



**EXHIBITOR SERVICES KIT**  
**2016**

# EXHIBITOR RULES AND REGULATIONS

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## **Access**

Access to the Loading Dock entrance is off of Wellington Road. The best route is to exit at Wellington Road North from Hwy. 401 and remain on Wellington Road to downtown London. Just after Horton Street you will pass under the railway tracks. Proceed through the traffic lights at York Street and the Loading Dock is just north of York on the right hand side. The Loading Dock is not accessible from Wellington Road travelling south due to a centre boulevard.

## **Advertising – Authority for Logo**

Prior written approval is required for the use of the logotype, trademarks, symbols or trade name(s) of the LCC in connection with any production, promotion, service, publication, public statements, public discussions or advertisements.

## **Animals**

Animals, birds or pets of any description are not permitted on LCC premises without prior written authorization except as required by law.

## **Banners/Signs/Decorations**

No holes may be drilled, nails driven, hooks, screws or pushpins tacked into any part of the Centre or its equipment (including tables); this is strictly forbidden.

Under no circumstances may banners, decorations or signs and similar material be nailed, stapled, screwed, taped or attached to ceilings, walls or other painted surfaces except as listed below. Masking Tape – only on cushion cloth walls, moveable walls and wood surfaces. Funtak - only on painted, glass or wood surfaces. (excluding 2<sup>nd</sup> floor south foyer tinted windows) Duct Tape – only on carpet. Straight Pins – only on the cloth walls. Failure to comply will result in a damage charge to the client.

Signs/banners hung from the ceiling or above three metres on the wall, may require the rental of the LCC scissor-lift and/or a labour charge. Please refer to Sign and Banner Installation Order Form S104.

## **Cleaning Services**

The LCC is the exclusive supplier for cleaning services within the building. Cleaning of meeting rooms, public corridors/common areas, show aisles and restrooms will be provided complimentary. Supplementary charges will apply to **interior booth cleaning** and the removal of bulk trash, crates, pallets, packing material and lumber. Please refer to Cleaning Service Order Form C105. Any damaged caused to LCC building or fixtures by Exhibitor or vendors will be charged. (Eg. Bleach stains, etc.)

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### **Electrical**

For ordering of these services please refer to Electrical Services Order Form E100.

### **Elevators and Escalators**

Passenger elevators are located in the southeast corner of the building and run from the underground parking garage to the second floor. Escalators are located in the main foyer and operate between the first and second floors only. Passenger elevators and escalators are **not** to be used for transporting freight or equipment including easels, chairs, tables etc. Freight elevators are located on the Loading Dock and consist of one truck elevator and three small elevators for transporting all freight or equipment from level to level. For Load Capacity and dimensions please contact Event Planning.

### **Exhibit Lighting**

For ordering of these services please refer to Exhibit Lighting Services Order Form E101.

### **Fire and Safety Regulations**

In the event that a portion of the exhibitor's back wall is a "fire exit door", the exhibitor must leave total access to it and may not drape, cover or obscure it in any way. Total access must be available from aisles to exits (6-8') at all times, without obstruction of any kind.

- The following materials shall be flameproof if used for display or decorative purposes: flowers, foliage paper, cardboard, compressed paperboard less than 1/8 inch in thickness, plastic materials, split wood and bamboo fibres, styrofoam and textiles. Wallpaper is permissible if pasted securely to walls or wallboard backing.
- It is not necessary to flameproof textiles, paper or other combustible merchandise on display for sale, but the quantity used shall be limited to the displaying of one salvageable length.
- Equipment must be set-up in such a manner to comply with approved safety standards and a suitable fire extinguisher may be required on recommendation of the inspector. If at any time the fire inspector deems such equipment to be operated in a manner dangerous to public safety, he or she shall cancel the privilege of the exhibitor concerned.
- Flame shall not be used solely to attract attention.
- Flammable liquids or gases shall not be stored inside the building.
- Displays must not encroach on exit doorways.
- Boxes, crates and cartons from which merchandise has been removed, must be neatly piled in a storage area.



# EXHIBITOR

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### **Floor Load**

The maximum ballroom floor load is 100 pounds per square foot.

### **Food and Beverage Services/Concessions**

LCC is the exclusive caterer for all food and beverage services. All arrangements for the serving of food and/or beverages must be made through the Event Planning office. No food and beverage is to be brought onto the premises. No sample food and/or beverage products may be distributed or sold by sponsoring organizations except on prior written authorization. Please refer to Food and/or Beverage Sample Distribution Request Form F106.

### **Freight Deliveries & Storage**

The LCC restricts delivery and/or storage prior to and following an event. Written authorization must be obtained from the LCC to make special delivery, pick up and storage arrangements. Fees may apply. Please refer to the Post Show Shipping & Packing Order Form P107.

### **Helium Balloons**

Helium balloons may not be distributed in the LCC without written approval from the Event Planning Department.

### **Ladders**

LCC ladders are for internal use only and are not loaned to clients or contractors. Should clients or contractors require a ladder, one may be rented. Rental includes the assistance of an Event Services associate. Clients/contractors are permitted to bring in their own ladders to perform their own work.

### **Loading Dock**

- Street Entrance Doorway: Height: 14' 6" Width: 22'
- Loading Bays - Four (4) loading bays; all bays outfitted with Dock Levellers
- Freight Elevators:

One (1) Truck Elevator:	Door Height	14'
	Interior Length	49'
	Interior Width	11' 8"
	Maximum Weight	43,500 lbs.
One (1) Small Elevator:	Door Height	7' 10"
	Interior Length	5' 9"
	Interior Width	8' 4"
	Maximum Weight	5,000 lbs.

# EXHIBITOR

## RULES AND REGULATIONS

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### **Materials Handling**

LCC is the exclusive provider of in-house materials handling. These include off-loading from delivery trucks, transporting material to exhibitor booth locations, removal of crates to designated storage areas, return of crates to booths at close of show and reloading on transport trucks. Equipment, such as a forklift, pump-trucks and dollies are available at the Centre at competitive rates. Please refer to Material Handling or Storage Services Order Form M102.

