

GEMS, your Official General Contractor for show products and services, is proud to announce the all new GEMS TS online ordering system! Please follow these simple steps to order all your show services online.

### **Logging In & Ordering Online**

You will be receiving an email from GEMS with your login information, show code and important information. If you do not receive an email, please contact your GEMS Project Manager, Cathy Gilbert at (407)438-5002 ext. 113 or at [Cathy@gemsevents.com](mailto:Cathy@gemsevents.com).

Please use your login information to view your service manual, important show information and use the GEMS TS online ordering system. The online ordering system allows you, the exhibitor, to order, view past orders and make changes to your order for up to 6 hours without penalties or surcharges. All you need to do is login, choose the services you would like to order and click "add to cart", then checkout.

If you choose not to use the GEMS TS online ordering system, a 6% processing fee will be added to your total invoice.

Electricity and wireless service must be ordered through the facility provider, please download the form for these services on the GEMS site and return completed forms to them directly.

**NOTE: Order GEMS services by the deadline date to save money. GEMS discount deadline date November 13, 2017 no exceptions.**

As always, if you have any questions feel free to contact GEMS.  
GEMS - Gilbert Exposition Management Services  
895 Central Florida Parkway  
Orlando, FL 32824  
Phone: 407-438-5002 | Fax: 407-852-0286

# Recovery Results

## November 28-29, 2017

### Dallas, Texas

<p>GEMS is proud to be your Exposition Management team for Recovery Results. The following are important dates and information to keep at hand:</p> <p><b>Official General Contractor</b>  GEMS - Gilbert Exposition Management Services  895 Central Florida Parkway, Orlando, Florida 32824  Phone: (407) 438-5002 Fax: (407) 852-0286</p> <p><b>Show Information:</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 60%;">Back-wall Drape:</td> <td><b>Black</b></td> </tr> <tr> <td>Side-wall Drape:</td> <td><b>Black</b></td> </tr> <tr> <td>Hall Carpeted:</td> <td><b>YES/Multi-color</b></td> </tr> <tr> <td>Booth Size:</td> <td><b>6' x 4'</b></td> </tr> <tr> <td>Booth Includes:</td> <td>Pipe and drape (1) Skirted table, (2) Chairs, (1) Wastebasket and (1) ID sign provided</td> </tr> </table>	Back-wall Drape:	<b>Black</b>	Side-wall Drape:	<b>Black</b>	Hall Carpeted:	<b>YES/Multi-color</b>	Booth Size:	<b>6' x 4'</b>	Booth Includes:	Pipe and drape (1) Skirted table, (2) Chairs, (1) Wastebasket and (1) ID sign provided	<p>During the Show:</p> <ul style="list-style-type: none"> <li>GEMS maintains an on-site Exhibitor Center throughout the show. If there is anything you forgot to order, or new requirements arise during the show, we will be happy to help you. Just visit us at the Exhibitor Service Center for assistance.</li> </ul> <p><b>SHIPPING ADDRESSES:</b></p> <p>Advance to Warehouse:</p> <p>GEMS Warehouse  Company Name &amp; Booth #  2017 RR  5139 Lawnview Ave  Dallas, TX 75227</p> <p><b>Direct to Show Site:</b></p> <p><b>The Ritz-Carlton Dallas</b>  c/o GEMS  Company Name  <b>RR 2017</b>  2121 McKinney Avenue  Dallas, TX 75201</p>
Back-wall Drape:	<b>Black</b>										
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<p><b>Important Dates</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 15%;"><b>Monday</b></td> <td style="width: 25%;"><b>November 6, 2017</b></td> <td>Shipments may start arriving at the GEMS warehouse</td> </tr> <tr> <td><b>Monday</b></td> <td><b>November 13, 2017</b></td> <td>Discount Deadline GEMS orders received with payment</td> </tr> <tr> <td><b>Wednesday</b></td> <td><b>November 22, 2017</b></td> <td>Last day for shipments to arrive at GEMS warehouse without surcharges</td> </tr> </table> <p style="text-align: center; color: red;"><b>Warehouse will be closed November 23-24, 2017</b></p> <p style="text-align: center;"><b>DO NOT SHIP TO SHOW SITE PRIOR TO November 27, 2017</b></p> <p style="text-align: center;"><b>Bring Tracking info to show site. Come prepared.</b></p>	<b>Monday</b>	<b>November 6, 2017</b>	Shipments may start arriving at the GEMS warehouse	<b>Monday</b>	<b>November 13, 2017</b>	Discount Deadline GEMS orders received with payment	<b>Wednesday</b>	<b>November 22, 2017</b>	Last day for shipments to arrive at GEMS warehouse without surcharges	<p><b>*Shipments arriving at show site before the designated move-in date will be refused, rerouted, or held by the facility. You are responsible for all related charges incurred at show site and by GEMS. Shipping prior to move in could delay your shipment to your booth. Please follow the outlined shipping guidelines.</b></p>	
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<ul style="list-style-type: none"> <li>Show carrier on site for pickup if you would like to ship outbound freight.</li> <li>Please inform your drivers to be checked in at the loading area by <b>5:00 pm on November 29, 2017.</b></li> <li>Freight not picked up by 6:00 pm November 29, 2017 will be redirected.</li> <li>All Exhibit Materials must be off the show floor by <b>6:00 pm.</b></li> <li>Stop by the GEMS Desk during move-out and get an out bound bill of lading.</li> </ul>											
<p><b>After the Show:</b></p> <p>Feel free to contact GEMS throughout the year for assistance with any trade shows, Special Events, exhibit rentals, installation and dismantle labor, or material storage.</p> <p><b>We look forward to serving you in the future!</b></p>											

A GEMS Project Manager is specifically assigned to this event in order to help you with all of your booth needs.

