



Carden Convention Service Company, Inc.

1180 North Marshall Avenue, Suite B

El Cajon, CA 92020

Phone: (619) 448-1929 Fax: (619) 448-0996

EXHIBITOR SERVICE KIT

I-DAY

TOWN & COUNTRY HOTEL - ATLAS BALLROOM

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Dear I-DAY 2012 Exhibitor:

Carden Convention Services has assembled this Exhibitor Service Kit with the objective of making your participation in I-DAY 2012 as easy as possible.

Following are answers to the most frequently asked questions:

DEADLINE DATES

Orders must be received by MAY 1ST IN ORDER TO RECEIVE THE DISCOUNT PRICE.

Advance Warehouse Freight must be received by MAY 8TH, 2012.

WHAT COMES IN MY BOOTH?

Booths will be set with 8' high RED, WHITE AND BLUE back drapes and 3' high BLUE side drapes.

The Standard 8' X 10' Booth will include:

1- 6' Table draped Red

2 - Side Chairs

1 - Wastebasket

1 - ID Sign

PLEASE NOTE: THE 500 WATT ELECTRICAL OUTLET IS NOT INCLUDED IN THE BOOTH PACKAGE THIS YEAR.

THE BALLROOM IS CARPETED.

WHEN CAN I SET UP?

TUESDAY, MAY 15TH 7:00AM - 9:30AM

WHEN IS THE SHOW OPEN?

TUESDAY, MAY 15TH 9:30AM - 12:00PM

TUESDAY, MAY 15TH 1:30PM - 4:30PM

WHEN CAN I TEAR DOWN?

TUESDAY, MAY 15TH 4:30PM - 6:30PM

THE EXHIBIT AREA MUST BE CLEARED BY 6:30PM, FREIGHT BY 6:00PM.
CARDEN WILL NOT BE RESPONSIBLE FOR MATERIALS LEFT ON THE SHOW FLOOR.

HOW DO I GET MY MATERIALS TO THE SHOW?

If your materials will be arriving between APRIL 9TH & MAY 8TH, ship to the ADVANCE WAREHOUSE ADDRESS.

If your materials will be arriving ONLY ON TUESDAY, MAY 15TH ship directly to the SHOWSITE ADDRESS. Please refer to the enclosed Shipping Information & Rates Form for the appropriate addresses and rates. CARDEN MUST RECEIVE THIS FORM IF YOU ARE SHIPPING.

NOTE: THE TOWN & COUNTRY HOTEL DOES NOT have facilities for storage of Advance Shipments. Carden will accept shipments at the showsite ONLY on TUESDAY, MAY 15TH. Shipments arriving before MAY 15TH must be shipped to the Advance Warehouse by MAY 8TH.

HOW DO I SEND MY MATERIALS BACK ONCE THE SHOW CLOSES?

OUTBOUND SHIPPING IS NOT AUTOMATIC

Exhibitors are responsible for providing Carden with a Bill of Lading containing outbound shipping information. YRC, INC. is the Official Show Carrier and will be on-site at the close of the show to assist exhibitors. Exhibitors not using YRC need to arrange with a carrier to pick up materials by 6:00PM. YOU MUST STILL TURN IN A BILL OF LADING TO CARDEN, EVEN IF YOU ARE NOT SHIPPING OUT VIA YRC.

ANY MATERIALS LEFT ON THE SHOW FLOOR AFTER 6:00PM WILL BE SHIPPED OUT VIA YRC AT THE EXHIBITOR'S EXPENSE.

SAFETY RULES

Standing on chairs, tables or other rental furniture is strictly prohibited. This furniture IS NOT engineered to support your standing weight. Carden Convention Service Company WILL NOT be responsible for injuries or falls caused by the improper use of rental furniture. If assistance is required in assembling your booth, please order labor on the INSTALLATION & DISMANTLE LABOR order form and the necessary ladders and tools will be provided.

Reviewing this kit in its entirety can save you 95% of any and all problems that might occur on showsite. In addition, the \$\$\$ saved by ordering equipment or services in advance will substantially reduce your costs for exhibiting (as compared to ordering after deadline dates or on the show floor).

