the close of the show.
11. Services other than those listed in unit price schedule on reverse side will be charged an hourly rate. The minimum charge is one hour.
12. Labor rates of \$80/hour for IT support (phone or data) are based on current wage rates and are subject to change without notice.
13. Standard wall outlets and other permanent building outlets are not part of the booth space and may not be used by anyone other than MMC personnel or designated service provider.
14. Service connection must be made by MMC personnel or designated service provider only.
15. Rates quoted for all connections cover the installation of the service to the booth area in the most convenient manner to the MMC. Rates quoted do not include connecting of equipment, tracing of malfunctions, special wiring or repairs. These services are available at the hourly billable rate.
16. All equipment must comply with state and local safety codes. MMC will refuse connection to any equipment that constitutes a safety hazard.
17. Unless otherwise directed, MMC technicians are authorized to cut floor coverings to permit installation of services.

Specific Internet Connection Regulations and Conditions

18. The Order Form on the opposite side of this page, together with these terms and conditions, shall form an agreement between the entity named on the Order Form ("Company") and the MassMutual Center (MMC), if Company has submitted the Order Form to MMC, along with full payment, and the Order Form and full payment have been received and accepted by MMC. As detailed below, MMC will provide an Ethernet connection to a shared data network attachment at the MassMutual Center. Company will be responsible for providing all the hardware, software and other equipment and facilities needed to connect to the Ethernet and to use the network attachment..

19. Users of MMC network services shall not disrupt any of the MMC or other associated networks as a whole or any equipment or system forming part of their systems, or any services provided over, on in connection with any of the MMC or other associated networks. MMC networks shall not be used to transmit any communication where the meaning of the message, or its transmission or distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof. Mass distribution of any message, including advertising, may not be "broadcast" or otherwise sent on an intrusive basis to any user of the MMC network or any directly or indirectly attached network. However, when requested by a user of the networks, product information and other commercial messages are permitted to be transmitted over the network. Discussion of a product's relative advantages and disadvantages by users of the product and vendors' response to those who pose questions about their products, may be made available over the MMC networks. Interpretation, application, and possible modification of this Section shall be within the sole discretion of MMC. Questions about any issue arising under this Section should be directed to MMC by attaching Company when it first arises.
20. MMC DOES NOT MAKE ANY EXPRESS OR IMPLIED WARRANTY OR ANY KIND, SPECIFICALLY. THERE IS NO EXPRESS OR IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE FOR THE SERVICES TO BE PROVIDED HEREUNDER. The protocol used on the MMC network (TCP/IP) call for end to end verification of the accuracy of any message and such verification is the sole responsibility of the Company. Similarly, these protocols provide for end to end verification of the receipt of all of the data that is transmitted. MMC will not be responsible for any loss of data from delays, non deliveries, incorrect deliveries, service interruptions, including those caused by the negligence, errors or omissions of the MMC, or other losses or damages. Use of information obtained via the services provided hereunder is at Company's own risk. Company is solely responsible for (a) the accuracy and or quality of the information obtained or data transmitted through the MMC network and (b) assuring that each message Company sends or receives and has been received.
21. MMC shall not be liable to Company for any damage arising from any event that is out of the control of the MMC. Neither shall MMC be liable to Company for indirect, special, incidental, exemplary, consequential or any other form of money damage, including, but not limited to , lost profits, or of the loss of data or information of any kind, however caused, and arising out of or in connection with the performance of MMC, or the provision of services or performance hereunder, whether based in contract, tort, or any other legal theory, and whether or not MMC has been made aware of the possibility of such damages.
22. In no event shall liability exceed a refund of amounts actually paid to MMC by Company for this network attachment.
23. This Agreement shall be governed by, and construed in accordance with, the laws of the State of Massachusetts applicable to contract to be performed entirely within the State.
24. The network attachment shall be made available by MMC to Company before the beginning through the end of the specified conference.
25. MMC shall provide a network attachment via an Ethernet connection at the booth at Company. At its own expense, Company shall be responsible for providing the computer, the attachment to the Ethernet, electric power and all other hardware, software (including TCP/IP software) required to use the network attachment.
26. This agreement represents the complete agreement and understanding of the parties with respect to the subject matter herein, and supersedes any other agreement or understanding, written or oral. The agreement may only be modified by a writing signed by both parties.

