



7500 Exchange Drive  
Orlando, FL 32809  
P. (407) 438-7480 F. (407) 438-7481  
Orlando@willwork.com

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### IMPORTANT INFORMATION ABOUT LABOR, MATERIAL HANDLING & SHIPPING

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### ANCILLARY SHOW SERVICES

- ◆ Electrical must be ordered directly through Encore:  
(E) [HOLBV-BVPSales@encoreglobal.com](mailto:HOLBV-BVPSales@encoreglobal.com)
- ◆ Internet must be ordered directly through Encore:  
(E) [HOLBV-BVPSales@encoreglobal.com](mailto:HOLBV-BVPSales@encoreglobal.com)
- ◆ Audio Visual must be ordered directly through Encore:  
(E) [HOLBV-BVPSales@encoreglobal.com](mailto:HOLBV-BVPSales@encoreglobal.com)



**PSTC – PRESSURE SENSITIVE TAPE COUNCIL 2022**  
**HILTON ORLANDO BUENA VISTA PALACE**  
**MAY 4 - 5, 2022**

7500 Exchange Drive  
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Orlando@willwork.com

## **WELCOME LETTER**

Dear Exhibitor,

Willwork Global Event Services is pleased to have been chosen to serve as your Official Service Contractor for **PSTC – Pressure Sensitive Tape Council 2022** to be held at the **Hilton Orlando Buena Vista Palace** from **May 4 - 5, 2022**. We have enclosed the necessary show services order forms to assist in your show planning. In order to guarantee the availability of the desired items, we encourage you to order early.

To qualify for discount prices on Willwork products and services, full payment must be included with your order and received in our office by **Friday, April 15, 2022**. Orders without payment will be held in a pending status until payment is received.

A credit card authorization form is required on file for each exhibitor. No goods or services will be rendered without a credit card accompanying the order. If you choose to make a payment via check or wire transfer, please ensure that your payment has been received by our accounting department no later than two weeks prior to show move-in. Regardless, a credit card is required on file. Please visit the Willwork Onsite Service Desk to finalize your invoice. No adjustments will be made after the close of the show.

For assistance with renting furnishings or hiring labor – or, for information regarding shipping materials for the event, please contact our **Event Specialist Team**:

(O): (407) 438-7480  
(E) [Orlando@willwork.com](mailto:Orlando@willwork.com)

For assistance with ordering **Electrical**, please contact Encore:

(E) [HOLBV-BVPSales@encoreglobal.com](mailto:HOLBV-BVPSales@encoreglobal.com)

For assistance with ordering **Internet**, please contact Encore:

(E) [HOLBV-BVPSales@encoreglobal.com](mailto:HOLBV-BVPSales@encoreglobal.com)

For assistance with ordering **Audio Visual**, please contact Encore:

(E) [HOLBV-BVPSales@encoreglobal.com](mailto:HOLBV-BVPSales@encoreglobal.com)

Thank you and we look forward to working with you to help make **PSTC - Pressure Sensitive Tape Council 2022** a tremendous success.

Sincerely,

*Willwork Global Event Services*

# Protect Yourself from **VIRUSES & BACTERIA**



## **WASH YOUR HANDS**

frequently with soap and water for at least 20 seconds



## **USE HAND SANITIZER**

with minimum 91% alcohol when you cannot wash your hands



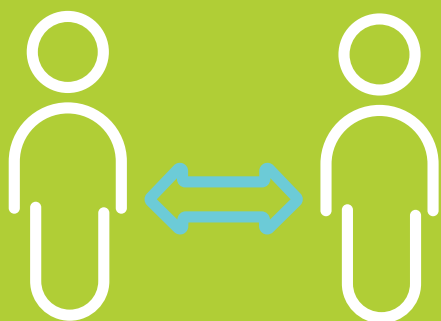
## **AVOID CONTACT**

with people who are unwell



## **COUGH OR SNEEZE INTO TISSUES**

and dispose – If you don't have tissue, cough or sneeze into your elbow



## **MAINTAIN PROPER SOCIAL DISTANCING**

Current guideline is 6+ feet



## **WEAR A MASK**

in crowded areas where social distancing may be difficult



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## GENERAL INFORMATION

### LOCATION & DATES

Show Location & Dates: **Hilton Orlando Buena Vista Palace  
Palms Event Center  
1900 E Buena Vista Dr.  
Lake Buena Vista, FL 32830  
  
May 4 - 5, 2022**

### EXHIBITOR MOVE-IN

Exhibitors may move in during to the following date(s) and time(s):

Wednesday, May 4	12:00 PM - 4:00 PM
------------------	--------------------

### SHOW HOURS

Wednesday, May 4	4:30 PM – 6:30 PM
Thursday, May 5	12:00 PM - 2:30 PM

### EXHIBITOR MOVE-OUT

Exhibitors may move out during the following date(s) and time(s):

Thursday, May 5	2:30 PM - 5:30 PM
-----------------	-------------------

Outside carriers must be checked in with the Willwork Dock Supervisor at The Hilton Orlando by **Thursday, May 5 at 4:30 PM**. Official re-route time is Thursday, May 5 at 5:30 PM. Please see the Move-Out Information Sheet in this Manual for more details.

### STANDARD BOOTH EQUIPMENT

Each **8' x 10'** exhibit booth includes the following standard equipment:

- 8' Backwall Drape: Navy Blue
- 3' Side Rail Drape: Navy Blue
- (1) 6' L x 30" H Table Skirted Silver
- (2) Side Chairs
- (1) Wastebasket
- (1) Booth ID Sign

**Please note: The Exhibit Hall is carpeted in a multi-colored pattern.**





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## GENERAL INFORMATION

### ADVANCE SHIPPING

Advance Shipping begins **Monday, March 28, 2022, at 8:00am** and ends **Friday, April 22, 2022, at 3:30pm. (Receiving Hours: 8:00am – 3:30pm / M – F)**

Advance shipping address:

**(Your Company Name & Booth Number)**  
**PSTC 2022**  
**c/o Willwork Global Event Services**  
**7500 Exchange Drive**  
**Orlando, FL 32809**

Shipments received at the advance warehouse after the deadline will still be accepted. An off target surcharge of 40% will apply.

Please note that all work performed by Willwork between before 8:00 AM or after 4:30PM weekdays, as well as all day Saturdays and Sundays, is considered overtime. Please budget accordingly.

**You must have a credit card on file with Willwork prior to your shipment arriving at the Willwork Warehouse for delivery to your booth.**

### DIRECT SHIPPING\*

Willwork will be on site to receive direct shipments to the The Hilton Orlando Buena Vista Plaza on **Wednesday, May 4, 2022 from 8:00 AM – 4:30 PM ONLY.**

*\* The Hilton Orlando Buena Vista Plaza prefers **NOT TO RECEIVE** Exhibitor Materials as they do not have sufficient storage space or personnel. If you choose to ship to Venue and your shipment arrives prior to **Wednesday, May 4, 2022 at 8:00 AM** you may incur a receiving charge by Venue AND a receiving charge from Willwork.*

Direct shipping address:

**(Your Company Name & Booth Number)**  
**PSTC 2022**  
**c/o Willwork Global Event Services**  
**Hilton Orlando Buena Vista Palace**  
**Palms Event Center**  
**1900 E Buena Vista Dr.**  
**Lake Buena Vista, FL 32830**

Shipments received at the advance warehouse after the deadline will still be accepted. An off target surcharge of 40% will apply.

Please note that all work performed by Willwork between before 8:00 AM or after 4:30PM weekdays, as well as all day Saturdays and Sundays, is considered overtime. Please budget accordingly.

**You must have a credit card on file with Willwork prior to your shipment arriving at The Hilton Orlando Buena Vista Plaza for delivery to your booth.**

### WILLWORK ADVANCE ORDER DISCOUNT DEADLINE

Discount prices apply to those orders received with payment in full no later than:

**Friday, April 15, 2022**

For more information, please call us at 407-438-7480, or email us at [Orlando@willwork.com](mailto:Orlando@willwork.com)



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## MOVE OUT INFORMATION

To increase the efficiency of exhibitor move-out, Willwork Global Event Services has institute the following Move-Out Schedule for this show.

### **Thursday, May 5, 2022 at 2:30 PM - Exhibitor Move-Out officially begins.**

Exhibitors may begin to dismantle their booths at this time. Immediately after the close of the show, Willwork will begin covering the carpet and returning empty containers. You can help us with this process by keeping the aisles clear during this time. If you have ordered labor to dismantle your booth, be sure to confirm the start time of your workers by checking with the Willwork Service Desk.

### **Thursday, May 5, 2022 at 4:30 PM - Deadline for driver check-in.**

Exhibitors who wish to ship materials by any carrier must instruct drivers to check in at Hilton Orlando. They will check in at the loading dock with the Willwork Dock Supervisor by **Thursday, May 5, 2022 at 4:30 PM**. Drivers are placed in line for loading on a first-come, first-serve basis, provided the exhibitor is completely packed and a Bill of Lading has been turned in to the Willwork Service Desk. Drivers whose Bills of Lading have not been turned in will be placed in a holding queue until the booth is packed and the Bill of Lading is turned in. Should your carrier fail to check in at the loading dock by **Thursday, May 5, 2022 at 4:30 PM**, Willwork Global Event Services reserves the right to re-route the shipment via the official show carrier as necessary. Neither Willwork nor Show Management assumes any liability as a result of such re-routing.

