



CAI CEO-MC RETREAT 2022
LA QUINTA RESORT & CLUB
OCTOBER 12 – OCTOBER 14, 2022

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

WELCOME LETTER

Dear Exhibitor,

Willwork Global Event Services is pleased to have been chosen to serve as your Official Service Contractor for **CAI CEO-MC Retreat 2022** to be held at the **La Quinta Resort & Club** from **October 12-14, 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 **Wednesday, September 21, 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) exhibitorservices@willwork.com

Ancillary Show Services:

Electrical/Internet must be ordered through: **Encore**

(O): +1-760-777-4836

(M): +1-760-409-9462

(E): armando.flores@encoreglobal.com

AV Services must be ordered through: **AVP**

(O): 321-689-7251

(E): steve@avpusa.com

Thank you and we look forward to working with you to help make **CAI Retreat 2022** a tremendous success.

Sincerely,

Willwork Global Event Services



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GENERAL INFORMATION

LOCATION & DATES

Show Location: La Quinta Resort & Club
49-499 Eisenhower Drive,
La Quinta, CA 92253

Show Dates: October 12-14, 2022

EXHIBITOR MOVE-IN

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

Wednesday, October 12, 2022 10:00 AM - 4:00 PM

SHOW HOURS

Thursday, October 13, 2022 7:30 AM - 4:00 PM

Friday, October 14, 2022 7:30 AM - 4:00 PM

EXHIBITOR MOVE-OUT

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

Friday, October 14, 2022 4:00 PM - 8:00 PM

Outside carriers must be checked in with the Willwork Dock Supervisor at La Quinta Resort & Club by **Friday, October 14 at 7:30 PM**. Official re-route time is **Friday, October 14 at 7:30 PM**. Please see the Move-Out Information Sheet in this Manual for more details.



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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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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.

Friday, October 14, 2022 at 4:00 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.

Friday, October 14 at 7:30 PM - Deadline for driver check-in.

Exhibitors who wish to ship materials by any carrier must instruct drivers to check in at La Quinta Resort & Club. They will check in at the loading dock with the Willwork Dock Supervisor by **Friday, October 14 at 7:30 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 **Friday, October 14 at 7:30 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.

Friday, October 14, 2022 at 8:00 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.

Friday, October 14, 2022 at 8:00 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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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:	

Show Information



CAI CEO-MC Retreat 2022
La Quinta Resort & Club
49499 Eisenhower Drive, La Quinta, CA 92253
October 12 - 15, 2022

Discount Order Deadline :9/21/22

Booth Number: _____

Description

2M Kiosk (Includes 3 Graphic Panel)