Please do not hesitate to contact your Project Manager with any questions.

GEMS wants your event to shine!

Your Project Manager is: **Cathy Gilbert** Phone: (407) 438-5002 Fax: (407) 852-0266 Email: Cathy@gemsevents.com

# Recovery Results

November 28-29, 2017

Dallas, Texas

## SHOW HOURS

### Exhibitor Move-In

Monday November 27, 2017 1:00 pm—6:00 pm

### Exhibit Hall Open

Tuesday November 28, 2017 7:30 am—6:00 pm

Wednesday November 29, 2017 7:30 am—3:45 pm

### Exhibitor Move-Out

Wednesday November 29, 2017 3:45 pm—6:00 pm

ALL EXHIBIT MATERIALS  
MUST BE OFF THE FLOOR BY  
6:00 PM November 29, 2017



GILBERT EXPOSITION MANAGEMENT SERVICES

"...A Cut Above The Rest!"

Cathy Gilbert Project Manager

895 Central Florida Parkway

Orlando, Florida 32824

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**GEMS Discount Deadline**

**November 13, 2016**

# Recovery Results

November 28-29, 2017

Dallas, Texas

## PAYMENT & CREDIT CARD CHARGE AUTHORIZATION

<p style="text-align: center;"><b>Credit Card Charge Authorization</b></p> <p style="text-align: center;">(All Information Must Be Provided)</p> <p> <input type="checkbox"/> MasterCard               <input type="checkbox"/> VISA               <input type="checkbox"/> American Express               <input type="checkbox"/> Corporate               <input type="checkbox"/> Personal         </p> <p style="text-align: right; border: 1px solid black; padding: 2px;"><b>EXPIRATION DATE</b></p> <table border="1" style="width:100%; height: 30px; border-collapse: collapse;"> <tr> <td style="width:15%;"></td> <td style="width:15%;"></td> <td style="width:15%;"></td> <td style="width:15%;"></td> <td style="width:15%;"></td> <td style="width:15%;"></td> </tr> </table> <p><b>Card Holders Name</b> (Please Print)</p> <p><b>Billing Address</b></p> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:30%;"><b>City</b></td> <td style="width:20%;"><b>State</b></td> <td style="width:50%;"><b>Zip/CVV</b></td> </tr> </table> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:30%;"><b>Phone Number</b></td> <td style="width:70%;"><b>Fax Number</b></td> </tr> </table> <p><b>Email Address</b></p> <p><b>Card Holders Signature</b></p> <p><b>Company Name</b></p>							<b>City</b>	<b>State</b>	<b>Zip/CVV</b>	<b>Phone Number</b>	<b>Fax Number</b>	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">Calculation of Orders</th> <th style="text-align: right;">Total</th> </tr> <tr> <td>Material Handling</td> <td style="text-align: right;">\$</td> </tr> <tr> <td>Installation &amp; Dismantle Labor</td> <td style="text-align: right;">\$</td> </tr> <tr> <td>Standard Furnishings &amp; Accessories</td> <td style="text-align: right;">\$</td> </tr> <tr> <td>Custom Furniture Rental</td> <td style="text-align: right;">\$</td> </tr> <tr> <td>Floral Service</td> <td style="text-align: right;">\$</td> </tr> <tr> <td>Booth Cleaning</td> <td style="text-align: right;">\$</td> </tr> <tr> <td>6% Processing fee for fax/email orders</td> <td style="text-align: right;">\$</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: right;"><b>\$</b></td> </tr> </table> <p style="text-align: center;">To simplify payment, send a check payable to GEMS for your entire order or note the amount to be charged to your credit card.</p> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td><b>FULL PAYMENT</b> in U.S. funds drawn on a U.S. Bank</td> <td style="text-align: right;"><b>\$</b></td> </tr> </table> <p><b>Check #</b></p> <p style="text-align: center;">Please list all authorized persons for credit card use at show site below.</p> <table border="1" style="width:100%; height: 40px; border-collapse: collapse;"> <tr> <td style="width:50%;"></td> <td style="width:50%;"></td> </tr> </table>	Calculation of Orders	Total	Material Handling	\$	Installation & Dismantle Labor	\$	Standard Furnishings & Accessories	\$	Custom Furniture Rental	\$	Floral Service	\$	Booth Cleaning	\$	6% Processing fee for fax/email orders	\$	<b>Total</b>	<b>\$</b>	<b>FULL PAYMENT</b> in U.S. funds drawn on a U.S. Bank	<b>\$</b>		
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<p><b>Payment Policy</b></p> <p><b>Payment for Services</b></p> <p>GEMS requires payment in full at the time services are ordered. GEMS requires that you provide a credit card authorization with your initial order. For your convenience, we will use this authorization to charge your account for services which may include labor &amp; material handling not covered by your first payment.</p> <p><i>For your convenience, we will use this authorization to charge your credit card for any additional amounts ordered by your representative for products and services rendered to your company for this event.</i></p> <p><b>Method of Payment</b></p> <p>GEMS accepts MasterCard, VISA, Discover, American Express, &amp; Check. Purchase orders are not considered payment. All payments must be made in U.S. Funds drawn on a U.S. Bank. Exhibitors will be charged a \$25.00 fee for returned NSF checks.</p>	<p><b>Third Party Billing</b></p> <p>Each exhibiting firm is ultimately responsible for all charges incurred on its behalf. GEMS reserves the right to institute collection action against the exhibitor if the authorized third party does not pay. See Third Party Billing Request form.</p> <p><b>Tax Exempt</b></p> <p>If you are tax exempt in the state in which you will be exhibiting, you must provide a Sales Tax Exemption Certificate for that state. Please send the above information with your orders for the show. GEMS must receive your certificate with your order; otherwise tax will appear on your invoice.</p> <p><b>Adjustments and Cancellations</b></p> <p>Adjustments to your invoice will not be made after the close of show. Some items, services and labor are subject to cancellation fees. Cancellation fees will apply if written notice of cancellation is not received within 15 business days of the show move-in. No credits will be issued after delivery or attempted delivery.</p>
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*If you have any questions regarding our payment policy, please call exhibitor services at 407-438-5002 or visit our Service Desk during setup and move-out. Please complete the information and return payment in full with this form and your orders. You may choose to pay by credit card, check or bank wire transfer, however, we require your credit card charge authorization to be on file with GEMS. You agree to late fees up to 1.5% per month on any balance not paid at the conclusion of the Show, or balance left without appropriate credit card on file.*