### **Thursday, May 5, 2022 at 4:30 PM - Exhibits packed and Bills of Lading turned in to WILLWORK.**

**All Bills of Lading must be turned in to the Willwork Service Desk to be validated. Do not leave Bill of Lading in your booth, and do not turn in your Bill of Lading until your shipment is packed and ready to be loaded.** Bills of Lading and additional labels will be available at the Willwork Service Desk at your convenience. No Bills of Lading will be issued until your balance is paid in full.

Delivery of your Bills of Lading to Willwork Global Event Services does not signify that Willwork Global Event Services has assumed responsibility for your shipments. Once packed and ready to turn in your Bill of Lading, take a picture of your shipment for your files. Whenever possible, a member of your staff should remain with your shipment until it is actually picked up for removal from the loading dock, at which time the trucker assumes responsibility for your merchandise. In every case, be sure to turn in your Bills of Lading to the Exhibitor Service Desk. Do not leave Bills of Lading in your booth.

### **Final Payments**

For your convenience, any show site balances or charges for outbound labor, freight, or miscellaneous items not paid before show closing will be charged to your credit card at the close of the show. Be sure to pick up and review your statement of charges at the Willwork Service Desk prior to move-out. Adjustments to your account will NOT be made beyond 45 days after show closing.

### **Thursday, May 5, 2022 at 5:30 PM – Final clean up; Exhibitor Move Out officially ends.**

*ALL SHIPPING CONTAINERS INCLUDING BUT NOT LIMITED TO FIBER CASES, CARTONS AND CRATES SHOULD BE SECURELY PACKAGED AND LABELED BY THE EXHIBITOR. IF YOU HAVE MULTIPLE ITEMS STACKED ON A SKID, WE STRONGLY ADVISE THAT YOU ORDER SHRINK WRAP OR BANDING FROM THE WILLWORK SERVICE DESK SO THAT ITEMS DO NOT GET SEPARATED.*



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## ORDERING PROCEDURES & HELPFUL HINTS

The ordering process for services provided by Willwork Global Event Services consists of several forms. Please complete the parts of each section that apply to your order and return the completed pages to Willwork Global Event Services for processing. It is not necessary to return pages for services you did not order.

### PAYMENT POLICIES AND CREDIT CARD AUTHORIZATION

Please complete the information requested below and return this form with your orders. You may choose to pay by credit card, check payable to Willwork Global Event Services, or bank wire transfer. However, we require your credit card authorization to be on file before we process your order(s) for service. We will use this authorization to charge your credit card account for any additional amounts incurred as a result of show site orders placed by your representative to include material handling charges for shipments received on your company's behalf and any unpaid balance due for Willwork's services. **Credits for services will be issued at show site only.**

Early order discounts are available to all exhibitors who place their orders prior to the discount deadline shown on the order form.

- Orders cancelled prior to move in will be refunded at 100%, unless specified. Cancellations after move in begins are invoiced at 100% of original price.
- No adjustments will be made after the close of the show.

### BOOTH FURNISHINGS AND SERVICES

- Rental items not ordered, yet found in booths, are invoiced at "Standard-Floor" pricing.
- All prices are in U.S. dollars (\$).
- All rental items are subject to applicable taxes.
- All rental items remain the property of WILLWORK Convention Service Contractors.

### MATERIAL HANDLING AND LABOR

Exhibitors are required to follow local labor jurisdictions. Most trade show labor is unionized and, therefore, Willwork is required to go through the local unions for labor used for show set up and dismantle.

Drayage, or material handling, is the movement of show materials from the shipping dock to your booth for show set up and from your booth back to the dock for return shipment at the end of the show.



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## **CREDIT CARD AUTHORIZATION**

**ALL EXHIBITORS MUST HAVE A CREDIT CARD ON FILE WITH WILLWORK GLOBAL EVENT SERVICES PRIOR TO SERVICES BEING RENDERED.** For your convenience, we accept MasterCard, Visa and American Express; we do not accept Discover Credit Cards. If you choose to pay by check or cash (sorry, personal checks are not accepted), you may do so in advance. However, regardless of how you choose to pay, you must have a credit card on file with us to cover incidentals and items that might be ordered at show site. If your company has unpaid balances from previous events serviced by Willwork Event Services, payment in full for those charges will be required before new orders will be accepted.

Exhibitor freight will not be delivered to or removed from your booth until all unpaid invoices have been settled at the Willwork Service Desk. Please notify your company representative who will be at show site of our payment policy.

While Willwork Event Services understands and honors the relationship between exhibitors and third party payers, ultimately the exhibiting firm of record is responsible for payment of all costs incurred on its behalf (see Third Party Payment Policy Form). At the sole discretion of Willwork Global Event Services, exhibitors using third party payers may also be required to provide a credit card as back up to that of the third party.

International exhibitors must prepay balances prior to show closing in U.S. funds drawn on U.S Banks.

Please complete the information requested below and return this form with your orders. If you choose to pay by check, please make sure your check is delivered within two weeks of show move-in so as to give time for the check to be processed by the bank. Any show site balances or charges for outbound labor, freight or miscellaneous items not paid before the show closing will be charged to your credit card.

Receipts for charges applied to your Credit Card on File will be emailed once the card is charged. A final invoice recording all transactions will be emailed within 15 days of show closing. Should you require a receipt at any other time, please contact us and we will be happy to provide one.

**IMPORTANT: TO OBTAIN THE DISCOUNT PRICING, FULL PAYMENT MUST BE INCLUDED WITH YOUR ORDER NO LATER THAN THE PUBLISHED DISCOUNT DATE.**

**Please print or type information below:**

CHARGE TO (check one)	<input type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> AMERICAN EXPRESS
Account Number:	Expiration Date:	CVV Code:	
Card Holders Name:	Card Holders Signature:		

**Please print or type information below:**

Card Holders Name:	Email:		
Card Billing Address:			
City:	State:	ZIP:	
Telephone:	Fax:		
Exhibiting Company Name:	Booth No:		



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## THIRD PARTY AUTHORIZATION

Willwork will present show site invoices to third parties for payment of services rendered to Exhibitors provided the following conditions are met:

1. The payment record of the third party is acceptable to Willwork
2. This completed form is to be signed by BOTH PARTIES and returned to Willwork at least 14 days prior to show opening. This form is to be accompanied by a completed credit card authorization form from EACH PARTY.
3. Willwork's pre payment policy is adhered to; i.e.: order must be received with payment deadline dates.
4. If there is any doubt which party is to be invoiced for a service, the exhibiting firm accepts responsibility for payment upon presentation of invoices at show site.
5. The exhibiting firm is ultimately responsible for payment of all charges by show conclusion.

Please indicate below which items/services are to be invoiced to the third party:

- ☐ ALL SERVICES                      ☐ LABOR:  
☐ FURNITURE                        ☐ MATERIAL HANDLING (Round Trip)

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

**Please print or type information below:**

Exhibitor		3 <sup>rd</sup> Party	
CHARGE TO (check one) <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> AMERICAN EXPRESS		CHARGE TO (check one) <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> AMERICAN EXPRESS	
Account Number:		Account Number:	
Expiration Date:	CVV Code	Expiration Date:	CVV Code
Card Holder's Name:		Card Holder's Name:	
Card Holder's Signature:		Card Holder's Signature:	

**Please print or type information below:**

Card Holder's Name:			Card Holder's Name:		
Email:			Email:		
Card Billing Address:			Card Billing Address:		
City:	State:	ZIP:	City:	State:	ZIP:
Telephone:		Fax:	Telephone:		Fax:
Exhibiting Company Name:		Booth No:	Exhibiting Company Name:		Booth No:



**Willwork**

**Global Event Services**

**STANDARD BOOTH  
FURNISHINGS**

## TABLES:



### DRAPED RISERS (white vinyl)

4' One Step

6' One Step



### DRAPED DISPLAY TABLES

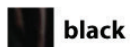
Draping includes white vinyl top &  
3 sides choose table size & color\

#### 30" High

2'x4'x30"

2'x6'x30"

2'x8'x30"



black



white



red



blue



hunter green



grey

#### 42" High

2'x4'x42"

2'x6'x42"

2'x8'x42"



black



white



red



blue



hunter green



grey

## SEATING:



Side Chair



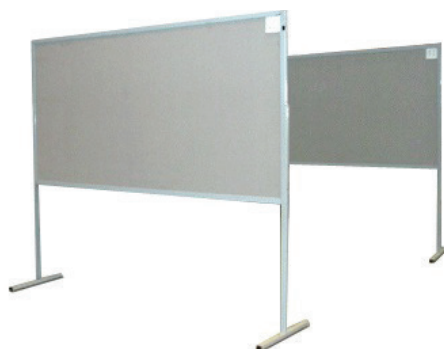
Bar Stool



## ACCESSORIES:



Easel



4' x 8' Peg Board



Chrome Sign Frame



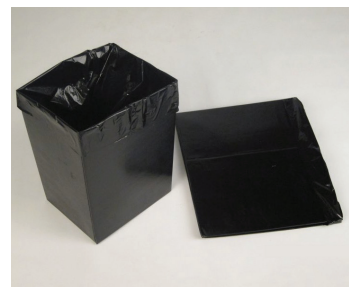
Single-sheet Literature Holder



Literature Stand



3 Section Literature Pocket



Waste Basket



D Round Table  
30" high x 30" round



D Round Table  
42" high x 30" round



Fish Bowl



Bag Rack





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**ORDER FORM – STANDARD BOOTH FURNISHINGS**