REGULATIONS AND CONDITIONS OF CLEANING SERVICES

1. The MassMutual Center is the EXCLUSIVE provider of cleaning services.
2. All payment must be in U.S currency only..
3. Conditions for processing service order forms are:
 - a. The payment for service MUST accompany the service request.
 - b. The date the payment is received determines the applicable rate.
 - c. Incomplete information will delay processing.
4. No telephone or facsimile orders will be accepted.
5. Any claims for refunds will not be considered unless filed by the Exhibitor with the MMC Customer Service Representative prior to the close of the show or event
6. Any Exhibitor requiring additional services or information, please contact your MMC Customer Service Representative.
7. MMC order forms cannot be reproduced or copied without express written consent of the MMC.

REGULATIONS AND CONDITIONS OF PLUMBING SERVICE

1. The MassMutual Center (MMC) is the EXCLUSIVE provider of plumbing services.
2. All payment must be in U.S currency only.
3. To qualify for the discount rate, the request and payment must be received 21 days prior to show/event opening.
4. Conditions for processing service order forms are:
 - a. The payment for service MUST accompany the service request.
 - b. The date the payment is received determines the applicable rate.
 - c. Incomplete information will delay processing.
5. No telephone orders will be accepted.
6. Any claims for refunds will not be considered unless filed by the Exhibitor with the MMC Exhibitor Services Desk prior to the close of the show or event
7. Any client requiring additional services or information, please contact MMC Exhibitor Services directly.
8. MMC order forms cannot be reproduced or copied without express written consent of the MMC.
9. Credit will not be given to services installed and not used.
10. All equipment and material furnished by the MMC shall remain the property of the MMC and shall be removed only by MMC personnel at the close of the show.
11. Services other than those listed in unit price schedule on reverse side will be charged an hourly rate. The minimum charge is one hour.
12. Labor rates are based on current wage and benefit rates and are subject to change without notice.
 - a. Monday – Friday 8am-4pm (Except Holidays) \$60.00
 - b. All other times including Holidays \$90.00
13. Standard wall outlets and other permanent building outlets may not be used by anyone other than MMC personnel or designated service provider.
14. Under no circumstances shall anyone other than MMC personnel make water, drain, and air connections or install fixtures. All fill and drain work must be completed by MMC personnel or MMC designated service provider.
15. Rates quoted for all connections cover the bringing of the service to the booth area in the most convenient manner to the MMC. Additional labor charges may be incurred for the service connection.
16. All equipment must comply with state and local safety and plumbing codes. MMC will refuse connection to any equipment that constitutes a safety hazard.
17. Unless otherwise directed, MMC personnel are authorized to cut floor coverings to permit installation of services.

ENGINEERING SERVICE ORDER FORM

EVENT		BOOTH #		ONSITE CONTACT				
DATE				CELL PHONE				
BUSINESS NAME				ORDER COMPLETED BY				
ADDRESS				PHONE				
CITY	STATE	ZIP		EMAIL				
ELECTRICAL SERVICES*		<small>ALL CONNECTION MUST MEET BUILDING REGULATIONS AND BE APPROVED BY MMC PERSONELL</small>		ITEM QTY	# DAYS OF SERVICE	ADVANCE RATE MORE THAN 14 DAYS NOTICE	STANDARD RATE LESS THAN 14 DAYS NOTICE	TOTAL
120 VOLT CONNECTION*								
<small>20 AMPS MAX SINGLE CIRCUIT INCLUDES POWER STRIP</small>						\$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 20Ft						\$25.00	\$25.00	\$
FIRE PREVENTION				ITEM QTY	# DAYS OF SERVICE	ADVANCE RATE MORE THAN 21 DAYS NOTICE	STANDARD RATE LESS THAN 21 DAYS NOTICE	TOTAL
FIRE EXTINGUISHER CO2						\$30.00	\$40.00	
WATER* AND DRAIN SERVICES				ITEM QTY	# DAYS OF SERVICE	ADVANCE RATE MORE THAN 21 DAYS NOTICE	STANDARD RATE LESS THAN 21 DAYS NOTICE	TOTAL
WATER* <small>APPROX 60 PSI, UP TO 3/4" LINE</small>		SINGLE CONNECTION				\$132.00	\$160.00	\$
		EACH ADDITIONAL CONNECTION				\$37.00	\$65.00	\$
DRAIN <small>UP TO 2" LINE</small>		SINGLE CONNECTION				\$160.00	\$180.00	\$
		EACH ADDITIONAL CONNECTION				\$55.00	\$80.00	\$
FILL & DRAIN**		0-100 GALLONS				\$100.00	\$150.00	\$
		EACH ADDITIONAL 100 GALLONS				\$50.00	\$80.00	\$
AIR		SINGLE CONNECTION				\$140.00	\$180.00	\$
		EACH ADDITIONAL CONNECTION				\$40.00	\$65.00	\$
COLD WATER SINK RENTAL		<small>INCLUDES: SINK, ONE WATER AND ONE DRAIN CONNECTION</small>				\$350.00	\$450.00	\$
HOT & COLD WATER SINK RENTAL		<small>INCLUDES: HOT WATER HEATER (6 GALLON), POWER, SINK</small>				\$525.00	\$750.00	\$
* Water services are non-potable								
** All fill & drain work must be completed by MassMutual Center Personnel. Clients must supply their own regulators, filters, and hoses.								
SPECIAL INSTRUCTIONS							TOTAL	\$

