

NCECA 2016 RESOURCE HALL

Kansas City, MO - March 16-19, 2016

Kansas City Convention Center
301 West 13th Street
Kansas City, Missouri 64105

The following information is lengthy but

IMPORTANT...contains NEW payment processing!

Please read this thoroughly **BEFORE** going online to make payment and submitting your online Space Request. For questions, contact Kate Vorhaus, NCECA Resource Hall Coordinator kate@nceca.net

Any company or nonprofit entity, which manufactures or provides products or services to the ceramic industry, is eligible to be a Resource Hall participant.

2016 Resource Hall Fees	Member (20% discount off Non-member fees)	Non-Member
Booth 10x10'	\$1,260.00	\$1,575.00
Single Corner	\$1,360.00	\$1,675.00
End cap (2 corners)	\$2,770.00	\$3,400.00
Half Booth 10' x 5'	\$760.00	\$950.00
2016 Resource Table	\$420.00	\$735.00
Two max - Additional Representatives	\$120.00	\$120.00

Fees include a 6' draped table, 2 chairs, wastebasket, company signage, and representatives to man the booths and tables as described in the Representatives area. No base electricity will be provided at either booths or tables; all electrical needs will be ordered through the Rhode Island Convention Center using the order form provided by Fern Exposition & Event Services.

Sales Regulations:

Ceramic wares that relate directly to the products, resources and/or services offered by participating businesses and non-profits may be displayed in up to 25% of the space purchased but they may **NOT** be sold. Advertising materials and signs of firms other than those that have engaged space are prohibited.

Commercial booths may sell materials/products used in production of ceramic objects only, and may **NOT** sell finished ceramics such as pottery, art, tiles, or other objects. T-shirts may also be sold.

Non Profit tables may sell **ONLY** literature and publications related to the mission of your organization (such as books, exhibition catalogs, videos, CD's, and DVD's). T-shirts may also be sold.

***** NEW *****

An ONLINE deposit based on the number of booths or 50% of the table fee must be made prior to space being assigned. You will have the opportunity to list preferred spaces during payment. See the NEW Payment instructions included in this packet.

Space assignments will be made on a "first come - first served" basis. December 15, 2015 is the last day to request space to be included in the Conference Program & Exhibition Guide.

The balance is due in full **by January 15, 2016**. If full payment is not received by the "Paid in full" date, a 1.5% service charge will be assessed for each 30 days after the final payment date. NCECA reserves the right to resell or reassign any booths that are not fully paid by the January 15 deadline.

***** NEW *****

Resource Hall Representatives **MUST** create a NCECA Online Profile in order to get registered. See the NEW Rep Profile instructions included in this packet. Deadline February 12, 2016.

Representatives: Included with booths/tables:

- First commercial booth comes with three (3) conference passes, each additional booth will come with two (2) conference passes. **ONLY** two (2) additional passes may be purchased at \$120 each, **PER** company. **Membership is NOT included with conference pass.**

- Non-Profit Resource table comes with two (2) conference passes; **ONLY** two (2) additional passes may be purchased at \$120 each. **Membership is NOT included with conference pass.**

SHOW HOURS AND SET UP:

Setup: **Tuesday, March 15, 2016**, from NOON to 6pm.
Breakdown: **Friday, March 18** 4:30pm to 11:45pm

Resource Hall Hours:

Wednesday/Thursday, March 16-17 **9a.m. to 5p.m.**
Friday, March 18 **8:30a.m. to 4:30p.m.**

All booths/tables must remain intact and staffed until Friday, March 18 at 4:30 p.m. and may not be dismantled or removed before that time.

Cancellation and Refund Policy:

Notice of cancellation must be given to NCECA in writing or email. A \$50.00 processing fee will be charged on all refunds. Refunds will be made as follows:

Prior to December 15, 2015: a full refund will be issued in the same manner it was paid, less the \$50.00 fee.

December 15, 2015-January 15, 2016: 25% of the total booth/table space will be forfeited to NCECA, in addition to the \$50 fee.

After January 15, 2016: NO refund will be issued.

Taxes:

All tangible items are taxable at 8.350%

The Special Events Sales Tax Report ([Form 2360](#)), must be completed and submitted to the Missouri Department of Revenue. It can also be obtained by visiting the [Business Tax Registration Forms](#) page or by calling (800) 877-6881.