And remember: though you may know how to utilize this kit, your staff may not. Problems and unexpected costs may arise if they remain uninformed - - - share the knowledge. We want everyone to have a happy experience and a successful show!

If you have further questions after reviewing this Exhibitor Service Kit, please contact Carden's Customer Service at (619) 448-1929.

See you in MAY!
Sincerely,

CARDEN CONVENTION SERVICE COMPANY, INC.



PAYMENT POLICY / CREDIT CARD AUTHORIZATION

PAYABLE TO: Carden Convention Service Company, Inc.
1180 North Marshall Avenue, Suite B * El Cajon, CA 92020
Phone # (619) 448-1929 / Fax # (619) 448-0996

EVENT or SHOW NAME: I-DAY 2012 BOOTH NUMBER (s):

COMPANY NAME: _____

STREET ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____ DATE: _____

ORDERED BY: _____ PH. # () _____ FAX #: () _____

PAYMENT POLICIES

1. PAYMENT MUST BE INCLUDED WITH ALL ORDERS. PURCHASE ORDERS ARE NOT ACCEPTED.
2. TO RECEIVE THE DISCOUNT PRICE, PAYMENT MUST BE RECEIVED WITH ORDER BY THE DISCOUNT DEADLINE DATE.
3. ALL CHARGES MUST BE SETTLED PRIOR TO SHOW OPENING. SERVICES WILL NOT BE PERFORMED UNTIL INVOICES ARE PAID IN FULL. CARDEN DOES NOT BILL.
4. THE EXHIBITING FIRM IS ULTIMATELY RESPONSIBLE FOR PAYMENT OF CHARGES.
5. IF YOU HAVE A DISPUTE ON YOUR INVOICE, YOU MUST BRING IT TO THE ATTENTION OF THE CARDEN SERVICE DESK AT THE SHOWSITE. NO CREDITS WILL BE ISSUED AFTER THE CLOSING OF THE SHOW.
6. ORDERS CANCELLED AFTER CCSC SHOW MOVE-IN BEGINS WILL BE CHARGED AT 100% OF ORIGINAL PRICE.
7. ALL EXCHANGES MADE ON SHOWSITE WILL BE CHARGED AT FULL PRICE WITHOUT CREDIT FOR PREVIOUSLY ORDERED ITEMS.

**Should you have any questions regarding payment procedures, please contact:
CARDEN CUSTOMER SERVICE DEPARTMENT at (619) 448 - 1929.**

CREDIT CARD CHARGE AUTHORIZATION

If you wish to charge the amount of your advance or showsite orders to your credit card account, please complete the information requested below and return this form with your orders. For your convenience, we will also use this Authorization Form to charge your account for additional services. CCSC accepts Cash, Check, Mastercard, Visa and American Express.

There is a \$45.00 fee for disputed charges found to be valid.

CHARGE TO: VISA MASTER CARD AMERICAN EXPRESS **EXPIRATION DATE:**
(must be included) _____/____

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

CARDHOLDER'S SIGNATURE: _____

CARDHOLDER'S NAME (please type or print): _____

DON'T FORGET TO PICK UP YOUR INVOICE AT THE SHOWSITE



TROPICAL PLANT RENTAL FORM

PAYABLE TO: Carden Convention Service Company, Inc.
1180 North Marshall Avenue, Suite B * El Cajon, CA 92020
Phone (619) 448 - 1929 / Fax (619) 448 - 0996

PLANTS MUST BE PRE-ORDERED

- SINGLE PLANT RENTAL \$ 40.00 ea.
- PLANTS, SET OF 3 \$ 99.00 set
- PLANTS, SET OF 5 \$154.00 set
- PLANTS, SET OF 8 \$250.00 set
- DECORATOR POTS (Black) \$ 6.50 ea.

TOTAL DUE.....
(payment must be received with this order form.)