PAYMENT INFORMATION

TO ENSURE CREDIT CARD SECURITY, IF YOU WOULD LIKE TO MAKE A CREDIT CARD PAYMENT OVER THE PHONE PLEASE CALL (413) 271-3236 AND PROVIDE THE FOLLOWING INFORMATION OR MAKE CHECK PAYABLE TO: MASSMUTUAL CENTER

CREDIT CARD TYPE	<input type="checkbox"/> AMEX	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> VISA
CREDIT CARD NUMBER			
NAME ON CARD		EXPIRATION DATE	SECURITY CODE
BILLING ADDRESS		CITY	STATE
		STATE	ZIP
AUTHORIZED SIGNATURE			DATE
<small>SIGNATURE ALSO AUTHORIZES ANY UNPAID BALANCES TO BE CHARGED TO THIS CREDIT CARD</small>			

SUBMIT THIS FORM

TERMS AND CONDITIONS OF ELECTRICAL SERVICES

1. The MMC is the EXCLUSIVE provider of electrical services.
2. All payment must be in U.S. currency only.
3. To qualify for the discount rate, the request and payment must be received 21 days prior to show/event opening.
4. Conditions for processing service order forms are:
 - a. The payment for service MUST accompany the service request.
 - b. The date the payment is received determines the applicable rate.
 - c. Incomplete information will delay processing.
5. No telephone or facsimile orders will be accepted.
6. Any claims for refunds will not be considered unless filed by the Exhibitor with a MMC Customer Service Representative prior to the close of the show or event.
7. Any Exhibitor requiring additional services or information, please contact your MMC Customer Service Representative.
8. MMC order forms cannot be reproduced or copied without express written consent of the MMC.
9. This form is for all Client electrical requests for events held at the MassMutual Center.
10. Credit will not be given to services installed and not used.
11. All equipment and material furnished by the MMC shall remain the property of the MMC and shall be removed only by MMC personnel at the close of the show.
12. Services other than those listed in unit price schedule on reverse side will be charged an hourly rate. The minimum charge is one hour.
13. Labor rates are based on current wage and benefit rates and are subject to change without notice.
14. Standard wall outlets and other permanent building outlets may not be used by anyone other than MMC personnel or designated service provider.
15. Service connection must be made by MMC personnel or designated service provider.
16. Rates quoted for all connections cover the installation of the service to the booth area in the most convenient manner to the MMC. Rates quoted do not include snaking cables under carpet already installed, connecting of equipment, and tracing of malfunctions, special wiring or repairs. These services may be available at the prevailing labor rates.
17. All equipment must comply with state and local safety codes. MMC will refuse connection to any equipment that constitutes a safety hazard.
18. Unless otherwise directed, MMC personnel are authorized to cut floor coverings to permit installation of services.
19. All equipment must comply with state and local safety codes. MMC will refuse connection to any equipment that constitutes a safety hazard.
20. If using specific NEMA connector for single and three phase application, please enclose NEMA number, sketch and/or connector NEMA # _____.
21. The use of open clip sockets, duplex or triplex attachment plugs, and latex or lamp cord is prohibited. All cords must be of the 3 wire grounded type and UL approved. All exposed non-current carrying metal parts of fixed equipment, which are liable to be energized, must be grounded.
22. All electrical equipment must be properly tagged and wired with complete information as to type of current, voltage, phase, cycle, horsepower, etc.
23. Electrical service available is:
 - a. 120v, A.C. single phase, 60 cycle
 - b. 208v, A.C. single phase, 60 cycle
 - c. 208v, A.C. three phase, 60 cycle

