

# Durham Convention Center Exhibitor's Packet





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## **POLICY AND PROCEDURES**

### **Welcome to the Durham Convention Center!**

The purpose of this document is to let you know about our policies and procedures IN ADVANCE so you can make the best possible use of our facility and our services while you are here. We hope this information will assist you in planning your event and in communicating with our staff.

We have developed these policies and procedures to ensure that your event will be as safe and successful as possible. Of course, not all situations will be covered in this guide or may need special consideration by management. Any questions regarding policies and procedures not included here can be directed to the Durham Convention Center Director of Convention Services. We will be glad to clarify any of the enclosed information.

### **AIR CONDITIONING AND/OR HEATING**

As full-time practitioners of energy conservation--and to keep our fees as low as possible-- we provide air conditioning and/or heating during show hours only. Air conditioning and/or heating is adjusted accordingly on move-in / move-out days.

### **AMERICANS WITH DISABILITIES ACT (ADA)**

As a facility of public accommodation, the DCC is sensitive to those with special needs, and complies in all respects with the Americans with Disabilities Act (ADA) and regulations issued there under. We also require our Customers to comply with all provisions of the ADA.

### **ANIMALS**

For the safety and comfort of all our visitors, animals are not permitted in the DCC except in conjunction with an approved exhibit, display or performance, which absolutely requires the use of an animal. The Customer is responsible for obtaining all appropriate permits. Guide, signal or service dogs (as defined by law) are allowed in the DCC. All sanitary needs for animals are the responsibility of the Customer.

### **BANNERS/SIGNAGE**

To keep our beautiful facility looking that way, banners, signs, pictures, notices or advertisements may only be placed in locations, and by methods, approved in advance by the DCC.

### **BOOTH CLEANING**

DCC offers exclusive exhibitor booth cleaning services to all shows. Booth cleaning will be performed by DCC staff. Services can be ordered by exhibitors utilizing the forms available in the exhibitor packet on our website. Sample forms are located in this section of the procedures document.

### **BULK TRASH**

Somebody's got to take out the trash. In this case, we ask you, the Customer, to take responsibility for removal of bulk trash, crates, lumber, pallets, packing materials, oil and tape prior to show opening and following move-out. Or we'll be happy to do it for you. The goal is to keep your show as pristine and clean as it deserves to be. Any removal of these items by DCC personnel will be charged to show management at the prevailing rate.

### **CAPACITIES**

Public safety is at the top of our priority list. That's why all meeting rooms and exhibit halls have a maximum occupancy, which may not be exceeded. The DCC reserves the right to deny further entry into these spaces in order to protect public safety.

### **CLEANING AND MAINTENANCE/REFUSE REMOVAL**

The DCC provides janitorial services during the course of the event in corridors, lobbies, concession areas and rest rooms. The DCC provides refuse removal during show hours and immediately after daily show closing in exhibit hall aisles. For your safety and security, DCC personnel do not clean and are not permitted to enter exhibit booths or show management areas such as registration without agreement.

### **COOKING DEMONSTRATIONS**

Cooking demonstrations or commercial cooking must first be approved in writing by Durham Convention Center management. Once permission has been obtained, the following policies should be adhered to:

All cooking devices and operations shall comply with NFPA, Life Safety Code 2000 edition. All cooking appliances shall be equipped with ventilating hoods and equipment as deemed necessary by the Fire Marshal and installed in accordance with the provisions of the City Building and Fire Codes. Cooking equipment shall be placed on a noncombustible surface, such as metal, hardwood board or glass and be separate from other equipment by a minimum horizontal distance of 2 feet. Countertop fryers not exceeding 288 square inches and single well may be used without the necessary ventilating hood and surface protection equipment provided there is two (2) ten (10) lb. B.C. extinguishers positioned on each side of said fryer. All cooking appliances shall be listed by a NATIONAL TESTING AGENCY, i.e., Underwriters Laboratory or Factor Mutual.

All cooking equipment shall have regulator(s) at appliance and gas cylinder(s). All supply lines (tubing or hoses) shall be lead-tight and in good repair. Hoses shall be listed for the type of product it supplies.

### **CRATE STORAGE/BOOTH STORAGE**

All cartons, crates, containers, and packing materials that are necessary for re-packing shall be removed from the show floor. The DCC inspects all exhibits to ensure compliance. Crates, packing materials, wooden boxes and other highly combustible materials may not be stored in the DCC. Items such as brochures, literature, giveaways, etc., within the booths are limited to a one-day supply. Consideration will be given for the storage of crates outside of the facility.

### **DEADLINE FOR SERVICES**

Service orders and payment in full must be received a minimum of fourteen (14) days prior to the first schedule move-in-date of a show. Orders submitted without full payment and orders received after the 14-day cut-off dates are subject to “regular” & “day of” prices.

All order form information must be completed in full to avoid processing and installation delays. Incomplete orders may be subject to regular prices.

Orders are normally processed and installations completed on a first come, first serve basis, or as the Durham Convention Center determines most convenient.

### **DAMAGES**

The Customer is responsible for all damages, except normal wear and tear. For accuracy in billing, DCC representatives and show management should inspect all leased space prior to move-in and during move-out to determine existing conditions. You will be informed of all damages that occur, after your event with written reports as soon as they are documented. A final walk-through will take place at the conclusion of your event.

### **DECORATING SERVICES PROVIDED BY DCC**

Durham Convention Center offers limited decorating services to show organizers. DCC maintains an inventory of approximately 160 10'x10' booths in the color scheme of Teal Green and White to coordinate with the center's color scheme. Booth packages include 3' side drapes and 8' back drape, 1 skirted table, two chairs and a wastebasket. DCC does not have aisle signs. If you require aisle signs you should contact a professional decorator.

### **DECORATORS**

Show Organizers may use the decorator of their choice. However, if the decorator is not DCC or a decorator that employs union labor, any costs incurred because of a labor dispute may be passed on to the show organizer.

Exhibitors may perform all setup/teardown of their booth, display and/or product materials (including the use of power tools) subject to safety policies established by the Convention Center. However, shows which have contracted with an outside decorator may be bound by terms of that contract, including restrictions on Exhibit Appointed Contractors, and it is show management's responsibility to inform exhibitors accordingly. In addition, there may be certain instances where the use of Durham Convention Center employees or union labor is required. DCC management must give prior approval before using any temporary labor at DCC.

### **EQUIPMENT INVENTORY**

For your convenience, DCC equipment such as tables, chairs, staging, etc. is available on a first-call basis as available in current inventory.

### **EXHIBITOR LIST AND KITS**

To get the most out of our services, an exhibitor list and sample kit should be supplied to your assigned Event

Manager thirty (30) days prior to the event. The DCC service order forms are available and should be included in the exhibitor kit provided to Exhibitors by Show Management.

## **EXIT ACCESS**

Exit signs must be visible at all times. If determined, a booth or booths blocks visibility of exit sign(s), the contractor will be required to provide temporary signage. Access to restrooms, public food stands, janitor and utility closets, etc. should be maintained at all times.

## **FLOOR COVERING**

Displays including, but not limited to, those utilizing soil, humus, water or other landscaping materials and displays containing live animals must take appropriate steps to protect the Facility surfaces and equipment. A protective coating must be used on the floor, such as heavy plastic, visqueen or similar strength material.