Resource Hall Exhibitors are responsible for observing regulations on sales tax procedures for the state of Missouri.

Booth and Table Regulations:

Displays should be located so as not to obstruct the view of neighboring booths or tables.

No part of any **booth display** may be taller than 8' 3" in height. Display items against the booth sidewalls may not exceed 40 inches in height. No part of any **table display** can obstruct the view of neighboring tables.

No flashing lights or other distractions are permitted. Signs, banners and posters may not be attached to any part of the Convention Center or to any of the furnishings or fixtures. No adhesives, tacks, nails, etc. can be used to affix items to doors, tables, windows, etc. in any location at the Convention Center. Hall participants are required by the Kansas City Convention Center to observe all union contracts in effect among show management, official contractors, facilities, and any labor organizations represented.

It is the Resource Hall participant's responsibility to ensure safe booth/table construction. Materials used must be flame-retardant and are subject to inspection by the Kansas City Fire Marshal (The Fire Marshal may request that certification accompanies items). Drapes, signs, banners, decorating materials, plastic cloth and similar materials must be flame retardant or fabricated from inherently fireproof materials. The Fire Marshal's Office may at his or her sole discretion perform a flame test of exhibit materials. The use of any material that cannot be made flame retardant is prohibited.

Resource Hall participants shall comply with all federal and municipal fire codes, which apply to places of public assembly. Any activity that may be hazardous, cause

special cleaning or intrude into aisle space or other booths is prohibited. This includes storage closets or enclosed areas built into the exhibit.

Prohibited Materials:

All straw, hay or live evergreen trees. Compressed flammable gases, flammable or combustible liquids, and hazardous chemicals and materials (acetylene, hydrogen, propane, butane, pesticides, herbicides, poisons, gasoline, kerosene, cleaning solvents, and other petroleum-based materials). The use of helium and helium balloons is prohibited in the facility. Adhesive-backed decals are not permitted to be distributed or used inside the facility, or in the immediate vicinity.

Drayage/Decorator:

Fern Exposition & Event Services has been contracted as our decorator/drayage firm again this year. Fern Exposition Services packets will be e-mailed in January 2016 which includes detailed information and electricity / drayage order forms. **Drayage for Kansas City will be \$62.00 per 100 lbs, 200 lb minimum; includes unloading, storing empty containers, returning empty containers and re-loading at show site.**

Freight Handling and Storage of Empty Containers:

Equipment may only be delivered or removed through the loading dock area. No empty cartons or containers may remain on the Hall floor during show hours. Please make arrangements to remove empty containers beforehand or request removal and storage services through Fern Exposition & Event Services who will have a Service Desk in the Resource Hall. If you are advance shipping to Fern Exposition & Event Services, these services are automatically provided as part of their fees.

Utility Services:

The utility services can be ordered using the forms provided in the Fern Exposition Services Packet that will be sent via email in January 2016; samples of available services; Electrical, Telephone, Audio Visual, and Internet. All Service needs must be ordered using the forms in the Services packet. **No base electricity will be provided at either booths or tables. Electricity will run approximately \$100 (2015 rate) for a Standard Outlet.**

Security and Liability:

Security will be provided and the Hall will be locked during non-show hours with security present 24 hours a day. Reasonable care will be taken to protect exhibits and materials but beyond this, NCECA Officers and Membership and the Kansas City Convention Center collectively or separately cannot accept responsibility for any damage, loss or destruction of a booth/table, or for

the property of a participant, his agents or employees either from fire, water, theft, accidents, circumstances beyond the control of NCECA Officers and Membership and the Kansas City Convention Center separately or collectively or other causes or injury to persons resulting from any cause. All claims for such loss, damage or injury being expressly waived by the participant and are required to carry their own liability insurance. Each participant will be required to have evidence of general liability protection and Workers' Compensation Insurance available. All laws and ordinances pertaining to health, fire prevention, and public safety are the responsibility of the participant.

Resource Hall participants are reminded that the use of the NCECA copyrighted logo/acronym on any merchandise or publication is prohibited without the express consent of NCECA.