### **Parking**

LCC has indoor, multi-level parking for over 300 cars/mini-vans, available 24 hours a day, 7 days a week. Access to the Centre, Hotel/City Centre Office Complex is provided via staircase on all parking levels to the walkway. The following parking lots are in close proximity to the Convention Centre: Canada Wide Parking (300 spots located across the street); Metro Parking (80 parking spots located beside the Convention Centre); Imperial Parking (1,700 parking spots located in Citi Plaza) Strict enforcement of unauthorized Loading Dock parking is in effect. Parking must be preapproved by the LCC.

### **Safety Deposit Boxes**

Safety deposit boxes are available for rent. Contact Event Planning for details.

### **Security**

Twenty-four hour security for the building perimeter is provided. The LCC is the exclusive provider for Event security, at the Client's expense. All security arrangements are subject to approval by the LCC's management. The Client is responsible for all loss and damage to personal property or equipment. Please refer to Event Planning office for Security arrangements.

### **Set Up and Tear Downs**

During move-in/out, event space, loading dock areas and "back of house" service areas are off limits to the public. As such, there shall be absolutely no drinking of alcoholic beverages. Any and all unsafe conditions or activities will be corrected promptly. All clients and exhibitors are to unload their vehicles through Shipping and Receiving on Wellington Street and not through the front doors of the LCC. Any damage to the building as a result of moving materials in through the front doors is the responsibility of the client and/or exhibitor.

### **Smoking**

The London Convention Centre is a smoke free facility. This includes loading docks and underground parking areas.

# EXHIBITOR

## RULES AND REGULATIONS

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### Vehicles and Motorized Equipment

Please refer to Vehicle Access Form V111.

Vehicle access into the Centre is through the loading dock entrance located on the west side of Wellington Street just north of York Street (see map).

### Preparation and Cleaning (preauthorization is required)

1. If the vehicle requires onsite cleaning, all cleaning including washing/hosing down of vehicles must take place inside the loading dock area before the vehicle is taken to the event space. The dock has a hose for this purpose. The exhibitor must supply ALL OTHER CLEANING SUPPLIES. (charges may apply)
2. The vehicle tires must be wiped down to avoid staining/markings on the fully carpeted event space. Once the vehicle is cleaned and wiped down, it can be moved to the event space.
3. The Dealership/Owner must also supply the following to protect the flooring:
  - Plastic sheeting underneath the engines
  - Floor pads for underneath the tires

### Displays and Control

1. Vehicles are moved by LCC staff with driver's licence on file at LCC (charges may apply) or moved by the Dealership/Owner
2. All vehicles being moved must have an LCC spotter
3. Vehicles must be moved in a fluid motion, no dry turns to avoid carpet damage
4. As per Fire Code 2007, Code # 2.12.1.7 located in section B2 it states that "*where a covered mall is used for the display of fuelled equipment, batteries shall be disconnected and caps for fuel tanks shall be locked or secured against tampering.*" Therefore all Vehicles on display within the LCC must be equipped with a lock-on type fuel tank cap and fuel tanks must not be filled beyond  $\frac{3}{4}$  mark in order to allow for expansion of product.
5. Vehicles on display must be locked, continuously supervised & battery disconnected.
6. Running of displayed vehicles during the exhibit/event is prohibited unless approved by the fire prevention division.
7. Propane charged cylinders are not permitted inside the LCC.
8. Vehicle keys must be turned over to the Event Services staff once the vehicle is placed in show area. Keys are locked in the LCC security office. Access to keys is through the Event Services Supervisor.
9. Dealership/Owner responsible for any damage to carpet tiles, building fixtures, etc  
(Minimum \$50.00 charge may apply).
10. The LCC is not responsible or liable for vehicles as per details on event order.



# EXHIBITOR

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### **Telephone & Data Communications**

For ordering of these services please refer to Telephone and Data Order Form T103.

### **Waste Removal**

The London Convention Centre has a full recycle, waste and compost removal program. During set-ups and tear downs appropriate receptacles will be available on the loading dock and / or service areas adjacent to exhibits for your convenience. Disposal of excessive garbage/recycling materials may result in an applicable eco fee at the sole discretion of the LCC.

*Thank you for your co-operation and we look forward to working with you.*

# Building Specifications

Building Location	Technical Specifications
<b>Front Entrance Area</b>	<p><b>Ceiling height:</b> 4.1m  <b>Vehicle access (LxWxH):</b> 5.8m x 1.6m x 2.2m  <b>Floor load:</b> 485kg/sq m  <b>Lighting:</b> fluorescent/HID  <b>Flooring:</b> carpet/marble tile  <b>Passenger Elevator (2):</b> 15 people or 1134kgs  <b>Passenger Escalator (2):</b> 105 people or 9000kgs  <b>Utilities:</b> wall and floor grid system containing electrical, data and voice outlets</p>
<b>Ballroom</b>	<p>* Refer to LCC Rates &amp; Occupancy chart for room dimensions  <b>Ceiling height:</b> 7.2m – 7.6m  <b>Vehicle access (LxWxH):</b> 14.9m x 3.2m x 3.9m  <b>Doors:</b> solid maple  <b>Floor load:</b> 485kg/sq m  <b>Lighting:</b> incandescent/HID  <b>Flooring:</b> carpet  <b>Rigging Points:</b> 1800kgs  <b>Utilities:</b></p> <ul style="list-style-type: none"> <li>• floor and wall grid system containing electrical, audio, video, data and voice outlets</li> <li>• 10 wall access ports located around perimeter containing water and drainage outlets</li> <li>• compressed air outlets accessible through ceiling</li> </ul>
<b>Ballroom Foyer</b>	<p><b>Ceiling height:</b> 6.5m – 7.6m  <b>Vehicle access (LxWxH):</b> 5.8m x 2.3m x 2.2m  <b>Doors:</b> solid maple  <b>Floor load:</b> 485kg/sq m  <b>Lighting:</b> fluorescent/HID  <b>Flooring:</b> carpet  <b>Utilities:</b> wall and floor grid system containing electrical, data and voice outlets</p>
<b>Meeting Rooms</b>	<p><b>Ceiling height:</b> 3.6m  <b>Doors:</b> solid maple  <b>Floor load:</b> 485kg/sq m  <b>Lighting:</b> incandescent/fluorescent  <b>Flooring:</b> carpet  <b>Utilities:</b> wall grid system containing electrical, audio, video, data and voice outlets</p>
<b>Meeting Room Foyer</b>	<p><b>Ceiling height:</b> 4.3m  <b>Vehicle access (LxWxH):</b> 5.8m x 1.6m x 2.2m  <b>Doors:</b> solid maple  <b>Floor load:</b> 485kg/sq m  <b>Lighting:</b> fluorescent/HID  <b>Flooring:</b> carpet/marble tile  <b>Utilities:</b> wall and floor grid system containing electrical, data and voice outlets</p>



