



## Exhibitor Service Manual

Dear Exhibitor,

We take great pleasure in notifying you that Malone Convention Decorating has been selected as the "Official Service Contractor" for the Frame 6 Users Vendor Fair. We would like to take this opportunity to assure you that we will do our utmost to make this a successful and profitable event for you.

We offer a full range of services to assist you in maximizing the impact of your exhibit from rental packages to experienced labor for installing or dismantling your booth. We are proud to be your partner.

Enclosed you will find important show information as well as order forms for services you and your exhibitors may require. Direct questions regarding shipping, storage, labor, furniture and signs/signage to:

Exhibitor Service Department  
11341 Cockleburr Road STE 201  
Roanoke, TX 76262  
972-317-3835  
james@MaloneConventionDecorating.com

Questions regarding the convention's policies, space assignments, display limitations and even schedules should be directed to:

Frame 6 Users Vendor Fair  
Kirsten Schutt - Creative Eventures Holding  
678-567-7420  
kirsten.schutt@ceidmc.com

Please note the various items being provided for each booth by show management (equipment listed on the Show Information page). Analyze your needs carefully and return your order forms with full payment before the discount deadline to save money as well as ensure the availability of your item. **Orders received without payment will not be processed.**

Frame 6 Users Vendor Fair  
Tuesday, June 9, 2020  
La Cantera Resort - San Antonio, TX

## Show Information

Tuesday, June 9, 2020 Show

Frame 6 Users Vendor Fair

Discount Deadline: June 5, 2020

Show Colors: Black

## Booth Information

Substitutions are not permitted. If you require alterations or additions please review the enclosed order forms. No credit or refund will be given for items not used.

Each 8x10 booth will be provided with:

- 8' tall black background drape
- (1) 6' black skirted table
- (1) wastebasket
- 3' tall black side dividers
- (1) 7" x 44" ID sign
- (2) side chairs

## Show Schedule

|                     |                       |                     |
|---------------------|-----------------------|---------------------|
| Exhibitor move in:  | Tuesday, June 9, 2020 | 2:00 pm to 5:00 pm  |
| Show hours:         | Tuesday, June 9, 2020 | 5:00 pm to 8:30 pm  |
| Exhibitor move out: | Tuesday, June 9, 2020 | 8:30 pm to 11:30 pm |

## Assistance

If you have any questions or do not find what you are looking for in this packet, please call:

**972-317-3835**

Malone Convention Decorating will have a service desk in a convenient location on show site if you require any further assistance.

## Frequently Asked Questions - FAQ's Tuesday, June 9, 2020 Show

### **NEW PROCEDURES - How do I ship materials after the show closes?**

A Malone Convention Decorating 'Bill of Lading' is required on all outbound shipments. All freight being sent out via UPS Ground or FedEx Ground must have a pre-printed label along with a "Bill of Lading." The "Bill of Lading" is available at the Malone Convention Decorating service desk and a Malone Convention Decorating representative will be available at show site to assist with questions.

1. Stop by the Malone Convention Decorating service desk before the show closes to pick up a "Bill of Lading" form.
2. Complete the entire "Bill of Lading" form.
3. Once your booth is packed, labeled and ready to be shipped, please bring the completed "Bill of Lading" form with your individual packages to the service desk.

### **IMPORTANT:**

- Individual packaged (not on pallets/skids) cannot be left in booths after show tear down and will not be picked up by Malone Convention Decorating staff without vendor present. If you need assistance with your packages, you must still take your "Bill of Lading" to the service desk and get a representative to assist and enter tracking data with you present.
- Pallet/skids and other items that qualify as freight can be left in the booths after show tear down, but vendor must still take the "Bill of Lading" to the Malone Convention Decorating service desk and get a copy of the "Bill of Lading with a pro # on it.
- If you are not using UPS, Malone Convention Decorating's preferred out-bound carrier, you must call your designated carrier with pick up information. If your carrier fails to show up, your shipment will be re-directed through Malone Convention Decorating, and the discount rate will not apply.
- If any of these procedures are not followed, Malone Convention Decorating, LLC will not be held responsible or liable for any and all freight that is reported as lost or missing.
- Malone Convention Decorating will have all outbound "Bill of Lading" signed for by said carriers for tracking purposes. Once "Bill of Lading" has been turned over and signed for by the assigned carriers, then it becomes the responsibility of that carrier.