All commercial and non-profit display areas must conform to NCECA and Conference Center guidelines. NCECA and Conference Center representatives reserve the right to remove elements of displays that do not conform to the purpose or other regulations associated with this area.

Smoking Policy:

Kansas City Convention Center is a non-smoking facility. Smoking is only permitted outside of the facility in the designated areas.

Lost and Found:

Often lost and found articles are turned into the NCECA registration area. If you lose something onsite, please check with the NCECA Registration counter. If unclaimed, these items will be taken back to the NCECA office and reasonable efforts will be made to identify the owners.

Marriott Kansas City Downtown (headquarters)
200 West 12th Street, Kansas City, MO 64105,
\$145 flat rate. One block from Kansas City Convention Center. Rate includes complimentary Internet in all guest rooms. Self-parking \$10/day.

For reservations call 1-800-810-0850 or 816-421-6800 and identify yourself as being with "National Council on Education for the Ceramic Arts" or you can book on line at <https://resweb.passkey.com/go/NCECAMarch2016>

The Aladdin (Holiday Inn)

1215 Wyandotte Street, Kansas City, MO 64105,
\$144 flat rate. One block from Kansas City Convention Center. Rate includes complimentary Internet in all guest rooms.

For reservations call 1-877-224-2870 or 1-816-421-8888 and identify yourself as being with "National Council on Education for the Ceramic Arts" or you can book on line at <https://resweb.passkey.com/go/8a413c2b>

Crowne Plaza Downtown

1301 Wyandotte Street, Kansas City, MO 64105,
\$145 single/double; \$165 trip; \$185 quad. Across the street from the Kansas City Convention Center. Rate includes complimentary wireless Internet in all guest rooms.

For reservations call 1-888-233-9527 or 1-816-474-6664 and identify yourself as attending "NCECA Annual Conference" or you can book on line at https://resweb.passkey.com/Resweb.do?mode=welcome_ei_new&eventID=11282360



NOTICE TO EXHIBITORS AND LESSEES:

Listed below are regulations that will be enforced during all events. It is requested that this information be listed in show brochures, programs and/or exhibitor packets. It is your responsibility to inform your exhibitors and personnel associated with your event of these regulations.

1. Decorations, signs, posters, adhesive back decals etc., may not be taped, nailed, tacked, or otherwise fastened to ceilings, painted surfaces, columns, glass doors, marble, fabric, walls, or City owned podiums.
2. Signs used in the building, must be produced by a professional sign company or computer-generated. Hand-made signs or signs written in long-hand will not be allowed in the building.
3. Approved tape 3M 9589 (double side adhesive), 3M 471 (single side adhesive) and Gaffers tapes are the only approved products for booth markings and carpet applications within the facility. Applied tapes and any residue must be removed from all surfaces prior to move-out.
4. Paint, shoe polish and unapproved tapes are not allowed to be used in the facility.
5. No drilling of the structure is allowed. Any means of attachment must be non-destructive to the structure.
6. Helium balloons are not allowed inside the facility. The Facility Manager may approve helium balloons if they are an integral part of the display.
7. The Convention and Entertainment Facilities' permanent graphics, signs, or displays may not be visibly blocked or relocated. Temporary signs cannot be repositioned without prior approval from the Facility Manager.
8. All doors to mechanical rooms, operation rooms, and offices need to be kept clear and free of draping or storage by exhibitors and service providers.

9. Utility panels, switch gear, hose cabinets, standpipes, and fire floor ports must remain accessible at all times.
10. No temporary or permanent cables or wires will be installed in public or non-public areas without prior permission from the Facility Manager. Approved cables or wires must be plenum rated and installed by exclusive utility provider and removed upon client contract expiration by exclusive utility provider.
11. Electrical/mechanical rooms are restricted access areas with only authorized personnel allowed.
12. There are no surface mounted drains in the Exhibit Halls. Therefore, floor ports will not be used for the dumping of any substances.
13. Escalators and passenger elevators are for use by the general public, and may not be blocked or used to transport equipment, catering food or freight.
14. Motorized equipment with tracks or metal wheels is not permitted to be mobile within the facility.
15. Utilities to exhibits are subject to be turned off during non-show hours. Twenty-four hour power is available upon request, and is subject to additional charges.
16. Per City Ordinance, smoking is not allowed within 20 feet of any entrance to the facility. All smoking areas must be located on the apron away from the loading and dumpster areas.
17. No parking is allowed in fire lanes, service streets, vacant exhibit halls, loading dock areas, or any other location posted "No Parking." Unauthorized vehicles will be removed or towed at the owner's expense.
18. No loading, unloading, or parking is allowed on plazas, sidewalks, or public entrances without prior approval of the Facility Manager.
19. Trailers cannot be unhooked from vehicles while inside the building.
20. Blocking of truck door eye sensors and parking of metal items on truck door loops is not permitted. All doors must remain closed when not in immediate use.
21. Escalators and passenger elevators are for use by the general public, and may not be blocked or used to transport equipment or freight.