<b>Theatre</b>	<p><b>Ceiling height:</b> 3.6m – 4.5m  <b>Vehicle access:</b> not available  <b>Doors:</b> solid maple  <b>Floor load:</b> 485kg/sq m  <b>Lighting:</b> incandescent/halogen  <b>Flooring:</b> carpet/maple  <b>Seating:</b> fixed  <b>Utilities:</b></p> <ul style="list-style-type: none"> <li>• backstage electrical, audio, video, data and voice outlets</li> <li>• projection booth with basic controls</li> </ul>
<b>Loading Dock</b>	<p><b>Street Entrance Doorway – Height:</b> 4.4m    <b>Width:</b> 6.7m  <b>Loading Bays:</b> Four loading bays – all bays outfitted with Dock  <b>Levellers Truck Elevator (1):</b></p> <ul style="list-style-type: none"> <li>• Door Height            4.2m</li> <li>• Interior Length       14.9m</li> <li>• Interior Width         3.5m</li> <li>• Maximum Weight    20408 kgs</li> </ul> <p><b>Freight Elevator (1):</b></p> <ul style="list-style-type: none"> <li>• Door Height            2.3m</li> <li>• Interior Length       2.5m</li> <li>• Interior Width         1.7m</li> <li>• Maximum Weight    2268 kgs</li> </ul> <p><b>Service Elevator (2): 25 people or 1814 kgs</b></p>
<b>Parking Garage</b>	<p><b>Entrance Height:</b> 2.13m  <b>Spaces:</b> 312 spaces for cars/mini-vans  <b>Wheelchair Accessible Spaces:</b> 4 permanent stalls, ability to expand to 75</p>
<b>Parking – Outdoor Lot</b>	<p><b>Spaces:</b> 70 regular and 2 wheelchair accessible</p>
<b>House Sound System</b>	<p><b>Ballroom and Salons:</b></p> <ul style="list-style-type: none"> <li>• Equipped with an in-house sound system comprised of distributed speakers installed in the ceilings for general public address applications.</li> <li>• The system is controlled from an AV control room located at the centre of the service area on the main floor and is operated by the in- house AV company.</li> </ul> <p><b>Theatre:</b></p> <ul style="list-style-type: none"> <li>• Equipped with a self contained speaker system for general public address applications suspended from the ceiling above the stage and is controlled from the AV control booth located at the south end of the room.</li> </ul>



# EXHIBITOR FORM

Please Complete and Fax To: 519-661-5990  
 For Information Contact: 519-661-6200 Toll Free: 1-800-203-1992  
 Email: csr@londoncc.com

Function:\$ _____	Date: _____	Booth No: _____
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<b>Company Name:</b> _____ <b>Street Address:</b> _____ <b>Postal/Zip Code:</b> _____ <b>Telephone:</b> _____	<b>Contact Name:</b> _____ <b>City, Province:</b> _____ <b>Email:</b> _____ <b>Fax:</b> _____
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<b>CLEANING SERVICES ORDER FORM – C105</b>	<b>ES/CS</b>
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General cleaning of show AISLES (removal of aisle refuse, refuse from aisle containers and daily vacuuming) is provided by the LCC Event Services Team. Cleaning of INDIVIDUAL EXHIBIT BOOTHS is the responsibility of the exhibitor and can be arranged.

### A. CARPET CLEANING

Steam Cleaning	0.50 ¢ /sq. ft. x _____	Square Feet x _____	Day =	\$ _____
Specify Date and Time: _____				
<b>Section A Subtotal</b>				\$ _____

### B. BASIC CLEANING SERVICE

Vacuuming, dusting and emptying refuse containers 100 sq. ft. minimum

Pre Show Cleaning	0.20 ¢ /sq. ft. x _____	Square Feet x _____	Day =	\$ _____
Daily Cleaning	0.15 ¢ /sq. ft. x _____	Square Feet x _____	Day(s) =	\$ _____
Specify Date (if applicable): _____				
<b>Section B Subtotal</b>				\$ _____

### C. FULL CLEANING SERVICE

Vacuuming, dusting and emptying refuse containers and exterior cleaning/polishing of windows and/or mirrors 100 sq. ft. minimum

Pre Show Cleaning	0.25 ¢ /sq. ft. x _____	Square Feet x _____	Days =	\$ _____
Daily Cleaning	0.20 ¢ /sq. ft. x _____	Square Feet x _____	Days =	\$ _____
Specify Date (if applicable): _____				
<b>Section C Subtotal</b>				\$ _____

Subtotal (Section A + Section B +Section C)	\$ _____
13 % HST (#R136385242)	\$ _____
<b>TOTAL AMOUNT PAYABLE</b>	\$ _____

The above rates are based on **GROSS BOOTH AREA** - Additional charges would be pending for carpets in need of special attention due to food sampling demonstrations, hair, wood, metal shavings, grease or oil.

<b>METHOD OF PAYMENT:</b> <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> American Express		Expiry Date: _____
Credit Card Number: _____		Name on Card: _____
Signature: _____		
Date: _____		(Please Print Clearly)

**Please retain a copy for your records and return original with payment**

# EXHIBITOR FORM

## CLEANING SERVICES – C105

### CONDITIONS & REGULATIONS

1. Disposal of excessive garbage/recycling materials may result in an applicable eco fee.
  2. Disputes concerning service must be filed by the exhibitor with the LCC Event Services Team prior to the close of the show.
  3. Payment Terms:
    - a) Payments must accompany all Service Orders. No Service Order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy payment requirement or services will not be provided. Current show balances and/or charges incurred for additional services must be paid in full prior to show opening or services will be disconnected. No exceptions please.
    - b) Only American Express, Mastercard and VISA credit card transactions will be accepted.
    - c) Refunds for overpayment will be processed by the LCC within thirty (30) days after the show closing date.
-



# EXHIBITOR FORM

Please Complete and Fax To: 519-661-5990  
 For Information Contact: 519-661-6200 Toll Free: 1-800-203-1992  
 Email: info@londoncc.com