Displays containing glitter, confetti, sand, dirt, moss, mulch, or any similar item are not permitted in any carpeted areas.

## **FLOOR PLAN APPROVAL POLICIES**

All floor plans for exhibits must be submitted to the Durham Convention Center Event Services Department prior to the selling of exhibit space, or 180 days before the first move-in day, whichever is first.

The service contractor or show management will provide (3) copies of the exhibit floor plan, no smaller than 8 ½" x 11" in size, with adjacent lobbies and exits clearly shown. The Director of Event Services will review and approve all floor plans and forward to the Fire Marshal for review if necessary.

All floor plans should clearly show the following:

- Name and date of event
- Name of the area in use
- Official service contractor
- Date of initial drawing and revisions
- Labeled location of all exits
- Dimensions of all aisle widths
- Lobby and other public access layouts

Your Event Manager will return an approved set of floor plans to show management and to the official service contractor. The review process generally takes three to four weeks.

The Fire Marshal will not accept floor plans for events at the DCC that are directly submitted by show management or by service contractors. The Fire Marshal will only accept floor plans that have been approved by DCC Management. Please consult your Event Manager if you have an issue that needs to be addressed by the Fire Marshal.

All changes to approved floor plans must be discussed with your Event Manager and the final floor plan re-submitted to the Durham Convention Center.

Life safety guidelines for acceptable exhibit floor plans are as follows:

- A person should have to travel no more than 200 feet from any point in the hall to the nearest exit.
- All aisles in the exhibit hall shall be maintained at a minimum of eight feet clearance.
- Dead-end aisles may be no longer than 50 feet.
- All fire hose connections, extinguisher cabinets, and alarm call stations must be visible at all times.
- Under no circumstances is an exit door to be blocked or covered at any time.

## **FOG/SMOKE MACHINES**

For public safety, fog/smoke machine usage is restricted to water-based chemicals. Approval must be obtained from the DCC and the Durham County Fire Marshal.

## **FOOD & BEVERAGE**

For obvious public health reasons and quality control, food and beverage services are provided exclusively by DCC. The DCC can provide banquet service, luncheons, beverage service and concessions. No outside food/beverage is allowed in the DCC.

## **GASOLINE AND DIESEL POWERED VEHICLES AND EQUIPMENT**

These include, but are not limited to, automobiles, boats, recreation vehicles, lawn mowers and other power equipment. Before space is assigned, a floor plan showing vehicle displays must be submitted to the Durham Convention Center.

All vehicles on display inside the facility shall have no more than ¼ tank or (5) gallons of fuel in the tank; all fuel tanks shall be locked or effectively sealed and at least one battery cable 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. Carpeting or visqueen must be placed underneath the vehicle for any possible leakage.

For the safety of all exhibitors, employees, and guests, carts, forklifts, bicycles, etc, are not permitted on carpeted areas. No liquid fuel powered vehicles should be operated outside the exhibit halls due to noise, air pollution, and fire hazard. Forklifts are not permitted in the ballroom, pre-function space, or meeting rooms.

## **FLOOR DRILLING**

To maintain our beautiful facility, and control our costs, floor drilling is prohibited. (So are wall and ceiling drilling.)

## **FOG/SMOKE MACHINES**

For public safety, fog/smoke machine usage is restricted to water-based chemicals. Approval must be obtained from the DCC and the Durham County Fire Marshal.

## **FOOD & BEVERAGE**

For obvious public health reasons and quality control, food and beverage services are provided exclusively by DCC. The DCC can provide banquet service, luncheons, beverage service and concessions. No outside food/beverage is allowed in the DCC.

## **GENERAL SAFETY REQUIREMENTS**

### **Fire and Safety Requirements**

The provisions of the National Fire Protection Association (NFPA) 101 Life Safety Code 2000 edition and the NFPA Fire Prevention Code, 2000 edition for public assembly facilities have been established as a standard for review of occupancies and events in the Durham Convention Center. The information contained in this outline is a summary of relevant provisions contained in these Codes as well as standard operating procedures established in cooperation with the Fire Marshal of the City of Durham.

- a) All curtains, drapes and decorations must be constructed of flameproof material, or treated with an approved flame proofing solution. (Treatment shall be renewed as often as may be necessary to maintain the flame proofing effect.)
- b) All exits, hallways, and aisles are to be kept clear and unobstructed at all times.
- c) A 20' foot roadway shall be maintained for fire equipment access to all parts of the building.
- d) No part of a stairway, whether interior or exterior, hallway, corridor, vestibule, balcony, or bridge leading to a stairway or exit, shall be used in a manner that will obstruct its use as an exit or that will present a hazardous condition.
- e) Storage of any kind is prohibited behind the back drapes or display walls or inside display area. All cartons, crates, containers, and packing materials that are necessary for re-packing shall be removed from the show floor. The DCC inspects all exhibits to ensure compliance.
- f) Crates, packing materials, wooden boxes and other highly combustible materials may not be stored in the DCC. Consideration will be given for the storage of crates outside of the facility.
- g) All outside displays that are under the cover of the building roof or extension of the roof or porch area shall be governed by the same rules of an inside display.
- h) No exit doors shall be locked, bolted, or otherwise fastened or obstructed at any time the DCC is open to the public. Moreover, it shall be unlawful to obstruct or reduce passageway or other means of egress. Additionally, all required exits shall be so located as to be discernible and accessible with unobstructed access thereto.
- i) All sawdust and shavings shall be thoroughly treated with an approved flame-retardant product, stored and maintained in a manner approved by the Fire Marshal. Hay and straw are not allowed in the Durham Convention Center.
- j) Compressed cylinders shall be used, handled and stored in accordance with applicable fire code requirements. The 1997 Uniform Fire Code is not applicable.
- k) No unauthorized persons are to alter, remove, deface or tamper with any required fire safety equipment contained with the Durham Convention Center. These items include the fire sprinkler

system, fire alarm system, emergency lights or exit signs, portable fire extinguishers, exit doors, or other related safety equipment.

- l) The use of Liquefied Petroleum Gases (LPG) inside building, tents or other areas is strictly prohibited, except for demonstration purposes when approved by the DCC and the City of Durham Fire Marshal. Maximum LPG allowed for exhibition purposes is a 16-oz. non-refillable cylinder. There may be a maximum of 24 containers stored in any one location.
- m) All standpipe and fire hose cabinets shall be kept clear and unobstructed at all times.
- n) All hydrants and fire department connections shall be unobstructed at all times.
- o) The DCC along with City of Durham Fire Marshal shall check egress of the facilities before it is occupied for any use. If such inspection reveals that any element of the required means of egress is obstructed, inaccessible, locked, fastened, or otherwise unsuited for immediate use, admittance to the building shall not be permitted until necessary corrective action has been completed.
- p) There shall be no obstruction blocking exit doors from the outside of the DCC, such as vehicles parked in front of doorways or barricades across sidewalks, etc.
- q) No curtains, drapes, or decorations shall be hung in such a manner as to cover any exit signs.
- r) No vehicles shall be parked in fire lanes outside the Durham Convention Center.
- s) No person shall interfere with the City Fire Rescue Department when performing emergency and non-emergency functions at the DCC. All orders issued by a member of the Fire Rescue Department shall be obeyed immediately.
- t) No overcrowding of any area of the DCC will be allowed. Persons shall not be in excess of posted occupant loads, nor can persons stand in aisles, or block exits.
- u) The City Fire Chief or Fire Marshal has the authority to require Fire Rescue personnel to stand-by during certain events at the DCC.
- v) Explosives and blasting agents shall be prohibited. Ammunition and pyrotechnics may be allowed under certain conditions: but only with the advance approval of the Durham Convention Center and the Durham Fire Marshall's Office. If pyrotechnic materials are used/fired within the building a Fireworks Permit will be required with the following parameter:
  - 1) 15-day minimum application period (State Law)
  - 2) Licensed explosive handler required
  - 3) \$1,000,000 liability insurance