**Discount Deadline: Friday, April 15, 2022** Booth Number \_\_\_\_\_

TABLES	QTY	DISC.	STD.	TOTAL
		RATE	RATE	

**DRAPED DISPLAY TABLES**

Draping includes white vinyl top & 3 sides  
 choose table size & color

**30" High**

Circle color: Blue-Black-Burgundy-Green-Grey-Red-White

2' x 4' x 30"	( )	\$ 146.84	\$190.89	
2' x 6' x 30"	( )	\$ 173.02	\$224.93	
2' x 8' x 30"	( )	\$ 220.67	\$286.87	
4th side of table draped	( )	\$58.81	\$76.45	

**42" High**

Circle color: Blue-Black-Burgundy-Hunter Green-Grey-Red-White

2' x 4' x 42"	( )	\$ 193.62	\$207.77	
2' x 6' x 42"	( )	\$212.08	\$227.57	
2' x 8' x 42"	( )	\$237.24	\$254.57	
4th side of table draped	( )	\$58.81	\$76.45	

**UNDRAPED DISPLAY TABLES**

**30" High**

2' x 4' x 30"	( )	\$ 66.11	\$ 85.94	
2' x 6' x 30"	( )	\$ 78.15	\$101.60	
2' x 8' x 30"	( )	\$ 91.01	\$118.41	

**42" High**

2' x 4' x 42"	( )	\$ 84.14	\$109.38	
2' x 6' x 42"	( )	\$ 101.43	\$131.86	
2' x 8' x 42"	( )	\$109.22	\$141.99	

**DRAPED RISERS (white vinyl)**

4' One Step	( )	\$ 63.96	\$ 83.15	
6' One Step	( )	\$ 85.38	\$110.09	

***RENTAL PRICE INCLUDES DELIVERY TO & REMOVAL FROM BOOTH.***

SEATING	QTY	DISC.	STD.	TOTAL
		RATE	RATE	

Upholstered Side chair	( )	\$ 96.00	\$124.80	
Upholstered Bar Stool	( )	\$158.76	\$206.39	

ACCESSORIES	QTY	DISC.	STD.	TOTAL
		RATE	RATE	

30"High x 30" D Round Table	( )	\$123.80	\$160.94	
42"High x 30" D Round Table	( )	\$131.17	\$170.52	
Wastebasket	( )	\$ 25.64	\$ 33.33	
Easel	( )	\$ 50.87	\$ 66.15	
Bag Rack	( )	\$124.25	\$161.53	
Fish Bowl	( )	\$ 33.13	\$ 43.07	
Chrome Sign Frame (22" x 28")	( )	\$124.25	\$161.53	

LITERATURE HOLDERS	QTY	DISC.	STD.	TOTAL
		RATE	RATE	

5 Pocket Literature Stand	( )	\$154.61	\$200.99	
3 Section Literature Pocket	( )	\$ 57.98	\$ 75.37	
Single Sheet Literature Holder	( )	\$ 33.13	\$ 43.07	

***PAYMENT POLICY: Payment in full of rental charges including applicable tax must accompany advance order and must be received by Deadline Date in order to qualify for discount rates. All orders placed at the Service Desk will be charged at standard rates.***

**Sub Total:** \_\_\_\_\_

**Sales Tax (6.5%)** \_\_\_\_\_

**Order Total:** \_\_\_\_\_

**Please print or type information below:**

Contact Name:	Email:		
Telephone:	Fax:		
Exhibiting Company Name:			Booth No:

**Please Note:** A Credit Card must be on file to ensure payment for your order. No goods or services will be rendered without a credit card accompanying this order. Your preferred method of payment will be used, if other than the credit card on file, to complete this order at the close of the show. Please visit the Willwork Service Desk to finalize your invoice. No adjustments will be made after the close of the show.

# Willwork

## Global Event Services

### 2021 Trade Show Furnishings

For our custom furnishing catalog, please email  
[Orlando@willwork.com](mailto:Orlando@willwork.com).

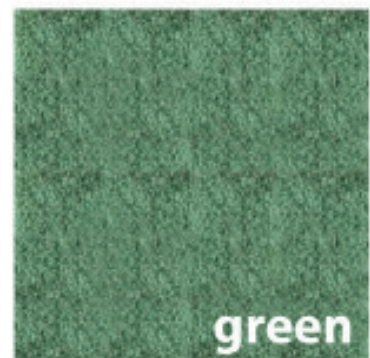
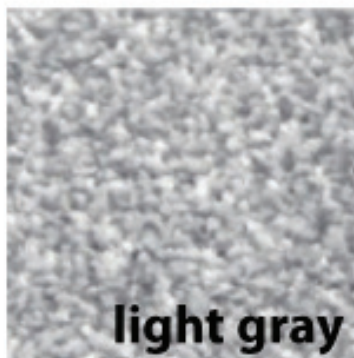
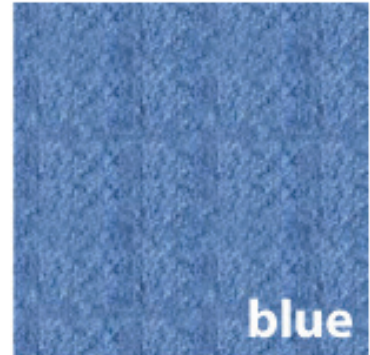
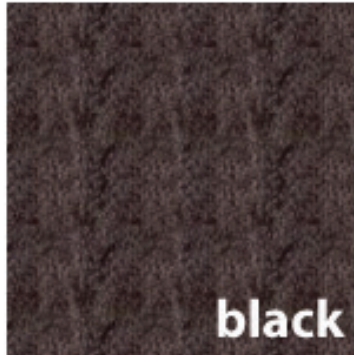


## STANDARD BOOTH CARPET

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### **Color Choices:**

Black  
Blue  
Red  
Charcoal  
Light Gray  
Green





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## ORDER FORM – CARPET

**Discount Deadline: Friday, April 15, 2022** Booth Number \_\_\_\_\_

STANDARD CARPET	QTY	DISC. RATE	STANDARD RATE	TOTAL
-----------------	-----	---------------	------------------	-------

Price includes installation & taping front edge

**Please select a Carpet Color to the right.**

10' x 10'	( )	\$206.00	\$268.00	
10' x 20'	( )	\$412.00	\$535.60	
10' x 30'	( )	\$618.00	\$803.40	
10' x 40'	( )	\$824.00	\$1071.20	

CUSTOM CARPET	DISC. RATE	STANDARD RATE	TOTAL
	per sq ft	per sq ft	

Price includes installation & taping front edge

**Please select a Carpet Color to the right.**

BOOTH SIZE:

_____ ft. x _____ ft. = _____ sq ft.	\$5.57	\$7.24	
(100 sq ft minimum)			

CARPET PADDING	DISC. RATE	STANDARD RATE	TOTAL
----------------	---------------	------------------	-------

Price includes installation

BOOTH SIZE:

½" _____ ft. x _____ ft. = _____ sq ft.	\$2.58	\$3.35	
1" _____ ft. x _____ ft. = _____ sq ft.	\$5.16	\$6.70	
(100 sq ft minimum)			

VISQUEEN (poly covering)	DISC. RATE	STANDARD RATE	TOTAL
-----------------------------	---------------	------------------	-------

Price includes installation

BOOTH SIZE:

_____ ft. x _____ ft. = _____ sq ft.	\$1.18	\$1.51	
(100 sq ft minimum)			

**Please print or type information below:**

Contact Name:	Email:
Telephone:	Fax:
Exhibiting Company Name:	Booth No:

**Please Note:** A Credit Card must be on file to ensure payment for your order. No Goods or services will be rendered without a credit card accompanying this order. Your preferred method of payment will be used, if other than the credit card on file, to complete this order at the close of the show. Please visit the Willwork Service Desk to finalize your invoice. No adjustments will be made after the close of the show.

### Standard Carpet Colors

Check (1): ☐ Black ☐ Blue  
☐ Red ☐ Lt. Grey  
☐ Charcoal ☐ Green

### Custom Carpet Colors

Check (1): ☐ Black ☐ Blue  
☐ Red ☐ Lt. Grey  
☐ Charcoal ☐ Green

**Please Note:**

**The Exhibit Hall is carpeted in a multi-colored pattern.**

**Padding is not included.**

**No telephone orders are accepted.**

**PAYMENT POLICY:** Payment in full of rental charges including applicable tax, must accompany advance order and must be received by the deadline date in order to qualify for discount rates.

**CANCELLATION POLICY:** Items cancelled prior to move-in will be refunded 100%. Items cancelled after move-in begins will be charged 100% of original price to cover labor involved.

**Call 407-438-7480 for PREMIUM CARPET UPGRADES.**

Sub Total: \_\_\_\_\_

Sales Tax(6.5%): \_\_\_\_\_

Order Total: \_\_\_\_\_





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HILTON ORLANDO BUENA VISTA PALACE  
MAY 4 - 5, 2022

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P. (407) 438-7480 F. (407) 438-7481  
Orlando@willwork.com

## ORDER FORM – BOOTH CLEANING

**Discount Deadline: Friday, April 15, 2022** Booth Number \_\_\_\_\_

**ALL VACUUMING, GENERAL CLEANING AND SHAMPOOING ORDERS ARE COMPUTED BASED ON THE GROSS SQUARE FOOTAGE OF YOUR BOOTH.**

• INDICATE YOUR REQUIREMENTS	Discount per sq foot	Standard per sq foot
------------------------------	----------------------	----------------------

### VACUUMING:

Daily Vacuuming \$0.66 \$0.86

One-time only before show opening \$0.70 \$0.91

Shampoo (available upon request)

### PORTER SERVICE:

(includes wastebaskets within the booth)

Daily Porter Service \$0.52 \$0.67

One-Time Only \$0.85 \$1.11

### PAYMENT POLICY:

Payment in full of rental charges including applicable tax must accompany advance order and must be received by the Deadline Date in order to qualify for discount rates.