PLEASE MAKE

PLANT SIZE

2' - 3' Tall

& / or

3' - 4' Tall

SHOW NAME : **IDAY 2012** _____

BOOTH NUMBER (s):

COMPANY NAME : _____

STREET ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

ORDERED BY : _____ PHONE NO. : () _____



SHIPPING INFORMATION & RATES

PAYABLE TO: Carden Convention Service Company, Inc.
1180 North Marshall Avenue, Suite B * El Cajon, CA 92020
Phone (619) 448-1929 / Fax (619) 448-0996

**ALL INBOUND FREIGHT CHARGES MUST BE PREPAID TO YOUR CARRIER
COLLECT SHIPMENTS WILL NOT BE ACCEPTED**

WE PLAN TO SHIP ON (date): _____
OUR MATERIALS SHOULD ARRIVE (date): _____
CARRIER: _____
PRO or TRACKING NUMBER: _____
ORIGIN OF SHIPMENT (City/State): _____

NUMBER OF PIECES

WEIGHT

_____ CRATE (s) _____ LBS.
_____ CARTON (s) _____ LBS.
_____ CASE (s) _____ LBS.
TOTAL # OF PIECES **TOTAL WEIGHT**

ADVANCE WAREHOUSE ADDRESS:

(please label each piece as follows)

FOR: IDAY 2012
TO: Exhibiting Company Name/Booth# _____
ATTN: CARDEN CONVENTION SERVICE CO., INC.
1180 NORTH MARSHALL AVENUE, SUITE B
EL CAJON, CA 92020

SHOWSITE ADDRESS:

(please label each piece as follows)

FOR: IDAY 2012
TO: Exhibiting Company Name/ Booth # _____
ATTN: CARDEN CONVENTION SERVICE CO., INC.
C/O: TOWN AND COUNTRY HOTEL
500 HOTEL CIRCLE NORTH
SAN DIEGO, CA 92108

- 1. THERE IS A 200LB MINIMUM CHARGE PER SHIPMENT. ALL WEIGHTS ARE ROUNDED OFF TO THE NEXT 100LBS.
- 2. These are Round-Trip Rates and are based on INCOMING weight only.
- 3. Cartons received without documentation will be delivered to your booth without guarantee of piece count or condition (ANY SHIPPING COMPANY WHO DELIVERS FREIGHT WITHOUT A BILL OF LADING)
- 4. Overtime Rates apply: Monday - Friday 4:30pm - 8:00am, all day Saturday and Sunday and all Holidays. Overtime rates will be applied to all freight rec'd at the Warehouse and/or Show-Site that must be moved into or out of the booth during these times.

DRAYAGE DEFINITIONS (as outlined below):

CRATED/SKIDDED SHIPMENT: Materials that are in any type of shipping container or are secured onto a skid (pallet) that can be unloaded at the dock with no additional handling needed.

UNCRATED SHIPMENT: Materials that are shipped loose or pad-wrapped and/or unskidded machinery without the necessary hooks or lifting bars.

SPECIAL HANDLING: Shipments delivered by a carrier that require additional handling, such as materials received uncrated, uncartoned or unskidded,

Special Handling Rates are in Addition to the Advance or Show-Site Rates. skidged shipments, ground unloading, designated piece unloading, carpet and/or pad only shipments and all shipments that arrive with no documentation. Shipments that arrive without an individual Bill of Lading require additional time, labor and equipment to process. (UPS and such other carriers fall into this category.) Mixed crated and uncrated shipments must show on the bill of lading the weight of the crated portion vs. the uncrated portion or the whole shipment will be charged as uncrated.

Advance Warehouse Shipment Rates: Shipments must be received APRIL 9 - MAY 8.

Shipments of common freight and crated exhibits will be received and stored up to thirty (30) days prior to set-up date. They will be delivered to booth, removed, stored and returned to booth at close of show. This also includes outbound loading to common carrier at the close of show.

**\$88.00 per 100lbs
\$176.00 Minimum**

Show-Site Shipment Rates: Shipments may arrive on TUESDAY, MAY 15.

Shipments of common freight and crated exhibits received at Exhibit Hall during installation period only from outside carrier or exhibitor's vehicle. Includes unloading, delivery to booth, storage of empty containers and re-loading at the close of show.