Cathy Gilbert Project Manager      E-mail: Cathy@gemsevents.com  
 895 Central Florida Parkway      Phone: (407) 438-5002 ext 113  
 Orlando, Florida 32824      Fax: (407) 852-0286

**GEMS Discount Deadline**  
**November 13, 2016**

# Recovery Results

November 28-29, 2017

Dallas, Texas

## THIRD PARTY PAYMENT AND STATEMENT OF TERMS

GEMS will present invoices to third parties at the Show site for payment of all services rendered to exhibitors provided the following conditions are met :

1. The exhibitor is required to complete the "INTENT TO USE NON-OFFICIAL CONTRACTORS" form located on page 11 of this manual.
2. The payment record of the third party must be acceptable to GEMS. Also, the charge card information must be completed and submitted to GEMS as a deposit for the Show.
3. If there is any doubt who is to be invoiced for a service, the charges for the service will be charged to the exhibitor. The exhibiting firm is ultimately responsible for the payment of all charges. If the Non-Official Contractor requires GEMS to fax an invoice from the Show Facility, a \$75.00 service charge will be added.
4. The following form is to be completed, signed and returned by both parties by the deadline date indicated at the bottom of this page. Otherwise, the request will be denied.  
**Please do not forget to fill out the credit card authorization form.**

We understand that we, the exhibiting firm, are ultimately responsible for payment of charges incurred. In the event that the named third party does not make payment upon presentation of the invoice at the Show site, such charges will be presented to the exhibiting firm for payment.

ALL INVOICES MUST BE SETTLED BY THE CLOSE OF THE SHOW. Please fill out the form below completely.

EXHIBITING FIRM:	
AUTHORIZED NAME & TITLE:	
AUTHORIZED SIGNATURE:	
DISPLAY HOUSE NAME/THIRD PARTY PAYER:	
COMPLETE ADDRESS:	
CITY, STATE:	ZIP CODE:
AUTHORIZED NAME & TITLE:	
AUTHORIZED SIGNATURE:	
PHONE NUMBER:	FAX NUMBER:
ITEMS TO BE BILLED TO THIRD PARTY:	
___ MASTERCARD      ___ VISA      ___ DISCOVER      ___ AMERICAN EXPRESS	
ACCOUNT NUMBER:	EXPIRATION DATE:
NAME ON CARD:	
SIGNATURE:	
COMPANY NAME:	
COMPANY ADDRESS:	
CITY, STATE:	ZIP CODE:
PHONE NUMBER:	FAX NUMBER:



"...A Cut Above The Rest!"

Cathy Gilbert Project Manager

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Orlando, Florida 32824

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**GEMS Discount Deadline**

**November 13, 2016**

# Recovery Results

November 28-29, 2017

Dallas, Texas

## SHIPPING INSTRUCTIONS

### ADVANCE SHIPMENTS TO THE WAREHOUSE

- Shipments must be sent PRE-PAID. All collect shipments will be refused.
- Crated shipments may be sent to the warehouse in advance up to thirty (30) days prior to the Show move-in date. Such shipments must arrive on or before **November 22, 2017** between 8:00am & 4:00pm Monday through Friday.
- No shipments will be received at the warehouse on weekends or holidays. To trace the arrival of a shipment, call 407-438-5002.
- **HAVE PRO NUMBER AND CARRIER INFORMATION AVAILABLE.**
- **NOTE:** Shipments that arrive at the warehouse after Show move-in has begun will be charged an additional 25% overtime rate of the advance warehouse rate.
- Label each package or crate as follows:

#### TO ARRIVE ON OR BEFORE

November 22, 2017

GEMS Warehouse  
Company Name & Booth #  
2017 RR  
5139 Lawnview Ave  
Dallas, TX 75227

**Warehouse will be closed November 23-24, 2017**

### SHIPMENTS TO SHOW SITE

- **All shipments arriving at the facility prior to November 27, 2017 will be refused & rerouted.**
- **NOTE:** Shipments will only be received at the Show site *during the move-in periods* - **SEE PAGE ONE OF THE SERVICE MANUAL.**
- As an exhibitor, it is your responsibility to instruct your carrier of the proper date for direct deliveries to the Show facility.
- Bills of Lading indicating weight must accompany freight delivery. The driver's signature on the Show site receiving report will verify the total count and weight.
- **NOTE:** Shipments arriving at Show site before the designated move-in date will be *refused, rerouted, or held by the facility.* You're responsible for all related charges incurred at site & by GEMS. Shipping prior to move-in could delay your shipment to your booth. Please follow the outlined shipping guidelines.
- Label each package or crate as follows:

#### DO NOT DELIVER PRIOR TO

No, 2017

The Ritz-Carlton Dallas  
c/o GEMS  
Company Name  
RR 2017  
2121 McKinney Avenue  
Dallas, TX 75201

#### Please note the following general shipping information:

- Shipments received without receipts, freight bills or specified unit counts on the receipts or freight bills, such as UPS or van lines, will be delivered to the exhibitor's booth without guarantee of the piece count or condition. No liability will be assumed by GEMS for such shipments.
- Crated materials will be received at the warehouse up to 30 days in advance and delivered to respective booths at the Show facility. Empty containers will be removed from the booth, placed in storage and returned to the booth at the close of the Show. Material is then moved from the booth to the dock and reloaded on designated vehicles. Charges will be based on in-bound weight only.