All orders placed at the service desk will be charged at standard rates. All balances must be settled at the Service desk prior to Show closing. All charges are payable in U.S. Funds only. Company check, wire transfer, Visa, MasterCard and American Express are accepted.

**CANCELLATION POLICY:** Items cancelled prior to move-in will be refunded 100%. Items cancelled after move-in begins will be charged 100% of the original price to cover labor involved.

### BOOTH SIZE:

\_\_\_\_\_ ft. X \_\_\_\_\_ ft. = \_\_\_\_\_ Total Square Footage

Total Sq Ft \_\_\_\_\_ X \_\_\_\_\_ Rate X # of Days \_\_\_\_\_ = \$ \_\_\_\_\_

**TOTAL \$** \_\_\_\_\_

### **Please print or type information below:**

Contact Name:	Email:	
Telephone:	Fax:	
Exhibiting Company Name:	Booth No:	

**Please Note:** A Credit Card must be on file to ensure payment for your order. No goods or services will be rendered without a credit card accompanying this order. Your preferred method of payment will be used, if other than the credit card on file, to complete this order at the close of the show. Please visit the Willwork Service Desk to finalize your invoice. No adjustments will be made after the close of the show.



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**ORDER FORM – LABOR**

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

Page 1 of 2

**LABOR RATES FOR INSTALLATION & DISMANTLING OF EXHIBITS**

**EXHIBITOR MUST COME TO SERVICE DESK TO SIGN IN AND OUT FOR LABOR REQUIRED.**

**Straight Time - \$104.00 per hour**

8:00 AM to 4:30 PM - Monday thru Friday  
One hour minimum per worker, thereafter,  
1/2 hour increments

**Overtime - \$154.00 per hour**

Before 8:00 AM and after 4:30 PM - Monday thru Friday  
All hours on Saturday, (Sunday – Holidays DT)  
One hour minimum per worker, thereafter,  
1/2 hour increments

	# of Men	Date	Time	Hrs.
SET UP				
DISMANTLE				

**NOTE:**

*8:00 AM is the only guaranteed starting time. All labor must be signed in/out at the Service Desk. Exhibitors not checked in by their requested starting times are subject to a one hour minimum charge per man ordered unless written cancellation is received 24 hours prior to starting time.*

*Willwork shall not be responsible for damage, loss or theft of displays installed and/or dismantled under our Supervision. Willwork shall not be responsible for loss, theft, or disappearance of materials before they are picked up from Exhibitor's booth for reloading after the show.*

***PAYMENT POLICY:** All invoices must be settled at the Service Desk prior to Show closing. All charges are payable in U.S. Funds only. Checks, Wire Transfer, Visa, MasterCard and American Express are accepted.*

***Orders received after the deadline date or show site orders will incur a surcharge of 20% of the labor rate.***

**PLEASE INCLUDE SET-UP PLANS WITH ORDER**

**Please check service required:**

☐ **Exhibitor Supervision:**

All work performed must be under the supervision of the Exhibitor.

☐ **Willwork Global Event Services Supervision**

Hourly rate plus 40% Supervision Charge/Minimum \$45.00

#Cartons \_\_\_\_\_ # Skids \_\_\_\_\_

Name of Carrier \_\_\_\_\_ #Crates \_\_\_\_\_

Shipped to: ☐ Warehouse ☐ Show site

☐ Willwork Rental Carpet

☐ Display Includes Carpet

**DISMANTLE DISCLAIMER NON-WILLWORK PRODUCTS:** Please be advised that Willwork will not be responsible for dismantle of any non Willwork material (this includes ALL electronic equipment such as computers, television, audio-visual components, etc). In the instance that Willwork is requested to dismantle non Willwork material, Willwork will not be held responsible for any damage or improper dismantle of said material. Since this equipment is not our standard product, there may be additional charges if more time is needed in the set up or takedown than originally estimated.



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## ORDER FORM – LABOR

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

- Please complete this form and return it to Willwork if your display is to be set up and/or dismantled by Willwork and there will not be a supervisor present.**

Page 2 of 2

### INBOUND SHIPPING INFORMATION

Carrier: \_\_\_\_\_ Carrier Phone #: \_\_\_\_\_

Shipped to: ☐ Warehouse ☐ Show Site Date Shipped: \_\_\_\_\_

From (city & state): \_\_\_\_\_

Total Number of: ☐ Crates: ☐ Cartons: ☐ Cases: ☐ Other: \_\_\_\_\_

### SET UP INFORMATION MUST BE PROVIDED FOR ALL WILLWORK SUPERVISED LABOR ORDERS.

A photo/sketch of my exhibit is enclosed with my order. ☐ Yes ☐ No

A photo/sketch of my exhibit is packed inside my display case. ☐ Yes ☐ No

Special set-up instructions are provided with my order. ☐ Yes ☐ No

Special set-up instructions are packed inside my display case. ☐ Yes ☐ No

Carpet: ☐ With Exhibit ☐ Rented from Willwork Color: \_\_\_\_\_ Size: \_\_\_\_\_

Electrical Placement: ☐ Drawing Attached ☐ Drawing with Exhibit Installed under carpet: ☐ Yes ☐ No

My exhibit has a key, ☐ Yes ☐ No If "Yes", the key is located in:

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

In case of emergency, please call: \_\_\_\_\_ At: \_\_\_\_\_

### OUTBOUND SHIPPING INFORMATION

**Please complete the OUTBOUND BILL OF LADING AND SHIPPING LABEL REQUEST FORM included in this manual and return it along with your order.**

**Please print or type information below:**

Contact Name:	Email:	
Telephone:	Fax:	
Exhibiting Company Name:	Booth No:	

**Please Note:** A Credit Card must be on file to ensure payment for your order. No goods or services will be rendered without a credit card accompanying this order. Your preferred method of payment will be used, if other than the credit card on file, to complete this order at the close of the show. Please visit the Willwork Service Desk to finalize your invoice. No adjustments will be made after the close of the show.



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**ORDER FORM – FORK LIFT SERVICE**

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

EXHIBITORS REQUIRING FORKLIFTS TO ASSEMBLE DISPLAYS OR WHEN UNCRATING, UNSKIDDING, POSITIONING, AND RESKIDDING EQUIPMENT AND MACHINERY WILL NEED TO ESTIMATE THEIR NEEDS BELOW. A FORKLIFT IS REQUIRED FOR MOVING EQUIPMENT OR MATERIALS WEIGHING 200 POUNDS OR MORE. IF YOU REQUIRE A FORKLIFT, A CREW WILL BE ASSIGNED CONSISTING OF A FORKLIFT WITH AN OPERATOR. IF YOU DO NOT REQUIRE A FORKLIFT, ORDER THE NUMBER OF LABORERS REQUIRED.

**ONE HOUR MINIMUM ON LIFT ORDERS**

NUMBER	TYPE OF LABOR	Straight Time	Overtime
<input type="text"/>	Forklift – 5000 lb. capacity w/operator	\$ 325.00 per hour	\$ 425.00 per hour
ADDITIONAL CREW LABOR			
<input type="text"/>	Laborer	\$ 104.00 per hour	\$ 154.00 per hour

	# OF FORKLIFTS (W/OPERATORS)	WEIGHT OF HEAVIEST PIECE	# OF HELPERS	DATE	TIME	APPROX. HOURS
INSTALL						
DISMANTLE						

**STRAIGHT TIME: MONDAY THROUGH FRIDAY, 8:00AM TO 4:30PM**

TOTAL: \$ \_\_\_\_\_  
Carry this Total to Order Recap Page.

**OVERTIME: MONDAY THROUGH FRIDAY AFTER 4:30 PM. SATURDAYS, Sundays & Holidays**

The minimum charge for labor and equipment is one (1) hour per laborer and forklift. Equipment and labor thereafter is charged in half (1/2) hour increments. Equipment and labor cancelled without 24 hour notice will be charged a one (1) hour cancellation fee per worker and forklift. Gratuities in any form, including cash, gifts, or labor hours for work actually performed are prohibited by Willwork. All rates are subject to change if necessitated by increased labor and material costs. If Exhibitor fails to use the laborers and equipment at the time confirmed, a one-hour "No-Show" charge per laborer and forklift will apply.

**Order**

Reserve forklifts and/or labor below. Starting times can be guaranteed only when labor is requested for 8 AM. Confirm labor and forklifts by 2:30 PM the day before date requested. Please have a representative pick up the crew at the Willwork Service Desk and supervise the work to be done. Upon completion, the Exhibitor's representative will return the crew to the Willwork service desk and approve the work order.

**Please print or type information below:**

Contact Name:	Email:		
Telephone:	Fax:		
Exhibiting Company Name:			Booth No:

**Please Note:** A Credit Card must be on file to ensure payment for your order. No Goods or services will be rendered without a credit card accompanying this order. Your preferred method of payment will be used, if other than the credit card on file, to complete this order at the close of the show. Please visit the Willwork Service Desk to finalize your invoice. No adjustments will be made after the close of the show.