Written authorization from Durham Convention Center General Manager and the City of Durham Fire Marshal is required for the following:

- *Exhibit booths which have enclosed ceilings, upper decks or any large overhead advertising device in excess of 100 square feet;* these require the use of perforated or porous materials that will not obstruct fire sprinkler protection. The City of Durham Fire Marshal requires such booths to be equipped with portable fire extinguishers, as well an automatic smoke detection system.
- *Display and operation of any heater, heat producing or open flame devices such as barbecues, candles, lanterns, torches, fireplaces, etc.* Candles may be used on tables if securely supported on substantial noncombustible bases so located as to avoid danger of ignition of combustible materials and only if approved by the authority having jurisdiction. The candle flame shall be protected.
- *Display and operation of any electrical, mechanical, or chemical devices which may be deemed hazardous by the City of Durham Fire Marshal.*

*Use or storage of flammable liquids, compressed gas, or dangerous chemical.*

## **GUN AND KNIFE SHOW POLICY**

- DCC or approved security required at each entrance of the show to check all firearms and apply straps if necessary.
- DCC security to be roaming the parking lot to ensure no reselling of items. Sales outside of the building proper shall not be allowed.
- DCC or approved overnight security required.
- All Guns must be unloaded, zip tied and the magazines removed (including firearms of concealed carry permit holders).
- All ammo must be in sealed containers and placed at the back of the booth.
- No loaded magazines allowed in the show.
- Carts, dollies and other devices used to carry trade items cannot be brought into the show except by dealers.
- No firearm or explosive device that has been declared illegal by the Federal Government, State of North Carolina, Durham City or County shall be brought to the Show by either an exhibitor or the public.

- Illegal weapons and kits that convert legal weapons to illegal weapons shall be strictly prohibited from the show.
- No person under 18 shall be allowed in the Show unless accompanied by parent or guardian.
- Exhibitors shall supply a copy of their government issued photo identification for themselves and each of their employees.
- Federal Firearms License exhibitors must provide a copy of their applicable licenses.
- All Federal, State and Local laws must be posted and obeyed.
- ATF rules and regulations for dealer and private transactions must be posted at all show entrances.
- All conditions, rules, or policies required by the Durham Convention Center's insurers for gun shows are the responsibility of and should be met by the Promoter and all Exhibitors, all at the Promoter's responsibility and cost.

## **HANGING SIGNS**

Fire safety laws demand that all electrical and neon signs must conform to national electrical codes and are required by the DCC. The DCC graphic, signs or advertising displays may not be blocked in any manner. During move-out following the event, all wires, hooks, screws and hanging materials used to hang signs must be removed.

## **HAZARDOUS MATERIALS LABELING**

These include, but are not limited to: open flames, hot coals, natural gas hook-ups, compressed gas cylinders (such as propane, butane, hydrogen and acetylene), gasoline, radioactive material, and/or any flammable, combustible or toxic liquid, solid or gas. The use of hazardous materials is not permitted without the written approval of the Durham Convention Center and the City of Durham Fire Marshal. All requests to use such gasses materials must be submitted to your Event Manager by no later than 30 days prior to the event. Once approval is obtained, only a limited supply of the material to be demonstrated is allowed in the building. Excess fuel and cylinders must be properly stored outside of the exhibit hall. All transferring of fuel must be done with safety cans. All compressed gas cylinders must be securely anchored. Aerosol cans and other products containing flammable or combustible ingredients are not permitted in the exhibit area unless empty.

Demonstrations using hazardous materials must be approved by the Fire Marshall at least five days prior to the event. These include, but are not limited to: welding, brazing, laser cutting, LP gas cooking and heater demonstrations. Plexiglas shields or other protections must be utilized wherever sparks may be emitted or injury to bystanders could occur. Material-specific fire extinguishers must be nearby.

Vehicles used must comply with NFPA#58. See other guidelines in this section under Gasoline Powered Vehicles and Equipment.

## **LASERS**

For public safety reasons, only Class I lasers shall be permitted. Class II or greater are prohibited within the building.

## **LEAVING THE FACILITY ROOM CLEAN**

We do ask you to do your part to maintain our facility. The building exhibition halls will be delivered to the Customer as specified in the Lease Agreement. The floor will be clean upon move-in. It is the responsibility of the Customer to return the exhibition hall to its original condition. Or, as part of our customer service, we'll be happy to do it for you.

## **LOADING DOCK POLICY**

Exhibitors may load/unload uncrated materials from any vehicle that does not require a commercial license such as rental vans, mini-vans, station wagons and pick-up trucks. If mechanical/motorized equipment such as forklifts, pallet jacks, or lifts are required to unload any vehicle, DCC staff or a certified union operator must be used. The Registered Exhibitor may perform all set-up/tear-down of their booth, displays, and/or product materials (including the use of power tools) subject to safety policies established by the Center. However, shows which have contracted with a decorator may be bound by terms of that contract, and it is show management's responsibility to inform exhibitors accordingly. In addition, there may be certain instances where Durham Convention Center employees or union labor must be used. If the operator is not a DCC employee or a union operator, any costs incurred because of a labor dispute may be passed on to the exhibitor] Show Management or DCC management must give prior approval before using any temporary labor at DCC.



## **LOADING AND UNLOADING PROCEDURES**

During scheduled move-in and move-out, freight can be loaded and unloaded at the dock area on the east side of the facility. Your Event Manager will assign the specific dock locations for your event. Your Event Manager will work with you to facilitate your move-in and move-out while maintaining a secure building for your event. The dock must be controlled by Durham Convention Center dock personnel at prevailing labor rates.

Exhibitor loading and unloading may only be done at loading dock entrances, and only during scheduled move-in and move-out. Use of passenger elevators or pedestrian entrances for load-in/out is prohibited except for hand carried materials. Damage to the facility caused by exhibitors violating this policy is charged to show management.

Due to space constraints in the loading area, targeted move-in and move-out procedures are recommended. An off-site exhibitor marshalling yard, operated by your decorator may be required for heavy freight shows – see your decorator or Event Manager regarding the use of marshalling yards and targeted move-in and move-out. To ensure a smooth, speedy move-in/out, be sure to inform exhibitors about your show's procedures and the importance of exhibitors' complete cooperation.

The Durham Convention Center has no storage space for exhibitor or show materials. See your show decorator regarding storing materials off-site.