# Frequently Asked Questions - FAQ's Tuesday, June 9, 2020 Show

## What is Material Handling?

Material handling includes receiving and unloading your exhibit materials, storage for up to 30 days at the advance shipping location, delivery to your booth, handling of empty containers (removal from booth, stored and then returned to the booth at the close of the show) and removal of the material from your exhibit booth for reloading onto outbound carriers. This charge does not include the cost of shipping. Please refer to the Shipping Information section of the manual for further information.

## What is the difference between advance and direct shipping?

**Advance Shipping** is sending your materials, up to 30 days prior to the event, to a designated warehouse that will store your freight and then deliver it directly to your booth space during move-in. Delivery hours are **9:00 am - 3:00 pm**, Monday thru Friday. The advantage of sending your freight in advance is knowing it has arrived and will be delivered to your booth prior to your arrival.

**Direct Shipping** is sending your materials directly to show-site during the designated move-in times. There is some risk with direct shipping because it does not allow for errors by your inbound carrier. If there is a problem and your carrier does not arrive on time, there may not be enough time to receive more materials.

## When do I ship and where?

### **Advance Shipping Address**

Malone Convention Decorating  
c/o UPS Freight  
4111 NE Loop 410  
San Antonio, TX 78218

**Advance shipments MUST be received by  
Friday, June 5, 2020**

### **Direct Shipments to Show Site**

Frame 6 Users Vendor Fair c/o Malone Convention Decorating  
La Cantera Resort  
16641 La Cantera Pkwy  
San Antonio, TX 78256

**Direct shipments to arrive NO SOONER than  
Monday, June 8, 2020**

## How do I place my order?

- Mail in your order forms and full payment to:  
Malone Convention Decorating | 1341 Cockleburr Rd. STE 201, Roanoke, TX 76262
- E-mail in your order with the "Credit Card Authorization" form to:  
**customerservice@MaloneConventionDecorating.com**

Orders will not be processed without full payment. Please review "Payment Policies" for detailed information. Don't forget to keep a copy of your order for your records.

For orders going to other "official suppliers" (i.e. audio visual, floral, electrical, etc.), please follow the payment and mailing instructions indicated on each of the forms located in this manual.

# Shipping Information

Tuesday, June 9, 2020 Show

## Advance Shipments to Warehouse

- Shipments may be sent to the advance warehouse up to thirty (30) days prior to the move-in for the show. Shipments must arrive by 3:00 p.m. No shipments will be received at the warehouse on weekends or holidays. To track the arrival of your shipment call: **972.317.3835**. (Receiving Hours Monday-Friday **9:00 a.m. - 3:00 p.m.**)
- Shipments arriving at the warehouse after **June 5, 2020** will be charged an additional 25% of the advance warehouse rate in addition to any other charges incurred.

**Label each item as follows:** Please use the label sheets provided in this packet.

**To:** \_\_\_\_\_ **Booth#:** \_\_\_\_\_  
(exhibiting company name)

**For: Frame 6 Users Vendor Fair  
Malone Convention Decorating  
c/o UPS Freight  
4111 NE Loop 410  
San Antonio, TX 78218**

Minimum charge of 200 lbs. - \$370.00 per shipment. All weights are rounded up to the next 100 lbs. per shipment

**\$185.00 per 100 lbs.**

- Materials received at the warehouse will be delivered to respective booths at the convention facility. Empty containers will be removed from the booth, placed in storage and returned to the booth at the close of the show. Materials will then move from the booth to the dock and be reloaded on designated vehicles. Charges will be based on in-bound weight.

## Direct Shipping to Show-Site

- Any shipments arriving prior to **June 8, 2020** will be refused.
- Shipments will be received during the designated move-in periods as well as throughout the event.
- As an exhibitor, it is your responsibility to instruct your carrier of the proper date for the direct delivery to show-site.
- Weight tickets or 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.

**Label each item as follows:** Please use the label sheets provided in this packet.

**To:** \_\_\_\_\_ **Booth#:** \_\_\_\_\_  
(exhibiting company name)

**For: Frame 6 Users Vendor Fair  
La Cantera Resort  
c/o Malone Convention Decorating  
16641 La Cantera Pkwy  
San Antonio, TX 78256**

Minimum charge of 200 lbs. - \$370.00 per shipment. All weights are rounded up to the next 100 lbs. per shipment

**\$185.00 per 100 lbs.**

- Malone Convention Decorating will unload shipments at show-site and deliver to respective booths. Empty containers will be removed from booth, placed in storage and returned to the booth at the close of the show. Materials will then move from the booth to the dock and be reloaded on designated vehicles. Charges will be based on in-bound weight.