Function: _____	Date: _____	Booth No: _____
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Company Name: _____	Contact Name: _____
Street Address: _____	City, Province: _____
Postal/Zip Code: _____	Email: _____
Telephone: _____	Fax: _____

## ELECTRICAL SERVICES ORDER FORM – E100 FMS/CS

A. ELECTRICAL OUTLETS (P.S.T. Exempt)	PRE-ORDER	ON-SITE	Qty.	AMOUNT
1500 watt, 120 V outlet, approx. 15 amps	\$ 65.00+HST= <b>\$73.45</b>	\$80.00+HST= <b>\$90.40</b>		\$
2000 watt, 120 V outlet, approx. 20 amps	\$ 85.00+HST= <b>\$96.05</b>	\$ 95.00+HST= <b>\$107.35</b>		\$
1500 watt, 120 V outlet with Surge Suppression	\$ 75.00+HST= <b>\$84.75</b>	\$ 95.00+HST= <b>\$107.35</b>		\$
3600 watt, 120 V outlet, approx. 30 amps	\$ 160.00+HST= <b>\$180.80</b>	N/A		\$
4800 watt, 120 V outlet, approx. 40 amps	\$ 180.00+HST= <b>\$203.40</b>	N/A		\$
<b>Section A Subtotal</b>				<b>\$</b>

B. HYDRO CONNECTIONS (Wired On-Site) ELECTRICAL, LIGHTING & SOUND	PRE-ORDER	ON-SITE	Qty.	AMOUNT
120/208 V 30A 3 phase	\$ 200.00+HST= <b>\$226.00</b>	N/A		\$
120/208 V 100A 3 phase	\$500.00+HST= <b>\$565.00</b>	N/A		\$
120/208 V 200A 3 phase	\$600.00+HST= <b>\$678.00</b>	N/A		\$
120/240 V 50A 1 phase	\$250.00+HST= <b>\$282.50</b>	N/A		\$
120/240 V 60A 1 phase	\$275.00+HST= <b>\$310.75</b>	N/A		\$
120/240 V 100A 1 phase	\$500.00+HST= <b>\$565.00</b>	N/A		\$

SPECIAL ELECTRICAL CONNECTIONS -By Quotation (Please Complete the Following):				
Volts	Amps/Wattage	Phase	24 Hour	LCC Quote
				\$
<b>Section B Subtotal</b>				<b>\$</b>

<b>TOTAL AMOUNT PAYABLE (Amount A + B)</b> <b>including 13%HST (#R136385242)</b>	<b>\$</b>
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### SEE CONDITIONS & REGULATIONS ON REVERSE SIDE OF THIS ORDER FORM

<b>METHOD OF PAYMENT:</b> <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> American Express		Expiry Date: _____
Credit Card Number: _____		Name on Card: _____
Signature: _____		
Date: _____		(Please Print Clearly)

# EXHIBITOR FORM

## ELECTRICAL SERVICES – E100

### CONDITIONS & REGULATIONS

1. All materials and equipment supplied remain the property of the London Convention Centre (LCC).
2. All equipment **MUST** be approved by an agency **ACCREDITED** by the **STANDARDS COUNCIL OF CANADA** and be acceptable for use by the Electrical Safety Authority (ESA). **UNAPPROVED ELECTRICAL PRODUCTS MAY BE DISPLAYED at TRADESHOWS WHEN "PERMISSION to SHOW" is granted by the ELECTRICAL SAFETY AUTHORITY.** A Nominal fee is charged for this service. **FINES** of UP to \$5000.00 may result for failure to comply with this **REGULATION**. For information, contact the ESA at 1 877 421-2228.
3. LCC Facility & Maintenance Staff (FMS) are the only technicians authorized to alter floor coverings.
4. Credit will not be given for connections installed and not used.
5. It is the exhibitor's responsibility to ensure safe return of rented equipment to LCC FMS.  
**DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH.**
6. Disputes concerning service must be filed by the exhibitor with LCC FMS Services prior to the close of the show.
7. Payment Terms:
  - a) Advanced rates apply to orders received up to **10 days prior** to the "move-in time" for the show. Orders received after this time shall be considered as "on-site orders" and shall be subject to the "on-site" rate.
  - b) Payments must accompany all Service Orders. No Service Order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy payment requirement or services will not be provided. Current show balances and/or charges incurred for additional services must be paid in full prior to show opening or services will be disconnected. No exceptions please.
  - c) Only American Express, Mastercard and VISA credit card transactions will be accepted.
  - d) Refunds for overpayment will be processed by LCC FMS within thirty (30) days after the show closing date.



# EXHIBITOR FORM

Please Complete and Fax To: 519-661-5990  
 For Information Contact: 519-661-6200 Toll Free: 1-800-203-1992  
 Email: csr@londoncc.com

Function: _____	Date: _____	Booth No: _____
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<b>Company Name:</b> _____ <b>Street Address:</b> _____ <b>Postal/Zip Code:</b> _____ <b>Telephone:</b> _____	<b>Contact Name:</b> _____ <b>City, Province:</b> _____ <b>Email:</b> _____ <b>Fax:</b> _____
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FOOD / BEVERAGE SAMPLE DISTRIBUTION REQUEST FORM – F106 ES/CS

The London Convention Centre Corporation has exclusive food and beverage distribution rights within the Centre. The event organizer and/or their exhibitors may distribute sample food and beverage products **ONLY** upon written authorization. The London Convention Centre Corporation will not be responsible for the quality or state of the food or beverage served by an authorized vendor.

GENERAL CONDITIONS

1. Items dispensed are limited to products manufactured, processed or distributed by exhibiting firm.
2. All items are limited to SAMPLE SIZE:
  - (a) sample or promotional non-alcoholic beverages limited to maximum **3oz.**
  - (b) sample or promotional alcoholic beverages limited to maximum from **1/4oz** to **1oz** depending on product.
  - (c) sample food items limited to "bite size" and have been produced at a food premise regulated by the Health and protection Act.
3. F&B items used as traffic promoters (i.e., potato chips, coffee) **MUST** be purchased from LCC (see note\*\* below).
4. Any sampling of alcoholic beverages must be within the guidelines of the Alcohol and Gaming Commission of Ontario and will require a *Special Occasion Permit* from the LCBO.