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**ORDER FORM — ACCESSIBLE STORAGE**

**BOOTH NUMBER** \_\_\_\_\_

**Accessible Storage Rate**

Accessible Storage Rate: Willwork will charge \$179.00 for storage of one (1) skid or cage. Each additional skid or cage is \$85.00. This charge is for the space only; it does not include labor for pick-up and delivery (see labor rates below).

**Shipments to Storage**

ALL SHIPMENTS MUST BE SHIPPED DIRECTLY TO YOUR BOOTH. Arrangements must be made at the Willwork Service Desk to move your storage materials from the booth area to storage. Special color labels from the Willwork Service Desk will be attached to the storage materials before they are removed from the booth.

**NOTE:** Exhibitors wanting to store material/product in access must have a credit card number on file (please see the: Credit Card Authorization Form) prior to services offered. Product will not be accepted for storage unless exhibitor has an exact count of the units to be placed in accessible storage.

**LABOR RATES – To deliver material to and from storage**

*STRAIGHT TIME (One hour minimum per person).....\$104.00 Per Person / Per Hour*  
(8:00am – 4:30pm Monday – Friday)

*OVERTIME (One hour minimum per person).....\$154.00 Per Person / Per Hour*

*FORKLIFT (5000 lb. Capacity).....\$325.00 Per Hour*

Minimum charge per delivery in and out of Accessible Storage is one hour per man - plus a ½ hour minimum each time it is accessed during the show. Please label cartons with actual contents to facilitate deliveries of materials to booths.

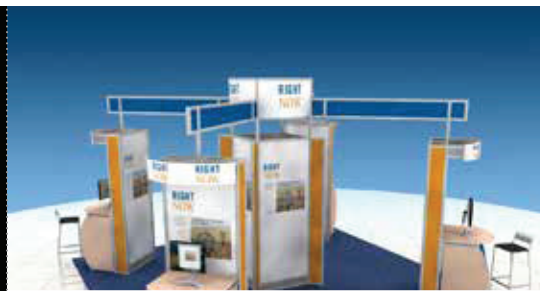
Estimated storage space needed is \_\_\_\_\_ square feet. Type of product(s) I will be storing is \_\_\_\_\_  
This product will be in \_\_\_\_\_ types of containers and **WILL / WILL NOT** be on skids.  
(PLEASE CIRCLE ONE)

The number of containers to be stored will be \_\_\_\_\_. I will require deliveries \_\_\_\_\_ times per day.

**Please print or type information below:**

Contact Name:	Email:	
Telephone:	Fax:	
Exhibiting Company Name:	Booth No:	

Please Note: A Credit Card must be on file to ensure payment for your order. No Goods or services will be rendered without a credit card accompanying this order. Your preferred method of payment will be used, if other than the credit card on file, to complete this order at the close of the show. Please visit the Willwork Service Desk to finalize your invoice. No adjustment will be made after the close of the show.



# Willwork

Global Event Services



CONTACT US FOR CUSTOM EXHIBIT SOLUTIONS:  
407-438-7480 | [orlando@willwork.com](mailto:orlando@willwork.com)





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## **MATERIAL HANDLING RATES**

Willwork Global Event Services has been designated as the official drayage contractor with the responsibility for the unloading, delivery, reloading and processing of all exhibitors' freight shipments.

ALL SHIPMENTS MUST BE SENT PREPAID and all shipments must have a Bill of Lading showing number of pieces, weight, and description of merchandise. For trucks without a Bill of Lading or documented weight, estimated weights will prevail. Estimated weights will be binding on both parties.

**WHEN TO SHIP: SHIPMENTS CONSIGNED TO THE WAREHOUSE MUST ARRIVE NO LATER THAN**  
**Friday, April 22, 2022, at 3:30pm**

**SHIPMENTS CONSIGNED TO THE SHOW SITE SHOULD BE TIMED TO ARRIVE NO EARLIER THAN**  
**Wednesday, May 4, 2022 from 8:00am – 4:30pm ONLY.**

### **WHERE TO SHIP:**

<b>Advance Shipments – Deadline</b> <b>Friday, April 22, 2022, at 3:30pm</b>	<b>Direct Shipments - Starts</b> <b>Wed., May 4, 2022 from 8:00am – 4:30pm ONLY.</b>
<b>(Your Company Name &amp; Booth Number)</b> <b>PSTC 2022</b> <b>c/o Willwork Global Event Services</b> <b>7500 Exchange Drive</b> <b>Orlando, FL 32809</b>  <b>(Receiving Hours: 8:00am – 3:30pm / M – F)</b>	<b>(Your Company Name &amp; Booth Number)</b> <b>PSTC 2022</b> <b>c/o Willwork Global Event Services</b> <b>Hilton Orlando Buena Vista Palace</b> <b>Palms Event Center</b> <b>1900 E Buena Vista Dr.</b> <b>Lake Buena Vista, FL 32830</b>  <b>(Rec hours: Wed., May 4, 2022 - 8:00am – 4:30pm ONLY.)</b>

All charges are based upon inbound weight certificates and are quoted on a round trip basis whether services are utilized completely or not. All charges are per cwt (100lbs.), rounded up to the next 100 lbs. Willwork will receive advance crated shipments at the warehouse and will provide up to 30 days storage prior to the show. Willwork will receive direct shipments on scheduled move-in day(s). The rates listed below include receiving shipments, delivery to booth, storage of empty packing materials, and return outbound shipments to the loading dock. Partial service will not be discounted. All shipments must be accompanied by certified weight tickets.

### **RATE SCHEDULE:**

#### **A. WAREHOUSE ADVANCE RECEIVING - Roundtrip - CRATED MATERIALS**

**ST Rate: \$90.00 per cwt. - 200# Minimum**

The above rate includes the following:

- Receive crated shipments only at our warehouse 30 days prior to show.
- Deliver to booth space
- Removal, storage, return of empty containers
- Pick-up at the booth and load onto outboard carrier
- Shipments of loose or uncrated materials will not be received at warehouse

#### **B. DIRECT SHIPMENT TO SHOW SITE - Roundtrip - CRATED MATERIALS**

**ST Rate: \$90.00 per cwt. - 200# Minimum**

The above rate includes the following:

- Receive crated shipments at show site on move-in dates.
- Deliver to booth space
- Removal, storage, return of empty containers
- Pick-up at the booth and load onto outboard carrier



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## **MATERIAL HANDLING RATES**

### **C. SPECIAL HANDLING, UNCRATED AND LOOSE MATERIALS**

**Add 40% to regular per cwt. charge - 200# Minimum**

Crated shipments requiring special handling include shipments that are loaded and or packed in a manner as to require additional handling such as ground loading, side door unloading, constricted space unloading, designated piece unloading or stacked shipments. Also included are shipments mixed on truck, multi shipment/delivery areas and shipments without delivery receipts. FedEx, UPS and DHL shipments are included in this category due to their delivery procedures.

### **D. OVERTIME RATE: Add 40% if handled IN or OUT on overtime**

**Add 80% if handled IN and OUT on overtime**

*All shipments handled on Saturday, Sunday and Holidays and before 8:00 AM or checked in after 4:30 PM on weekdays will be charged at the overtime rate.*

### **E. OFF TARGET CHARGE: Freight received before first day to receive or after the deadline date – add 40% off target charge**

### **F. SURCHARGES: Freight left in booth without Bill of Lading, Returned to Warehouse, Marshalling Fee - add 40% surcharge**

### **G. SMALL PACKAGES: Not to exceed 30lbs\***

**Rate: \$45.00 – First Small Package received**

**Rate: \$25.00 – Each additional small package received on the same shipment**

**\* Please Note: FedEx, UPS and DHL are subject to special handling surcharges due to their delivery Procedures**

Cartons and envelopes received without documentation will be delivered without guarantee of piece count or condition. Maximum weight is 30 lbs. per shipment, per delivery and includes UPS, Federal Express and Airborne. All shipments received via air carrier that do not fall into the small package category may be subject to a special handling fee.

### **Special Handling/Uncrated Materials:**

Crated shipments requiring special handling include shipments that are loaded and or packed in such a manner as to require additional handling such as ground loading, side door unloading, constricted space unloading, designated piece unloading or stacked shipments. Also included are shipments mixed on truck, multi shipment/delivery areas and shipments without delivery receipts.

Rates are based on incoming weight only. All weights are rounded off to the next cwt. Each shipment received is considered separately. Freight handling charges are the responsibility of the Exhibitor.

Exhibitors are urged to carry all-risk floater insurance covering their materials against damage, loss, and all other hazards from the time shipment is made prior to the show until shipments are received back after the show. This can generally be done by adding "riders" to existing insurance policies, often at no additional cost.

Empty container labels will be available at the Service Desk. Affixing the labels is the sole responsibility of the Exhibitor or his representative. Willwork assumes no responsibility for removal of containers with old empty labels, mislabeled or valuables stored inside containers while containers are in storage.

Outbound shipping labels and Bills of Lading will be available at the Service Desk. The Exhibitor or his representative must pack and label their exhibit material and turn in a Bill of Lading for each shipment at the Service Desk before leaving the Show. Willwork will route all shipments unless a designated carrier has been assigned. If the designated carrier fails to pick up by the removal date of the Show, Willwork reserves the right to route exhibit material by an alternate carrier. As a result of re-routing or handling, no liability will be assumed by Willwork.





