



EXHIBITOR ORDERING GUIDE

HUNTINGTON CONVENTION CENTER OF CLEVELAND: AN SMG PROPERTY

Prepared Exclusively for:

The Cleveland Home & Remodeling Expo

Event Date(s): March 20-27, 2017



HCCC Exhibitor Ordering Guide

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INTRODUCTION

On behalf of the Huntington Convention Center of Cleveland, welcome to Cleveland! We are excited to have you exhibit at our state-of-the art facility and look forward to assisting you in planning a successful event. At the HCCC we strive to provide you with quality services to ensure both a successful and an enjoyable experience.

This Ordering Guide is designed to make planning and ordering easy for all exhibitors. Each service section contains the following:

- Description of Services, equipment and pricing
- Installation and Connection Information
- Terms and Conditions
- Frequently Asked Questions

GENERAL INFORMATION

Ordering Policies and Procedures

Pricing: Discount and Standard rates are available for some services. To qualify for the discount rate, order requests must be received 14 days prior to the show opening. Standard rates will apply to orders received after the discount cut-off date.

Ordering: Exhibitors may fax or mail their orders using the Service Order Forms at Appendix A of this guide. No orders will be accepted via e-mail as it is not a secure form of transmission.

Exhibitors should be aware of the following when placing orders:

- All payments must be in U.S. currency
- The date orders are received determines the applicable rate
- Incomplete orders or payment information will delay processing
- Booth numbers must be identified on all order forms

Payments: Payments for Services must be received in advance. Service will be scheduled and delivered only after payment is received. All outstanding charges must be paid before the close of the show.

Refunds: Claims for refunds must be submitted by exhibitors prior to the close of the event. Credit will not be given for services installed but not used.

General Terms and Conditions

- All booth number changes must be communicated by exhibitors to the HCCC prior to move-in. Additional charges may result if services must be moved after initial set-up.
- All equipment and material furnished by the HCCC or Edlen Electric, shall remain the property of the HCCC or Edlen Electric and shall not be removed from the HCCC.
- Floor boxes and other permanent building outlets (e.g., electrical, telephone, plumbing, etc.) are not part of the event space and may not be used by anyone other than HCCC personnel or designated services providers.
- Service connections must be made by HCCC personnel or designated service provider.
- Connection services generally cover the installation of service in the most safe and convenient manner to the HCCC.
- All equipment must comply with state and local safety codes. The HCCC will refuse connection to any equipment that constitutes a safety hazard.
- Unless otherwise directed, HCCC personnel are authorized to cut floor coverings to permit installation of services in the exhibit hall.

BUILDING POLICIES

- **Anchoring:** Any anchoring or drilling into the exhibit floor or any other surface within the HCCC is strictly prohibited.
- **Animals:** Service animals/pets are permitted within the HCCC. However, non-service animals/pets are not permitted within the HCCC without proper approval by HCCC management. The requesting party is responsible for ensuring all proper permits and licenses are in place. This is including but not limited to contacting the Cuyahoga County Board of Health for any applicable permits. They can be contacted at 216-201-2000 or www.ccbh.net.
- **Confetti:** The use of glitter, confetti, sand, or simulated snow types of material, as well as popcorn, is NOT permitted in the HCCC. Additionally, adhesive-backed decals (stickers) may not be given away or utilized. Any costs incurred by the HCCC for the removal of these items will be charged to the Licensee.
- **Fog/Hazers:** A fire watch is required when hazers or fog machines are used inside the HCCC. All machines must be water based. The use of smoke, hazers or fog machines is prohibited without the prior written approval of the HCCC.
- **Gratuities:** It is against the HCCC/SMG policy for any employee of the HCCC to accept gratuities or gifts from Show Management, Exhibitors or Attendees.
- **Helium:** Helium balloons are not permitted in the HCCC or The Global Center for Health Innovation. Should helium balloons be brought into the facility the Licensee will be charged a fee for the removal of balloons that rise to the ceiling.
- **Medical Shows/Waste:** Any hazardous waste disposal and cleanup must be approved prior to move-in. The HCCC does not handle the disposal of medical show waste. Sharps need to be in red containers and clearly labeled as such, to avoid being disposed of in our regular trash pickup. Please DO NOT leave needles and sharps boxes unattended.
- **Pyrotechnics:** The use of pyrotechnics is prohibited within the HCCC.
- **Smoking:** The HCCC is a smoke free campus. In accordance, smoking is prohibited within 50 feet of any entrance door to the Facility. The loading dock and driveway areas are considered part of the Facility and should also be designated as smoke free.
- **Tape:** The Service Contractor is responsible for the removal of all tape and tape residue from the exhibition hall(s), pre-function, and meeting room floors. The repair cost for any damage caused to a surface by the use of such tape or any tools used for removal will be billed to Show Management and/or the General Services Contractor. If any tape or tape residues are to be removed the HCCC after the event, Show Management will be billed for all expenses. The approved double faced tape for the exhibit floor is Polyken 105 C or approved equal. The only approved tape for the ballroom, meeting rooms or any other carpeted area is Gaffers tape.