**INFORMATION Product(s) you wish to Dispense:**

**Size of Portion to be Dispensed:**

**Proposed Method of Dispensing:**

**Explain Purpose of Offering Samples:**

**LCC OFFICE USE ONLY – Above Approved by LCC Management:**

_____ <b>Executive Chef / Director of Event Services</b>	_____ <b>Date of Approval</b>
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\*\*Please complete the following method of payment only if you require food & beverage preparation from the London

<b>METHOD OF PAYMENT:</b>	<input type="checkbox"/> Visa	<input type="checkbox"/> Mastercard	<input type="checkbox"/> American Express	Expiry Date:
Credit Card Number:	Name on Card:			
Signature:				
Date:	(Please Print Clearly)			

Please retain a copy for your records and return original with payment

# EXHIBITOR FORM

## FOOD AND/OR BEVERAGE SAMPLE DISTRIBUTION – F106

### CONDITIONS & REGULATIONS

1. The London Convention Centre Corporation has exclusive food and beverage distribution rights within the Centre. The event organizer and/or their exhibitors may distribute sample food and beverage products **ONLY** upon written authorization – SEE REVERSE
  2. **The London Convention Centre Corporation will not be responsible for the quality or state of the food or beverage served by an authorized vendor.**
  3. Items dispensed are limited to products manufactured, processed or distributed by exhibiting firm. Disposal of excessive garbage/recycling materials may result in an applicable eco fee.
  4. All items are limited to SAMPLE SIZE:
    - (a) sample or promotional non-alcoholic beverages limited to maximum **3oz.**
    - (b) sample or promotional alcoholic beverages limited to maximum **¼oz** to **1oz** depending on product.
    - (c) sample food items limited to "bite size" and have been produced at a food premise regulated by the Health and protection Act.
  5. Food and/or beverage items used as traffic promoters (i.e., potato chips, coffee, bar service) **MUST** be purchased from London Convention Centre
  6. All materials and equipment supplied remain the property of the London Convention Centre (LCC).
  7. Payment Terms:
    - a) Payments must accompany all Food & Beverage Orders. No Order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy payment requirement or services will not be provided. Current show balances and/or charges incurred for additional services must be paid in full prior to show opening or services will be discontinued. No exceptions please.
    - b) Only American Express, Mastercard and VISA credit card transactions will be accepted.
    - c) Refunds for overpayment will be processed by LCC Sales & Catering Department within thirty (30) days after the show closing date.
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# EXHIBITOR FORM

Please Complete and Fax To: 519-661-5990  
 For Information Contact: 519-661-6200 Toll Free: 1-800-203-1992  
 Email: info@londoncc.com

Function:	Date: Feb 23 - 26, 2016	Booth No:
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Company Name:	_____	Contact Name:	_____
Street Address:	_____	City, Province:	_____
Postal/Zip Code:	_____	Email:	_____
Telephone:	_____	Fax:	_____

## MATERIAL HANDLING / STORAGE SERVICES ORDER FORM – M102 ES/CS

**A. MATERIAL HANDLING** - Service Includes: Receipt of materials up to 48hr before event, movement to booth (not set-up), storage during the event and return to booth for move-out and return to dock for shipment. (storage up to 24hrs after event). Shipper/exhibitor responsible for verifying proper items loaded onto vehicle and waybill tracking.

### Shipping Information: (Section below must be completed in full for materials to be processed)

Total Pieces:	_____	Total Weight:	_____
Arrival Date (charges could apply):	_____	Shipping Date:	_____
Trucking Line:	_____	Tracking Number:	_____
Customs Broker:	_____	Your On-site Contact:	_____
Telephone Number:	_____	Telephone Number:	_____
Total Weight (rounded up to next hundred pounds): _____ lbs X \$35 per 100 Weight (min \$100)			\$ _____
<b>Section A Subtotal</b>			<b>\$ _____</b>

**B. STORAGE SERVICE** - Limited storage is available. Special arrangements are available at the following rates. Due to very limited on-site storage, we recommend that small display cases be stored within your booth.

Case/Box (up to 24"Wx18"Lx48"H): # _____ of pieces X \$10 per piece/day (____ days) =	\$ _____
Skid/Case/Crate (up to 48"Wx48"Lx48"H): # _____ of pieces X \$30 per piece/day (____ days) =	\$ _____
Larger Articles are measured by the # of units (48"Wx48"Lx48"H) it contains = _____ units X \$30 /day (____ days) =	\$ _____
<b>Section B Subtotal</b>	
<b>\$ _____</b>	
Subtotal (Section A <b>or</b> Section B)	
13% HST (#R136385242)	
<b>TOTAL AMOUNT PAYABLE</b>	
<b>\$ _____</b>	

### SEE CONDITIONS & REGULATIONS ON REVERSE SIDE OF THIS ORDER FORM

<b>METHOD OF PAYMENT:</b>	<input type="checkbox"/> Visa	<input type="checkbox"/> Mastercard	<input type="checkbox"/> American Express	Expiry Date:
Credit Card Number:	_____			
Signature:	_____			
Date:	(Please Print Clearly)			

**Please retain a copy for your records and return original with payment**



# EXHIBITOR FORM

## MATERIAL HANDLING OR STORAGE SERVICES – M102

### CONDITIONS & REGULATIONS

1. The London Convention Centre reserves the right to inspect and control all products. Liability for damages to the premises will be charged accordingly. The Centre will not be held responsible for damage or loss of any personal property and equipment left in the Centre prior to, during or following any tradeshow, or for any injury or death resulting from the acts or omissions of exhibitor. Disposal of excessive garbage/recycling materials may result in an applicable eco fee.
  2. Passenger elevators and escalators are NOT to be used for transporting freight or equipment including easels, chairs, tables etc. Freight elevators are located on the Loading Dock and consist of one truck elevator and three small elevators for transporting all freight or equipment from level to level. For Load Capacity and dimensions please see Rules & Regulations Document or contact the LCC. All exhibitor materials must be shipped in & out of the Centre through the Loading Dock ONLY. Clients /Exhibitors are not permitted to operate the LCC freight elevators without an LCC attendant present.
  3. The LCC restricts delivery and/or storage prior to and following an event. No shipments or deliveries of any kind shall be accepted by the LCC unless the Client /Exhibitor has pre-ordered LCC services from the “Material Handling / Storage Services” order form.
  4. Payment Terms:
    - a) Payments must accompany all Service Orders. No Service Order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy payment requirement or services will not be provided. Current show balances and/or charges incurred for additional services must be paid in full prior to show opening or services will be disconnected. No exceptions please.
    - b) Only American Express, Mastercard and VISA credit card transactions will be accepted.
    - c) Refunds for overpayment will be processed by the LCC within thirty (30) days after the show closing date.
-