TERMS AND CONDITIONS OF PLUMBING SERVICES

1. The MassMutual Center (MMC) is the EXCLUSIVE provider of plumbing services.
2. All payment must be in U.S. currency only.
3. To qualify for the discount rate, the request and payment must be received 21 days prior to show/event opening.
4. Conditions for processing service order forms are:
 - a. The payment for service MUST accompany the service request.
 - b. The date the payment is received determines the applicable rate.
 - c. Incomplete information will delay processing.
5. No telephone orders will be accepted.
6. Any claims for refunds will not be considered unless filed by the Exhibitor with the MMC Exhibitor Services Desk prior to the close of the show or event.
7. Any client requiring additional services or information, please contact MMC Exhibitor Services directly.
8. MMC order forms cannot be reproduced or copied without express written consent of the MMC.
9. Credit will not be given to services installed and not used.
10. All equipment and material furnished by the MMC shall remain the property of the MMC and shall be removed only by MMC personnel at the close of the show.
11. Services other than those listed in unit price schedule on reverse side will be charged an hourly rate. The minimum charge is one hour.
12. Labor rates are based on current wage and benefit rates and are subject to change without notice.
13. Standard wall outlets and other permanent building outlets may not be used by anyone other than MMC personnel or designated service provider.
14. Under no circumstances shall anyone other than MMC personnel make water, drain, and air connections or install fixtures. All fill and drain work must be completed by MMC personnel or MMC designated service provider.
15. Rates quoted for all connections cover the bringing of the service to the booth area in the most convenient manner to the MMC. Additional labor charges may be incurred for the service connection.
16. All equipment must comply with state and local safety and plumbing codes. MMC will refuse connection to any equipment that constitutes a safety hazard.
17. Unless otherwise directed, MMC personnel are authorized to cut floor coverings to permit installation of services.

CUSTOMER ACCEPTANCE OF ALL MMC TERMS AND CONDITIONS

With execution of this document the Customer hereby authorizes the MMC to provide services as requested herein, is authorized to request such services and acknowledges full and complete underdoing of these Terms & Conditions. IN case of using wireless services the Customer hereby attests to his or her understanding of limitations and vulnerabilities of the wireless services provided by the MMC as well as admits that in case of using this service for any reason including, but not limited to demonstrating, showcasing or presenting own production(s), the MMC will not be held liable for the possibility of interference.