**\$88.00 per 100lbs
\$176.00 Minimum**

Special Handling Shipments: This rate is in ADDITION to the appropriate rate above:

These shipments include carriers who deliver without a Bill of Lading (i.e. UPS)

**\$27.00 per 100lbs
\$54.00 Minimum**

Late Shipments, Overtime Inbound Shipments and Overtime Outbound Shipments

This ADDITIONAL rate applies to shipments arriving to the warehouse after MAY 25, or to the showsite after show opening. It also includes shipments that arrive to the warehouse or showsite during overtime hours or are outbound loaded during the overtime hours listed above.

**\$27.00 per 100lbs
\$54.00 Minimum**

Return to Warehouse for Outbound Shipping:

If your carrier is unable to pick up your materials at the showsite by move-out deadline, Carden will return your shipment back to the warehouse for loading onto outbound carriers. If using this service, please forward all outbound information.

**\$20.00 per 100lbs
\$100.00 Minimum**

SHOW NAME: **IDAY 2012** BOOTH # _____
COMPANY NAME: _____
CONTACT: _____ PHONE # () _____

TOTAL \$: _____
(PAYMENT MUST BE INCLUDED)



DRAYAGE LIMITS OF LIABILITY

Carden Convention Service Company, Inc.

1180 North Marshall Avenue, Suite B * El Cajon, CA 92020

Phone # (619) 448-1929 * Fax # (619) 448-0996

LIMITS OF LIABILITY AND RESPONSIBILITY:

1. CARDEN CONVENTION SERVICE COMPANY (herein referred to as CCSC), and its subcontractors, shall not be responsible for damage to uncrated materials, materials improperly packed, glass breakage or concealed damage.
2. CCSC and its subcontractors are not, and cannot be, responsible for loss or disappearance of the exhibitor's materials after same have been delivered to the exhibitor's booth.
3. Similarly, CCSC, and its subcontractors, cannot be responsible for disappearance of the Exhibitor's materials before the materials are picked up from the Exhibitor's booth for loading out after the show. All bills of lading covering outgoing shipments, which are given to CCSC by the Exhibitor, will be checked at the time of pickup from the booth and corrections made where discrepancies exist.
4. CCSC, and its subcontractors, shall not be responsible for loss, delay or damage due to strikes, lockouts or work stoppages of any kind.
5. CCSC, and its subcontractors, shall not be responsible for ordinary wear and tear in handling of equipment, nor for loss or damage due to fire, theft, windstorm, water, vandalism, acts of God, mysterious disappearance or other causes beyond their control.
6. CCSC, and its subcontractors, shall not be held liable for any damage incurred during the handling of equipment requiring special devices to properly load, place or reload unless advance written notice has been given to CCSC in time to obtain the proper equipment.
7. It is understood that CCSC, and its subcontractors, are not insurers, that insurance, if any, shall be obtained by the Exhibitor and that the amounts payable to CCSC hereunder are based on the value of the material handling services and the scope of the liability as herein set forth and are unrelated to the value of the Exhibitor's property being handled. Since it's impractical and extremely difficult to fix the value of each shipment handled by CCSC, or its subcontractors, it is understood that CCSC, and its subcontractors, do not provide for full liability should loss or damage occur. It is agreed that if CCSC, or its subcontractors, should be found liable for loss or damage due to a failure to properly handle the Exhibitor's equipment, the liability shall be limited to the specific article which was physically lost or damaged and such liability shall be limited to a sum equal to \$.25 per pound per article with a maximum liability of \$50.00 per item, or \$1,000.00 per shipment, whichever is less, as agreed upon damages and not as a penalty, as the exclusive remedy; and that provisions of this paragraph shall apply if loss or damage irrespective of cause or origin, results directly or indirectly to property from performance or nonperformance of obligations imposed by the offering of material handling services to exhibitors or from negligence, active or otherwise, CCSC, its subcontractors or employees.
8. CCSC, and its subcontractors, shall not be liable to any extent whatsoever for any actual, potential or assumed loss of profits or revenues or for any collateral costs, which may result from any loss or damage to an Exhibitor's materials which may make it impossible or impractical to exhibit same.
9. Claims for loss or damage which are not submitted to CCSC within thirty (30) days of the close of the show on which the loss or damage occurred shall be considered waived. No suit or action shall be brought against CCSC, or its subcontractors, more than one (1) year after the accrual of the cause of action thereafter.
10. The consignment or delivery of a shipment to CCSC, or its subcontractors, by an Exhibitor, or by any shipper on behalf of the Exhibitor shall be construed as an acceptance by said Exhibitor (and/or other Shipper) of the terms and conditions set forth in Sections 1 through 9 above.