**All shipments must be PREPAID, COD shipments will be REFUSED.**

**Shipments received without receipts, freight bills or specified unit counts on the receipts or freight bills from carriers, such as UPS and FedEx, will be delivered to the exhibitor's booth without guarantee of piece count or condition.**

**No liability will be assumed by Malone Convention Decorating for these shipments.**

# Material Handling Information

Tuesday, June 9, 2020 Show

## What is Material Handling?

Material handling includes receiving and unloading your exhibit materials, storage for up to 30 days at the advance shipping location, delivery to your booth, handling of empty containers (removal from booth, stored and then returned to the booth at the close of the show) and removal of the material from your exhibit booth for reloading onto out-bound carriers. This charge does not include the cost of shipping. Please refer to the Shipping Information section of the manual for further information.

## Crated/Un-crated Shipments

Crated shipments are packed in any type of shipping container that can be unloaded at the dock, and delivered without additional handling. Crated containers include: crates, fiber cases, cartons, and properly packed skids. Uncrated shipments indicates a shipment that is shipped loose or pad-wrapped, and/or unskidded.

## Special Handling Shipments

- **Mixed Shipments**

Mixed shipments include a mix of both crated and uncrated materials.

- **Ground Loading/Unloading**

Special handling charges will apply to shipments that arrive in vehicles that are not dock height, such as u-hauls, flat bed trailers, double drop trailers, etc.

- **Stacked Shipments**

Shipments that require multiple items to be moved or removed for delivery to booth. (i.e. loose items stacked on top of crates and/or pallets.)

- **Piece Loading/Unloading**

Drivers who require multiple pieces to be moved to the rear of the trailer, in order to select the next piece, or having to remove the freight from the trailer to re-fit in sequence.

- **No Documentation**

Shipments that arrive from a small package carrier, such as FedEx, UPS and, without a Bill of Lading, which requires additional time and labor to process.

- **Excess of Small Shipments**

More than 11 small pieces in a shipment, via small package carriers, such as FedEx, UPS and that must be on pallets prior to delivery.

## Material Handling: Money Saving Tools

Consolidate and Shrink Wrap Your Shipments

For Example:

**If you send 4 Separate Shipments:**

1<sup>st</sup> Shipment @ 41 lbs. = **\$370.00** (200 lb. minimum)

2<sup>nd</sup> Shipment @ 44 lbs. = **\$370.00** (200 lb. minimum)

3<sup>rd</sup> Shipment @ 52 lbs. = **\$370.00** (200 lb. minimum)

4<sup>th</sup> Shipment @ 60 lbs. = **\$370.00** (200 lb. minimum)

**197 lbs. charged \$1,480.00**

**If you send 1 Consolidated Shipment:**

One Shipment (4 pieces) @ 197 lbs. (200 lb. minimum)

**197 lbs charged \$370.00**

**Savings of \$1110.00**

# Furniture & Accessories

Tuesday, June 9, 2020 Show

Discount Deadline: Friday, June 5, 2020

**Skirted Display Tables** - All tables are 24" wide, skirted on 3 sides in the color chosen by show management and topped with white vinyl.

## Standard Height (30" High)

| Item # | Description         | Discount | Standard | QTY   | Total   |
|--------|---------------------|----------|----------|-------|---------|
| I90021 | 4' long 30" high    | \$130.00 | \$160.00 | _____ | \$_____ |
| I90023 | 6' long 30" high    | \$150.00 | \$180.00 | _____ | \$_____ |
| I90028 | 8' long 30" high    | \$170.00 | \$200.00 | _____ | \$_____ |
| I90017 | Skirt 4th Side - 6' | \$38.00  | \$48.00  | _____ | \$_____ |
| I90002 | Table Skirt Only    | \$60.00  | \$78.00  | _____ | \$_____ |

## Counter Height (42" High)

|        |                     |          |          |       |         |
|--------|---------------------|----------|----------|-------|---------|
| I90022 | 4' long 42" high    | \$170.00 | \$200.00 | _____ | \$_____ |
| I90025 | 6' long 42" high    | \$180.00 | \$225.00 | _____ | \$_____ |
| I90029 | 8' long 42" high    | \$200.00 | \$240.00 | _____ | \$_____ |
| I90018 | Skirt 4th Side - 6' | \$39.00  | \$48.00  | _____ | \$_____ |
| I90005 | Table Skirt Only    | \$63.00  | \$78.00  | _____ | \$_____ |