22. Freight elevators are to be used for all freight and equipment movement.
23. Vehicles (car, truck, van, SUV, etc.) are prohibited on freight elevators.
24. All crates stored on the covered dock must maintain a twenty-four (24)-inch clearance from the ceiling and fire sprinkler heads. Crates must be stored in such a way as to maintain a clear drive aisle for emergency vehicles.
25. The Convention and Entertainment Facilities does not accept freight shipments for exhibitors or lessee. Freight must be consigned to the official show service providers or lessee during the lease period.
26. All curtains, table skirts, drapes, and decorations must be either be constructed of flameproof material, treated with an approved flame proofing material, or treated with an approved flame proofing solution. (Treatment shall be renewed as often as necessary to maintain the flame proofing effect.) All such material is subject to inspection and flame testing by the Fire Marshal. No combustible materials, merchandise, or signs shall be attached to, hung from, or draped over flameproof side and rear divider draperies of booths, or attached to table skirting facing aisles, unless flame proofed.
27. All evergreen used for decorating must be flame retardant, live, and growing (no cut trees) and balled in burlap. No pine boughs or cuttings are allowed.
28. Automobiles, trucks, boats, tractors, machinery and other motor vehicles utilizing flammable fuels, which are placed on display inside any building, shall have no more than five (5) gallons of fuel, or one-fourth (1/4) of a tank, whichever is less. All fuel tanks shall be locked or effectively sealed, and battery cables shall be disconnected from the ignition system. Ignition keys for vehicles on display shall be kept by a responsible person at the display location for removal of such vehicles from the building in the event of an emergency. Any vehicles requiring battery power for demonstration must use an auxiliary power source.
29. All sales of food items and novelties must be arranged through the Facility's exclusive concessionaire. No food or drink may be brought into the Facility without prior approval of the Facility Manager.
30. Sample-size food, of one (1) ounce or less, and/or beverage products consisting of three (3) ounces or less may be distributed by exposition sponsoring organizations and/or their exhibitors upon authorization of the Show Manager and the Facility Manager. Samples of *alcoholic beverages* require special arrangement through the Facility Manager.

31. Animals in the facility, for reasons other than assisting disabled persons, must have prior approval from the Facility Manager, and must be permitted through Animal Control.
32. All plantings, water features, etc. must have waterproof plastic materials underneath the exhibit.



751 Wyoming Street
Kansas City, MO 64101
Phone: 816.221.0525
Fax: 816.471.1602
email: Ldavis@fernexpo.com

SAFETY

Standing on chairs, tables or other rental furniture is prohibited. Rental furniture is not made to support standing weight. Fern Exposition & Event Services cannot be responsible for injuries or falls caused by the improper use of furniture. If assistance is required to assemble your exhibit, see a Customer Service Representative at the Fern Service Desk or the Display Labor Service order form included in this Exhibitor Service Manual.

UNION JURISDICTION DISPLAY SET-UP AND DISMANTLE

To assist you in preparing for your show, we would like to share with you some information regarding the jurisdiction of the union. Currently, we have an agreement with the local Stagehand Union to provide for display set-up and dismantling. Full time employees of exhibiting companies may set their own displays without assistance from the Stagehand Union.

MATERIAL HANDLING

Currently we have a labor agreement with the local Teamsters Union. Exhibitors may deliver their own materials into the exhibit facilities; however, the use or rental of Fern dollies, flat trucks or other mechanical equipment is not permitted. Exhibitors may bring their own carts, pallet jacks are not allowed. Fern must control access of the loading docks in order to provide for a safe and orderly move-in/out.

