



## **Exhibitor Service Manual**

**6<sup>th</sup> National Small Farm Conference  
Memphis Cook Convention Center  
September 18-20, 2012**

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Memphis Cook Convention Center  
September 18-20, 2012

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We are pleased that Hicks Convention Services has been selected as your Official Service Contractor. Our goal is to assist in making your participation a success.

SHOW INFORMATION

**BOOTH EQUIPMENT:** Each in-line booth will be set with 8' high panels of back drape and 3' high side divider drape.

All items provided are on a rental basis. Any damage to Hicks materials will be the responsibility of the exhibitor.

Each 10'x10' inline booth will consist of:

- (1) 6' Skirted table
- (2) Chairs
- (1) Waste basket w/liner
- (1) Vendor ID Sign

Provided by Show Management.

**INSTALLATION:** Exhibitors may begin set-up:  
**Tuesday, September 18, 2012**

All exhibits must be set by:  
**Tuesday, September 18, 2012**

**SHOW HOURS:**



**DISMANTLE:** Dismantle of exhibits may begin:  
**Thursday, September 20, 2012**

All exhibit materials must be cleared from the facility by:  
**Immediately following the show**

***IMPORTANT:*** Exhibitors may begin teardown immediately after the show closes. Hicks Convention Services will **NOT** be responsible for any booth contents that become missing or damaged during the move out.

**FORCE FREIGHT TIME:** Drivers must be checked in by:  
**Two hours after the close of show.**

# SHOW INFORMATION

## SHIPPING INFORMATION:

**ALL SHIPMENTS ARE REQUIRED TO HAVE CERTIFIED WEIGHT TICKETS.**

**WAREHOUSE SHIPMENTS:** Hicks Convention Services will accept crated, boxed, or skidded materials beginning **August 18, 2012** to the warehouse address below. Any shipment received after **September 7, 2012** will be charged a 25% late surcharge. Shipments arriving after **September 17, 2012** will be refused.

### Warehouse shipping address:

(All information below must be provided on the shipping labels.)

**6<sup>th</sup> Annual National Small Farm Conference**

Company Name \_\_\_\_\_

Booth #(Optional) \_\_\_\_\_

**Hicks Convention Services**

**935 Rayner St.**

**Memphis, TN 38114**

The warehouse will receive shipments Monday through Friday during the hours of 8:00 am – 4:00 pm.

### SHOW SITE SHIPMENTS:

Hicks Conventions Services will accept show site shipments on **September 18, 2012** at the address below. **DO NOT ship your materials to arrive prior to these date(s)**. All shipments must be consigned c/o Hicks Convention Services to enable us to accept them for handling. The facility will not accept direct shipments consigned to them, as they have no means for receiving or storing freight. **If exhibit material is shipped to the facility, the facility may turn it over to Hicks Convention Services for distribution to your booth. This will result in charges from Hicks Convention Services and the facility.**

### Show site Shipping address:

(All information below must be provided on the shipping labels.)

**6<sup>th</sup> Annual National Small Farm Conference**

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

Booth # \_\_\_\_\_

C/O Hicks Convention Services

**Memphis Cook Convention Center**

255 N Main

Memphis, TN 38103

901-576-1200

**Note:** Shipping to show site might cause a delay in getting your freight to your booth. It is based on the time the driver arrives and the number of deliveries ahead of them. It is advised that you send your shipments in advance to the warehouse to receive them in a timely matter at the show.

## ELECTRICAL:

Electrical service may be ordered through the facility.

## TELEPHONE:

Telephone service may be ordered through the facility.

## CUSTOMER SERVICE:

Please call Hicks Convention Services @ (800) 798-0262 or (901) 272-1171 and ask for the **CUSTOMER SERVICE DEPARTMENT**. You may also FAX us @ (901) 272-9491.



6<sup>th</sup> National Small Farm Conference  
Memphis Cook Convention Center  
September 18-20, 2012.

Discount Deadline: September 7, 2012  
RETURN VIA FAX 901-272-9491

## PAYMENT POLICY FORM

Payment Policy -100% including applicable tax is due at show site.