Artwork Information

A. Graphic Panel: 40" wide x 97.25" high.

File Name: _____

B. Graphic Panel: 40" wide x 97.25" high.

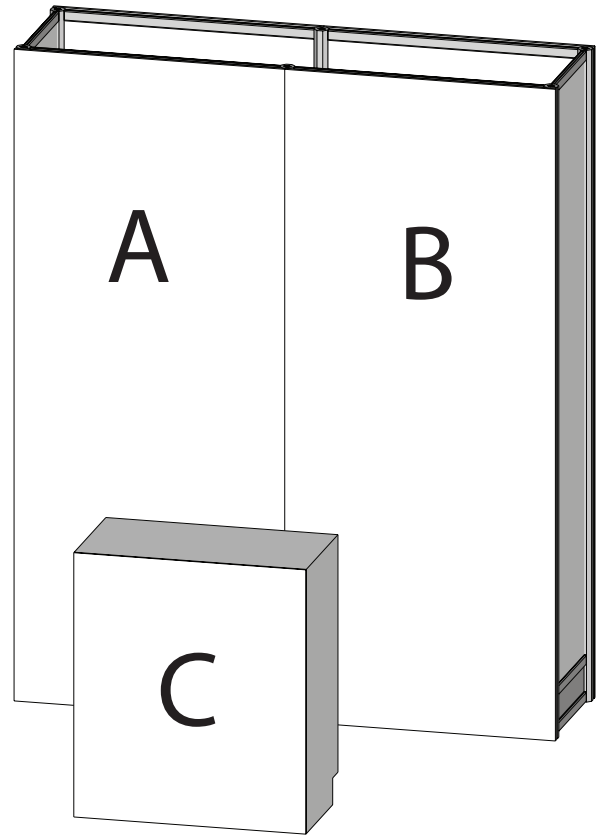
File Name: _____

C. Graphic Panel: 34.25" wide x 39.38" high.

File Name: _____

150 DPI – PRINTABLE PDF OR ILLUSTRATOR FILE**

**All graphic files to be submitted to Kym Peralta
at kym.peralta@Willwork.com by 09/21/2022
A proof will be provided for approval.



Additional Options

Bar Stool = \$160 Wastebasket = \$25 Clip on Light = \$75

Payment Information

Please print or type information below:

Contact Name:	Email:	
Telephone:	Fax:	
Exhibiting Company Name:		Booth Number:

Please Note: An overlay Back Wall is included in your sponsorship package. For rentals and exhibitor orders, a Credit Card must be on file to ensure payment. 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.



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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 rd 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:



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
- ~ Specialized Brokerage services designed specifically for cross-border trade show shipping needs

* Subject to applicable Tariffs and Rules and Conditions publications.

yrcfreight.com | 800.531.EXPO (3976) |  Live Chat





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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 (ExhibitorServices@willwork.com) or fax (407)438-7481.*

SHIP TO:
(Consignee)

COMPANY NAME: _____

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
Friday, October 14 at 7:30 PM.**

**If shipping with FED-EX or UPS, please make your own arrangements with the La Quinta Resort & Club.*

NUMBER OF LABELS NEEDED: _____

Please print or type information below:

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

For assistance, please call our Exhibitor Services Department at 407-438-7480; or email ExhibitorServices@willwork.com.



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 OCTOBER 12 – OCTOBER 14, 2022**

SHIPPING INSTRUCTIONS

ADVANCE SHIPPING

Advance Shipping begins **Monday, September 5, 2022, at 8:00am** and ends **Friday, September 30, 2022, at 3:30pm.** (Receiving Hours: 8:00am – 3:30pm / M – F).

Advance shipping address:

(Your Company Name & Booth Number)
CAI Retreat 2022
YRC Freight c/o Willwork
18298 Slover Avenue,
Bloomington, CA 92316

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 3:30PM 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 La Quinta Resort & Club on **Wednesday, October 12, 2022 from 10:00 AM – 4:00 PM ONLY.**

** La Quinta Resort & Club prefers **NOT TO RECEIVE** Exhibitor Materials as they do not have sufficient storage space or personnel. If you choose to ship to La Quinta Resort & Club and your shipment arrives prior to **Wednesday, October 12, 2022 at 8:00 AM** you may incur a receiving charge by La Quinta Resort & Club AND a receiving charge from Willwork.*

Direct shipping address:

(Your Company Name & Booth Number)
CAI Retreat 2022
c/o Willwork Global Event Services
La Quinta Resort & Club
49-499 Eisenhower Drive,
La Quinta, CA 92253

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 3:30PM 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 La Quinta Resort & Club for delivery to your booth.