# EXHIBITOR FORM

## MECHANICAL CONNECTIONS - M110

### CONDITIONS & REGULATIONS

1. All materials and equipment supplied remain the property of the London Convention Centre (LCC).
2. **All equipment MUST be CSA approved and be acceptable for use by the appropriate governing body. For information please contact the Canadian Standards Authority at 1 800-463-6727, or [www.csa.ca](http://www.csa.ca).**
3. Unless otherwise directed, only the LCC Facility Services Technicians (FMS) are authorized to cut floor coverings.
4. Credit will not be given for connections installed and not used.
5. It is the exhibitor's responsibility to ensure safe return of rented equipment to LCC FMS.  
**DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH.**
6. Disputes concerning service must be filed by the exhibitor with LCC FMS Services prior to the close of the show.
7. Payment Terms:
  - a) Advanced rates apply to orders received up to **10 days prior** to the "move-in time" for the show. Order received after this time shall be considered as "on-site orders" and shall be subject to the "on-site" rate.
  - b) Payments must accompany all Service Orders. No Service Order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy payment requirement or services will not be provided. Current show balances and/or charges incurred for additional services must be paid in full prior to show opening or services will be disconnected. No exceptions please.
  - c) Only American Express, Mastercard and VISA credit card transactions will be accepted.
  - d) Refunds for overpayment will be processed by LCC FMS within thirty (30) days after the show closing date.



# EXHIBITOR FORM

Please Complete and Give to Event Services Supervisor  
Use the Speed dial button "Event Services" located on any House Phone

**ONSITE TRADESHOW EQUIPMENT REQUEST FORM – O109 FMS/CS**

Company Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 Postal/Zip Code: \_\_\_\_\_  
 Telephone: \_\_\_\_\_

Contact Name: \_\_\_\_\_  
 City, Province: \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Fax: \_\_\_\_\_

**Rental Items**

- |  |   |
|--|---|
| <input type="checkbox"/> <b>6' Table</b> (\$10.00 plus 13% HST = \$11.30)<br><input type="checkbox"/> <b>36" Cocktail Table</b> (\$10.00 plus 13% HST = \$11.30)<br><input type="checkbox"/> <b>66" Round Table</b> (\$15.00 plus 13% HST = \$16.95)<br><input type="checkbox"/> <b>36" Standup Cocktail Table</b> (\$15.00 plus 13% HST = \$16.95)<br><input type="checkbox"/> <b>Table Cloth</b> (\$5.00 plus 13% HST = \$5.65) (size 72 x 120)<br><input type="checkbox"/> <b>Other</b> _____ (\$ _____ plus HST 13%) | <input type="checkbox"/> <b>Banquet Chair</b> (\$5.00 plus 13% HST = \$5.65)<br><input type="checkbox"/> <b>Bread Basket</b> (\$2.00 plus 13% HST = \$2.26)<br><input type="checkbox"/> <b>Easel</b> (\$10.00 plus 13% HST = \$11.30)<br><input type="checkbox"/> <b>13' Table Skirt</b> (\$20.00 plus 13% HST = \$22.60) |
|--|---|
- \*all items are subject to availability

**Total (including HST 13% (#R136385242))** \_\_\_\_\_

**London Convention Centre Information**

Delivery Date: \_\_\_\_\_ Delivered By: \_\_\_\_\_  
 Departure Date: \_\_\_\_\_ Collected By: \_\_\_\_\_

- Cash  
 Cheque  
 Charge Master Account (added to BEO by Supervisor) **Authorizing Signature:** \_\_\_\_\_  
 Credit Card

<b>METHOD OF PAYMENT:</b> <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> American Express		Expiry Date:
Credit Card Number:	Name on Card:	
Signature:		
Date:	(Please Print Clearly)	



# EXHIBITOR FORM

## ONSITE EQUIPMENT REQUEST – O109

### CONDITIONS & REGULATIONS

1. All materials and equipment supplied remain the property of the London Convention Centre (LCC).
2. Payment Terms:
  - a) No Service Order will be processed without payment.
  - b) Cash, Cheques, American Express, Mastercard and VISA credit card transactions are accepted.
  - c) Only a Client with Authorizing privileges may add charges to a BEO (Banquet Event Order).
3. It is the exhibitor's responsibility to ensure safe return of rented equipment to LCC.  
**DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH.**



# EXHIBITOR FORM

Please Complete and Fax To: 519-661-5990

For Information Contact: Tel: 519-661-6200 Toll Free: 1-800-203-1992

Email: info@londoncc.com

Function: _____	Date: _____	Booth No: _____
-----------------	-------------	-----------------

Company Name: _____	Contact Name: _____
Street Address: _____	City, Province: _____
Postal/Zip Code: _____	Email: _____
Telephone: _____	Fax: _____

## POST SHOW SHIPPING & PACKING ORDER FORM – P107 ES/CS

- Client/Exhibitor to prepare package(s) for shipment, complete waybills and call for pickup. Affix this form to package(s) & bring to dock. **Complete Section A**
- London Convention Centre to prepare, label and ship the package(s) As per charges below. **Complete Sections A & B**

All USA Shipments must have a completed Commercial Invoice attached and require a broker for clearance. Please note that most couriers (as indicated) will act as a broker.

### A. LOGISTICS INFORMATION:

To ensure that your packages are shipped to you in a timely manner, please complete the following information and bring your packages to the Convention Centre **Loading Dock** for shipment. If the package(s) is properly taped, labelled, waybill completed and courier contacted, no additional charges will apply.

**Logistic Services: (Please choose one and include account No.)**

<input type="checkbox"/> Purolator (broker) - Account No.:	<input type="checkbox"/> UPS (broker) - Account No.:
<input type="checkbox"/> Fed Ex (broker) - Account No.:	<input type="checkbox"/> Other (please specify co.):
<input type="checkbox"/> Transport Company: _____ Account No.:	

### B. LCC HANDLING CHARGES:

The following charges apply for all shipments that are processed by the London Convention Centre. Please note that charges below do not include the actual logistic charges.