RECYCLING PROGRAM

The Huntington Convention Center of Cleveland is a Gold Leed Certified Building. Below are some helpful tips on how you can help us in our green initiatives!

- Place cardboard and plastic in aisle way or by pillars for our staff to collect and dispose of properly during move-in/move-out.
- Putting recyclables in appropriate containers on the exhibit floor.
- Marking donation merchandise, leftover literature or other materials as recyclable so our staff can dispose of properly.
- Consider using virtual presentation materials vs. printed materials.
- Use starch-based, biodegradable packing peanuts for shipping. These peanuts dissolve in water, and are non-toxic.
- Avoid using polystyrene, plastic wrapping and bubble wrap. Biodegradable cellulose is available for shrink wrapping.
- Use biodegradable string. Avoid using plastic string.
- Use cloth table covers instead of plastic or visqueen.
- Walking from your hotel to the Convention Center.

CLEANING

The HCCC offers cleaning services through our exclusive service contractor, Aramark.

Cleaning Services (Per sq. ft. per day) _____ **Standard Rate**

Daily Vacuum/Mopping.....\$.20

Service includes vacuum/mop prior to each event show or show day, including the first show day.

Daily Vacuuming/Mopping + Porter Service.....\$.40

Service includes periodic wastebasket pick up & sweeping of booth during event hours.

Terms and Conditions – Cleaning

The HCCC, through its cleaning contractor, is the exclusive provider of all cleaning services in the building.

Frequently Asked Questions – Cleaning Services

Will my booth be automatically vacuumed/mopped before the first day of the show?

Booths will not be vacuumed/mopped unless the service has been ordered through the HCCC.

If I order cleaning service, when can I expect my carpet to be cleaned?

If the show you are attending opens in the morning, all of the cleaning will occur prior to the show opening. If the show opens in the afternoon, all of the cleaning will most likely occur the morning before the show opens. Please remove any visqueen from your carpet so that our staff can clean your booth.

Where do I dispose of trash during setup/tear down of the show?

Please place trash in aisles or near columns so that our cleaning personnel can identify and dispose of it properly. Materials intended to be stored in a boneyard or kept for re-use must be labeled accordingly and arranged through the General Service Contractor.

TELEPHONE SERVICES

The HCCC offers a variety of telephone services through our experienced in-house team of telephone technicians.

<u>Standard Telephone Services</u>	<u>Discount</u>	<u>Standard</u>
Standard Telephone Line (Analog/Digital).....	\$200.00.....	\$325.00
Service includes one phone number and a complimentary simple handset. Line usage included.		
Multi-Line Phone Service.....	\$235.00.....	\$350.00
Service includes one phone number with multiple lines and rental of one phone. Equipment must be returned at the end of the show. Line usage included.		
Cisco Conference Phone Service.....	\$300.00.....	\$450.00
Service includes one phone number and rental of one speaker phone. Equipment must be returned at the end of the show. Line usage included.		
Analog Fax Line.....	\$200.00.....	\$325.00
This includes the phone line and line usage only. Exhibitors must bring their own fax machine or obtain one from their AV provider.		