WILLWORK ADVANCE ORDER DISCOUNT DEADLINE

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

Wednesday, September 21, 2022

For more information, please call us at 407-438-7480, or email us at exhibitorservices@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, September 30, 2022, at 3:30pm.**

**SHIPMENTS CONSIGNED TO THE SHOW SITE SHOULD BE TIMED TO ARRIVE *NO EARLIER*
THAN Wednesday, October 12, 2022 from 8:00 AM – 4:00 PM ONLY.**

WHERE TO SHIP:

Advance Shipments – Deadline: Friday, September 30, 2022, at 3:30pm	Direct Shipments Wednesday, October 12, 2022 from 8:00 AM – 4:00 PM ONLY.
<p>(Your Company Name & Booth Number) CAI Retreat 2022 YRC Freight c/o Willwork 18298 Slover Avenue, Bloomington, CA 92316</p> <p>(Receiving Hours: 8:00am – 3:30pm / M – F)</p>	<p>(Your Company Name & Booth Number) CAI Retreat 2022 c/o Willwork Global Event Services La Quinta Resort & Club 49-499 Eisenhower Drive, La Quinta, CA 92253</p> <p>(Rec hours: Wednesday, October 12, 2022 from 8:00 AM – 4:00 PM ONLY.)</p>

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: \$125.00 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

B. Shipments of loose or uncrated materials will not be received at warehouse

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

ST Rate: \$168.00 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 3:30 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.



CAI CEO-MC RETREAT 2022
LA QUINTA RESORT & CLUB
OCTOBER 12 – OCTOBER 14, 2022

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

CARTLOAD SERVICE INFORMATION

Cartload Freight Services for Unloading Privately Owned Vehicles (POV)

To facilitate the move-in and move-out of Exhibitors with small exhibit material shipments, cartload service is available for one (1) laborer with one (1) pushcart, for one (1) round trip.

This service is for those who have small hand carry items all of which must fit on a 2' x 6' push cart for one (1) round trip.

If you arrive with a truck or van (one 1-ton and over), trailer, or truck with trailer filled with exhibit material you will not qualify for this service and will be redirected.

Exhibitors will be charged for each 2' x 6' or similar cart generated from their POV as follows:

RATE SCHEDULE:

\$152 LBR ST/\$214 LBR OT per cartload on move in (one way)

\$152 LBR ST/\$214 LBR OT per cartload on move out (one way)

Please Note:

There is a 200 pound maximum for the cartload service. For anything over 200 pounds, standard material handling rates will apply.

Cars, Passenger Vans and SUVs are considered POV's. Cargo Vans, Rental Trucks and any type of vehicle with a trailer will not be considered a POV.

SPECIAL NOTE: You must fill out a *Bill of Lading* at the close of the show before reloading. ***All items leaving the exhibit hall must have a completed Bill of Lading.*** Forms are available at the Willwork Service Desk.

Upon your arrival at the La Quinta Resort & Club, you must check in with the Dock Master. He or she will direct you to the proper loading dock. A Willwork Supervisor will be assigned to assist you with unloading, and deliver your materials to your booth. Your vehicle must be removed from the dock area within 30 minutes after arrival. Any unattended vehicles will be towed at the owner's expense.



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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.



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FREIGHT RATES & SHIPPING COST WORKSHEET

Use this worksheet to compute your material handling charges. **YOU DO NOT NEED TO RETURN THIS WORKSHEET TO WILLWORK.** This is merely a tool to help you form an estimate. All material handling is billed upon receipt, and according to the date and time received, as well as the actual weight upon receipt.

Description	# of Pieces	Carrier	# of CWTs.	Price per CWT	Total Price
TOTAL					

Please note that all work performed by Willwork between before 8:00 AM or after 3:30 PM weekdays, as well as all day Saturdays and Sundays, is considered overtime. Please budget accordingly.

La Quinta Resort & Club prefers NOT TO RECEIVE Exhibitor Materials as they do not have sufficient storage space or personnel. If you choose to ship to La Quinta Resort & Club, and your shipment arrives prior to Wednesday, October 12, 2022 at 8:00 AM, you may incur a receiving charge by La Quinta Resort & Club AND a receiving charge from Willwork. Willwork strongly advises that exhibitors ship all exhibit materials directly to the advance warehouse.