<b>Shipping Within Canada</b> Processing Charge	\$15.00	\$
Taping, label, etc.	\$5.00 per unit x _____	= \$
<b>Shipping to the USA</b> Processing Charge	\$25.00	\$
Taping, label, etc.	\$5.00 per unit x _____	= \$
<b>Skids</b> – supply skid	\$15.00 per unit x _____	= \$
Shrink wrap skid	\$20.00 per unit x _____	= \$
<b>Subtotal of Shipping Charges</b>		\$
13 % HST (#R136385242)		\$
<b>TOTAL AMOUNT PAYABLE</b>		<b>\$</b>

**METHOD OF PAYMENT:**     Visa     Mastercard     American Express    Expiry Date: \_\_\_\_\_

Credit Card Number: _____	Name on Card: _____
Signature: _____	(Please Print Clearly)
Date: _____	



# EXHIBITOR FORM

## POST SHOW SHIPPING & PACKING - P107

### SHIPPING ADDRESS INFORMATION

Please complete the information below only if the shipping address is different than the address noted on the front of this form.

Company Name:	Contact Name:
Street Address:	City, Province:
Postal/Zip Code:	Email:
Telephone:	Fax:



# EXHIBITOR FORM

Please Complete and Fax To: 519-661-5990  
 For Information Contact: 519-661-6200 Toll Free: 1-800-203-1992  
 Email: info@londoncc.com

Function: _____	Date: _____	Booth No: _____
-----------------	-------------	-----------------

Company Name: _____	Contact Name: _____
Street Address: _____	City, Province: _____
Postal/Zip Code: _____	Email: _____
Telephone: _____	Fax: _____

## SIGN AND BANNER INSTALLATION ORDER FORM – S104 ES/FMS/CS

Signs and Banners hung from the Ceiling or above three metres on the wall, require rental of the LCC Scissor-lift as well as labour.

<b>SIGN AND BANNER DIMENSIONS</b>	
Height: _____	Length: _____
Width: _____	Weight: _____
Grommets: Yes <input type="checkbox"/> No <input type="checkbox"/>	

SIGN AND BANNER INSTALLATION		PRE-ORDER	ON-SITE	Qty.	AMOUNT
<b>ES</b>	One Installer with Ladder (min 1 hr)	\$ 35.00/hour + 13% HST=\$ <b>39.55</b>	\$ 45.00/hour + 13% HST=\$ <b>50.85</b>	1	\$
	Two Installers with Ladder (min 1 hr)	\$ 70.00/hour + 13% HST=\$ <b>79.10</b>	\$ 90.00/hour + 13% HST=\$ <b>101.70</b>	1	\$
<b>FMS</b>	One Installer with Scissor-lift	\$55.00/hour + 13% HST=\$ <b>62.15</b>	\$ 70.00/hour + 13% HST=\$ <b>79.10</b>	1	\$
	Two Installers with Scissor-lift	\$ 90.00/hour + 13% HST=\$ <b>101.70</b>	\$ 105.00/hour + 13% HST=\$ <b>118.65</b>	1	\$
* Heavy Banner Surcharge		\$10 plus 13% HST = <b>\$11.30 per point</b>		1	\$
<b>TOTAL AMOUNT PAYABLE (INCLUDING 13% HST #R136385242)</b>					\$

**\* NOTE:** Heavy Banners (Over 10lbs. per hanging point) are subject to a hanging surcharge of \$10 per point in addition to the above labour charges

**SEE CONDITIONS AND REGULATIONS ON REVERSE SIDE OF THIS ORDER FORM**

<b>METHOD OF PAYMENT:</b> <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> American Express		Expiry Date: _____
Credit Card Number: _____		Name on Card: _____
Signature: _____		
Date: _____		(Please Print Clearly)



# EXHIBITOR FORM

## SIGN AND BANNER INSTALLATION – S104

### CONDITIONS & REGULATIONS

1. Unless otherwise directed, only the LCC Event Services Team (ES) or Facility & Maintenance Services (FMS) Technicians are authorized to modify Banners and/or Signs as required in order to ensure safe hanging practices are followed.
  2. Disputes concerning service must be filed by the exhibitor with the LCC prior to the close of the show.
  3. Payment Terms:
    - a) Payments must accompany all Service Orders. No Service Order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy payment requirement or services will not be provided. Current show balances and/or charges incurred for additional services must be paid in full prior to show opening or services will be disconnected. No exceptions please.
    - b) Only American Express, Mastercard and VISA credit card transactions will be accepted.
    - c) Refunds for overpayment will be processed by the LCC within thirty (30) days after the show closing date.
-



# EXHIBITOR FORM

Please Complete and Fax To: 519-661-5990  
 For information contact: 519-661-6200 or 1-800-203-1992  
 Email: csr@londoncc.com

Function: _____	Date: _____	Booth No: _____
-----------------	-------------	-----------------

Company Name: _____	Contact Name: _____
Street Address: _____	City, Province: _____
Postal/Zip Code: _____	Email: _____
Telephone: _____	Fax: _____

<b>SECURITY SERVICES ORDER FORM – S108</b>	<b>ES/CS</b>
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## EVENT INFORMATION

- High Risk: Proactively identify problem clients and situations and take the necessary action to avoid incidents. Representatives of licensed security company are authorized to perform searches, body frisks, remove problem guests, restrict admittance to intoxicated guests and other actions necessary to ensure the enjoyment of the other guests and to ensure that incidents are avoided. (Including Wet & Dry)
- Low Risk: Security personnel maintains a stationary position, watching equipment and/or products, check convenor badges upon entry/exit to event, etc.

### REGISTERED SECURITY COMPANY / \$28 per hour / minimum 3 hours

Security Personnel will be dressed in security attire so that they are easily visible to staff and guests.