Additional Telephone Services (Require Standard Telephone Service)

Voice Mail Box.....	\$50.00.....	\$75.00
Allows user to setup a custom greeting and receive messages from incoming callers.		
Multiple Locations for a Single Number.....	\$50.00.....	\$75.00
Allows user to use one phone number and multiple phones in multiple locations.		
Call Forwarding.....	\$10.00.....	\$20.00
ISDN/BRI Service.....	See Event Manager for Pricing	
This service requires a 45 day lead time.		

Installation and Connection – Telephone

- Telephone service is provided from the nearest column or floor port into the booth
- HCCC phone technicians provide a line that is long enough to run anywhere in your booth. Exhibitors may have their full time employees run their phone cord under the carpet to desired locations, or they have the general service contractor do so.
- All telephone equipment can be picked up at the HCCC Exhibitor Services Desk.

Terms and Conditions

- The HCCC is the exclusive provider of all telephone services. All telephone equipment shall remain the property of the HCCC and may not be installed or removed by anyone other than HCCC personnel.
- All HCCC telephone equipment shall remain at the HCCC at the close of the event. Failure to return HCCC phones will result in a replacement fee.
- All services listed include labor to install and remove said service. Rates do not include connecting of equipment, tracing of malfunctions, special wiring, or repairs. If exhibitors require additional telephone labor outside of the standard service, services will be billed at an hourly rate with a minimum of one hour. Labor rates are based on current wage and benefit rates and are subject to change without notice.

Frequently Asked Questions – Telephone

How do I know if I need a single-line or a multi-line service?

Single-line phones are just like most household phones. They can be used for fax lines, credit card machines, standard telephones, and even to dial-up internet service (although we do not recommend this method of internet connectivity).

I have a wired credit card machine. Do I need to program anything specific for the machine to work on your single-line service?

Yes. Please pre-program your machine to dial “9” before your credit card company’s number.

How do I receive my phone number, dialing instructions, and phone/fax equipment?

Your equipment will be setup and waiting for you at the designated room/location. Your Event Manager can provide you with the corresponding numbers on-site or sooner if requested.

How can I place international calls on my phone line?

If you wish to place international calls on your phone line, please notify your Event Manager prior to move-in to submit this request. Otherwise, all phones will be limited to local and US numbers.

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INTERNET SERVICES

The HCCC offers a wide variety of Internet and Technical services through our experienced in-house team of technicians.

<u>Wired Internet Connections</u>	<u>Discount</u>	<u>Standard</u>
Presenter Internet Access (3 day connection).....	\$99.00.....	\$50.00 (addtl. days)
Managed Service (Automatically configured).....	\$325.00.....	\$425.00
Dedicated 1.5mbs/1.5mbs.....	\$1,000.00.....	\$1,500.00
Dedicated 3mbs/3mbs.....	\$2,500.00.....	\$4,000.00
Dedicated 5mbs/5mbs.....	\$4,500.00.....	\$6,500.00
Dedicated 10mbs/10mbs.....	\$9,000.00.....	\$13,500.00
Dedicated 15mbs/15mbs.....	\$13,500.00.....	\$22,500.00
Dedicated 20mbs/20mbs.....	\$17,500.00.....	\$25,000.00
Additional Drop in other meeting rooms.....	\$550.00.....	\$825.00
VLAN.....	\$550.00.....	\$825.00
Additional Drop in same location.....	\$99.00.....	\$150.00

<u>Wireless Internet Connections</u>	<u>Discount Rate (up to 3 days)</u>	<u>Standard</u>
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Wireless internet service is provided free of charge throughout the public spaces of the HCCC. If wireless internet is required in a meeting room it can be ordered through your Event Manager.