**IMPORTANT: Refer to the "MATERIAL HANDLING RATES" in the Exhibitor Service Manual for rate information.**



"...A Cut Above The Rest!"

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**GEMS Discount Deadline**

**November 13, 2016**

# Recovery Results

November 28-29, 2017

Dallas, Texas

FOR ADVANCE SHIPMENTS  
TO ARRIVE BY **November 22, 2017**



**RUSH**  
EXHIBITION MATERIALS

To: \_\_\_\_\_  
EXHIBITOR NAME

GEMS Warehouse  
2017 RR  
5139 Lawnview Ave  
Dallas, TX 75227

Booth #: \_\_\_\_\_  
#of Pieces: \_\_\_\_\_  
Carrier: \_\_\_\_\_

FOR ADVANCE SHIPMENTS  
TO ARRIVE BY **November 22, 2017**



**RUSH**  
EXHIBITION MATERIALS

To: \_\_\_\_\_  
EXHIBITOR NAME

GEMS Warehouse  
Company Name & Booth #  
2017 RR  
5139 Lawnview Ave  
Dallas, TX 75227

Booth #: \_\_\_\_\_  
#of Pieces: \_\_\_\_\_  
Carrier: \_\_\_\_\_

FOR ADVANCE SHIPMENTS  
TO ARRIVE BY **November 22, 2017**



**RUSH**  
EXHIBITION MATERIALS

To: \_\_\_\_\_  
EXHIBITOR NAME

GEMS Warehouse  
Company Name & Booth #  
2017 RR  
5139 Lawnview Ave  
Dallas, TX 75227

Booth #: \_\_\_\_\_  
#of Pieces: \_\_\_\_\_  
Carrier: \_\_\_\_\_

FOR ADVANCE SHIPMENTS  
TO ARRIVE BY **November 22, 2017**



**RUSH**  
EXHIBITION MATERIALS

To: \_\_\_\_\_  
EXHIBITOR NAME

GEMS Warehouse  
Company Name & Booth #  
2017 RR  
5139 Lawnview Ave  
Dallas, TX 75227

Booth #: \_\_\_\_\_  
#of Pieces: \_\_\_\_\_  
Carrier: \_\_\_\_\_



GILBERT EXPOSITION MANAGEMENT SERVICES

"...A Cut Above The Rest!"

Cathy Gilbert Project Manager

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**GEMS Discount Deadline**

**November 13, 2016**

# Recovery Results

**November 28-29, 2017**

**Dallas, Texas**

## MATERIAL HANDLING RECAP

Please indicate where your shipment will arrive:  GEMS Warehouse  Show Site

*Shipments collected on site will be charged an additional 10% processing fee*

We will ship _____ pieces @ _____ lbs.	@ \$89.00 per 100 lbs. (200 lb. minimum)	\$
Small Package Charge	@ \$50.00 (25 lb. maximum)	\$
Loose/Uncrated/Pad Wrapped	@ \$105.00 per 100 lbs. (200 lb. minimum)	\$

### OVERTIME MATERIAL HANDLING CHARGES (See Schedule On Page One)

Overtime rates prevail before 8:00AM and after 4:00PM daily, and all day on Saturdays, Sundays & Holidays.

Inbound Overtime - 25% Surcharge	\$
Outbound Overtime - 25% Surcharge	\$

NOTE: We understand that your calculation is only an estimate. Invoicing will be completed from the actual weight as listed on the inbound Bills of Lading. Adjustments will be made accordingly, and must be paid at Show site. If you have any

**Material Handling Subtotal** \$

**Overtime Subtotal** \$

**Material Handling Total** \$

For complete information and instructions on shipping and material handling, refer to the "SHIPPING INSTRUCTIONS" and "MATERIAL HANDLING RATES."

\*When recording weight, round up to the next one hundred (100) pounds. \*Shipments received without individual/carrier receipts or freight bills, such as UPS, FEDERAL EXPRESS, EXPRESS MAIL, PARCEL POST, or PRIVATE VEHICLE, etc., will be delivered to the booth without guarantee of the piece count or condition.

## FREIGHT INFORMATION GUIDE

PLEASE NOTE: To enable our tracking delayed shipments, please fax duplicate Bills of Lading to 407 852-0286.

COLLECT SHIPMENTS WILL NOT BE RECEIVED

Shipments arriving at Show site before the designated move-in date could be refused, rerouted, or held by the facility. You are responsible for all related charges incurred at Show

### INSTRUCTIONS FOR OUTGOING SHIPMENTS AFTER THE SHOW

Consign to (Company Name):		Telephone:	
Street Address:		City:	
State:		Zip:	
Carrier:		Circle One:	PREPAID      COLLECT
Total Number of Containers:		Total Weight of Shipment:	
INCOMING SHIPMENT	INCOMING SHIPMENT	INCOMING SHIPMENT	INCOMING SHIPMENT
Origin of Shipment:	Origin of Shipment:	Origin of Shipment:	Origin of Shipment:
Shipping Date:	Shipping Date:	Shipping Date:	Shipping Date:
Approximate Arrival Date:	Approximate Arrival Date:	Approximate Arrival Date:	Approximate Arrival Date:
Total Number of Containers:	Total Number of Containers:	Total Number of Containers:	Total Number of Containers:
Total Weight of Shipment:	Total Weight of Shipment:	Total Weight of Shipment:	Total Weight of Shipment:
Carrier:	Carrier:	Carrier:	Carrier:
Pro #:	Pro #:	Pro #:	Pro #:

### EXHIBITING FIRM:



"...A Cut Above The Rest!"