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

ADVANCE SHIPPING LABEL		ADVANCE SHIPPING LABEL	
FROM:		FROM:	
TO: _____ <small>EXHIBITING COMPANY</small> <u>CAI Retreat 2022</u> _____ <small>BOOTH NUMBER</small> YRC Freight c/o Willwork 18298 Slover Avenue, Bloomington, CA 92316 <i>MUST BE RECEIVED BY: Friday, September 30, 2022, at 3:30pm.</i>		TO: _____ <small>EXHIBITING COMPANY</small> <u>CAI Retreat 2022</u> _____ <small>BOOTH NUMBER</small> YRC Freight c/o Willwork 18298 Slover Avenue, Bloomington, CA 92316 <i>MUST BE RECEIVED BY: Friday, September 30, 2022, at 3:30pm.</i>	
Number _____ of _____ pieces <div style="float: right; border: 1px solid black; padding: 2px; text-align: center;"> Willwork <small>Global Event Services</small> </div>		Number _____ of _____ pieces <div style="float: right; border: 1px solid black; padding: 2px; text-align: center;"> Willwork <small>Global Event Services</small> </div>	

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DIRECT SHIPPING LABEL		DIRECT SHIPPING LABEL	
FROM:		FROM:	
TO: _____ <small>EXHIBITING COMPANY</small> <u>CAI Retreat 2022</u> _____ <small>BOOTH NUMBER</small> La Quinta Resort & Club C/O Willwork 49-499 Eisenhower Drive, La Quinta, CA 92253 <p style="text-align: center; font-size: small;">Shipments must arrive Wednesday, October 12, 2022 from 8:00 AM – 4:00 PM ONLY.</p> Number _____ of _____ pieces		TO: _____ <small>EXHIBITING COMPANY</small> <u>CAI Retreat 2022</u> _____ <small>BOOTH NUMBER</small> La Quinta Resort & Club C/O Willwork 49-499 Eisenhower Drive, La Quinta, CA 92253 <p style="text-align: center; font-size: small;">Shipments must arrive Wednesday, October 12, 2022 from 8:00 AM – 4:00 PM ONLY.</p> Number _____ of _____ pieces	
			

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TO: _____ <small>EXHIBITING COMPANY</small> <u>CAI Retreat 2022</u> _____ <small>BOOTH NUMBER</small> La Quinta Resort & Club C/O Willwork 49-499 Eisenhower Drive, La Quinta, CA 92253 <p style="text-align: center; font-size: small;">Shipments must arrive Wednesday, October 12, 2022 from 8:00 AM – 4:00 PM ONLY.</p> Number _____ of _____ pieces		TO: _____ <small>EXHIBITING COMPANY</small> <u>CAI Retreat 2022</u> _____ <small>BOOTH NUMBER</small> La Quinta Resort & Club C/O Willwork 49-499 Eisenhower Drive, La Quinta, CA 92253 <p style="text-align: center; font-size: small;">Shipments must arrive Wednesday, October 12, 2022 from 8:00 AM – 4:00 PM ONLY.</p> Number _____ of _____ pieces	
			



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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..



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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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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.

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	
ORDERED BY	EMAIL		PHONE	

Email completed form to armando.flores@encoreglobal.com. Once this request form is submitted, an Encore Representative will contact you for an official order review and signature. Please allow 72 hours to confirm your order. Your card will be charged approximately 1-3 days post show start date. Encore will NOT deliver equipment to an unattended booth. An authorized representative must sign for all equipment. Cancellations received within 48 hours of the schedule delivery date are subject to 50% fee applicable to equipment and tax. Cancellations received on the day of scheduled delivery are subject to full amount of the order.

Labor charges, sales tax, loss damage waiver, and service charges will apply.