Wireless Internet Connection.....	\$99.00.....	\$150.00
Each Additional Day.....	\$50.00.....	\$75.00

<u>Additional Services and Equipment (per day)</u>	<u>Discount</u>	<u>Standard</u>
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8 Port Switch Rental.....	\$125.00.....	\$185.00
24 Port Switch Rental.....	\$200.00.....	\$300.00
48 Port Switch Rental.....	\$500.00.....	\$750.00
8 Port Switch Rental.....	\$125.00.....	\$185.00
Patch Cable (up to 50')-Cables included w/ order.....	\$30.00.....	\$45.00
T1 Extended from Demarc.....	See Event Manager for Pricing. 45 day lead time needed	
DS-3 Extended from Demarc.....	See Event Manager for Pricing. 45 day lead time needed	
Labor Fee/per hour.....	\$150.00.....	\$225.00

Point-to-Point/Custom Engineering.....See Event Manager for Pricing

Technical Services	Discount	Standard
Cable TV Service.....	\$200.00.....	\$325.00
CATV Tuner.....	\$25.00.....	\$50.00

Installation and Connection – Internet & Technical

- HCCC technicians will provide one initial network cable.
- Internet Service is brought from the nearest column or floor port into the booth.
- All HCCC internet services come with one initial line regardless of how many IPs come with the service. To have more than one computer connected at one time, Exhibitors may rent a switch and purchase cables from the HCCC.
- Exhibitors are permitted to distribute their own internet cables.
- Exhibitors may choose to:
 - Hire labor from the Huntington Convention Center of Cleveland

Terms & Conditions – Internet & Technical

- The HCCC is the exclusive provider of internet services.
- All HCCC switch rentals must remain at the HCCC at the close of the show. Failure to return HCCC switches will result in a replacement fee.
- All services listed include labor to install and remove said service. Services do not include connecting of equipment, tracing of malfunctions, special wiring, or repairs. If exhibitors requires additional internet labor outside of the standard service, services will be billed at an hourly rate with a minimum of one hour. Labor rates are based on current wage and benefit rates and are subject to change without notice:
 - Tech Rep Monday-Friday 8am-4pm (except holidays) \$100.00
 - Tech Rep All other times, including holidays \$150.00
 - Network Engineer Monday-Friday 8am-4pm (except holidays) CALL
 - Network Engineer All other times, including holidays CALL
- The HCCC will provide an Ethernet connection to a shared data network during the official dates of specified show.
- Exhibitors will be responsible for providing all hardware, software and other equipment needed to connect to the Ethernet and to use network attachment.
- The network attachment provided by the HCCC may be used only by the exhibitor.
- Exhibitors will promote efficient use of provided networks to minimize and avoid unnecessary network traffic and interference with the work of other users on interconnected networks.
- Users of HCCC networks shall not disrupt any of the HCCC networks or any other HCCC associated networks.
- HCCC 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 be highly offensive to the recipient of 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 HCCC network or any directly or indirectly attached network. When requested by a user of the networks, product information and other commercial messages are permitted to be transmitted. Discussion of a product’s relative advantages and disadvantages by users of the product and vendors’ response to those who pose

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questions about their products may be made available over the HCCC networks. Interpretation application and possible modification shall be within the sole discretion of HCCC.

- HCCC does not make any express or implied warranty of any kind specifically. There is no express or implied warranty of merchantability or fitness for a particular purpose for the services to be provided. The protocol used on the HCCC network call for end to end verification of the accuracy of any message and such verification is the sole responsibility of the purchasing company. Similarly, these protocols provide for end to end verification of the receipt of all the data that is transmitted. HCCC 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 HCCC, or other losses or damages. Use of information obtained via the services provided hereunder is at purchasing company's own risk. Exhibitors is responsible for (a) the accuracy and/or quality of the information obtained or data transmitted through the HCCC network and (b) assuring that each message purchasing company sends or receives has been received.
- HCCC shall not be liable to exhibitors for any damage arising from any event that is out of the control of the HCCC. Neither shall the HCCC be liable to exhibitors 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 HCCC, or the provision of services or performance hereunder, whether based in contract, tort, or any other legal theory, and whether or not HCCC has been made aware of the possibility of such damages.
- In no event shall liability exceed a refund of amounts actually paid to HCCC by exhibitors for this network attachment.
- The network attachment shall be made available to exhibitors by HCCC before the beginning through the end of the specified conference.
- The HCCC will provide a network attachment via an Ethernet connection at exhibitors requested location. At its own expense, exhibitors are responsible for providing the computer, attachment to Ethernet, electric power and all other hardware and software required to use the network attachment.