Charges for material handling services are reflected on the Material Handling and Freight Service order form included in this Exhibitor Service Manual. Packet to be emailed in January 2016.

GRATUITIES

Fern Exposition requests that exhibitors do not offer gratuities to our employees, as they are paid an excellent wage denoting a professional status. Any request for tips should be brought to the attention of a representative at the Fern Service Desk.

INSURING YOUR PRODUCT

It is understood that Fern is not an insurer, and that insurance, if any, should be obtained by the exhibitor. Please refer to the Limits of Liabilities included in this Exhibitor Services Manual.



*****NEW*****

Commercial Booth ONLINE payment process

In continuing efforts to keep credit card numbers more secure and increase efficiency...Deposits and Final payments will now be made through the NCECA ONLINE STORE.

The Primary Contact for the company will need to login [HERE](#) using the Primary Contact's email address and password. If you have forgotten your password there is a link on the login page to have an email sent to reset your password.

Once logged in:

1. Click **Online Store** in the left navigation bar
2. Select your organization from the **Select Customer** dropdown list, then click **Go to Shopping**
3. To join as a Corporate Member or renew if necessary select **Membership** from the **SHOP FOR** dropdown list, click **GO** then click **Corporate Membership** item and **Add to Cart**
4. **Continue Shopping** to make a Commercial booth payment; select **Event** from the **SHOP FOR** dropdown list, click **GO**
5. Click on **2016 Commercial Booth**, then select the **Deposit amount that applies to the # of booths**, click **NEXT**,
 - a. In 'First Name' and 'Last Name' boxes put an **X**.
 - b. List your 10 booth/s # preferences in the designated box. In this box you may request to be near to or separated from other specific companies.
 - c. List your booth Representative names and email for conference passes in the designated box.
 - d. Click **Register Now**. You will be taken to your Shopping Cart. Review your items here.
6. Click **CHECK OUT** and follow the instructions to make your payment!

NEW to NCECA? If you do not have an existing NCECA Organizational Profile to log into, send an email stating you need to have a Profile set up to kate@nceca.net and include:

- Gallery name and mailing address (Send billing address too if different)
- Gallery phone number
- Primary contact's name and email address
- Web address

After payment is made you will receive a payment confirmation email and an event confirmation email with additional details (*Please check your email and junk/spam folder.):

Once booths have been assigned, I will calculate your total due based on # of booths, corner space, or end cap space. I will then send a FINAL invoice less your deposit that may be paid online. The balance is due in full **by January 15, 2016**.

For questions regarding payment process and representative registrations contact Kate Vorhaus, NCECA Projects Manager kate@nceca.net
303 828-2811 or 866 266-2322

For questions regarding Membership contact Jacqueline Hardy, Office Manager/Membership Coordinator jacqueline@nceca.net