## **MAIL**

Exhibitor or Show Management mail should be addressed in care of the event and when applicable, booth number. As a customer service, mail will be held until the first day of the client move-in date at which time it will be delivered to the show office.

## **MOVE IN & MOVE OUT**

Vehicles are not permitted within the Facility for loading and unloading without the prior authorization of your Event Manager. All approved vehicles must be attended while in the Facility and may not have the motors running while stationary. All such vehicles must be removed prior to the opening of the event, and may not return until the event has closed and all attendees have vacated the area. Additional security personnel may be required.

## **NOVELTIES**

The DCC retains all rights and permissions for the sale of merchandise and novelty items sold within the facility and facility premises. Merchandise and novelty products include, but are not limited to T-shirts, programs, pictures, records, tapes and miscellaneous show promotion items. A facility merchandise fee may be applicable. This novel approach helps us make sure our rent is equitable for all users. All negotiations to arrange for event sale and compensation procedures are to be directed to the Event Manager.

## **ORDERING SERVICES FOR EXHIBITS**

The pages that follow contain sample order forms for services available to exhibitors. These following forms should not be copied for distribution:

- Outbound Shipping Services
- Electrical Services
- Audio-Visual
- Booth Cleaning
- Furniture and Miscellaneous
- Labor
- Sign Hanging
- Telecommunication/Data Services
- Water

Decorators or show managers should contact their Event Manager for the appropriate forms for inclusion in exhibitor kits. Prospective exhibitors may also obtain forms by calling the Durham Convention Center Exhibitor Services Department.

## **PACKAGE INSPECTION**

For your safety and security, cartons, package or other containers brought in or removed from the DCC by show personnel, exhibitors or service contractors may be subject to inspection.

## **PARKING**

The DCC has 750 parking spaces directly across the street from the facility at the Durham Civic Center parking deck. Additional spaces can be found behind the Civic Center parking deck in the open air parking lot.

## **PAYMENT FOR SERVICES**

Advance payment, included with order, is required for all exhibitor services. Payment may be made via Visa, MasterCard, or certified check. Deposits and/or payment arrangements are required upon ordering “time & materials”, where the final amount due may be unknown. In such cases, payment in full must be rendered before the end of the show.

## **PYROTECHNICS**

Pyrotechnics are PROHIBITED in the DCC.

## **RIGGING**

For public safety reasons, DCC management must approve all rigging. The DCC reserves the right to retain consultants at the Customer's expense to review or verify rigging specifications. Nothing may be attached to any DCC electrical or mechanical system. This includes ducts, electrical conduit or raceways, plumbing, acoustical baffles, or sprinkler pipes. Rigging may only be attached to structural members. All rigging in the DCC shall be in accordance with all national, state and local safety codes, including, but not limited to, OSHA, BOCA and DCC policy. No rigging is allowed in the Ballrooms or Meeting rooms.

## **SALES TAX**

Customer is required to adhere to all North Carolina State Laws regarding sales tax issues.

## **SECURITY**

The DCC may require minimum levels of security coverage in any leased space and other areas (i.e.: loading docks, exhibit area, or parking lots, etc.). The DCC may require security during move-in and move-out to monitor traffic flow on the dock and freight elevators. No doors may be obstructed or locked when the area is occupied. Event security requirements are subject to DCC approval and must be submitted prior to your event. The DCC is not responsible for any items left in the bing after an event has moved out.

## **SHIPMENTS TO THE CONVENTION CENTER**

Shipments to the DCC can only be made by the way of FedEx or UPS. The USPS does not ship to the DCC. For the security of your freight, we ask for a timely delivery of your products and equipment to our facility. The DCC will not accept any deliveries or freight shipments prior to your event move-in without authorization. Only your decorator or on-site representative is responsible for receipt of any & all deliveries.

## **SIGNS & POSTERS**

We like posters as much as the next facility. We just want to make sure they don't take away from the good looks of our facility. So we require posters to be mounted on easels and/or individual holders. Also, no posters, playbills or any other signage can be taped, stapled or affixed to any surface in the building. All signage must be of a printed nature and meet with the approval of the management. At move-out, the service contractor and/or Customer must remove all posted signage.

## **SMOKING**

As designated under the State of North Carolina law, the DCC is a non-smoking facility.

## **STAPLES, TACKS & STICKERS**

Staples & tacks are prohibited and not to be used on any building surface or equipment.

No stickers (tacky or otherwise) will be distributed.

## **TAPE REMOVAL**

We're proud of our facility and would like to keep everything looking good. If the Customer contracts for carpet to be laid as a part of the event, it is the responsibility of the carpet contractor to remove all tape from the floors during the final move-out of the event. If this is not done, the Customer will be billed at the prevailing hourly rate for removal of the tape.

If the tape is on a floor that must be stripped and refinished, the charges to return the floor to its original finish also will be billed to the Customer.

Tape of any type is prohibited in all areas of the building. Tape should not be placed on tables, chairs, walls, etc. The Customer will be billed for any damages resulting from the removal of taped items (i.e.: repainting walls &

doors due to peeled paint, etc.)

## **TRASH REMOVAL**

For events producing trash, a trash removal fee of \$120.00 per trash pull will be charged to the Client.

## **UTILITY SERVICES**

### **Conditions and Regulations**

#### **1. PAYMENT INFORMATION**

- a. We can accept company checks, money orders, Visa, American Express and MasterCard for payment. DCC will gladly accept credit card payments for up to \$2,499 of your event charges. For any transactions of \$2,500 and greater the following fees will apply: 1.5% of transaction amount to be charged on final invoice. For any amount over \$100,000, we will waive the first \$10,000 fees; for example, on a \$100,000 bill, we would only charge the fees on \$90,000.
- b. Acceptance of checks and credit cards is subject to verification at our discretion. A service charge of \$25.00 will be administered for each returned check.
- c. Advance service orders and payment IN FULL must be RECEIVED a minimum of fourteen (14) days prior to the first scheduled move-in date before a show. Orders submitted without full payment and orders received after the 14-day cutoff date are subject to REGULAR PRICES.
- d. Arrangements for payment of Labor & Services must be made before service is installed. Payment IN FULL must be rendered before start of show unless prior arrangements have been made with the Event Services Office.

#### **2. RATES AND LABOR CHARGES**

- a. Rates quoted for all connections cover only the bringing of service to the booth in the most convenient manner, and DO NOT include connecting equipment to provided services.
- b. Special placement or relocation of service will result in a labor charge. Payment IN FULL shall be rendered for such services before the start of the event.
- c. Services ordered during exhibitor move-in may not be installed before the event opens.
- d. All prices are based on current wage rates and are subject to change without notice.

#### **3. INSTALLATION OF SERVICES**

- a. Rates quoted for all connections cover only the bringing of service to the booth in the most convenient manner, and DO NOT include connecting equipment to provided services.
- b. Orders will be processed and installations completed on a first-come, first-served basis, or as we determine most convenient. Earliest orders normally receive highest priority.
- c. All materials and equipment furnished by the Durham Convention Center for any services ordered shall remain the Durham Convention Center's property and shall be disconnected and removed ONLY by house staff at the close of the event.
- d. Service will begin on the start date and end after the close of the event, unless special arrangements for early connect and/or late disconnect are made.
- e. Where specific utility service locations or custom installations are desired, a booth floor plan must be provided. In the absence of a floor plan, services are installed at the rear center of the booth or where most convenient.