Frequently Asked Questions – Internet & Technical

Do you have wireless internet?

The HCCC offers free wireless internet service throughout the public spaces of the building; open your internet browser and look for the HCCC-GUEST wireless network. This service is designed for casual users and has limited bandwidth. If you are relying on the internet to showcase your product or conduct credit card transactions we strongly recommend a wired internet connection for reliable service.

What is the difference between a hub and a switch?

Can I bring my own hub or switch?

The HCCC offers switch devices instead of hubs because switches are known to provide better performance with a lower failure rate. Exhibitors are permitted to bring their own switches or hubs.

What is bandwidth and how do I know how much I need?

Bandwidth is the “size of the pipe” that data can traverse. The bigger the bandwidth, the faster data can be transferred. So, the 500 Kbs has more bandwidth than a 300 Kbs. To find out how much bandwidth you require, please consult with a technical representative in your company or look for program specifications listed with any demonstrations or downloads you plan to run.

I need to access my company’s network while I’m exhibiting at your facility. Which service will allow me to do this?

Exhibitors who need to connect remotely to their company’s network using a VPN (Virtual Private Network) with authentication information like passwords, certificates, or “tokens” should choose a 300 Kbs service or higher. While the 200 Kbs does allow exhibitors to use a VPN, some Exhibitors have experienced difficulty connecting because the 200Kbs service uses NAT (Network Address Translation). NAT is a process by which the HCCC can provide thousands of IP addresses to exhibitors while only using a few “real” internet routable addresses.

What is a VLAN?

A VLAN (Virtual Local Area Network) allows a network of computers to behave as if they are connected to the same service even though they may actually be physically located in different areas around the facility. One of the biggest advantages of a VLAN is that when a computer is physically moved to a different location, it can stay on the same VLAN without any hardware reconfiguration.

I ordered a switch and cables, how and when do I get them?

When you are ready for your switch and internet cables, please visit the HCCC Exhibitor Services Desk.

SECURITY SERVICES

The HCCC is the exclusive provider of security booth coverage for exhibitors.

Security Guard (Booth) _____ **Standard**

Per Hour per Officer.....**\$22.50**

For exhibitors who would like to have dedicated security services for their exhibit space the HCCC offers uniformed public safety officers. Officers are scheduled at a 4 hour minimum and are available from move-in to move-out. Orders must be placed 7 business days in advance of the requested service date.

Frequently Asked Questions – Security

When do you recommend ordering security for an exhibitor booth?

Our public safety department suggests ordering security for booths planning to have VIP appearances, book signings, etc., to monitor crowd control and escort as needed. Also, exhibitors with expensive or rare equipment in their booths may consider security for the overnight hours between show end and the next day’s show start.

Is there general overnight security in the exhibit hall?

The HCCC requires show management to have an overnight guard in the exhibit halls after working hours.



RIGGING SERVICES

PSAV® is proud to serve as the exclusive in-house rigging provider for the Huntington Convention Center of Cleveland. This location is equipped with a permanent rigging point system in the ballrooms and exhibit halls. As part of a comprehensive overhead safety and risk management program, the system is annually verified and inspected. We are required to approve all rigging designs and will provide all rigging labor and chain hoists for your event. We look forward to providing you with outstanding service and equipment.

➤ Pre-Show Standards

- The Schedule Rigging Services form must be submitted online along with a scaled rigging plot 21 days prior to load in. Events scheduled with less than 21 days notice will incur additional charges.
- A charge of \$200 per event will be assessed for a comprehensive safety review by our Rigging Supervisor. This review will verify point load calculations, staffing needs, equipment needs and CAD support to provide feedback on the initial rigging plot. Additional CAD assistance is available if needed and can be provided for an additional charge.
- Rigging plots must contain all flown equipment in addition to a reflective ceiling plan with hang-points. The Rigging Supervisor will contact you to give you our CAD file as your design template.
- All drawings must be received via email in a .dwg or .dxf format. Hard copies will be accepted in a scale of no smaller than 1/8"=1'.