**Un-Skirted Display Tables** - 24" wide tables topped in white vinyl

| Item # | Description      | Discount | Standard | QTY   | Total   |
|--------|------------------|----------|----------|-------|---------|
| I90003 | 4' long 30" high | \$90.00  | \$100.00 | _____ | \$_____ |
| I90004 | 4' long 42" high | \$90.00  | \$110.00 | _____ | \$_____ |
| I90006 | 6' long 30" high | \$100.00 | \$120.00 | _____ | \$_____ |
| I90008 | 6' long 42" high | \$110.00 | \$130.00 | _____ | \$_____ |
| I90010 | 8' long 30" high | \$120.00 | \$140.00 | _____ | \$_____ |
| I90012 | 8' long 42" high | \$130.00 | \$150.00 | _____ | \$_____ |

**Round Display Tables** - 30" diameters, tables are unskirted

| Item # | Description             | Discount | Standard | QTY   | Total   |
|--------|-------------------------|----------|----------|-------|---------|
| I90014 | Cafe Table 30" high     | \$100.00 | \$120.00 | _____ | \$_____ |
| I90015 | Cocktail Table 42" high | \$120.00 | \$140.00 | _____ | \$_____ |

Total: \$\_\_\_\_\_

Sales Tax 8.25% \$\_\_\_\_\_

**Grand Total: \$\_\_\_\_\_**

Company: \_\_\_\_\_ Booth: \_\_\_\_\_ Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

# Furniture & Accessories II

Tuesday, June 9, 2020 Show

Discount Deadline: Friday, June 5, 2020

| Item # | Description  | Discount | Standard | QTY   | Total   |
|--------|--|----------|----------|-------|---------|
| 30002  | Fiberglass side chair (black plastic)  | \$50.00  | \$63.00  | _____ | \$_____ |
| 30003  | Modular High Stool<br>(Gray fabric - 29" from floor to seat)   | \$80.00  | \$100.00 | _____ | \$_____ |
| 30004  | Padded Arm Chair<br>Check one: <input type="checkbox"/> Black <input type="checkbox"/> Burgundy        | \$71.00  | \$89.00  | _____ | \$_____ |
| I20003 | 4' x 8' Pegboard<br>Check one: <input type="checkbox"/> Vertical <input type="checkbox"/> Horizontal   | \$201.00 | \$252.00 | _____ | \$_____ |
| I20004 | 4' x 8' Tack Board<br>Check one: <input type="checkbox"/> Vertical <input type="checkbox"/> Horizontal | \$180.00 | \$210.00 | _____ | \$_____ |
| I20015 | 2' x 8' Grid Wall  | \$67.00  | \$83.00  | _____ | \$_____ |
| I20010 | Computer Pedestal  | \$294.00 | \$368.00 | _____ | \$_____ |
| I20013 | Easel  | \$30.00  | \$38.00  | _____ | \$_____ |
| I20014 | Fish Bowl  | \$29.00  | \$35.00  | _____ | \$_____ |
| I20022 | Wastebasket  | \$16.00  | \$19.00  | _____ | \$_____ |
| I20029 | Arm Light  | \$62.00  | \$77.00  | _____ | \$_____ |
| I40002 | Bag Rack   | \$95.00  | \$118.00 | _____ | \$_____ |
| I40004 | Garment Rack   | \$95.00  | \$118.00 | _____ | \$_____ |
| I40005 | Garment Rack - 2 Arm   | \$95.00  | \$118.00 | _____ | \$_____ |
| I40006 | Garment Rack - 4 Arm (waterfall)   | \$95.00  | \$118.00 | _____ | \$_____ |
| I40007 | Literature Rack I  | \$104.00 | \$127.00 | _____ | \$_____ |
| I40008 | Literature Rack II   | \$146.00 | \$175.00 | _____ | \$_____ |
| I90031 | 4' Tabletop Riser (12"w x 12"h)  | \$55.00  | \$69.00  | _____ | \$_____ |
| I90032 | 6' Tabletop Riser (12"w x 12"h)  | \$67.00  | \$84.00  | _____ | \$_____ |
| I90033 | 8' Tabletop Riser (12"w x 12"h)  | \$79.00  | \$99.00  | _____ | \$_____ |

Total: \$ \_\_\_\_\_  
 Sales Tax 8.25% \$ \_\_\_\_\_  
**Grand Total: \$ \_\_\_\_\_**

Company: \_\_\_\_\_ Booth: \_\_\_\_\_  
 Contact: \_\_\_\_\_ Phone: \_\_\_\_\_



# Carpet Order Form

Tuesday, June 9, 2020 Show

Discount Deadline: Friday, June 5, 2020

## Carpet Order

| Item # | Description | Discount | Standard | QTY   | Total   |
|--------|-------------|----------|----------|-------|---------|
| 10002  | 10" x 10"   | \$170.00 | \$195.00 | _____ | \$_____ |
| 10003  | 10" x 20"   | \$300.00 | \$350.00 | _____ | \$_____ |
| 10004  | 10" x 30"   | \$440.00 | \$520.00 | _____ | \$_____ |
| 10005  | 10" x 40"   | \$580.00 | \$680.00 | _____ | \$_____ |
| 10006  | 10" x 50"   | \$710.00 | \$840.00 | _____ | \$_____ |

\* if color is not indicated, show color will be used.