#### **3. CANCELLATION POLICY**

- a. If cancellation occurs before installation and more than six days prior to the first scheduled move-in day: 90% REFUND.
- b. If cancellation occurs before installation but six days or less prior to the first scheduled move-in day: 75% REFUND.
- c. If cancellation occurs after installation or after the start of the first scheduled move-in day: NO REFUND.

#### **4. SERVICE GUIDELINES**

- a. Electrical
  - Special voltage and/or other specialized power requirements must be received at least twenty-one (21) days prior to exhibitor's scheduled arrival and move-in.
  - 24-hour power will only be provided to those locations that have ordered and paid for 24-hour service. Otherwise, booth power will be turned on one (1) hour prior to each day's event opening and turned off thirty (30) minutes after closing. Only DCC house electricians are permitted to service connections and overload protection to equipment.

- Electrical Connections – Exhibitors or exhibitors’ agents may plug into purchased outlets and connect signal wiring (i.e. antenna, audio, video, and speakers) within a booth or between the exhibitor’s equipment with one booth. Otherwise, under NO circumstances shall anyone other than house electricians make electrical connections. Power requirements crossing aisles will not be installed unless approved by show management AND our Event Services department.
  - Obstructions blocking utility floor boxes are subject to relocation as necessary. House electricians are authorized to cut floor coverings to permit installation of service unless otherwise directed. Standard wall, column and permanent building electrical outlets are not a part of booth space and are not to be used by exhibitors unless authorized by event service department.
  - Prohibited Usage – Use of open clip sockets, latex or lamp cord wire, or unapproved duplex or triplex attachment plugs in exhibits are prohibited.
  - Equipment – All equipment must be properly tagged or marked with complete information as to the type and/or amount of current, voltage, phase, frequency, horsepower, etc. required. 120-volt cords must be of the three-wire grounded type. All exposed, non-current carrying metal parts of fixed equipment, which are liable to be energized, must be grounded. We reserve the right to refuse connection to any exhibitor whose equipment is deemed unsafe by our electrical supervisors. Special equipment requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be executed without house electricians. However, all equipment, regardless of the source of power, must comply with all federal, state and local state safety codes.
  - NOTICE: We cannot accept responsibility for voltage fluctuation or power failure due to temporary conditions beyond our control. For your protection, we advise installing a surge protector on all your computers and other sensitive equipment. All electrical installations and connections to electrical service must be made by a house electrician. We will not be responsible for damage or loss to any equipment, components, computer hardware, software or data, or injury to any person caused by the unauthorized installation of any equipment, connection to service, or wiring of any equipment by persons other than Durham Convention Center house electricians.
- b. Mechanical/Water/Drain
- Service Connection Guidelines: Under NO circumstances shall anyone other than house engineers make service connections. Service requirements crossing aisles will not be installed unless approved by show management AND our Event Services department. Obstructions blocking utility floor boxes or other service access points are subject to relocation as necessary. House engineers are authorized to cut floor coverings to permit installation of service unless otherwise directed.
  - Equipment: All equipment must comply with all federal, state and local safety codes. Where applications require critical regulation of pressure, flow or moisture content, the exhibitor is responsible for supplying the necessary regulator, conditioner, etc. All equipment must be properly tagged or marked with appropriate information about requirements or tolerances regarding pressure, flow, capacity, rate of fill and/or other factors pertinent to safety. We reserve the right to refuse connection to any exhibitor whose equipment is deemed unsafe by an engineering supervisor. All materials and equipment furnished by Durham Convention Center for this service order shall remain Durham Convention Center property and shall be disconnected and removed only by house engineers at the close of the show. Tanks, drums, barrels and other containers requiring water fill and drain must be filled and drained by house engineers and are subject to a service charge. We reserve the right to not fill any container that shows signs of leakage or is otherwise deemed inadequate by an engineering supervisor. Containers showing signs of leakage will be drained by a house engineer without prior notice.
  - NOTICE: Exhibitor assumes responsibility for any damage to Durham Convention Center facilities caused by faulty exhibitor equipment or negligent operation of exhibitor equipment. We cannot accept responsibility for pressure fluctuations due to temporary conditions beyond our control. For your protection, we advise installing appropriate regulators on any connection requiring critical control of pressure, moisture content, etc. All installations and connections to mechanical services must be made by house engineers. We will not be responsible for damage or loss to any equipment or components or injury to any person caused by the unauthorized installation of any equipment, connection to service or interconnection of any equipment by persons other than house engineers.

## **WATER, WASTE DISPOSAL, WARE WASHING**

No oils, combustibles, or any liquids other than water may be poured in the DCC drainage or sewer systems. No

tools, machines, cookware, or any other items may be emptied, washed, or rinsed in DCC restrooms. Fountains, aquariums, cookware, pools, etc., may not be filled from DCC restrooms.



## NOTIFICATION OF INTENT TO USE “NON OFFICIAL” SERVICE CONTRACTOR

**Deadline Date: «ARR\_DATE»**

In the event an exhibitor plans to use a firm other than DCC, the EXHIBITOR ONLY must advise the DCC, in writing via mail or fax.

301 West Morgan Street, PO Box 691 Durham, NC 27702; Fax number 919-956-9507

In the event we are not notified by «ARR\_DATE», the “non official” contractor will not be permitted to service your exhibit.

In addition, your “non official contractor” must submit a certificate of insurance showing general liability coverage and workman’s compensation valid in North Carolina, to DCC no later than (date), or they will not be allowed on the floor.

The exhibit floor, aisles, loading dock, service, and storage areas are under the sole control of the DCC and its designated sub-contractor.

It will be the responsibility of the Non-Official Contractor to remove from the floor all tape installed and any trash from the booth floor. Additionally, all trash associated with the exhibit must be removed from the exhibit hall, or they will be billed accordingly by DCC for the labor expenses.

These requirements will be strictly enforced.

Event \_\_\_\_\_  
Event Dates \_\_\_\_\_  
Company Name \_\_\_\_\_  
Exhibit Location/Booth \_\_\_\_\_  
On-site Contact \_\_\_\_\_ Phone Number \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_





## **DRIVING DIRECTIONS TO THE DURHAM CONVENTION CENTER**

The main entrance to The Durham Convention Center is on the corner of West Morgan and Foster Street (behind the outdoor fountain waterfall) directly across from the Durham Civic Center Parking Deck.

The Administrative offices to the Durham Convention Center are inside the Marriott, up the staircase and to the right.

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### **FROM I-40 WEST, RALEIGH-DURHAM AIRPORT, MORRISVILLE, CARY, RALEIGH, FAYETTEVILLE, WILMINGTON:**

- Follow I-40 West to the 'Durham Freeway' (Hwy 147 North).
- Take Exit 279-B and travel for approximately 6 miles.
- Take Exit 12-C for Duke Street.
- At the 2nd traffic light turn right onto Chapel Hill Street.
- At the 4th traffic light turn left on Foster Street and the Durham Convention Center will be immediately on the left.