Full payment must be included with all advance orders to obtain discount prices. Purchase Orders are not considered advance payment. Payment may be made by company check or credit card authorization.

Any additional costs incurred for orders or services placed at show site are due and payable upon presentation of the invoice. All adjustments must be made at show site.

### **ABSOLUTELY NO CREDITS WILL BE ISSUED AFTER SHOW CLOSING.**

All accounts must be settled at the Hicks Convention Services Desk prior to show closing. Your show site representative must be made aware of this policy and have means of payment, unless credit card authorization is provided.

In the event that you have arranged for an agent to handle your display, your agent will be required to adhere to this policy as we will not bill a third party. If this policy is not adhered to, the exhibitor shall then be liable for payment.

INTERNATIONAL EXHIBITORS: We require 100% pre-payment of advance orders. Payment must be rendered by cash, company check payable in U.S. dollars drawn on a U.S. account, American Express, MasterCard or Visa Credit Cards.

Exhibitors will be assessed a \$25.00 service charge for any returned check(s).

**A finance charge of 1 1/2% per month (18% per annum) will be added to any outstanding invoices.**

► **PLEASE PRINT CLEARLY OR TYPE.** This form must be signed and accompany your order.

Company Name:		Booth #:
Street Address:		
City:	State:	Zip:
Authorized Person (please print):		Title:
Signature:	Phone:	Fax:



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 RETURN VIA FAX 901-272-9491

**CHARGE AUTHORIZATION FORM PLEASE PRINT CLEARLY OR**

**TYPE. Complete, sign and return this form with your orders.**

Company Name	Booth #
Billing Address	
City	State
	Zip
Ordered By	Date
▶ Any charge back fee resulting from invalid charge disputes will incur a \$25.00 fee, per occurrence.	
Phone	Fax

**PLEASE PRINT CLEARLY OR TYPE:** Check the appropriate box, list card number and expiration date.

American Express     
  Master Card     
  VISA     
 V-Code \_\_\_\_\_

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 \_\_\_\_\_  
 EXPIRATION DATE

**SIGNATURE OF CARDHOLDER** (as it appears on card): \_\_\_\_\_

**PRINT NAME** (as it appears on card): \_\_\_\_\_

**PRINT NAME OF PERSON(s) AUTHORIZED TO SIGN AT SHOWSITE:** \_\_\_\_\_

**IMPORTANT:** Any show site balances or charges for outbound freight, labor or miscellaneous items not paid, will be charged to your credit card account where applicable.

Discount Deadline: September 7, 2012  
RETURN VIA FAX 901-272-9491

### EXHIBIT SHIPPING INFORMATION & DRAYAGE RATE SCHEDULE

**Ship Prepaid Only -Collect Shipments will be Refused**  
ANY ADVANCE SHIPMENTS RECEIVED AFTER September 17, 2012 WILL BE REFUSED AND SHOULD BE REROUTED FOR DELIVERY TO THE SHOW SITE.  
Loose and Uncrated Materials will be Received at Show Site Only  
All Charges are Based on In-Bound Weights Only

#### ADVANCE SHIPMENT

##### Rates Include:

- Unloading crated material
- Storing at Hicks warehouse for up to 30 days
- Reloading onto trucks and delivery to exhibit site
- Unloading materials and delivery to your booth
- Removing of empty shipping containers from your booth, storing and returning at close of show
- Reloading materials onto outbound transportation

##### Advantage:

- 30 Day window for receipt of materials
- Materials in your booth prior to your arrival
- Ability to trace freight in advance of exhibition
- Advance notification in the event of visible damage to materials.

#### SHOW SITE SHIPMENT

##### Rates Include:

- Unloading materials when received and delivery to your booth
- Removal of empty shipping containers from your booth, storing and returning at close of show
- Reloading materials onto outbound transportation

##### Important Factors:

- Materials must be received only on designated date(s)
- Limited control of delivery time schedule
- Unloading will occur on a "first come, first serve" basis as off loading area(s) become available
- Tracing capabilities diminish
- Limited time for repair/replacement in the event of damage

##### Exhibitors should label and consign shipments as follows:

Your company name: \_\_\_\_\_

Your booth#: \_\_\_\_\_

##### 6<sup>th</sup> Annual National Small Farm Conference

C/O: Hick Convention Services  
935 Rayner St.  
Memphis, TN 38114

##### Warehouse: \$57.50 per CWT

with a 200 lb minimum (CWT=100 lbs.)