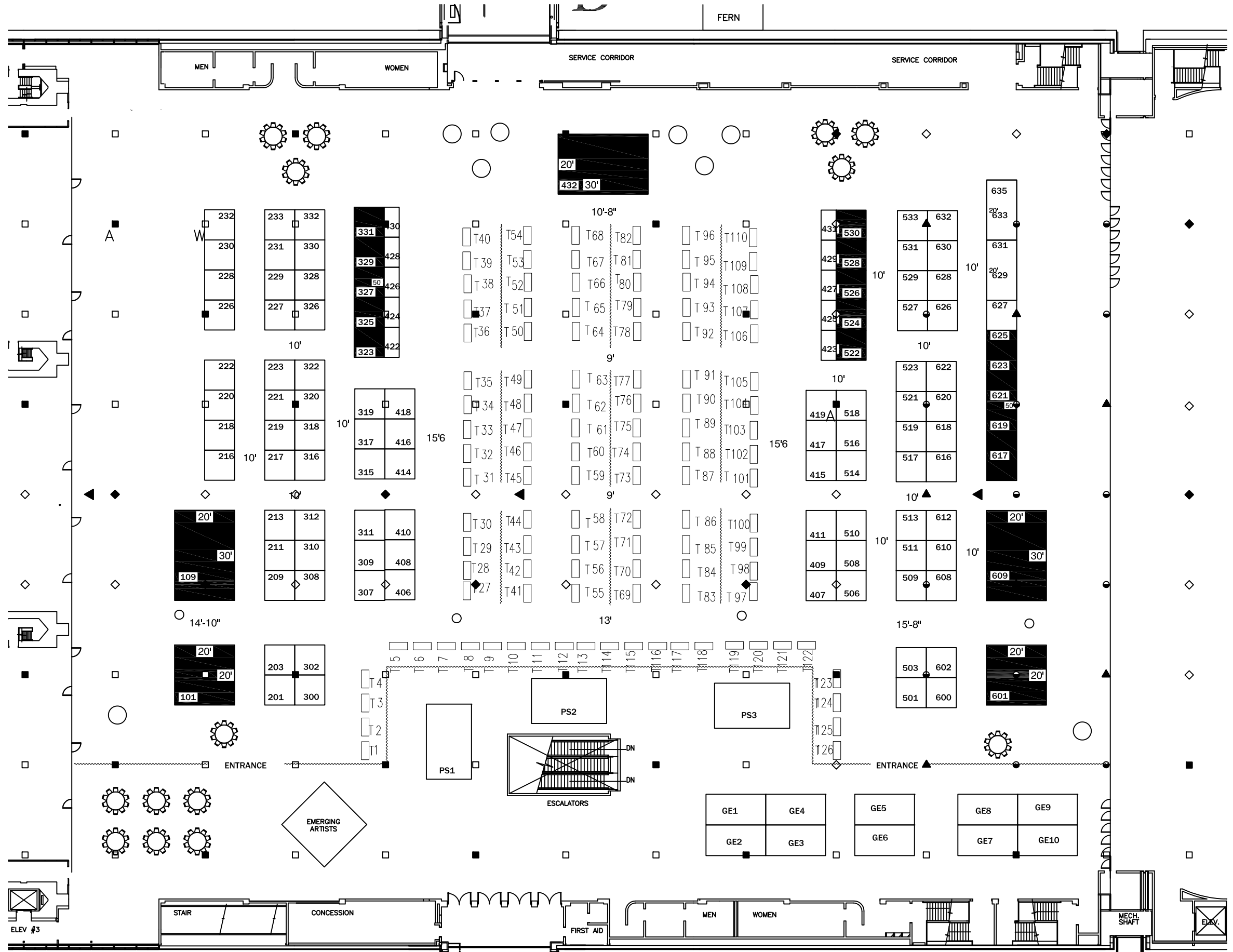
NCECA BARTLE HALL—HALL D KANSAS CITY, MO 2016

HALL D as of 09/02/2015

Dimension	Size	Qty	SqFt
10'x10'	100	90	9,000
10'x20'	200	4	800
10'x50'	500	2	1,000
20'x20'	400	2	800
20'x30'	600	3	1,800
5'x10'	50	10	500

Totals: 111 13,900

1- 20' X20' EMERGING ARTIST
3- 25' X 15' PROJECTS SPACE
10- 10' X 20' GALLERY EXPO



GARY BATES
Account Executive

3137-16-NCECA-R11.2
File Name

Kansas City, MO
Convention City

Bartle Hall
Convention Center

5/20/2015
Creation Date

SPLAKE
Drawn By

PENDING FIRE MARSHALL REVIEW
Approval: _____

10/2/2015 11:04 AM
Latest Revision Date

*****NEW*****

**2016 Resource Hall Representative Registration
Membership is NOT included with conference pass.**

Representatives included with booths/tables:

- First commercial booth comes with three (3) representative conference passes, each additional booth will come with two (2) representative conference passes. ONLY two (2) additional passes may be purchased at \$120 each, **PER** company.
- Non-Profit Resource table comes with two (2) representative conference passes; ONLY two (2) additional passes may be purchased at \$120 each.

There will be no hard copy registration form for representatives to complete this year. I will be registering the representatives for your booth/table as a group within the NCECA database. Each representative's registration will be confirmed via email sent to the individual's primary email address listed in our database.

Please forward the following instructions to your representatives to complete prior to my registering the group.

In order to streamline this process, we are asking that **all representatives create, update, or confirm their Individual NCECA Online Profile.**

Click [HERE](#) to login to your NCECA Profile using your primary email address and password. If you have forgotten your password, click on the "**Forgot your password?**" link on the login page. An email will then be sent to reset your password. If you have not received it in your inbox, check your spam/junk folder.