Color Choice: \_\_\_\_\_

## Carpet Pad/Taping

| Item # | Description  | Discount       | Standard       | QTY   | Total   |
|--------|--|----------------|----------------|-------|---------|
| 10007  | Carpet Padding per sq. ft.   | \$0.75 sq. ft. | \$0.95 sq. ft. | _____ | \$_____ |
| 100010 | Taping per linear ft.<br>Check one: <input type="checkbox"/> left <input type="checkbox"/> right <input type="checkbox"/> rear | \$0.75 ft.     | \$0.95 ft.     | _____ | \$_____ |
| 100011 | Visqueen per sq. ft.   | \$0.60 sq. ft. | \$0.70 sq. ft. | _____ | \$_____ |

Total: \$\_\_\_\_\_

Sales Tax 8.25% \$\_\_\_\_\_

**Grand Total: \$\_\_\_\_\_**

Company: \_\_\_\_\_ Booth: \_\_\_\_\_

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

# Cleaning Order Form

Tuesday, June 9, 2020 Show

Vacuumping of booths and emptying of wastebaskets is not included in your booth space rental. If you require these services please use this order form.

All rental carpets are delivered clean to your booth space, however during set-up the carpet may become dirty. We strongly recommend that you order cleaning service at least once prior to show opening.

## Carpets Vacuuming

| ✓   | Description                       | # of Days | Booth Size per sq. ft. | Price per sq. ft. | Total     |
|-----|-----------------------------------|-----------|------------------------|-------------------|-----------|
| ___ | Vacuum Once Prior to Show Opening | _____     | × _____                | × \$0.50          | = \$_____ |
| ___ | Vacuum Daily (includes prior)     | _____     | × _____                | × \$0.50          | = \$_____ |

## Porter Service

Visit exhibit space at two hour intervals during show hours (pick-up trash, empty wastebaskets, spot clean, etc)

| ✓   | Description     | Show Days | Per Day    | Total     |
|-----|-----------------|-----------|------------|-----------|
| ___ | Up to 300 SQ FT | _____     | × \$138.25 | = \$_____ |
| ___ | 300-500 SQ FT   | _____     | × \$186.50 | = \$_____ |

\* For booths over 500 SQ FT please call Exhibitor Services for a quote.

Cleaning Total: \$\_\_\_\_\_

Sales Tax 8.25% \$\_\_\_\_\_

**Grand Total: \$\_\_\_\_\_**

Company: \_\_\_\_\_ Booth: \_\_\_\_\_

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

# Sign & Banner Order Form

Tuesday, June 9, 2020 Show

**Discount Deadline: Friday, June 5, 2020**

High-quality signs and graphics will enhance the overall image of your booth. Our graphic/sign department at Malone Convention Decorating is driven to excellence and strives to produce the highest quality signs and graphics.

**Signage Rates** - All standard signs are digitally produced on white foam core. Standard sign price includes text/copy placement in color specified herein on a single side.

| Item # | Description          | Discount | Standard | QTY   | Total    |
|--------|----------------------|----------|----------|-------|----------|
| 170008 | 9" x 11"             | \$46.00  | \$58.00  | _____ | \$ _____ |
| 170002 | 11" x 14"            | \$53.00  | \$66.00  | _____ | \$ _____ |
| 170003 | 14" x 22"            | \$60.00  | \$74.00  | _____ | \$ _____ |
| 170005 | 28" x 44"            | \$118.00 | \$148.00 | _____ | \$ _____ |
| 170006 | 40" x 60"            | \$158.00 | \$198.00 | _____ | \$ _____ |
| 170010 | Easel Sign*          | \$20.00  | \$25.00  | _____ | \$ _____ |
| 170004 | 22" x 28" Card Stock | \$82.00  | \$102.00 | _____ | \$ _____ |
| 170007 | 7" x 44" (ID Sign)   | \$39.00  | \$48.00  | _____ | \$ _____ |

\* Available only up to 11" x 14"

**Banner Rates** (Minimum order of \$100.00)

| Item # | Description                             | Discount        | Standard        | QTY   | Total    |
|--------|---|-----------------|-----------------|-------|----------|
| 170013 | Four Color Vinyl banner with grommets   | \$15.00 sq. ft. | \$19.00 sq. ft. | _____ | \$ _____ |
| 170019 | Custom Graphics Design (1 Hour Minimum) | \$76.00 per hr. | \$95.00 per hr. | _____ | \$ _____ |

Please use this box to write your copy if you are not sending graphics. Indicate whether you want your sign to be horizontal or vertical.