PRINT AUTHORIZED NAME

AUTHORIZED SIGNATURE

DATE SIGNED

TERMS AND CONDITIONS OF TELEPHONE & INTERNET SERVICES

1. The MassMutual Center is the EXCLUSIVE provider of telephone and Internet services.
2. All payment must be in U.S. currency only.
3. To qualify for the discount rate, the request and payment must be received 21 days prior to show/event opening.
4. Conditions for processing service order forms are:
 - a. The payment for service MUST accompany the service request.
 - b. The date the payment is received determines the applicable rate.
 - c. Incomplete information will delay processing.
5. No telephone or facsimile orders will be accepted.
6. Any claims for refunds will not be considered unless filed by the Exhibitor with your MMC Event Manager or Exhibitor Services Representative prior to the close of the show.
7. Any Exhibitor requiring additional services or information, please contact Exhibitor Services at 413-787-6610.
8. MMC order forms cannot be reproduced or copied without express written consent of the MMC.
9. Credit will not be given for services installed and not used.
10. All equipment and material furnished by the MMC shall remain the property of the MMC and shall be removed only by MMC personnel at the close of the show.
11. Services other than those listed in unit price schedule on reverse side will be charged an hourly rate. The minimum charge is one hour.
12. Labor rates of \$80/hour for IT support (phone or data) are based on current wage rates and are subject to change without notice.
13. Standard wall outlets and other permanent building outlets are not part of the booth space and may not be used by anyone other than MMC personnel or designated service provider.
14. Service connection must be made by MMC personnel or designated service provider only.
15. Rates quoted for all connections cover the installation of the service to the booth area in the most convenient manner to the MMC. Rates quoted do not include connecting of equipment, tracing of malfunctions, special wiring or repairs. These services are available at the hourly billable rate.
16. All equipment must comply with state and local safety codes. MMC will refuse connection to any equipment that constitutes a safety hazard.
17. Unless otherwise directed, MMC technicians are authorized to cut floor coverings to permit installation of services.
18. The Order Form on the opposite side of this page, together with these terms and conditions, shall form an agreement between the entity named on the Order Form ("Company") and the MassMutual Center (MMC), if Company has submitted the Order Form to MMC, along with full payment, and the Order Form and full payment have been received and accepted by MMC. As detailed below, MMC will provide an Ethernet connection to a shared data network attachment at the MassMutual Center. Company will be responsible for providing all the hardware, software and other equipment and facilities needed to connect to the Ethernet and to use the network attachment.
19. Users of MMC network services shall not disrupt any of the MMC or other associated networks as a whole or any equipment or system forming part of their systems, or any services provided over, in connection with any of the MMC or other associated networks. MMC networks shall not be used to transmit any communication where the meaning of the message, or its transmission or distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof. Mass distribution of any message, including advertising, may not be "broadcast" or otherwise sent on an intrusive basis to any user of the MMC network or any directly or indirectly attached network. However, when requested by a user of the networks, product information and other commercial messages are permitted to be transmitted over the network. Discussion of a product's relative advantages and disadvantages by users of the product and vendors' response to those who pose questions about their products, may be made available over the MMC networks. Interpretation, application, and possible modification of this Section shall be within the sole discretion of MMC. Questions about any issue arising under this Section should be directed to MMC by attaching Company when it first arises.
20. MMC DOES NOT MAKE ANY EXPRESS OR IMPLIED WARRANTY OR ANY KIND, SPECIFICALLY. THERE IS NO EXPRESS OR IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE FOR THE SERVICES TO BE PROVIDED HEREUNDER. The protocol used on the MMC network (TCP/IP) call for end to end verification of the accuracy of any message and such verification is the sole responsibility of the Company. Similarly, these protocols provide for end to end verification of the receipt of all of the data that is transmitted. MMC will not be responsible for any loss of data from delays, non-deliveries, incorrect deliveries, service interruptions, including those caused by the negligence, errors or omissions of the MMC, or other losses or damages. Use of information obtained via the services provided hereunder is at Company's own risk. Company is solely responsible for (a) the accuracy and or quality of the information obtained or data transmitted through the MMC network and (b) assuring that each message Company sends or receives and has been received.
21. MMC shall not be liable to Company for any damage arising from any event that is out of the control of the MMC. Neither shall MMC be liable to Company for indirect, special, incidental, exemplary, consequential or any other form of money damage, including, but not limited to, lost profits, or of the loss of data or information of any kind, however caused, and arising out of or in connection with the performance of MMC, or the provision of services or performance hereunder, whether based in contract, tort, or any other legal theory, and whether or not MMC has been made aware of the possibility of such damages.
22. In no event shall liability exceed a refund of amounts actually paid to MMC by Company for this network attachment.
23. This Agreement shall be governed by, and construed in accordance with, the laws of the State of Massachusetts applicable to contract to be performed entirely within the State.
24. The network attachment shall be made available by MMC to Company before the beginning through the end of the specified conference.
25. MMC shall provide a network attachment via an Ethernet connection at the booth at Company. At its own expense, Company shall be responsible for providing the computer, the attachment to the Ethernet, electric power and all other hardware, software (including TCP/IP software) required to use the network attachment.
26. This agreement represents the complete agreement and understanding of the parties with respect to the subject matter herein, and supersedes any other agreement or understanding, written or oral. The agreement may only be modified by a writing signed by both parties.

CUSTOMER ACCEPTANCE OF ALL MMC TERMS AND CONDITIONS

With execution of this document the Customer hereby authorizes the MMC to provide services as requested herein, is authorized to request such services and acknowledges full and complete underdoing of these Terms & Conditions. IN case of using wireless services the Customer hereby attests to his or her understanding of limitations and vulnerabilities of the wireless services provided by the MMC as well as admits that in case of using this service for any reason including, but not limited to demonstrating, showcasing or presenting own production(s), the MMC will not be held liable for the possibility of interference.

PRINT AUTHORIZED NAME

AUTHORIZED SIGNATURE

DATE SIGNED