➤ Rigging Equipment Guidelines

- PSAV is pleased to exclusively provide Stagemaker Chain hoists. These hoists were designed specifically for hotel & convention center use.
- A scissor lift is required for all rigging calls at this property. PSAV has lifts onsite and available for rent. All lifts used in this location must have white, non-marking tires and be in good condition, with tire socks required on carpeted areas. Operators must present documentation verifying that they are trained in scissor lift operations.
- Construction or outdoor lifts will not be allowed.
- All equipment and materials flown must pass ANSI guidelines and be approved by PSAV.
- Any dynamic (moving) element requires an arrester device.
- A steel safety backup is required on each individual item suspended with a nylon sling.
- All nuts and bolts used overhead must be rated and all wire rope clips and overhead hardware (eyebolts etc.) must be forged, unless approved by PSAV.
- PSAV is the exclusive provider of all rigging labor and chain hoists.

➤ Grand Ballroom/Exhibit Hall Standards

- The Grand Ballroom is equipped with permanent rigging points with various load ratings. Please refer to the facility CAD files for exact locations of the rigging points and ratings. There is NO RIGGING OTHER THAN TO THE PERMANENTLY INSTALLED RIGGING POINTS.
- All connections to the ceiling or supporting structure of the property must be made by PSAV.
- Flown equipment may only be moved by a PSAV rigger. Adjustments to any flown equipment will only be done under the supervision of PSAV.
- Additional weight cannot be applied to flown equipment after PSAV riggers leave the room.
- Under no circumstances may a person be suspended, walk or climb upon any point or supporting structure attached to the ceiling.





PSAV Onsite Practices

- Late schedule changes or changes to the previously approved and submitted CAD Plot will result in additional charges.
- PSAV will make all connections to the ceiling and assist your staff in attaching those connections to your truss and equipment. Please contact our offices for clarification of what services and equipment we offer to assist you in a safe and cost effective event.
- PSAV will not "dead hang" items over 100lbs or 10' in length with a scissor lift. Chain hoists or crank towers must be used.
- Cable bridge truss is required when cable bundles exceed four (4) Soco or other similar multi-cable.

Rigging Equipment & Labor

EQUIPMENT RATES

Hoist/Rig Point/Hardware	\$195/per day
Charge Per Point	\$50/per day
Rigging Safety Review/CAD Work	\$200/per event
Scissor Lift Weekly Rental	\$300/per (5) days
Scissor Lift	\$200/per day
Aerial Boom Lift	\$300/per day

LABOR RATES

Monday through Saturday (first 8 hours)	\$75/per hour
Sunday and Holidays	\$150/per hour

- All rigging crews will consist of a minimum of two (2) riggers. The number of riggers and equipment required for your event will be determined by PSAV.
- Four (4) or eight (8) hour minimums will apply to all calls, per rigger. Time beyond eight (8) hours will be billed in full hour increments. Contact your PSAV representative for further details.
- Riggers must have a meal break every five (5) hours. If there is less than eight (8) hours between rigging calls, additional charges will apply.
- Scissor lift rental pricing is subject to availability and should be confirmed 14 days prior to your event. All prices subject to change without notice.
- A service charge will apply to all Rigging Services
- For electrical needs, please contact Edlen Electrical at 216.928.1543.

Please contact onsite staff for any specific holiday requests.

Rigging Instructions

Step #1

To schedule Rigging Services and to receive updated CAD drawings of our facilities, please visit:

<http://www.psav.com/RiggingForm>

By submitting your rigging request electronically it will go directly into our nation-wide rigging system, ensuring a prompt response and follow-up tracking.

Step #2

If you have additional questions, please contact the area rigging supervisor at:

Michael Ruiz
Area Rigging Coordinator
mruiz@psav.com

Chris Case
Director, Event Technology
216.928.1530
ccase@psav.com

Step #3

The PSAV Rigging Coordinator will review and forward your request to the PSAV onsite team. The onsite PSAV team will forward a rigging estimate for your review and signature along with verification of your proposed rigging plot.