  
  
  
  
  
  
  
  
  
  

Horizontal    Vertical

Size: (length) \_\_\_\_\_ x (width) \_\_\_\_\_

**Letter Color:**  
\_\_\_\_\_

**Show Card Color:**  
\_\_\_\_\_

Please call us for quotes on bio board, cortex and other sign material.  
 Malone Convention Decorating Exhibitor Services.  
**972-317-3835**

Total: \$ \_\_\_\_\_

Sales Tax 8.25% \$ \_\_\_\_\_

**Grand Total: \$ \_\_\_\_\_**

# Payment Policies

Tuesday, June 9, 2020 Show

To qualify for discount prices, full payment must be included with your advance order and must be received by the discount deadline. Please submit the signed "Credit Card Authorization" form or a check with your order.

## Adding Tax to Your Order

1. Use the enclosed "Order Recap" to help add up your order and get your subtotal.
2. Add the appropriate 8.25% Sales Tax to your subtotal. To be tax exempt you must be a government or non-profit organization. If you are eligible, please provide an exemption certificate when placing your order. A resale certificate is not acceptable, as we are not providing services to be resold. Items cancelled or changed after **June 5, 2020** will be charged 50% of the original price.

## Payment Options

1. **Advance Payment by Check...** Attached with your order forms. The "Credit Card Authorization" form should be submitted for any additional charges incurred at show-site. All checks should be made payable to:

**Malone Convention Decorating**  
**11341 Cockleburr Rd. STE 201, Roanoke, TX 76262**  
**972-317-3835**  
**Re: Frame 6 Users Vendor Fair**

2. **Credit Card...** MasterCard, Visa or American Express. To accept charges, we need a completed "Credit Card Authorization" form. Malone Convention Decorating must receive this form by **June 5, 2020** to qualify for the advanced pricing.

## Show-Site Orders

All show site orders including labor and material handling must be paid before close of the show. For your convenience, we accept Visa, MasterCard or American Express, as well as checks, travelers checks and cash. Orders received after the deadline or made at the service desk during the show will be billed at the standard prices. Services ordered at the show site will not be processed without full payment.

## Advance Orders (Discount Rate)

To process your order and receive advance prices, payment in full either by cash, check, or credit card must accompany your order. Purchase orders do not qualify for the discount prices.

Advance payment for material handling should be based on estimated weight. Advance payment for labor should be based on estimated installation and dismantling hours.

## Third Party Orders

If you have contracted work through a display/exhibit house and require the services of Malone Convention Decorating, the payment policies stated above apply. Please forward this information to the proper parties.

## International Exhibitors

International exhibitors must pay for all services in US funds and must be drawn on a US bank. All charges must be paid in full prior to the close of the show either by cash, credit card or check. Wire transfers must include a \$20.00 (US) transfer fee.

## Material Handling/Labor Orders/Rigging Orders/Forklift, Etc.

If you are shipping freight to our warehouse or to show site and/or are ordering labor for installation or dismantling and/or rigging, you must complete the "Credit Card Authorization" form. Our services will not be performed unless we have some form of pre-payment in our files. If you require rigging or dismantling labor on move-out, charges will be applied to your credit card.

# Order Recap

Tuesday, June 9, 2020 Show

## Discount Deadline: Friday, June 5, 2020

1. Please use this form to combine all of your Malone Convention Decorating and transfer totals from the bottom of each page onto this form.
2. Complete the "Credit Card Authorization" form and if applicable the "Third Party Payment" and "Exhibitor Appointed Contractor (EAC)" forms.
3. Please e-mail your order and "Credit Card Authorization" form to james@Malone Convention Decorating.com or mail your order and payment to:

Malone Convention Decorating  
 11341 Cockleburr Rd. STE 201, Roanoke, TX 76262  
 972-317-3835  
 Re: Frame 6 Users Vendor Fair

Full payment for services must accompany your order to qualify for the advance (discount) order prices. All orders received without payment after the discount deadline date or at the Exhibitor Service Desk at the show site will be charged at floor order prices (standard prices).