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**GEMS Discount Deadline**

**November 13, 2016**



# Recovery Results

**November 28-29, 2017**

**Dallas, Texas**

## MATERIAL HANDLING RATES

- \$89.00 per hundred weight (or fraction thereof).
- Minimum of \$178.00 per shipment delivered - 200 lb. minimum.
- When recording weight, round up to the next one hundred (100) pounds.
- **Rates are calculated on a round trip basis.**
- If the inbound and / or outbound receiving hours occur during overtime there will be a 25% surcharge for each occurrence.
- Overtime hours are Monday-Friday before 8:00am and after 4:00pm, and all day Saturday, Sunday and on Holidays.

### SMALL PACKAGE SHIPMENTS

Shipments received without individual/carrier receipts or freight bills, such as UPS, FEDERAL EXPRESS, EXPRESS MAIL, PARCEL POST, or PRIVATE VEHICLE, etc., will be delivered to the booth without guarantee of the piece count or condition. GEMS will assume no liability for these shipments. \$50.00 per shipment will be charged for packages 25 pounds and under.

### LABOR AND EQUIPMENT

Labor will be available for un-crating, un-skidding, assembling, positioning, leveling, dismantling, re-crating, and re-skidding machinery and/or equipment of exhibitors. Please see the "INSTALLATION AND DISMANTLING LABOR ORDER FORM" in this manual.

### SPECIAL HANDLING

Add 50% to the quoted Show facility rate for un-crated or loose display shipments or shipments by any truck which, because of height or truck bed, cannot be unloaded at the docks. Un-crated and loose display shipments will not be received at the warehouse. This form of shipment should be sent directly to the Show facility, scheduled to arrive during the move-in time. These shipments will not be accepted prior to the move-in dates. Un-crated and loose display shipments are defined as open displays (not crated or cased) or un-skidded machinery on an open flatbed truck without proper lifting bars or hooks. If the crated materials are combined with un-crated or loose materials in the same shipment, and the Bill of Lading does not identify the various classifications, the whole shipment will be charged at the special handling rate.

### INBOUND BILL OF LADING OR DELIVERY RECEIPT

All shipments must have a Bill of Lading or delivery receipt showing number of pieces, weight and description of merchandise. The charges will be computed based on this weight. In the event that no weight is indicated on the documents presented, GEMS shall estimate the weight, and all charges will be based on these estimates. The estimates will be binding on both parties. A \$25 fee will be applied to your invoice if GEMS finds it necessary to provide this weigh scale service. No adjustments will be made after the Show closes. Copies of the Bills of Lading, including pro number, should be mailed to GEMS as soon as shipments are made. This will assist in tracking, if necessary.

### EMPTY CONTAINER LABELS

Empty labels for storage of containers during the Show will be available at the Exhibitor Service Center. Affixing the labels is the sole responsibility of the exhibitor or representative. All previous labels should be removed. GEMS assumes no liability for errors to the above procedure, removal of containers with old labels, improper information or valuables stored in containers with old empty labels. Empty crates or containers will not be accessible after removal unless prior arrangements are made for accessible storage at the Exhibitor Service Center.

### SPECIAL RATES AND SERVICES

- Steel banding is available at \$1.50 per linear foot, plus one-half hour minimum labor.
- Shrink Wrap is available at \$15.00 per pallet / skid plus one-half hour labor..
- Mobile equipment will be moved in & out of the exhibit hall on a time & material basis with a minimum \$250 charge per round trip.



"...A Cut Above The Rest!"

Cathy Gilbert Project Manager

895 Central Florida Parkway

Orlando, Florida 32824

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**GEMS Discount Deadline**

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# Recovery Results

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## MATERIAL HANDLING RATES

-CONTINUED-

### AGREEMENT OF TERMS

The exhibitor accepts responsibility for the payment of charges in connection with the handling of shipments and guarantees payment to GEMS for the incurred services described herewith.

### OUTBOUND SHIPPING

Each exhibitor or his representative will be expected to label his exhibit materials and furnish shipping information. Labels and Bills of Lading will be available at the Exhibitor Service Center. Previous shipping labels should be removed. GEMS accepts no responsibility for misdirected shipments as a result of old shipping labels remaining on containers. GEMS will route all shipments unless special advance arrangements are made. Exhibits and materials for which arrangements have not been made with GEMS, or which have not been removed from the exhibit area on removal day, will be transported to our warehouse, at an additional charge, to await disposition. GEMS reserves the right to route exhibit material via an alternate carrier in the event that the requested carrier fails to pick up the shipment or refuses to accept shipments within five (5) business days following the close of the Show. No liability will be assumed by GEMS as a result of such re-routing or handling. Any freight brought back to the warehouse for special pick-up will be given an additional charge.

### SHIPMENTS RETURNED TO THE WAREHOUSE

At the close of the Show, should shipments need to be brought back for any reason, there will be an additional charge of \$89.00 per CWT for straight time and \$178.00 per CWT for overtime, with a 500 lb. minimum.

### LIMITS OF LIABILITY

All shipments should be insured by the exhibitor from the time they leave their firm until they are returned after the Show. All exhibits or materials handled by GEMS and insured by the exhibitor are not to exceed a value of \$0.25 per pound and are not to exceed a maximum of \$50.00 per item or \$1000.00 per claim, whichever is less. GEMS and its subcontractors are not insurers. The amounts paid to GEMS are based on the value of the material handling services and are unrelated to the value of the property being handled.