Onsite office phone: 216.928.1530
Visit psav.com/HuntingtonConventionCenterCleveland



Appendix A –Service Order Forms

The following HCCC Exhibit order forms may not be reproduced or altered without express written consent from the HCCC.

Index

- Request for Telephone and IT Services
- Request for Cleaning Services
- Request for Security Services



Request for Exhibitor Internet and Telephone Services



By submitting this order form, Exhibitor acknowledges and accepts all Policies, Terms & Conditions for service as set forth in the HCCC Exhibitor Ordering Guide.

***To qualify for discount rate, request and payment must be received 14 days prior to show/event opening.**

PLEASE PRINT OR TYPE: Incomplete information will delay processing.

EVENT OR SHOW: _____

EVENT DATE(S): _____

BOOTH NO.: _____

EXHIBITING COMPANY: _____

BILLING ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____ COUNTRY: _____

ORDERED BY: _____ DATE: _____

SHOW SITE CONTACT: _____ CONTACT PHONE: (_____) _____

Exhibit Hall & Premium Internet Services				
	QTY	DISCOUNT RATE	STANDARD RATE	SUBTOTAL DUE
Wired Internet Connections				
256K Shared Service		\$325.00	\$425.00	
Dedicated 1.5mbs/1.5mbs		\$1,000.00	\$1500.00	
Dedicated 3mbs/3mbs		\$2,500.00	\$4,000.00	
Dedicated 5mbs/5mbs		\$4,500.00	\$6,500.00	
Dedicated 10mbs/10mbs		\$9,000.00	\$13,500.00	
Dedicated 15mbs/15mbs		\$15,000.00	\$22,500.00	
Dedicated 20mbs/20mbs		\$17,500.00	\$25,000.00	
Additional Drops in other Meeting Rooms		\$550.00	\$825.00	
VLAN		\$550.00	\$825.00	
Additional Drops Same Location		\$99.00	\$50.00	
Wireless Internet Connections	QTY	DISCOUNT RATE	STANDARD RATE	
Wireless Internet Connection (for up to 3 days)		\$99.00/device	\$150.00/device	
Each Additional Day		\$50.00/device	\$75.00/device	
Networking Services & Equipment				
Networking Equipment Rental (Per Day)	QTY	DISCOUNT RATE	STANDARD RATE	SUBTOTAL DUE
8 Port Switch Rental		\$125.00	\$185.00	
24 Port Switch Rental		\$200.00	\$300.00	
48 Port Switch Rental		\$500.00	\$750.00	
Patch Cable (up to 50') *Cables included with order – for additional		\$30.00	\$45.00	
Networking Services	QTY	DISCOUNT RATE	STANDARD RATE	SUBTOTAL DUE
T1 Extended from Demarc		CALL	NEED 45 DAYS	
DS-3 Extended from Demarc		CALL	NEED 45 DAYS	
Labor – Fee per hour		\$150.00	\$225.00	
Point-to-Point/Custom Engineering		CALL		

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Telephone Services				
Standard Telephone Services	QTY	DISCOUNT RATE	STANDARD RATE	
Standard Telephone Line (Analog/Digital)		\$200.00	\$325.00	
Multi-Line Phone Service		\$235.00	\$350.00	
Cisco Conference Phone Service		\$300.00	\$450.00	
Analog Fax Line		\$200.00	\$325.00	
Additional Telephone Services (Require Standard Telephone Service)				
Voice Mail Box		\$50.00	\$75.00	
Multiple Locations for a Single Number		\$50.00	\$75.00	
Call Forwarding		\$10.00	\$20.00	
Caller ID w/Name		\$15.00	\$25.00	
ISDN/BRI Service (45 Day Lead Time)		CALL	CALL	

Cable TV Services				
Technical Services	QTY	DISCOUNT RATE	STANDARD RATE	SUBTOTAL DUE
Cable TV Service		\$200.00	\$325.00	
CATV Tuner		\$25.00	\$50.00	
				<i>Sales Tax-8%:</i>
				\$ _____
				Total Due:
				\$ _____

If your organization is tax exempt, please provide the appropriate documentation with your order and payment information.