### Taxable Services

Furniture: \$ \_\_\_\_\_

### Non-taxable

\$ \_\_\_\_\_

Material Handling: \$ \_\_\_\_\_

**Subtotal:** \$ \_\_\_\_\_

**8.25% Sales Tax** \$ \_\_\_\_\_

**GRAND TOTAL:** \$ \_\_\_\_\_

# Thank you for ordering!

# Credit Card Authorization

Tuesday, June 9, 2020 Show

This form authorizes Malone Convention Decorating to charge to your credit card account the amount of your advance/ floor orders, material handling charges, shipping costs, surcharges and any other additional amounts incurred as a result of show site orders placed by you or your representative. Please complete the information requested below and return this form with your order.

**I AGREE TO THE CONDITIONS STATED IN THIS MANUAL AND THE ABOVE PARAGRAPH.**

|  |   |
|--|---|
| <b>Company Name:</b>                       |   |
| <b>Cardholders Name:</b>                   | <b>Booth #:</b>   |
| <b>Credit Card#:</b>                       | <input type="text"/>  |
| <b>Exp. Date:</b><br><input type="text"/>  | <b>Credit Card Type:</b> <input type="checkbox"/> <b>Visa</b> <input type="checkbox"/> <b>MasterCard</b> <input type="checkbox"/> <b>American Express</b> |
| <b>Security Code:</b> <input type="text"/> | <b>E-Mail Address:</b>  |
| <b>Billing Address:</b>                    |   |
| <b>City, State, Zip:</b>                   |   |
| <b>Phone Number:</b>                       | <b>Fax:</b>   |
| <b>Customer Signature:</b>                 |   |

A check is being sent to cover all expenses, use card only for show-site services and remaining balances.

**If paying by check, make payable to:** Malone Convention Decorating  
**Mail order forms and full payment to:** 11341 Cockleburr Rd. STE 201, Roanoke, TX 76262  
 972-317-3835  
 Re: Frame 6 Users Vendor Fair

**E-mail orders with full payment to: [CustomerService@MaloneConventionDecorating.com](mailto:CustomerService@MaloneConventionDecorating.com)  
 Attn: Exhibitor Service Department**

**\* Items cancelled or changed after **June 5, 2020** will be charged 50% of the original price.**

Your signature on this form authorizes Malone Convention Decorating to charge any pre-order requests, on-site order requests and all material handling charges.

# Labor Rules and Regulations

Tuesday, June 9, 2020 Show

To assist you in planning for your participation in this event, we know you will appreciate knowing in advance that union labor is required for certain aspects of your exhibit handling. To help you understand the Area Work Rules-Labor Regulations, we ask that you read the following:

## Decorator Labor

We currently have agreements with local unions to provide labor for display installation and dismantling. Full time employees of the exhibiting companies or approved EACs, however, may set their own exhibits without assistance from any union labor. If you would like assistance to set your booth, it can be ordered in advance by filling out the Display Labor Form in the Malone Convention Decorating exhibitor manual or on show site at the Malone Convention Decorating Exhibitor Service Desk.

## Material Handling

Exhibitors may use a two-wheel dolly or hand-carry their own freight into the exhibit hall. Please keep in mind, for some shows, parking may be limited for loading and unloading. A designated entrance for POVs will be provided and an allotted amount of time will be given per vehicle for loading and unloading. The use or rental of four-wheel dollies, flat bed carts or other mechanical equipment is not permitted. Malone Convention Decorating will control access to the loading docks in order to provide for a safe and orderly move-in/move-out.

## Tipping

We request that exhibitors do not tip employees (give money, merchandise, or other special consideration for services rendered.) Any attempts to solicit a gratuity by an employee for any service should be reported immediately to a supervisor. Employees are paid at an excellent wage. Tipping is strongly discouraged and is not accepted company policy.

## Safety

Standing on chairs, tables or other rental equipment is prohibited. This equipment is not engineered to support your weight. Malone Convention Decorating cannot be responsible for injuries or falls caused by the improper use of this equipment.

# Limits of Liability

Tuesday, June 9, 2020 Show

## Responsibility for Labor

- Malone Convention Decorating, its subcontractors, and Show Management shall not be responsible for loss, delay or damage due to strikes, lockouts of work stoppages of any kind.
- Malone Convention Decorating, its subcontractors, and Show Management shall not be responsible for loss, injury or damage caused by laborers or equipment furnished by Malone Convention Decorating or its subcontractors, except when such laborers are working for or operating equipment under the direct supervision of a supervisor designated by Malone Convention Decorating or its subcontractors.
- Malone Convention Decorating, its subcontractors, and Show Management shall not be liable to any extent 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 materials or exhibitor personnel, which may make it impossible or impractical to exhibit exhibitor's materials.
- Claims for loss, injury or damage, which are not submitted in writing to Malone Convention Decorating within (30) thirty days after the close of the show, at which the loss, injury, or damage occurred, shall be considered waived. No suit or action shall be brought against Malone Convention Decorating or its subcontractors more than one year after the accrual of the action.
- Malone Convention Decorating will not be responsible for improperly packed or concealed damages to exhibit.
- Malone Convention Decorating will not be responsible for improper packing of exhibitor materials and products or incorrect labeling if working under the supervision of the exhibitor.
- The placing of an order for the services of 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.