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## **MATERIAL HANDLING RATES**

### **LIMITS OF LIABILITY AND RESPONSIBILITY**

- A. Willwork Global Event Services shall not be responsible for damage to uncrated materials, material improperly packed, or concealed damage.
- B. Willwork Global Event Services shall not be responsible for loss, theft, or disappearance of exhibitor's materials after same has been delivered to exhibitor's booth.
- C. Willwork Global Event Services shall not be responsible for loss, theft, or disappearance of materials before they are picked up from exhibitor's booth for reloading after the Show. Bill-of-lading covering outgoing shipments, which are furnished by Willwork Global Event Services to exhibitor, will be checked at time of actual pick-up from booth and corrections made where discrepancies occur.
- D. Willwork Global Event Services shall not be responsible for any loss, damage, or delay due to fire, Acts of God, strikes, lockouts or work stoppages of any kind or to any causes beyond its control.
- E. Willwork Global Event Services shall be limited to the physical loss or damage to the specific article which is lost or damaged, and in any event Willwork Global Event Services maximum liability shall be limited to \$.30 per pound per article with a maximum liability of \$50.00 per item, or \$1,000.00 per shipment, whichever is less.
- F. Willwork Global Event Services shall not be liable to any extent whatsoever for any actual, potential or assumed loss of profits or revenues, or for any collateral costs, which may result from any loss or damage to any exhibitor's materials which may make it impossible or impractical to exhibit same.
- G. The consignment or delivery of a shipment to Willwork Global Event Services by an exhibitor, or by any shipper to or on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth.



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## FREIGHT FAQs & HANDLING HINTS

Delivery of your Bills of Lading to Willwork Global Event Services Service Desk does not signify that Willwork Global Event Services has assumed responsibility for your shipments. Whenever possible, a member of your staff should remain with your shipment until it is actually picked up for removal from the loading dock at which time the trucker assumes responsibility for your merchandise. In every case, be sure to turn in your Bills of Lading to the Exhibitor Service Desk. Do not leave Bills of Lading in your booth.

The information below is an outline of the most commonly asked questions regarding freight handling, often referred to as drayage. This can be the most costly part of exhibiting at conventions. We will try to explain what drayage is and how rates are established which will help you save money by avoiding unnecessary surcharges.

**What is "Freight Handling/Drayage"?** - The term drayage is the moving of exhibit materials from one location to another. Whether you ship to Willwork's warehouse or directly to show site, your materials still need to get to your booth location. Drayage services include the accepting of your material either at our warehouse or on show site, delivery to your booth, storage of empty containers during the show, returning empty containers at the close of the show, picking up your packaged materials, returning them to the dock and loading on the carrier of your choice.

**How are rates determined?** - Drayage charges are based on a number of factors including union labor rates, facility dock access, and the show schedule to name just a few. The conference is being held in a union facility and therefore must use union labor to move freight. These rates can vary from city to city.

**Tips on how you can save money** - Read the Freight Handling section of your Service Kit carefully. Be aware of any surcharges that may be assessed for special handling or late shipments. Pay special attention to deadline dates. If you ship in advance to our warehouse and your shipment arrives after the published deadline date, you may be assessed a surcharge. Crated materials are the easiest to unload, therefore, have the least expensive drayage charge. Loose, pad wrapped and uncrated materials require more labor time and, therefore, may be assessed a special handling fee. It may be cost effective for you to build crates for any portion of your exhibit that is not crated.

**How is the weight of my shipment determined?** All drivers should attain certified weight tickets for materials prior to arriving at the dock either at the warehouse or at show site. Willwork Global Event Services reserves the right to determine weights for all shipments for which weight tickets are not provided at the time of delivery. In cases where Willwork Global Event Services weighs the shipment, the Exhibitor will be charged for double handling.

**Small shipments versus large shipments.** - Most Service Contractors have a minimum of 200 lbs. per shipment. It is best to send your freight as one large shipment versus several small shipments. For instance, if you send one 45 lb. and one 55 lb. package separately, you are charged the minimum on each shipment. If you are planning to ship items from various locations, you may want to ship them all to a central location then forward them to the Service Contractor's warehouse and/or show site. If you ship your materials in one shipment and the carrier makes multiple deliveries to Willwork Global Event Services, you will be charged for each delivery to our dock, regardless of whether or not the materials were shipped together as one shipment.

**Advance shipments versus show site shipments.** - In general, it is best to ship your materials in advance to the "advance shipment" address. The charge for this may be slightly higher than shipping direct to show site but the benefit far outweighs the cost. You can (and should) confirm that we have received your materials well in advance of the show installation. If there is a problem, it can be solved prior to the show. When shipping direct, if there is a problem, there is seldom time to solve the problem prior to show opening.

Another advantage to advance shipments is that your materials will be in your booth when you arrive and you can begin installation immediately, thus saving you time and frustration at show site.

**Should I insure my exhibit?** - The answer is YES! It is your responsibility to make sure your freight is insured from the time that it leaves your company until it returns. A rider to your existing policy can usually do this. Check with your insurance carrier for details.

**Two of the most expensive mistakes made by Exhibitors are: 1) shipping materials in several shipments, or 2) shipping via UPS or similar carriers that split a single shipment into several deliveries to our dock. Both can be very costly. Remember, each delivery incurs a minimum charge.**

Always be aware of freight receiving deadlines. You will be assessed a late charge if your shipment arrives after the deadline date. Inform your shipper that all items must arrive prior to a specific date.

Always ship your materials crated - Loose or pad wrapped items are assessed special handling fees.

**Make sure all materials are labeled properly to avoid any delivery delays. All pieces should have the recipient's name and address, the show name, your company name, and your booth number. Remove old labels after every show to avoid any future confusion. If you are shipping multiple pieces, label them as such: 1 of 4; 2 of 4; 3 of 4; 4 of 4, etc. We hope this helps you in budgeting for your material handling costs.**

## POV / CARTLOAD SERVICE RATE SCHEDULE

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

### RATE SCHEDULE:

**\$75.00 per cart on move in (one way)**

**\$95.00 per cart on move out (one way)**

**\$175.00 per cart for round trip service**



### Vehicles That Qualify for Cartload - Under One (1) Ton



Sedan



Van



SUV



Small Pickup

### ***Please Note:***

***There is a 200 lb maximum for the cartload service. Anything over 200 lbs, will need to be checked in through the main dock and standard material handling rates will apply.***

### **Please print or type information below:**

Contact Name:	Email:	
Telephone:	Fax:	
Exhibiting Company Name:		Booth No:

**Please Note:** A Credit Card must be on file to ensure payment for your order. No Goods or services will be rendered without a credit card accompanying this order. Your preferred method of payment will be used, if other than the credit card on file, to complete this order at the close of the show. Please visit the Willwork Service Desk to finalize your invoice. No adjustment will be made after the close of the show.

# RUSH

**Exhibit Materials  
DO NOT DELAY**



## ADVANCE SHIPMENT

TO: **PSTC 2022**

Exhibiting Company Name

Booth Number

**C/O Willwork Global Event Services  
7500 Exchange Drive  
Orlando, FL 32809**

Willwork will begin accepting crated or skidded material at the Advance Warehouse on Monday March 28, Monday - Friday from 8am - 3:30pm. Materials must arrive at the advance warehouse no later than Friday April 22 or an additional cost will be incurred. (Receiving: 8:00 AM - 3:30 PM M - F)

Piece \_\_\_\_\_ of \_\_\_\_\_ total pieces

## Advance Shipping Labels

# RUSH

**Exhibit Materials  
DO NOT DELAY**



## ADVANCE SHIPMENT

TO: **PSTC 2022**

Exhibiting Company Name

Booth Number

**C/O Willwork Global Event Services  
7500 Exchange Drive  
Orlando, FL 32809**

Willwork will begin accepting crated or skidded material at the Advance Warehouse on Monday March 28, Monday - Friday from 8am - 3:30pm. Materials must arrive at the advance warehouse no later than Friday April 22 or an additional cost will be incurred. (Receiving: 8:00 AM - 3:30 PM M - F)

Piece \_\_\_\_\_ of \_\_\_\_\_ total pieces

The following labels have been created for your convenience. Please place at least one label on each piece of your shipment to ensure smooth processing. If you need more labels this page may be duplicated.



# RUSH

Exhibit Materials  
DO NOT DELAY



## DIRECT SHIPMENT

TO: **PSTC 2022**

Exhibiting Company Name

Booth Number & Sponsorship Level

**C/O Willwork Global Event Services  
Hilton Orlando Buena Vista Palace  
Palms Event Center  
1900 E Buena Vista Dr.**

**Lake Buena Vista, FL 32830**

First day of freight acceptance Wednesday May 4 from 8:00 AM – 4:30 PM ONLY. Any freight delivered before this date will be refused by The Ritz-Carlton, St. Louis. Direct Shipping ends Wednesday May 4 @ 4:30pm.

Piece \_\_\_\_\_ of \_\_\_\_\_ total pieces

# RUSH

Exhibit Materials  
DO NOT DELAY



## DIRECT SHIPMENT

TO: **PSTC 2022**

Exhibiting Company Name

Booth Number & Sponsorship Level

**C/O Willwork Global Event Services  
Hilton Orlando Buena Vista Palace  
Palms Event Center  
1900 E Buena Vista Dr.**

**Lake Buena Vista, FL 32830**

First day of freight acceptance Wednesday May 4 from 8:00 AM – 4:30 PM ONLY. Any freight delivered before this date will be refused by The Ritz-Carlton, St. Louis. Direct Shipping ends Wednesday May 4 @ 4:30pm.