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### **FROM HIGHWAY 70 WEST BYPASS, RALEIGH:**

- Take Highway 70 West Bypass, which will merge with I-85 South.
- Take Exit 176, Duke Street.
- At the end of the ramp turn left and stay in the right lane (for Gregson Street).
- Follow Gregson Street to Main Street and take a left at the 4th traffic light onto Foster Street.
- The Durham Convention Center will be immediately on the left.

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### **FROM I-85 SOUTH, VIRGINIA, HENDERSON, OXFORD:**

- Take Exit 176, Duke Street.
- At the end of the ramp turn left and stay in the right lane (for Gregson Street).
- Follow Gregson Street to Main Street and take a left at the 4th traffic light onto Foster Street.
- The Durham Convention Center will be immediately on the left.

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### **FROM I-85 NORTH, CHARLOTTE, GREENSBORO, BURLINGTON:**

- Take Exit 172 for the Durham Freeway (Hwy 147 South).
- Travel approximately 4 miles to Exit 13, Chapel Hill Street.
- Turn left onto Chapel Hill Street.
- At the 6th traffic light, turn left onto Foster Street.
- The Durham Convention Center will be immediately on the left.

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### **FROM I-40 EAST, ASHEVILLE, WINSTON-SALEM, GREENSBORO:**

- I-40 East and I-85 North merge in Greensboro.
- When highway divides near Hillsborough, take I-85 North.
- Next, take Exit 172 for the Durham Freeway (Hwy 147 South).
- Travel approximately 4 miles to Exit 13, Chapel Hill Street.
- Turn left onto Chapel Hill Street.

- At the 6th traffic light, turn left onto Foster Street.
- The Durham Convention Center will be immediately on the left.

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**FROM HIGHWAY 55 WEST, FAYETTEVILLE, FUQUAY-VARINA, APEX**

- Follow Highway 55 West to the Durham Freeway (Hwy 147 North).
- Take Exit 279-B and travel for approximately 6 miles.
- Take Exit 12-C for Duke Street.
- At the 2nd traffic light turn right onto Chapel Hill Street.
- At the 4th traffic light turn left on Foster Street and the Durham Convention Center will be immediately on the left.

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**FROM 15-501, CHAPEL HILL**

- Follow 15-501 North to Exit 108-B.
- Stay on the Durham Freeway until Exit 13, Chapel Hill Street, and turn left.
- At the 6th light, turn left onto Foster Street and the Durham Convention Center will be immediately on the left.







## AMENITIES AND SERVICES

1. Exclusive services
  - Utilities including telephone/data communications, electrical
  - Labor needs
  - Food and beverage – concessions and catering
2. In-house services/non-exclusive
  - Audiovisual is available at the convention center
  - You will benefit from an on-site technician
3. (2) truck docks with 7'x 8' opening from dock to service hallway/exhibit hall
  - Includes two dock levers
4. Concession stands
  - Food products (In house catering)
  - Exhibitor services desk
5. Internet Access and telephones
  - Internet access is available in pre-function area and in exhibit hall
  - House phones can be available in pre- function area and exhibit hall
6. Parking
  - Limited complimentary parking at the convention center.
7. Business Center
  - Limited administrative office service
  - Xerox copier-\$0.20 per color copy
  - Faxes



## **PAYMENT POLICY**

Full payment including applicable sales tax must be included with all advanced orders to obtain discounted prices. Purchase orders are not considered advance payment. Payment must be made by company check made payable to the Durham Convention Center or credit card authorization. All payments must be payable in US funds. Any additional costs incurred for orders or services placed at show site, including labor and material handling, are due and payable upon installment of equipment. All adjustments must be made during the show.

**ABSOLUTELY NO CREDIT WILL BE ISSUED AFTER THE SHOW CLOSING.**

All accounts must be settled at the DCC Service Desk prior to start of show. Your show site representative must be made aware of this policy and have means of payment. The exhibiting firm is responsible for payment of all charges.

Returned Checks: Exhibitors will be charged \$25.00 or 5% of face amount; whichever is greater.

### **INTERNATIONAL EXHIBITORS:**

We require 100% Pre-payment of advance orders. Payment must be rendered by cash; cashier's checks are made payable in US dollars and drawn on a US account and made payable to the Durham Convention Center. DCC accepts MasterCard and Visa.

If you have any questions regarding payment procedures, please contact the Convention Services Department at 919-956-9404.





# CHARGE AUTHORIZATION FORM

For payment by credit card, please fax or mail

Fax: (919) 956-9507

Mailing Address: PO Box 691 Durham, NC 27702

## PLEASE PRINT OR TYPE

Complete the information requested below and return this form with your orders.

COMPANY NAME \_\_\_\_\_

CREDIT CARD BILLING ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

ORDERED BY \_\_\_\_\_ DATE \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_

**Amount to charge:** \_\_\_\_\_

## CHARGE AUTHORIZATION

Please **circle** appropriate card:

**MasterCard**

**Visa**

**American Express**

Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

CVV (on back of card) \_\_\_\_\_

Signature as it appears on the card \_\_\_\_\_

Print Name as it appears on the card \_\_\_\_\_

**IMPORTANT:** Any balance or unpaid event expenses will be charged to your credit card 30 days following your event.

**\*\*Event Name:** \_\_\_\_\_

**\*\*Event Date:** \_\_\_\_\_ **\*\*Event Contract Number:** \_\_\_\_\_

\*DCC will gladly accept credit card payments from Master Card, Visa and American Express for up to \$2,499 of your event charges. For any transactions of \$2,500 and greater the following fees will apply: 1.5% of transaction amount to be charged on final invoice. For any amount over \$100,000, we will waive the first \$10,000 fees; for example, on a \$100,000 bill, we would only charge the fees on \$90,000.



## A La Carte Items

EVENT:	COMPANY NAME:
EVENT DATE:	MAILING ADDRESS:
EXHIBIT LOCATION/BOOTH:	CITY:                      STATE:                      ZIP:
ORDERED BY:	PHONE:                      FAX:
ON SITE CONTACT:	EMAIL:

A La Carte Items	QUANTITY	ADVANCE	FLOOR
8'x36" Cloth and Skirted Table		\$35	\$45
6'x18" Cloth and Skirted Table		\$25	\$35
36" Round Clothed Table		\$20	\$25
66" Round Clothed Table		\$35	\$45
8'x36" (No Cloth or Skirt) Table		\$20	\$35
6'x18" (No Cloth or Skirt) Table		\$15	\$25
36" (No Cloth or Skirt) Table		\$15	\$25
66" (No Cloth or Skirt) Table		\$25	\$35
Rope and Stanchion		\$10	\$20
Riser, 6'x8' Sections		\$30	\$40
Chairs		\$5	\$7
Dance Floor, 3'x3' Sections		\$10	\$20
Pipe and Drape, Black Banjo		\$6/foot	\$12/foot

Advance rates are valid with full payment received prior to the first day of the scheduled move-in. If cancellation is received prior to the installation a 50% refund will be received. If cancellation takes place after installation no refund will be given.