## Material Handling

- Malone Convention Decorating will not be responsible for damage to uncrafted, un-skidded, and concealed damage to materials for any reason.
- Malone Convention Decorating will not be responsible for loss or theft of materials after delivery to booth or before pick-up for loading at show close.
- Malone Convention Decorating is not responsible for shipments left in booth by exhibitor. We will count and ship pieces as found when we removed them from exhibit hall. Malone Convention Decorating recommends all valuable items be covered by YOUR insurance company to product against theft.
- In the event the designated carrier fails to pick up by the specified time shipments will be rerouted by the show carrier.
- Make certain all of your materials are properly insured against fire, theft, and all hazards while in transit, to and from your booth and for the duration of the exhibition. This may be done with "riders" to existing insurance policies.
- Material handling includes unloading your exhibit materials, storage for up to 30 days at the advance shipping address, delivery to your booth, the handling of empty containers into and out of storage, and the removal of the material from your exhibit booth for reloading onto outbound carriers. This is not a transportation charge. This is a round-trip service and discounts will not apply for inbound or outbound only shipments.
- Do not send advance freight for Saturday delivery; there is no guarantee someone will be there to receive it. Make sure your freight arrives during normal business hours.
- If you are sending materials direct to show-site, please make sure it does not arrive prior to the deadline specified. Materials arriving prior to the deadline will be REFUSED.
- Malone Convention Decorating "Bill of Lading" must be filled out at close of show. "Bill of Lading" is available at the service desk during your event.

## Payment Terms

- In order for us to process your order for services and materials listed in this Exhibitor Service Manual, we must have a signed "Credit Card Authorization" form with credit card information or full payment in advance. Invoices for outstanding balances will be prepared at the service desk for review and payment.
- Pre-payments will be indicated, and any balance due must be paid in full by cash, credit card or check.
- **All inquiries must be resolved and completed before you leave the show.**

## Questions and Adjustments

- Any discrepancy in items ordered and items received, or any complaint or question concerning service, must be reported to Malone Convention Decorating immediately. Issues will be resolved and/or any valid adjustments will be made at that time and approved by the Malone Convention Decorating supervisor in charge. **Credits and adjustments will not be made on information received after the show.**
- **Items cancelled or changed after will be charged 50% of the original price.**

## Orders

- All advance orders, discounted to your advantage, must be paid-in-full at the time the order is placed.
- **Orders received without payment will not be processed. Payment for all show-site orders will be due and payable upon presentation of our invoice at the show.**
- Services ordered at the show site will not be processed without full payment.
- **The availability of furnishings at show-site can, on occasion, be limited and for that reason can not be guaranteed. It is best to place your order in advance if possible.**



Tuesday, June 9, 2020 Show



**Direct Shipments**  
**Exhibit Material**

**Malone Convention Decorating**

Must Arrive No Sooner Than:

**Monday, June 8, 2020**

**TO:** \_\_\_\_\_  
(Exhibiting Company Name)

**BOOTH #:** \_\_\_\_\_

**La Cantera Resort**  
**c/o Malone Convention Decorating**  
**16641 La Cantera Pkwy**  
**San Antonio, TX 78256**

**Carrier:** \_\_\_\_\_ **# of pcs:** \_\_\_\_\_

Tuesday, June 9, 2020 Show



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**Tuesday, June 9, 2020 Show**



**Advance Warehouse Shipments**  
**Exhibit Material**

**Frame 6 Users Vendor Fair**

Must Arrive By: **June 5, 2020**  
Deliver 9:00 a.m. - 3:00 p.m. M-F  
Must deliver to freight dock

**TO:** \_\_\_\_\_  
(Exhibiting Company Name)

**BOOTH #:** \_\_\_\_\_

**Malone Convention Decorating**  
**c/o UPS Freight**  
**4111 NE Loop 410**  
**San Antonio, TX 78218**

**Carrier:** \_\_\_\_\_ **# of pcs:** \_\_\_\_\_

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