GEMS and its subcontractors shall not be responsible for loss, delay or damage due to strikes, lockouts, work stoppage, fire, theft, windstorm, water, vandalism, acts of God, mysterious disappearances or other causes beyond its control, or for ordinary wear and tear in handling of equipment. GEMS and its subcontractors shall not be responsible for the materials after they have been delivered to the booth, or before they have been picked up for loading at the exhibit hall. GEMS shall not be responsible for damage to uncrated materials, materials improperly packed, or concealed damage. All Bills of Lading covering outgoing shipments, which are given to GEMS by exhibitors, will be checked at the time of pickup from the booth, at which time corrections will be made where discrepancies exist. *Furthermore, the exhibitor recognizes there may be a lapse of time between the completion of packing and the actual pickup of materials from the booth for loading onto a carrier. During such time, the materials will not be under the care or responsibility of GEMS.* GEMS and its subcontractors shall not be liable to any extent whatsoever for potential or assumed loss of profits or revenues for any collateral costs, which may make it impossible or impractical to exhibit. Same claims for loss or damage which are not submitted to GEMS within thirty (30) days of the close of the Show shall be considered waived.

No suit or action shall be brought against GEMS or its subcontractors more than one year after accrual of the cause or action thereof. In order to expedite removal of materials from the Show site, GEMS shall have the authority to change designated carriers if such carriers do not pick up on time. Where the exhibitor makes no disposition, materials will be either taken to a warehouse to await exhibitor's shipping instructions (in which case extra charges will be the responsibility of the exhibitor) or shipped to the exhibitor's address.

The consignment or delivery of a shipment to GEMS or its subcontractors by the exhibitor, or by any shipper on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth in the above section.



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## INSTALLATION AND DISMANTLING LABOR ORDER

*Straight Time: \$100.00 per personnel hour      Overtime: \$140.00 per personnel hour*

Overtime rates prevail before 8:00AM and after 4:30PM, daily and all day on Saturdays, Sundays & Holidays.

A minimum charge is one hour per labor personnel,

<b>PLAN A: Installation and dismantling of display under the supervision of I&amp;D GEMS.</b>	<b>PLAN B: Installation and dismantling of display under the supervision of Exhibitor.</b>
Please note the following: <ul style="list-style-type: none"> <li>In addition to the above listed rates, a 35% supervision fee will apply to the above rates with a \$50.00 minimum charge.</li> <li>Work will be done on a straight time basis if possible. However, overtime charges will be invoiced, if necessary.</li> <li>Notice of cancellation should be made at least 24 hours prior to the move-in to avoid a one-hour minimum charge.</li> </ul>	Please note the following: <ul style="list-style-type: none"> <li>Labor personnel must be picked up at GEMS Exhibitor Service Center when under exhibitor supervision.</li> <li>A one hour "no show" charge will be applied if exhibitor fails to pick up labor personnel as ordered.</li> <li>Notice of cancellation should be made at least 24 hours prior to the Show move-in to avoid a one-hour charge per requested personnel.</li> </ul>

Workers are assigned to orders at 8:00AM daily and completion time of first assignments is uncertain.

Therefore, starting times after 8:00AM cannot be guaranteed, although every effort will be made to provide labor at requested times.

**FORKLIFT ORDER**    Straight Time: \$100.00 per personnel hour    Overtime: \$140.00 per personnel hour    Forklift: \$50.00 per hour

A forklift crew will consist of one forklift, one driver and one spotter. Please note that a forklift crew should be ordered if you need equipment spotted in your booth area, removed from crates, positioned or repositioned once it is in your booth area. Forklift crews do not need to be ordered if it is part of the Material Handling Process. The same rules and regulations apply to forklift crew labor as to all other labor services.

### INSTALL & DISMANTLE RECAP

Please check the appropriate line:		<input type="checkbox"/> GEMS Supervision	<input type="checkbox"/> Exhibitor Supervision	<input type="checkbox"/> Forklift Crew
Install	Date:          Time:	Total Laborers:	Hours per Laborer:	\$
Dismantle	Date:          Time:	Total Laborers:	Hours per Laborer:	\$
GEMS Supervision Install 35%:		GEMS Supervision Dismantle 35%:	Forklift Fee: \$50.00	\$
<b>ESTIMATED COST FOR INSTALLATION, DISMANTLE LABOR, AND/OR FORKLIFT LABOR:</b>				\$

#### LIMITS OF LIABILITY & RESPONSIBILITY FOR LABOR

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>Gilbert Exposition Management, Inc., GEMS &amp; its subcontractors shall not be responsible for loss, delay or damage due to strikes, lockouts or work stoppages of any kind.</li> <li>Gilbert Exposition Management, Inc., GEMS and its subcontractors shall not be responsible for loss, injury or damage cause by laborers or equipment furnished by Gilbert Exposition Management, Inc., or its subcontractors, except when such laborers are working or operating equipment under direct supervision of a supervisor designated by Gilbert Exposition Management, Inc., GEMS or its subcontractor.</li> <li>Gilbert Exposition Management, Inc., GEMS 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, injury or damage to an exhibitor's material or personnel, which may make it impossible or impractical to exhibit exhibitor's materials.</li> </ol> | <ol style="list-style-type: none"> <li>Claims for loss, injury or damage which are not submitted to Gilbert Exposition Management, Inc., GEMS, within thirty (30) days of the close of the Show on which the loss, injury or damage occurred shall be considered waived. No suit or action shall be brought against Gilbert Exposition Management, GEMS or its subcontractor more than one year after the accrual of the cause of action.</li> <li>Gilbert Exposition Management, GEMS, will not be responsible for improper packing of exhibitor material and products or incorrect labeling if working under the supervision of the exhibitor.</li> <li>Gilbert Exposition Management, Inc., GEMS will not be responsible for improperly packed or concealed damages to exhibits.</li> <li>The placing of an order for the services or laborers and the use of equipment by an exhibitor, or any agent of the exhibitor shall be construed as an acceptance by such exhibitor or agent of terms and conditions set forth in Section 1 through 6 above.</li> </ol> |
|---|---|