<b>Total</b>	
<b>Tax 7.5%</b>	
<b>Grand Total</b>	

Payment Type: MC / VISA / AMEX	Make checks payable to Durham Convention Center		
Credit Card Number:	Exp. Date	CVV # (on back of card):	
Name:	Phone:		
Billing Address:	City:	State:	Zip:
Signature:	Date:		

301 West Morgan Street PO Box 691 Durham, NC 27702

Phone: 919-956-9404 Fax: 919-956-9507

[www.durhamconventioncenter.com](http://www.durhamconventioncenter.com)



## In-House Audio Equipment Services

EVENT:	COMPANY NAME:
EVENT DATE:	MAILING ADDRESS:
EXHIBIT LOCATION/BOOTH:	CITY:                      STATE:                      ZIP:
ORDERED BY:	PHONE:                      FAX:
ON SITE CONTACT:	EMAIL:

Audio Equipment Services	QUANTITY	ADVANCE	FLOOR
General Purpose Corded Microphone		\$15	\$20
Wireless Hand Held Microphone		\$75	\$85
Wireless Lavalier Microphone		\$75	\$85
1x2 VGA Distribution Amp		\$75	\$85
8 Channel Microphone Mixer		\$55	\$65
Audio Visual Package – 8’ Tripod Screen (Skirted), 3,000 Lumen Projector, Stand, Power Strip, Extension Cord and Set		\$345	\$395

Advance rates are valid with full payment received prior to the first day of the scheduled move-in. If cancellation is received prior to the installation a 50% refund will be received. If cancellation takes place after installation no refund will be given.

Total	
Tax 7.5%	
<b>Grand Total</b>	

Payment Type: MC / VISA / AMEX	Make checks payable to Durham Convention Center		
Credit Card Number:	Exp. Date	CVV # (on back of card):	
Name:	Phone:		
Billing Address:	City:	State:	Zip:
Signature:		Date:	

301 West Morgan Street PO Box 691 Durham, NC 27702  
 Phone: 919-956-9404 Fax: 919-956-9507  
[www.durhamconventioncenter.com](http://www.durhamconventioncenter.com)



## Exhibitor Services

EVENT:	COMPANY NAME:
EVENT DATE:	MAILING ADDRESS:
EXHIBIT LOCATION/BOOTH:	CITY:                      STATE:                      ZIP:
ORDERED BY:	PHONE:                      FAX:
ON SITE CONTACT:	EMAIL:

Exhibitor Services	QUANTITY	ADVANCE	FLOOR
Booth Package – 8' x 10' Booth, Cloth and Skirted Table, 2 Chairs, Wastebasket - ROS		\$70	N/A
120 V-Single Phase 20 AMPS		\$50	\$75
208 Volt-100 AMPS		\$135	\$155
Other AMPS Available by Special Order			
Advance rates are valid with full payment received prior to the first day of the scheduled move-in. If cancellation is received prior to the installation a 50% refund will be received. If cancellation takes place after installation no refund will be given.		<b>Total</b>	
		Tax 7.5%	
		<b>Grand Total</b>	

Payment Type: MC / VISA / AMEX	Make checks payable to Durham Convention Center		
Credit Card Number:	Exp. Date:	CVV # (on back of card):	
Name:	Phone:		
Billing Address:	City:	State:	Zip:
Signature:		Date:	

301 West Morgan Street PO Box 691 Durham, NC 27702  
 Phone: 919-956-9404 Fax: 919-956-9507  
[www.durhamconventioncenter.com](http://www.durhamconventioncenter.com)



## Meeting Aid Services

EVENT:	COMPANY NAME:
EVENT DATE:	MAILING ADDRESS:
EXHIBIT LOCATION/BOOTH:	CITY: STATE: ZIP:
ORDERED BY:	PHONE: FAX:
ON SITE CONTACT:	EMAIL:

Meeting Aids	QUANTITY	ADVANCE	FLOOR
Flipchart, Pad, Markers		\$20	\$25
Post-it Flip Chart Package		\$45	\$55
Multi-Purpose A Frame Easel (13)		\$10	\$15
3'x4' Whiteboard, Markers		\$30	\$40
Extension Cord		\$5	\$7
Power Strip Surge Protector		\$5	\$7
Podium		\$70	\$80
Hard Phone Line		\$75	\$85
Hard Internet Line		\$75	\$85
Black and White Copies		\$0.15 each	\$0.15 each
Color Copies		\$0.25 each	\$0.25 each
Height Adjustable Cart with Electrical Strip		\$40	\$60
		<b>Total</b>	
		Tax 7.5%	
		<b>Grand Total</b>	

Advance rates are valid with full payment received prior to the first day of the scheduled move-in. If cancellation is received prior to the installation a 50% refund will be received. If cancellation takes place after installation no refund will be given.

Payment Type: MC / VISA / AMEX	Make checks payable to Durham Convention Center		
Credit Card Number:	Exp. Date:	CVV # (on back of card):	
Name:	Phone:		
Billing Address:	City:	State:	Zip:
Signature:		Date:	

301 West Morgan Street PO Box 691 Durham, NC 27702  
 Phone: 919-956-9404 Fax: 919-956-9507  
[www.durhamconventioncenter.com](http://www.durhamconventioncenter.com)



## In-House Visual Presentation Services

EVENT:	COMPANY NAME:
EVENT DATE:	MAILING ADDRESS:
EXHIBIT LOCATION/BOOTH:	CITY: STATE: ZIP:
ORDERED BY:	PHONE: FAX:
ON SITE CONTACT:	EMAIL:

Visual Presentation Services	QUANTITY	ADVANCE	FLOOR
8'x8' Tripod Screen with matte White Front Projection Screen		\$25	\$35
7 ½' x 10' Fast Fold Deluxe Rear Projection Screen System with Cotton Drapery Kit		\$225	\$275
9' x 12' Fast Fold Deluxe Rear Projection Screen System with Cotton Drapery Kit		\$275	\$325
3000 ANSI Lumen XGA Projector		\$300	\$350
40" 1080 60Hz LCD Screen (In Boardroom)		\$50	\$60
DVD Player with HD Up Conversion		\$30	\$40
Blu-Ray Player		\$40	\$60

Advance rates are valid with full payment received prior to the first day of the scheduled move-in. If cancellation is received prior to the installation a 50% refund will be received. If cancellation takes place after installation no refund will be given.

	<b>Total</b>	
	<b>Tax 7.5%</b>	
	<b>Grand Total</b>	

Payment Type: MC / VISA / AMEX	Make checks payable to Durham Convention Center		
Credit Card Number:	Exp. Date:	CVV # (on back of card):	
Name:	Phone:		
Billing Address:	City:	State:	Zip:
Signature:		Date:	

301 West Morgan Street PO Box 691 Durham, NC 27702  
 Phone: 919-956-9404 Fax: 919-956-9507  
[www.durhamconventioncenter.com](http://www.durhamconventioncenter.com)



## LABOR ORDER FORM

(To ensure availability of labor, PLEASE ORDER IN ADVANCE)

Starting time can only be guaranteed when labor is ordered for 8:30am. The Durham Convention Center will attempt to provide labor at all other times, however, in some cases it may be impossible to have labor at an exact given time.

### LABOR RATES:

Straight time: \$35.00 per person, per hour, 2-hour minimum. Straight time rates apply Monday-Saturday 8:30am – 5:30pm.