Once logged in:

1. click on **My Information** in the left navigation bar
2. Please review your personal information. You may then click **Edit/View Information** and make any necessary changes. Organizational affiliation will be added and updated internally.

NEW to NCECA?

If you do not have an existing NCECA Online Profile click **New Visitor** in the left navigation bar. Fill in all required information and then click **Create Account** only. Your organizational affiliation will be updated internally.

Deadline for representative registrations is February 12, 2016.



2016 Kansas City Resource Hall

IMPORTANT Dates and FAQ's:

October 9, 2015 – Commercial Resource Hall and NP Resource Tables Packets posted to website. Space will be assigned on a “First come-first served”. 50% Online deposit, Booth/Tables preferences, and list of representatives are required for assignments.

By December 1, 2015 – Space Confirmation sent with space assignment and final invoice.

December 2, 2015 – SmartPhone Enhanced APP deadline

December 15, 2015 – Last day to request Booth/Table space to be included in the Conference Program Guide.

January 15, 2016 – Booth/Table Final Online payments due.

January 2016 – Resource Hall Services Packet from Fern Expo/Event Services sent via e-mail.

February 12, 2016 – Deadline for Resource Hall reps to create a NCECA Online Profile.

March 15, 2016 – Tuesday, Resource Hall set-up 12noon-6pm.

March 16-19, 2016 – **50th Annual NCECA Conference, Kansas City, Missouri**

March 16-17, 2016 – Wednesday, Thursday Resource Hall hours: 9am to 5pm.

March 18, 2016 – Friday, Resource Hall hours: 8:30am to 4:30pm

Breakdown 4:30pm to 11:45pm.

Cancellation and Refund Policy:

Notice of cancellation must be given to NCECA in writing or email. A \$50.00 processing fee will be charged on all refunds. Refunds will be made as follows:

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After January 15, 2016: NO refund will be issued.

2016 NCECA Resource Hall **FAQs**

Q: What is the Conference Headquarters hotel and far is it from the Convention Center?

A: Marriott Kansas City Downtown (headquarters), one block from Kansas City Convention Center. <http://nceca.net/2016-kansas-city/hotel-accommodations/>

Q: Does NCECA offer Member and Non Member space fees?

A: Yes, Corporate and Institutional Members receive a discount on booth/table fees.
Membership Benefits: <http://nceca.net/membership/>

Q: What are the bold squares on the floor plan?

A: The squares are the utility plates in the floor.

Q: As a Resource Hall participant can we show and sell finished art work?

A: Ceramic wares that relate directly to the products, resources and/or services offered by participating businesses and non-profits may be displayed in up to **25%** of the space purchased but they may **NOT** be sold.

Q: Do the booth/table fees include Representative conference passes?

A: Yes! **Membership is NOT included with the Representative conference passes.**

- First commercial booth comes with three (3) conference passes, each additional booth will come with two (2) conference passes. ONLY two (2) additional passes may be purchased at \$120 each, PER company.
- Non-Profit Resource table comes with two (2) conference passes; ONLY two (2) additional passes may be purchased at \$120 each.

Q: Do I need a Kansas City State of Missouri sales tax license?

A: All Resource Hall Exhibitors are responsible for observing regulations on sales tax procedures for the State of Missouri. All tangible items are taxable at 8.350%

A Missouri Tax Registration Application ([Form 2643](#)), must be completed and submitted to the Missouri Department of Revenue. The registration application may be completed online [here](#). It can also be obtained by visiting our [Business Tax Registration Forms](#) page or by calling (800) 877-6881.

Q: May I hand carry my boxes into the Resource Hall?

A: Exhibitors may deliver their own materials into the Resource Hall by hand or with a 2 wheel dolly at the loading dock in 20 minutes or less. No dollies or carts are provided.

Q: Do I need to pay for electricity and internet service?

A: Yes, you will be sent a complete Service Packet with order forms from Fern Expo in January 2016. Electrical: Estimated costs based on 2015 rates; approximately \$100.00 for 120VAC, 15 AMP service. Find information about the Kansas City Convention Center at <http://kcconvention.com/resources/>