Piece \_\_\_\_\_ of \_\_\_\_\_ total pieces

The following labels have been created for your convenience. Please place at least one label on each piece of your shipment to ensure smooth processing. If you need more labels this page may be duplicated.

## Direct Shipping Labels



PSTC – PRESSURE SENSITIVE TAPE COUNCIL 2022  
HILTON ORLANDO BUENA VISTA PALACE  
MAY 4 - 5, 2022

7500 Exchange Drive  
Orlando, FL 32809  
P. (407) 438-7480 F. (407) 438-7481  
Orlando@willwork.com

## OUTBOUND BILL OF LADING & SHIPPING LABEL REQUEST FORM

**EVERY OUTBOUND SHIPMENT WILL REQUIRE A BILL OF LADING AND SHIPPING LABELS.** WE WOULD BE HAPPY TO PREPARE THESE FOR YOU IN ADVANCE AND DELIVER THEM TO YOUR BOOTH PRIOR TO SHOW CLOSE.

ONCE YOUR BOOTH IS PACKED AND READY TO BE PICKED UP FROM THE SHOW BY THE CARRIER OF YOUR CHOICE, PLEASE:

1. Verify that the shipping information provided on the pre-printed Bill of Lading is still correct
2. Itemize the pieces that you are shipping on the Bill of Lading
3. Return the Bill of Lading to the Willwork Service Desk for validation
4. Retain your verified copy of the Bill of Lading for your files

**To take advantage of this time-saving service, please complete and return this form by either email ([orlando@willwork.com](mailto:orlando@willwork.com)) or fax (407)438-7481.**

**SHIP TO:** COMPANY NAME: \_\_\_\_\_  
(Consignee) DELIVERY ADDRESS: \_\_\_\_\_

ATTN: \_\_\_\_\_ PHONE#: \_\_\_\_\_  
CITY: \_\_\_\_\_ STATE/ PROVIDENCE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

**BILL TO:**

☐ Same as Above

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

BILLING ADDRESS: \_\_\_\_\_

ATTN: \_\_\_\_\_ PHONE#: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE/ PROVIDENCE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

**CARRIER:**

☐ YRC

Recommend  
Show Carrier

☐ OTHER CARRIER\*

Carrier Name \_\_\_\_\_  
(You are responsible for making arrangements  
with your own carrier)

**Driver check in deadline is: Saturday, April 23 at 3:00 PM.**

***\*If shipping with FED-EX or UPS, please make your own arrangements with The Ritz Carlton Business Center.***

NUMBER OF LABELS NEEDED: \_\_\_\_\_

**Please print or type information below:**

Contact Name:	Email:
Telephone:	Fax:
Exhibiting Company Name:	Booth No:



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**EXHIBITOR APPOINTED CONTRACTOR**

**Deadline: Friday April 1, 2022**

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

The unpacking, erection, assembling, dismantling, and packing of displays and equipment must be done by the correct type of Union labor. Willwork, the official contractor, will have skilled craftsmen available to assist Exhibitors. Arrangement for labor should be made through Willwork Global Event Services, in advance whenever possible. Official labor forms are included in this Exhibitor Service Manual.

Exceptions to the foregoing will be considered only in cases where permission has been requested in writing by the Exhibitor and received by Willwork Global Event Services no later than **Friday April 1, 2022**. An exception will not be granted if it is inconsistent with the commitments made and obligations assumed by Management in any contract with service contractors of its lease with **The Hilton Orlando Buena Vista Palace**. For services such as electrical, plumbing, telephone, drayage, rigging, and booth cleaning, no exception will be made, and the contractor designated by Management will be used.

All agents representing the Exhibitor must be fully identified by the official Management badge. All agents or representatives who are performing services other than the Exhibitor's own employees must provide Willwork Global Event Services with **Certificates of Insurance naming Willwork Global Event Services, PSTC – PRESSURE SENSITIVE TAPE COUNCIL 2022, and The Hilton Orlando Buena Vista Palace** as additional insured's at the time that a request for an exception is made. These Certificates of Insurance must include public liability and property damage insurance for at least \$1,000,000, and workmen's compensation insurance in accordance with local law.

Exhibitors wishing to use a contractor other than Willwork Global Event Services to set up and dismantle their exhibits must fill out this form and return to us no later than the date shown above. If this form and the original certificate of insurance from the non-official contractor are not received by **Friday April 1, 2022**, your non-official contractor will be allowed to supervise only. **All labor must then be hired from Willwork Global Event Services for installation and dismantling of the exhibit.** There are **NO** exceptions after the deadline date.

**We urge that you require your EAC to send their certificate of insurance certified by Priority Mail, Federal Express, UPS, etc. to obtain proof of delivery.**

**Only original documents are accepted, NO photocopies.**

EAC Company Name:		
Service to be provided:		
EAC contact person(s):		
Address:		
City:	State:	ZIP:
Telephone:	Fax:	
Exhibiting Company Name:		Booth No:

Is this company authorized to order services on your behalf? ☐ Yes ☐ No



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## **EXHIBITOR APPOINTED CONTRACTOR**

**Deadline: Friday April 1, 2022**

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

## **Certificate of Insurance (COI) Information**

### **Additional Holder:**

Willwork Global Event Services  
7500 Exchange Drive  
Orlando, FL 32809

### **Please have all verbiage below on COI:**

- Show Name with date and location
- Exhibitor Name and Booth Number
- *"Willwork Global Event Services, Show Name, and Venue are included as additional insured as required by written contract."*

### **Submit to:**

Willwork Global Event Services  
7500 Exchange Drive  
Orlando, FL 32809  
[Orlando@willwork.com](mailto:Orlando@willwork.com)

**Deadline to submit EAC & COI:**

**Friday April 1, 2022**



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Orlando@willwork.com

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## **EXHIBITOR SAFETY & SECURITY**

### **EXHIBITOR SAFETY**

Standing on chairs, tables or other rental furniture is prohibited. This furniture is not engineered to support your standing weight. Willwork cannot be responsible for injuries, falls or damage caused by the improper use of rental furniture or equipment. If assistance is required in assembling your booth, please order labor on the Willwork Order Form and the necessary ladders and tools will be provided. Please assist in our efforts to provide a **SAFE WORKING ENVIRONMENT** for everyone.

All Exhibitors must set up their displays within their booth boundaries. Booths extending into the aisle are subject to Fire Marshal jurisdiction and an Exhibitor may be fined for aisle encroachment. The booth sizes stated are outside measurements. Allow a six inch leeway when installing hardwall displays.

Any person involved in moving equipment, supplies, or goods into or out of the facility is prohibited from consuming alcohol or being under the influence of alcohol.

Booth construction must conform to applicable building codes including electrical, plumbing, etc. All work carried out on booths on site must conform to facility regulations. Please contact the event's On-Site Safety Representative through your Show Manager for further information.

In the event of an emergency evacuation, security staff will help direct you to the nearest emergency exit, so be sure to familiarize yourself with the layout of the facility.

Use extreme caution if you are in show areas where forklifts and vehicle traffic are operating during move in and move out..

### **EXHIBITOR SECURITY**

- Do not assume the exhibit hall is secure. Each Exhibitor must take responsibility for the security of all the items in his or her booth. Willwork, Show Management, facility personnel and the security contractor try to guard against theft and damage, but the ultimate burden falls on the Exhibitor. Move in and move out are particularly vulnerable times. Be sure to carefully safeguard your exhibit materials.
- Do not list the contents of crates and cartons on your shipping labels. A label that reads *27" color monitor* is an open invitation for thieves.
- Never display "one-of-a-kind" items or irreplaceable samples unless someone is present at all times to keep an eye on them. For example, plasma screens are a high theft item. Willwork strongly recommends that you insure plasma screens as **NO** liability for theft is assumed by Show Management, the facility or Willwork. We also recommend that the shipping containers are not marked 'PLASMA SCREEN'.
- Do not leave your booth unattended during the hectic and heavily populated move-in and move-out times.
- Consider covering your exhibit with some sort of cloth at the close of each day. The psychological deterrent makes it more difficult for people to handle merchandise. Criminals often look for the easy mark first.
- Business tools such as laptop computers, recorders, calculators, and give-away items are the things most often stolen. They should be guarded and stored safely at night.
- Thieves will also take personal items such as purses, suit coats, and toolboxes. Do not leave personal items unprotected in your booth.
- Never store items in containers marked "Empty".
- Show Management provides a 24-hour security system to prevent entry to the exhibit area by anyone not authorized. This security service does not guarantee Exhibitors against loss. Nor does it imply an assumption of liability for an Exhibitor's property by Willwork, Show Management, or their agents.
- **INSURE YOUR BOOTH!** Your exhibit materials should be insured from the time they leave your facility until the time they return. Consult with your insurance agency about adding a rider to your existing policy..

NAME OF CONFERENCE		START DATE	END DATE	# OF EVENT DAYS
COMPANY NAME	ON-SITE CONTACT NAME & NUMBER		ROOM/ BOOTH NAME/NUMBER	
BILLING ADDRESS		CITY & STATE		ZIP CODE
DELIVERY DATE	DELIVERY TIME	PICKUP DATE	PICKUP TIME	
ORDERD BY	EMAIL		PHONE	

Email completed form to the Encore Representative listed above.  
 Once this request form is submitted, an Encore Representative will contact you for an official order review and signature.  
 All rates are per day. Labor charges, sales tax, loss damage waiver, and service charges may apply.