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 usually be done by adding "riders" to existing policies. ALSO, BE SURE YOUR LIABILITY INSURANCE is in effect at the show site.



UNION REGULATIONS

Carden Convention Service Company, Inc.
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TO ASSIST YOU IN PLANNING FOR YOUR PARTICIPATION IN THE FORTHCOMING TRADESHOW, WE ARE CERTAIN YOU WILL APPRECIATE KNOWING IN ADVANCE THAT UNION LABOR WILL BE REQUIRED FOR CERTAIN ASPECTS OF YOUR EXHIBIT HANDLING. TO HELP YOU UNDERSTAND THE JURISDICTION THE VARIOUS UNIONS HAVE, WE ASK THAT YOU PLEASE READ THE FOLLOWING:

DECORATOR'S UNION

Members of this union claim jurisdiction over all set-up and dismantle of exhibits, including signs and laying carpet. This does not apply to the unpacking and placement of your merchandise. You may set-up your exhibit display if one person can accomplish the task in less than one-half hour without the use of tools.

If your exhibit preparation, installation or dismantle, requires more than one-half hour or the use of tools, you are required to use union personnel supplied by CARDEN CONVENTION SERVICE COMPANY. Please refer to the INSTALLATION AND DISMANTLE ORDER FORM for this service.

TEAMSTER'S UNION

This union claims jurisdiction on the operation of all material handling, including empty containers. An exhibitor may move material that is hand-carryable by one person in one trip, without the use of dollies, hand trucks or other mechanical equipment. If you will need assistance in unloading and loading of materials please refer to the SHIPPING INFORMATION /RATES FORM for this service.

TIPPING

CARDEN CONVENTION SERVICE COMPANY requests that exhibitors DO NOT TIP OUR EMPLOYEES. They are paid at an excellent wage scale denoting a professional status, and we feel that tipping is not necessary. This applies to ALL CARDEN CONVENTION SERVICE COMPANY employees.



Carden Convention Service Company, Inc.

DO NOT DELAY

Must be delivered by MAY 8TH

WAREHOUSE

TO: _____ (Exhibitor)

**CARDEN CONVENTION SERVICE COMPANY, INC.
1180 NORTH MARSHALL AVENUE, SUITE B
EL CAJON, CA 92020**

ATTN: IDAY 2012

Booth # _____

_____ **OF** _____ **PIECES**



Carden Convention Service Company, Inc.

DO NOT DELAY

Must be delivered by MAY 8TH

WAREHOUSE

TO: _____ (Exhibitor)

**CARDEN CONVENTION SERVICE COMPANY, INC.
1180 NORTH MARSHALL AVENUE, SUITE B
EL CAJON, CA 92020**

ATTN: IDAY 2012

Booth # _____

_____ **OF** _____ **PIECES**

These labels are provided for your convenience. Place one on each piece of your shipment. Please make copies as necessary.



Carden Convention Service Company, Inc.

DO NOT DELAY

Must arrive ONLY on TUESDAY, MAY 15TH

SHOWSITE

TO: _____ (Exhibitor)

**C/O: CARDEN CONVENTION SERVICE COMPANY, INC.
TOWN & COUNTRY HOTEL
500 HOTEL CIRCLE NORTH
SAN DIEGO, CA 92108**

ATTN: IDAY 2012 **Booth #** _____

_____ **OF** _____ **PIECES**



Carden Convention Service Company, Inc.

DO NOT DELAY

Must arrive ONLY on TUESDAY, MAY 15TH

SHOWSITE

TO: _____ (Exhibitor)

**C/O: CARDEN CONVENTION SERVICE COMPANY, INC.
TOWN & COUNTRY HOTEL
500 HOTEL CIRCLE NORTH
SAN DIEGO, CA 92108**

ATTN: IDAY 2012 **Booth #** _____

_____ **OF** _____ **PIECES**

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