**EXHIBITING FIRM:**

**BOOTH#:**



Cathy Gilbert Project Manager  
895 Central Florida Parkway  
Orlando, Florida 32824

E-mail: Cathy@gemsevents.com  
Phone: (407) 438-5002 ext 113  
Fax: (407) 852-0286

**GEMS Discount Deadline**  
**November 13, 2016**

# Recovery Results

November 28-29, 2017

Dallas, Texas

## NON-OFFICIAL CONTRACTORS' RULES & REGULATIONS

Gilbert Exposition Management, Inc. (GEMS), has been selected as the Official Service Contractor and must be used for all material handling, furniture rental, signs, rigging, cleaning, and installation and dismantling of decorations.

A *NON-OFFICIAL CONTRACTOR IS:* Any individual who is not a full-time permanent employee of an exhibiting firm, who is providing a service to an exhibitor on-site, and does not represent one or more of the official contractors.

1. Each representative on a Non-Official Contractor must physically pick up, in person, an "Exhibit Crew" badge at the GEMS Exhibitor Service Center. If a representative of a Non-Official Contractor does not have any identification which verifies his/her employment by a Non-Official Contractor he/she must be accompanied to the GEMS exhibitor Service Center by a representative who has verifying identification.
2. These services shall not conflict with existing labor regulations or contracts, and in fulfilling his obligations, the representative of a Non-Official Contractor shall adhere to the regulations set up by the hall and Show management regarding entrance.
3. The representative of a Non-Official Contractor shall have a true and valid order for service from an Exhibitor in advance of the move-in date and shall not solicit business on the Show floor.
4. The representative of a Non-Official Contractor will share with the Official Service Contractor all reasonable costs related to his operation, including overtime pay for stewards, restoration of exhibit space to its initial condition, etc.

It is the responsibility of the Exhibitor to see that each representative of a Non-Official Contractor abides by the *Official Rules & Regulations* of this Exposition.

## INTENT TO USE NON-OFFICIAL CONTRACTORS

### A NON-OFFICIAL CONTRACTOR IS:

Any individual who is not a full-time permanent employee of an exhibiting firm, who is providing a service to an exhibitor on-site at the Show facility and does not represent on or more of the official contractors.

1. Exhibitors who choose to use a Non-Official Contractor must complete and sign this form. It must be received at Gilbert Exposition Management Services, Inc. (GEMS), no later than the Deadline Date. **NO EXTENSIONS OR EXCEPTIONS WILL BE GRANTED AFTER THE OFFICIAL PUBLISHED DEADLINE.**
2. The Non-Official Contractor must provide GEMS with a copy of valid "Certificate of Insurance." This certificate must be received no later than the deadline date. **NO EXTENSIONS OR EXCEPTIONS WILL BE GRANTED AFTER THE OFFICIAL PUBLISHED DEADLINE.**
3. Failure to provide GEMS with items 1 and 2 above will result in said firms being required to hire installation and dismantling labor from GEMS. Non-Official Contractors will be able to provide supervision only.

All representatives of the Non-Official Contractor must obtain an "Exhibit Crew" badge at the **GEMS Exhibitor Service Center.**

**IMPORTANT:** It is the responsibility of each Exhibiting Firm who is utilizing a Non-Official Contractor to complete and return the following forms to GEMS no later than **November 13, 2017**

- "INTENT TO USE NON-OFFICIAL CONTRACTORS" form, which is located on the following page of this manual.
- Liability "Certificate of Insurance" form which names Gilbert Exposition Management, Inc. (GEMS), as additionally insured for each Non-Official Contractor firm being utilized. (Note: The exhibitor-appointed contractor must maintain at least \$1 million in Employer's Liability, General Liability, Automobile Liability & Worker's Compensation as required in the state the exposition is located.)

If both the "INTENT TO USE NON-OFFICIAL CONTRACTORS" form and "CERTIFICATE OF INSURANCE" are not supplied to GEMS by **November 13, 2017**, then any representative of the Exhibiting Firm or Non-Official Contractor will be required to order labor from

## INTENT TO USE NON-OFFICIAL CONTRACTORS

**NOTIFICATION DEADLINE: November 13, 2017**

EXHIBITING FIRM:	BOOTH #:	
AUTHORIZED NAME AND TITLE:		
AUTHORIZED SIGNATURE:		
FULL NAME OF NON-OFFICIAL CONTRACTOR:		
COMPLETE ADDRESS:		
CITY:	STATE:	ZIP CODE:
AUTHORIZED NAME AND TITLE:		
AUTHORIZED SIGNATURE:	PHONE NUMBER:	FAX NUMBER:
NON-OFFICIAL CONTRACTOR "SHOW SITE" REPRESENTATIVE (if not same as above):		
DIRECT PHONE NUMBER:	TYPE OF SERVICE TO BE PERFORMED:	



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## ADDITIONAL FURNISHINGS & ACCESSORIES

### CHAIRS AND ACCESSORIES

Quantity	Description	Discount Price	Standard Price	Total
	Basic Side Chair	\$40.75	\$55.00	\$
	Basic Black Stool with Back	\$120.00	\$135.00	\$
	Literature Stand	\$110.00	\$137.50	\$
	Waste Basket	\$15.50	\$21.00	\$
	Easel, Chrome	\$32.00	\$39.75	\$
	Tack Board	\$150.00	\$175.00	\$
	42" High Round Café Table	\$175.00	\$210.00	\$
	Bag Rack	\$60.00	\$80.00	\$