To pay with MasterCard, Visa, or American Express, fill out the credit card authorization form and fax to the number below. To pay with a check or money order, send a check payable to Cleveland Convention Center and this form to:

Huntington Convention Center of Cleveland and Global Center for Health Innovation
 1 St. Clair Avenue, NE
 Cleveland, OH 44114
 Telephone: (216) 928-1600
 Fax: (216) 920-1470
 Attn: Finance Department

Please do not e-mail order forms as e-mail is not a secure form of transmission.



Request for Exhibitor Cleaning Services



By submitting this order form, Exhibitor acknowledges and accepts all Policies, Terms & Conditions for service as set forth in the HCCC Exhibitor Ordering Guide.

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EVENT OR SHOW: _____

EVENT DATE(S): _____

BOOTH NO.: _____

EXHIBITING COMPANY: _____

BILLING ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____ COUNTRY: _____

ORDERED BY: _____ DATE: _____

SHOW SITE CONTACT: _____ CONTACT PHONE: (_____) _____

BASIC CLEANING SERVICES						RATE (PER SQ FT PER DAY)	
1.) VACUUM OR MOPPING						\$.20	
2.) VACUUM OR MOPPING PLUS PORTER SERVICE (For all event days, includes periodic wastebasket pick up & sweeping of booth during event hours)						\$.40	
SERVICE (CHECK ONE ONLY)	TYPE (CHECK ONE)	BOOTH SIZE: TOTAL SQUARE FEET LENGTH WIDTH TOTAL SQ. FT.			RATE PER SQ. FT.	# OF DAYS	SUBTOTAL DUE
<input type="checkbox"/> 1	VACUUM						
<input type="checkbox"/> 2	MOP	_____ X _____	=	_____ X _____	X _____	=	\$ _____
Sales Tax – 8%: \$ _____							
TOTAL: \$ _____							

If your organization is tax exempt, please provide the appropriate documentation with your order and payment information.

To pay with MasterCard, Visa, or American Express, fill out the credit card authorization form and fax to the number below. To pay with a check or money order, send a check payable to Cleveland

Convention Center and this form to:

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DATE	# OF OFFICERS	SCHEDULED HRS (4 HR. MIN.)	TOTAL MAN HRS.	STANDARD RATE (PER MAN HR.)	TOTAL DUE
				\$22.50	
				\$22.50	
				\$22.50	
				\$22.50	
				\$22.50	
				\$22.50	
				\$22.50	
TOTAL MAN HOURS: _____				Subtotal: \$ _____	
				Sales Tax – 8%: \$ _____	
				TOTAL: \$ _____	

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Cleveland, OH 44114
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Event Name: _____
Event No: _____

Today's Date: _____

BUSINESS INFORMATION:

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Business Name _____
Street Address (1) _____
City _____
State _____
Zip Code _____
Business phone _____
Business Fax _____

Cardholder's Name _____
(as it appears on the card)
Billing address _____
City, State, Zip Code _____
Expiration Date _____
Full Credit Card No. _____
Security Code _____
e-Mail Address _____

Total Charge Amount \$ _____

CARD TYPE: [] AMERICAN EXPRESS [] MASTER CARD [] OTHER: _____
[] VISA [] DISCOVER (type)

CHARGE TYPE: [] SERVICES PURCHASED [] DEPOSIT ON ACCOUNT

Please note a 3% Convenience fee will be assessed to all transactions greater than \$1,000.00

FAX COMPLETED FORM TO ATTN Steve Wells @ 216-920-1470, **This is a secure fax line. Please Do Not EMAIL**

Authorized Signature _____

Date _____

Alternate Authorized Signature _____

Date _____

ACH /WIRE INFORMATION

Please email Steve Wells @ swells@clevelandconventions.com for ACH & Wire payment information.