PROJECTION	QUANTITY	RATE
LCD PROJECTOR		\$505
8' TRIPOD SCREEN		\$105
25' HDMI CABLE		\$32

MONITOR	QUANTITY	RATE
32" MONITOR TABLE TOP		\$350
46" MONITOR W/ FLOOR STAND		\$710
55" MONITOR W/ FLOOR STAND		\$920
75" MONITOR W/ FLOOR STAND		\$1,330

INTERNET	QUANTITY	RATE
SIMPLE WIFI CONNECTION		\$22 PER USER
SUPERIOR WIFI CONNECTION		\$33 PER USER
HARD LINE CONNECTION		\$200

POWER	QUANTITY	RATE
120V SINGLE PHASE - 5 AMP		\$52.20
120V SINGLE PHASE - 20 AMP		\$130.50

MISCELLANEOUS	QUANTITY	RATE
LAPTOP		\$255
FLIPCHART PACKAGE		\$72

If You Are Experiencing Technical Difficulties On  
 Site Please Contact Encore at 407-468-0639



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Orlando@willwork.com

## **RULES & REGULATIONS**

Please follow the guidelines listed below as they will help you plan for your upcoming exhibit. Union Labor is required for certain aspects of exhibit handling. Reading the following rules will assist you in your planning for the event.

### **EXHIBIT INSTALLATION & DISMANTLE**

Willwork Global Event Services is the designated contractor for the erection, touch-up, dismantling, and repair of all exhibits when work is done by persons other than your full-time company personnel.

If full-time company personnel are utilized to set an exhibit, they must carry company identification such as a medical identification card or a payroll stub.

The utilization of workers hired from a non-union agency or company is prohibited.

To secure labor, please complete the labor forms located within this service manual.

### **MATERIAL HANDLING**

Willwork Global Event Services is responsible for the loading and unloading of all trucks, trailers, and common and contract carriers as well as the handling of empty containers and the operation of material handling equipment. It also has the responsibility for the unloading, uncrating, un-skidding, leveling, painting, and assembly of machinery and equipment as well as the reverse process.

Willwork Global Event Services has the responsibility to manage docks and schedule vehicles for the smooth and efficient move-in/move-out of the trade show. Willwork Global Event Services will not be responsible for any material it does not handle.

Exhibitors may "hand carry" material provided they do not use material handling equipment to assist them. When exhibitors choose to "hand carry" material, they may not be permitted access to the loading dock/freight door areas.

### **TIPPING**

Willwork Global Event Services company policies prohibit the solicitation and/or acceptance of any tips by our employees. Our employees receive excellent hourly wages denoting a professional status, and tipping of any form is not allowed. Should you as an exhibitor be solicited in any way for a gratuity, you should report such activity immediately to our Willwork Service Desk.





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## MOVE OUT INFORMATION

To increase the efficiency of exhibitor move-out, Willwork Global Event Services has institute the following Move-Out Schedule for this show.

### **Thursday, May 5, 2022 at 2:30 PM - Exhibitor Move-Out officially begins.**

Exhibitors may begin to dismantle their booths at this time. Immediately after the close of the show, Willwork will begin covering the carpet and returning empty containers. You can help us with this process by keeping the aisles clear during this time. If you have ordered labor to dismantle your booth, be sure to confirm the start time of your workers by checking with the Willwork Service Desk.

### **Thursday, May 5, 2022 at 4:30 PM - Deadline for driver check-in.**

Exhibitors who wish to ship materials by any carrier must instruct drivers to check in at Hilton Orlando. They will check in at the loading dock with the Willwork Dock Supervisor by **Thursday, May 5, 2022 at 4:30 PM**. Drivers are placed in line for loading on a first-come, first-serve basis, provided the exhibitor is completely packed and a Bill of Lading has been turned in to the Willwork Service Desk. Drivers whose Bills of Lading have not been turned in will be placed in a holding queue until the booth is packed and the Bill of Lading is turned in. Should your carrier fail to check in at the loading dock by **Thursday, May 5, 2022 at 4:30 PM**, Willwork Global Event Services reserves the right to re-route the shipment via the official show carrier as necessary. Neither Willwork nor Show Management assumes any liability as a result of such re-routing.

### **Thursday, May 5, 2022 at 4:30 PM - Exhibits packed and Bills of Lading turned in to WILLWORK.**

**All Bills of Lading must be turned in to the Willwork Service Desk to be validated. Do not leave Bill of Lading in your booth, and do not turn in your Bill of Lading until your shipment is packed and ready to be loaded.** Bills of Lading and additional labels will be available at the Willwork Service Desk at your convenience. No Bills of Lading will be issued until your balance is paid in full.

Delivery of your Bills of Lading to Willwork Global Event Services does not signify that Willwork Global Event Services has assumed responsibility for your shipments. Once packed and ready to turn in your Bill of Lading, take a picture of your shipment for your files. Whenever possible, a member of your staff should remain with your shipment until it is actually picked up for removal from the loading dock, at which time the trucker assumes responsibility for your merchandise. In every case, be sure to turn in your Bills of Lading to the Exhibitor Service Desk. Do not leave Bills of Lading in your booth.

### **Final Payments**

For your convenience, any show site balances or charges for outbound labor, freight, or miscellaneous items not paid before show closing will be charged to your credit card at the close of the show. Be sure to pick up and review your statement of charges at the Willwork Service Desk prior to move-out. Adjustments to your account will NOT be made beyond 45 days after show closing.

### **Thursday, May 5, 2022 at 5:30 PM – Final clean up; Exhibitor Move Out officially ends.**

*ALL SHIPPING CONTAINERS INCLUDING BUT NOT LIMITED TO FIBER CASES, CARTONS AND CRATES SHOULD BE SECURELY PACKAGED AND LABELED BY THE EXHIBITOR. IF YOU HAVE MULTIPLE ITEMS STACKED ON A SKID, WE STRONGLY ADVISE THAT YOU ORDER SHRINK WRAP OR BANDING FROM THE WILLWORK SERVICE DESK SO THAT ITEMS DO NOT GET SEPARATED.*





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Orlando@willwork.com

## **LIMITS OF LIABILITY**

1. Willwork Global Event Services shall not be responsible for damage to uncrated materials, material improperly packed, or concealed damage.
2. Willwork Global Event Services shall not be responsible for loss, theft, or disappearance of exhibitor's material after same has been delivered to exhibitor's booth.
3. Willwork Global Event Services shall not be responsible for loss, theft, or disappearance of materials before they are picked up from exhibitor's booth for reloading after the Show. Bills of Lading covering outgoing shipments, which are furnished by Willwork Global Event Services to exhibitor, will be checked at time of actual pick-up from the booth, and corrections made where discrepancies occur.
4. Willwork Global Event Services shall not be responsible for any loss, damage, or delay due to fire, Acts of God, strikes, lockouts, or work stoppages of any kind or to any causes beyond its control.
5. Willwork Global Event Services' liability shall be limited to the physical loss or damage to the specific article that is lost or damaged. In any event, Willwork Event Specialist's maximum liability shall be limited to \$.30 per pound, per article with a maximum liability of \$50.00 per item, or \$1,000.00 per shipment, whichever is less.
6. Willwork Global Event Services shall not be liable to any extent whatsoever for any actual, potential, or assumed loss of profits or revenues, or for any collateral costs, which may result from any loss or damage to an exhibitor's materials which may make it impossible or impractical to exhibit same.
7. The consignment or delivery of a shipment to Willwork Global Event Services by an exhibitor or by any shipper to or on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth.

**Protection of all materials belonging to the Exhibitor is the sole responsibility of the Exhibitor. Remember to insure your exhibit and all collateral material from the time it leaves your firm until they are returned after the show. A "rider" to an existing insurance policy can usually do this.**



# Exhibit Services

Reliable trade show shipping services





### The show must go on!

YRC Freight is ready to customize transportation solutions for any exhibit shipment, any size load, delivering great service, savings and simplicity.

After the show, specify YRC Freight for the move out on the materials handling agreement (MHA), then give us a call. We'll take it from there.

And if others handle your trade show shipping, remember to tell them about YRC Freight savings and service.

## Delivering confidence at the show

- 100% inbound service guarantee\* at no additional cost
- On-site Exhibit managers monitor your inbound shipments for on-time, smooth move ins
- Time-Critical expedited
- Comprehensive North American coverage and online visibility

## Giving you more for your money

- Lowest trade show shipping fees in the industry
- 30 days free storage prior to the show; a great way to save when moving from show to show
- No detention fees at trade shows
- No extra fees for weekend/after-hour pickups

## Keeping it simple for you

- Exhibit customer service representatives available 24/7; call 1-800-531-EXPO (3976)
- Around-the-clock assistance with quotes, bookings, tracking or expediting
- Single-shipment transportation for your entire display
- Online shipment visibility throughout the move on [my.yrcfreight.com](http://my.yrcfreight.com)
- Specialized Brokerage services designed specifically for cross-border trade show shipping needs

\* Subject to applicable Tariffs and Rules and Conditions publications.

[yrcfreight.com](http://yrcfreight.com) | 800.531.EXPO (3976) |  Live Chat