Charges for these services will be based on the inbound weight per shipment and will be rounded up to the nearest hundred weight.

##### Exhibitors should label and consign shipments as follows:

Your company name: \_\_\_\_\_

Your booth#: \_\_\_\_\_

##### 6<sup>th</sup> Annual National Small Farm Conference

C/O: Hicks Convention Services  
Show site address: \_\_\_\_\_

##### Show Site: \$55.00 per CWT

with a 200 lb minimum (CWT=100 lbs.)

Charges for these services will be based on the inbound weight per shipment and will be rounded up to the nearest hundred weight

\_\_\_\_ lbs. x \$57.50 per CWT = \$ \_\_\_\_\_

\_\_\_\_ lbs. x \$55.00 per CWT = \$ \_\_\_\_\_

**Due to insurance & liability reasons, the use of forklifts, dollies, hand trucks and moving equipment is strictly prohibited and will require the use of Hicks Labor. Please contact your Hicks Representative at 800-798-0262.**

**SCHEDULE OF RATES:** ALL WAREHOUSE SHIPMENTS RECEIVED AFTER \_\_\_\_\_, 2012 WILL BE SUBJECT TO A 25% LATE HANDLING CHARGE.

**SURCHARGES:** Fed-Ex, UPS, DHL, loose, uncrated, or improperly packaged materials, or those delivered by a carrier not providing supporting paperwork will be assessed a 25% special handling fee. A surcharge will be assessed for special trips, handling of shipments arriving at the warehouse after initial installation date, or for shipments arriving at Show Site after scheduled set-up times.

Hicks Convention Services will not be responsible for damage to uncrated and/or un-skidded exhibit material, nor will we be responsible for concealed damage to material.

<b>SHIPPING INSTRUCTIONS AT CLOSE OF SHOW</b>			
Consign To:			
Street Address:			
City		State	
Zip			
Type of Carrier:	Motor Freight	Air	Van Line
If Prepaid, Bill To:			
City, State and Zip:			

**ALL SHIPMENTS MUST ARRIVE PREPAID**

- Shipments must be consigned to Hicks Convention Services, as the hotel and convention site do not have the facilities to receive such shipments and may refuse them.
- Hicks Convention Services will not be responsible for piece count or condition of shipments that are delivered without supporting bill of lading or delivery slip (i.e. FedEx, UPS).
- It is understood that Hicks Convention Services and its subcontractors do not automatically insure materials, that insurance, if any, shall be arranged by the Exhibitor and the amounts payable to Hicks for drayage services are based on the value of the material handling services and the scope of Hicks liability as herein set forth. The amounts payable to Hicks are unrelated to the value of the Exhibitors property being handled by Hicks Convention Services or its subcontractor. It is impractical and extremely difficult to fix the value of each shipment handled by Hicks Convention Services or its subcontractors. It is agreed therefore that if Hicks Convention Services or its subcontractors should be found liable for loss or damage to Exhibitors materials, the liability shall be limited to the specific article that was physically lost or damaged. Such liability shall be limited to a sum equal to 30 cents per pound per article, with a maximum liability of \$500 per item, or \$1,000 per shipment, whichever amount shall be less, as agreed upon damages and not as a penalty, and such agreed upon damages shall be the Exhibitors exclusive remedy. Exhibits left on exhibit floor without return instructions will be returned to our warehouse and held for disposition at an additional charge. Hicks Convention Services will not be responsible for condition, count or content until such time as exhibits or materials are picked up for removal after the close of the exhibition.
- Make certain all your material is properly insured against fire, theft and all hazards while in transit to and from your booth and for the duration of the exhibition.
- Exhibitor routings on outbound shipments will be honored when possible. However, we reserve the right to reroute as necessary. All outbound shipments must be tendered with a Bill of Lading. In the event the designated carrier fails to pick up by the specified time, such shipments will be rerouted by Hicks Convention Services. **Specified (freight force) time can be obtained at the Hicks Service Desk or by calling customer service.**
- All shipments requiring special handling for any reason, or due to length, width or height, will be handled on a time and material basis.
- Hicks Convention Services, as the Drayage Contractor, shall have control over all freight docks, doors, elevators and crate storage areas. Any shipment not handled by Hicks Convention Services, but for which Hicks Convention Services is required to handle the storage of the empty shipping containers, a charge will be assessed.
- To avoid confusion, remove all expired shipping labels before shipment.
- Collect shipments will not be accepted unless written authorization is furnished by the shipper to accept the shipment. There will be a 25% surcharge (\$15.00 minimum) based on the amount advanced by Hicks Convention Services.