### SPECIAL DRAPERY BACKGROUNDS—Ordered In 10' Increments

Indicate Color: \_\_\_Red \_\_\_Blue \_\_\_Black \_\_\_Teal \_\_\_Grey \_\_\_White

Quantity	Description	Discount Price	Standard Price	Total
	3' Drapery Installed, per linear foot	\$9.25	\$13.75	\$
	8' Drapery Installed, per linear foot	\$12.00	\$18.25	\$

### DRAPED DISPLAY TABLES—30" High x 24" Wide

Indicate Color: \_\_\_Red \_\_\_Blue \_\_\_Black \_\_\_Teal \_\_\_Grey \_\_\_White \_\_\_Burgundy

Quantity	Description	Discount Price	Standard Price	Total
	4' Draped	\$89.75	\$115.50	\$
	6' Draped	\$99.25	\$138.50	\$
	4th Side Draped	\$22.00	\$29.75	\$

### DRAPED DISPLAY COUNTERS—42" High x 24" Wide

Indicate Color: \_\_\_Red \_\_\_Blue \_\_\_Black \_\_\_Teal \_\_\_Grey \_\_\_White \_\_\_Burgundy

Quantity	Description	Discount Price	Standard Price	Total
	4' Draped	\$95.75	\$129.25	\$
	6' Draped	\$108.75	\$147.00	\$
	4th Side Draped	\$22.00	\$29.75	\$

### TABLE RISERS AND DRAPING

Indicate Color: \_\_\_Red \_\_\_Blue \_\_\_Black \_\_\_Teal \_\_\_Grey \_\_\_White \_\_\_Burgundy

Quantity	Description	Discount Price	Standard Price	Total
	4' x 10" x 12" Draped	\$35.25	\$47.50	\$
	6' x 10" x 12" Draped	\$45.00	\$60.75	\$

FOR ANY ADDITIONAL FURNISHINGS NOT LISTED ABOVE, PLEASE CONTACT  
YOUR PROJECT MANAGER AT GEMS FOR ORDERING AND PRICING DETAILS.

Subtotal \$

Tax @ 8.25% \$

EXHIBITING FIRM:

Total \$



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## FLORAL SERVICE ORDER FORM

(Call for Additional Information)

QUANTITY	ITEM DESCRIPTION	UNIT PRICE	TOTAL
	Flower Arrangement	\$96.00	\$
	Seasonal Flowering Plants (ie: Mums, Azalea, etc.)	\$61.50	\$
	Large Fern	\$59.50	\$
	2' Green Plant	\$59.50	\$
	3' Green Plant	\$65.00	\$
	4' Green Plant	\$76.00	\$
	5' Green Plant	\$87.00	\$
	6' Green Plant	\$98.00	\$



Plants may vary from pictures in color and size.

Subtotal	\$
Tax @ 8.25%	\$
Total	\$

## BOOTH CLEANING ORDER FORM

Cleaning orders placed during move-in will be charged an additional 25%.

### CARPET SERVICE (Check One)

<input type="checkbox"/> Vacuum Booth Carpet—One time (Before exhibits open)	\$0.40/sq. ft. X _____ sq. ft. = _____	\$
<input type="checkbox"/> Vacuum Booth Carpet—Daily (Before exhibits open, and each morning before exhibits open)	\$0.30/sq. ft. X _____ sq. ft. X _____ days = _____ Indicate dates required: _____	\$

### PORTER SERVICE

<input type="checkbox"/> Empty wastebaskets, police floor at 2 hour intervals.	\$67.00 per day Indicate dates required: _____	\$
--	---	----

**Booth Cleaning Total** \$

NOTE: All rental carpets are clean upon delivery to your booth space. However, during set-up, the carpet can become soiled.

We suggest that you order cleaning service at least once prior to the exhibit opening.

Exhibiting Company Name:

Please retain one copy for your files



GILBERT EXPOSITION MANAGEMENT SERVICES

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## SIGN ORDER FORM

### SHOWCARDS:

QTY.	DESCRIPTION	DISCOUNT PRICE	STANDARD PRICE	TOTAL
	7" x 11"	\$27.75	\$48.75	
	7" x 44"	\$36.86	\$57.56	
	14" x 22"	\$37.36	\$58.40	
	14" x 44"	\$62.66	\$100.07	
	22" x 28"	\$63.68	\$101.40	
	28" x 44"	\$81.94	\$157.48	
	40" x 60"	\$179.63	\$315.50	

### BANNERS:

QTY.	DESCRIPTION	DISCOUNT PRICE	STANDARD PRICE	TOTAL
	DIGITAL BANNER	\$15.00 psf	\$24.00 psf	
FORMULA: _____ X _____ = \$ _____				

### ADDITIONAL SERVICES:

QTY.	DESCRIPTION	DISCOUNT PRICE	STANDARD PRICE	TOTAL
	CARDBOARD EASEL	\$7.25 per sign	\$14.50 per sign	
	LOGO SCAN	\$49.00 per logo	\$63.50 per logo	
*PLEASE CALL FOR GRAPHICS PRICING				

### SIGN SPECIFICATIONS (PLEASE INDICATE YOUR PREFERENCES):

TEXT STYLE:	BLOCK	ROMAN	SCRIPT	CASUAL	SCHOOL
PANEL STYLE:	VERTICAL	HORIZONTAL			
LETTER COLOR:					
BACKGROUND COLOR:					

INDICATE SIGN COPY HERE (PLEASE PRINT):

**IMPORTANT NOTE:** Any in-house work needed to prepare non-digital art for production, or to correct digital files to a production ready state, is billed at \$65.00 per hour with a one-half (½) hour minimum.

TOTAL OF ALL ITEMS ORDERED + 8.25% SALES TAX: \$ \_\_\_\_\_

Exhibiting Company Name: \_\_\_\_\_



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