Date	# Guards	Hours		Total Hours	Total Charges
		From: <input type="checkbox"/> pm <input type="checkbox"/> am	To: <input type="checkbox"/> pm <input type="checkbox"/> am		_____ hrs x \$28= \$ _____
		From: <input type="checkbox"/> pm <input type="checkbox"/> am	To: <input type="checkbox"/> pm <input type="checkbox"/> am		_____ hrs x \$28= \$ _____
		From: <input type="checkbox"/> pm <input type="checkbox"/> am	To: <input type="checkbox"/> pm <input type="checkbox"/> am		_____ hrs x \$28= \$ _____

<b>Grand Total Charges:</b>	\$ _____
<b>HST</b>	\$ _____
<b>Total Owing</b>	\$ _____

Responsibility: \_\_\_\_\_

**PLEASE COMPLETE IN FULL** - The Convention Centre will forward the above arrangements directly to the Security Company to confirm arrangements on your behalf.

Client Name: _____ (PLEASE PRINT CLEARLY)	Client Signature: _____ Date: _____
--	--

### OFFICE USE ONLY

CSC Complete "LCC Event Security Order Form" (internal document) (if applicable write booth # on form)

<b>METHOD OF PAYMENT:</b> <input type="checkbox"/> visa <input type="checkbox"/> Mastercard <input type="checkbox"/> American Express		Expiry Date: _____
Credit Card Number: _____	Name on Card: _____	
Signature: _____		
Date: _____	(Please Print Clearly)	

**Please retain a copy for your records and return original with payment**

# EXHIBITOR FORM

## SECURITY - S108

### CONDITIONS & REGULATIONS

1. Please contact the London Convention Centre for the complete LCC Security Policy.
  2. Please note: High Risk Security Coverage requires that the registered security personnel be onsite one half hour prior to the start of the event and shall remain onsite until one half hour after the event ends.
  3. Twenty-four hour security for the building perimeter is provided. The LCC may stipulate the Client arrange security, at the Client's expense, depending on the size and the type of event. All security arrangements are subject to approval by the LCC's management. The Client is responsible for all loss and damage to personal property or equipment.
-



# EXHIBITOR FORM

Please Complete and Fax To: 519-661- 5990  
 For Information Contact: Tel: 519-661-6200 Toll Free: 1-800-203-1992  
 Email: info@londoncc.com

Function: _____	Date: _____	Booth No: _____
-----------------	-------------	-----------------

<b>Company Name:</b> _____ <b>Street Address:</b> _____ <b>Postal/Zip Code:</b> _____ <b>Telephone:</b> _____	<b>Contact Name:</b> _____ <b>City, Province:</b> _____ <b>Email:</b> _____ <b>Fax:</b> _____
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<b>TELEPHONE AND DATA ORDER FORM – T103</b>	<b>FMS/CS</b>
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The following rates include a one-time installation in the location of your choice. Changes to the original placement will be subject to a labour charge.

- ALL LONG DISTANCE CALLS (Including directory assistance) are extra and will be charged at the prevailing rate.
- Must dial an access code of "9" for an outside line.

<b>A. TELEPHONE SERVICES</b>	<b>PRE-ORDER</b>	<b>ON-SITE</b>	<b>Qty.</b>	<b>AMOUNT</b>
Regular Voice Phone	\$ 75.00	\$ 100.00		\$
Regular Voice Phone with Voicemail	\$ 80.00	\$ 105.00		\$
Fax or Modem Line	\$ 75.00	\$ 100.00		\$
Combination Voice / Modem Unit	\$120.00	\$ 145.00		\$
<b>Section A Subtotal</b>				<b>\$</b>
<b>B. DATA SERVICES</b>	<b>PRE-ORDER</b>	<b>ON-SITE</b>	<b>Qty.</b>	<b>AMOUNT</b>
ISDN Line <b>(NOTE-System Requirements: Must provide own Equipment)</b>	Quote Available	Quote Available		\$
Bell Microlink Line <b>Must be Pre-ordered 30 Days in Advance (Note-System Requirements: Must provide own Equipment)</b>	Quote Available	Unavailable		\$
Bell Microlink (T-1) Line <b>Must be Pre-ordered 45 Days in Advance (Note-System Requirements: Must provide own Equipment)</b>	Quote Available	Unavailable		\$
<b>Section B Subtotal</b>				<b>\$</b>
<b>C. INTERNET</b>	<b>PRE-ORDER</b>	<b>ON-SITE</b>	<b>Qty.</b>	<b>AMOUNT</b>
High Speed DSL Connection <b>(NOTE-System Requirements: 10 base-T-Ether Net Card or a Twisted Pair RJ-45 Connector)</b>	\$ 150.00	\$ 180.00		\$
Wireless High Speed DSL Connection <b>(Note - \$175.00 includes 1<sup>st</sup> access point, additional passwords \$50/unit)</b>	\$175.00	n/a		
<b>Section C Subtotal</b>				<b>\$</b>
Subtotal (Section A + B+ C)				\$
13% HST (#R136385242)				\$
<b>TOTAL AMOUNT PAYABLE</b>				<b>\$</b>

**SEE CONDITIONS AND REGULATIONS ON REVERSE SIDE OF THIS ORDER FORM**

<b>METHOD OF PAYMENT:</b> <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> American Express	Expiry Date: _____
Credit Card Number: _____	Name on Card: _____
Signature: _____	
Date: _____	(Please Print Clearly)

**Please retain a copy for your records and return original with payment**

# EXHIBITOR FORM

## TELEPHONE AND DATA – T103

### CONDITIONS & REGULATIONS

1. All materials and equipment supplied remain the property of the London Convention Centre (LCC).
  2. Unless otherwise directed, the LCC Facility Services Technicians (FMS) are authorized to cut floor coverings.
  3. Credit will not be given for connections installed and not used.
  4. It is the exhibitor's responsibility to ensure return of rented equipment in undamaged condition to LCC FMS.  
**DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH.**
  5. Disputes concerning service must be filed by the exhibitor with LCC FMS Services prior to the close of the show.
  6. Payment Terms:
    - a) Pre-order rates apply to orders received up to **10 days** prior to the "move-in time" for the show. Order received after this time shall be considered as "on-site orders" and shall be subject to the "on-site" rate.
    - b) Payments must accompany all Service Orders. No Service Order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy payment requirement or services will not be provided. Current show balances and/or charges incurred for additional services must be paid in full prior to show opening or services will be disconnected. No exceptions please.
    - c) Only American Express, Mastercard and VISA credit card transactions will be accepted.
    - d) Refunds for overpayment will be processed by LCC FMS within thirty (30) days after the show closing date.
-