**HICK CONVENTION SERVICES WILL ROUTE ALL SHIPMENTS UNLESS SPECIAL ADVANCE ARRANGEMENTS ARE MADE . . .**

**INSURANCE**

Hicks Convention Services will not be responsible for the count or content of material after it has been placed in the exhibit area, before or during installation time, or at the conclusion of the event, or prior to taking physical count and possession in preparation to moving such materials.

You agree to hold harmless Hicks Convention Services for responsibility for concealed and/or apparent damage to uncrated and/or un-skidded exhibit material.

Company Name	Address
Attention of	City/State
Signature	Title

To assure the orderly processing of your material-handling service requirements it is absolutely essential that this form be READ, COMPLETED and SIGNED by an officer of your organization, and RETURNED PROMPTLY TO:

**Hicks Convention Services  
935 Rayner St. Memphis, TN 38114**

# EXHIBITOR MATERIALS

From (Shipper): \_\_\_\_\_

To: \_\_\_\_\_  
(Exhibitor Name)

## 6<sup>th</sup> National Small Farm Conference

C/O Hicks Convention Services

935 Rayner St.

Memphis, TN 38114

**ADVANCE FREIGHT MUST BE DELIVERED BY:**

**September 17, 2012**

Booth # (optional) : \_\_\_\_\_

No. \_\_\_\_\_ of \_\_\_\_\_ pieces

A  
D  
V  
A  
N  
C  
E

# EXHIBITOR MATERIALS

From (Shipper): \_\_\_\_\_

To: \_\_\_\_\_  
(Exhibitor Name)

## 6<sup>th</sup> National Small Farm Conference

C/O Hicks Convention Services

935 Rayner St.

Memphis, TN 38114

**ADVANCE FREIGHT MUST BE DELIVERED BY:**

**September 17, 2012**

Booth # (optional) : \_\_\_\_\_

No. \_\_\_\_\_ of \_\_\_\_\_ pieces

A  
D  
V  
A  
N  
C  
E



S  
H  
O  
W  
  
S  
I  
T  
E  
  
S  
H  
O  
W  
  
S  
I  
T  
E

**EXHIBITOR MATERIALS**

From (Shipper): \_\_\_\_\_

To: \_\_\_\_\_  
(Exhibitor Name)

**6<sup>th</sup> National Small Farm Conference**  
**C/O Hicks Convention Services**  
**Memphis Cook Convention Center**  
**255 N Main**  
**Memphis, TN 38103**

**WE WILL START ACCEPTING SHOW SITE FREIGHT ON:**  
**September 18, 2012**

Booth # (optional) : \_\_\_\_\_

No. \_\_\_\_\_ of \_\_\_\_\_ pieces

**EXHIBITOR MATERIALS**

From (Shipper): \_\_\_\_\_

To: \_\_\_\_\_  
(Exhibitor Name)

**6<sup>th</sup> National Small Farm Conference**  
**C/O Hicks Convention Services**  
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**255 N Main**  
**Memphis, TN 38103**

**WE WILL START ACCEPTING SHOW SITE FREIGHT ON:**  
**September 18, 2012**

Booth # (optional) : \_\_\_\_\_

No. \_\_\_\_\_ of \_\_\_\_\_ pieces