Overtime: \$52.50 per person, per hour, 2-hour minimum. Overtime rates apply on recognized Holidays and Sundays, before 8:30am and after 5:30pm.

If service A or B, below is not specified, labor will not be assigned until exhibitor reports to the Service Desk.

Service A \_\_\_\_\_ check if applicable

All work performed and supervised by DCC Personnel

Please send any necessary information, blue prints, photos, etc.

Charge for supervisory service is 30% of total bill with a \$38.00 minimum charge.

Service B \_\_\_\_\_ check if applicable

All work performed under direct supervision of Exhibitors Representative.

Please Indicate:

Exhibitor Reps Name: \_\_\_\_\_

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

Contacts Estimated Time of Arrival: \_\_\_\_\_

If set up plans are contained in your crates please check here \_\_\_\_\_

If set up plans are attached to exhibitor package check here \_\_\_\_\_

Event \_\_\_\_\_

Event Dates \_\_\_\_\_

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

Exhibit Location/Booth \_\_\_\_\_

On-site Contact \_\_\_\_\_ Phone Number \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_





## CADDY SERVICE ORDER FORM

Caddy service is a service available to companies exhibiting at shows held at the DCC. Purchase of this service entitles the exhibitor to the unloading of their personal vehicle and transportation of the contents to their booth. The vehicle is to be no longer than a van or pick up truck. The unloading of larger vehicles and/or set up of the booth is to be purchased separately with the Labor Order Form contained in this packet.

**The cost of this service is \$25.00.**

\_\_\_\_\_ Please check if you would like to purchase this service.

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

Authorized Signature \_\_\_\_\_

Authorized Person (Please Print) \_\_\_\_\_

Booth Number \_\_\_\_\_

Time Service Needed \_\_\_\_\_

Event \_\_\_\_\_

Event Dates \_\_\_\_\_

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

Exhibit Location/Booth \_\_\_\_\_

On-site Contact \_\_\_\_\_ Phone Number \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_





## DRAYAGE HANDLING FORM

Drayage is the charge for the labor required to receive, store, and deliver freight to your booth or exhibit location and remove, store and return empty containers. These Charges are as follows: \$32.00 per CWT (100lbs) with a 200 lb minimum.

DCC requires prepayment of all drayage charges. This may be in the form of check or you may submit the credit card authorization form included in your exhibitor packet. **Collect shipments will be refused!**

We will receive, store, and deliver freight to your booth or exhibit location, remove, store and return empty containers. (All shipments must arrive two days prior to exhibitor move in day). Late shipments may be subject to 25% additional handling charge.

The Charge for these services will be based on the inbound weight per shipment. (CWT = 100 lbs.)

Show Site... \$32.00 per CWT (100lbs) with a 200 lb minimum

Example: 4 boxes weighing 60 lbs each and 1 pallet weighing 150lbs

Total Weight = 390 lbs

$32.00 \times 390/100 = 32.00 \times 3.9 = \$124.80$

Van lines, loose, and/or uncrated materials, or improperly packaged materials, requiring additional handling time, will be handled at the above rate, plus an additional 25% one-time charge. Charges will be incurred in addition to above rates for special trips, handling of shipments arriving at the DCC after initial installation date, or for shipments arriving at Show Site after scheduled set-up times.

When move-in or move-out times are scheduled during overtime hours due to circumstances beyond the control of DCC, an additional 25% of the total will be applied. 25% in or 25% out, or a total of 50% overtime charges will be applied. (Overtime Hours: Monday through Friday before 8:00am. and after 4:00pm. Saturday, Sunday, and Holidays)

DCC will not be responsible for damage to uncrated and packages that are not shrink-wrapped, nor will we be responsible for concealed damage to material.

All shipments arriving should be marked as follows:

Ship to: YOUR COMPANY NAME: \_\_\_\_\_

YOUR BOOTH NUMBER: \_\_\_\_\_

NAME OF SHOW: \_\_\_\_\_

Durham Convention Center  
301 West Morgan Street  
PO Box 691  
Durham, NC 27701





**TOTAL CHARGES WORKSHEET**

Furniture Order Total	_____
A La Carte Order Total	_____
Electric Order Total	_____
Audio Visual Order Total	_____
Exhibitor Services Total	_____
Meeting Aid Total	_____
Visual Aid Total	_____
Telecommunications & Bus. Services Total	_____
Labor Order Total	_____
Caddy Service Order Total	_____
Drayage Order Total	_____
<b>Sub-Total for all orders</b>	_____
Sales Tax 7.5%	_____
<b>Total Due to the Durham Convention Center</b>	_____

Event \_\_\_\_\_  
 Event Dates \_\_\_\_\_  
 Company Name \_\_\_\_\_  
 Exhibit Location/Booth \_\_\_\_\_  
 On-site Contact \_\_\_\_\_ Phone Number \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_





## SHIPPING INSTRUCTIONS

### SHIPPING TO THE CONVENTION CENTER

- All shipments must be sent via Fed Ex or UPS. USPS does not ship to the DCC and items will be returned to sender.
- **ALL SHIPMENTS MUST ARRIVE PREPAID.** Collect shipment will be refused! The only exception to this is when written authorization and prepayment arrangements are made with the DCC. There will be a 25% surcharge (\$15.00 minimum) based on the amount advanced by DCC.
- DCC will not be responsible for the condition, count or content of shipments until such a time as exhibits or materials are picked up for removal after the close of the exhibition.
- All items are to be marked with your company name, booth number and name of show.
- Ship no earlier than ten days prior to move in.
- DCC charges drayage for all freight received. These charges are for the labor required to receive, store, deliver freight to booth, remove, store and return empty containers. These charges are as follows: \$32.00 per CWT (100 lbs) with a 200 lb minimum. For any shipment not handled by DCC, but which DCC is required to handle the storage of the empty shipping containers, a charge of \$30.00 per booth will be assessed.

### SHIPPING INSTRUCTIONS AT END OF SHOW

- Exhibitors need to bring to the Show: Shipping Labels, Bill of Ladings for preferred carriers marked with the company's account number or COD, phone number of carrier.
- All items are to be properly packaged. Shipments with several items are to be placed on a pallet by the exhibitor and shrink wrapped. The DCC cannot provide shrink wrap. Failure to properly package shipments resulting in the need to re-package them, will incur labor charges of \$35.00 per hour with a one-hour minimum.
- It is recommended that all exhibitors label each item to be shipped, including all items that are shrink wrapped with an address from and an address to. The address from will be the company name, not the DCC. The bill of lading is to be left with the packages.
- **THE EXHIBITOR MUST CALL THE PREFERRED CARRIER HIM OR HERSELF!** The carrier is to be informed that they have a pick up for **THE EXHIBITING COMPANY**.
- 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 DCC.
- Items left on the exhibit floor without instructions for return will be returned to our storage area and held for disposition at an additional charge of 15% of drayage handling charges. The DCC will use its discretion on shipping time and choice of carrier for these items.

#### *Insurance*

DCC 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 move such materials.

The exhibitor agrees to hold harmless DCC for responsibility for concealed and/or apparent damage to uncrate and/or non shrink-wrapped exhibit material.

The exhibitor should make certain all material is properly insured against "ALL RISK" while in transit to and from your point of origin, to and from your booth, and through the duration of the show.