PROJECTION	QUANTITY	DAILY RATE
LCD PROJECTOR (3000 LUMEN PROJECTOR, 8' TRIPOD SCREEN, SAFELOCK STAND AND VIDEO CABLE LOT)		\$705
LCD SUPPORT PACKAGE (8' TRIPOD SCREEN, SAFELOCK STAND AND VIDEO CABLE LOT)		\$225
MONITOR	QUANTITY	DAILY RATE
24" MONITOR TABLE TOP		\$215
55" MONITOR		\$730
65" MONITOR		\$865
AUDIO	QUANTITY	DAILY RATE
LAPTOP/MP3 AUDIO PACKAGE (1 SPEAKER W BUILT IN MIXER, COMPUTER/AUDIO DEVICE ADAPTER AND AUDIO CABLE LOT)		\$300
MISCELLANEOUS	QUANTITY	DAILY RATE
LAPTOP		\$260
POST-IT FLIPCHART PACKAGE		\$96
INTERNET	QUANTITY	SHOW RATE
SUPERIOR WIFI CONNECTION		\$30
HARD LINE CONNECTION		\$230
POWER	QUANTITY	SHOW RATE up to 3 days
120V SINGLE PHASE – UP TO 20 AMPS (W POWER STRIP)		\$250
BELKIN POWER HUB		\$30

If you are experiencing technical difficulties on site, please contact Encore at (760) 777-4836



Audio Visual Partners, Inc.

5075 Forsyth Commerce Road

Orlando, FL 32807

Tel: 321-689-7251

Contact: Steve Roberts/ Exhibit Sales

Email: Steve@avpusa.com

"Your local resource for ALL your display needs!"**CAI CEO-MC Retreat**

October 12-15, 2022

La Quinta, CA

EXHIBITOR RENTAL ORDER FORM

DATA DISPLAY EQUIPMENT	QTY	"SHOW" RATE	TOTAL
24" LED Flatscreen Monitor VIDEO/DATA	_____	\$200.00	_____
32" LED Flatscreen Monitor (16:9 Aspect Ratio/ 1920x1080 Res.)	_____	\$300.00	_____
40" LED Flatscreen Monitor (16:9 Aspect Ratio/ 1920x1080 Res.)	_____	\$375.00	_____
48" LED Flatscreen Monitor (16:9 Aspect Ratio/ 1920x1080 Res.)	_____	\$450.00	_____
55" LED Flatscreen Monitor (16:9 Aspect Ratio/ 1920x1080 Res.)	_____	\$575.00	_____
65" LED Flatscreen Monitor (16:9 Aspect Ratio/ 1920x1080 Res.)	_____	\$700.00	_____
Dual Post Floor Stand for LED Monitor	_____	\$100.00	_____
Shelf for Dual Post Floor Stand	_____	\$25.00	_____

AUDIO EQUIPMENT	QTY	"SHOW" RATE	TOTAL
Wireless Microphone (Handheld/Lav,Headset)	_____	\$250.00	_____
Small Powered Speaker	_____	\$125.00	_____
Medium Powered Speaker	_____	\$165.00	_____
Small Audio Mixer	_____	\$75.00	_____

VIDEO EQUIPMENT	QTY	"SHOW" RATE	TOTAL
Digital Media Player	_____	\$125.00	_____
54" Roll Cart w/ skirt	_____	\$75.00	_____
3000 Lumen LCD Projector w/tripod screen	_____	\$450.00	_____

COMPUTER SYSTEMS & PERIPHERALS	QTY	"SHOW" RATE	TOTAL
PC Laptop	_____	\$250.00	_____
MAC Laptop	_____	\$300.00	_____

*** All prices listed are for the entire show and include Setup and Strike***

We also have a full line of Audio and Video equipment. Please call for additional equipment rental needs !

ORDERING INFORMATION

* Payment is due prior to show

* All prices include setup and strike

* LCD monitors include VGA cable or HDMI cable, AC extension/powerstrip

* You will receive a confirmation of your order

* Technical assistance is just a phone call away

* Client must be on site at time of delivery. Any re-attempted deliveries

after set delivery time will result in an additional delivery charge

*Total Equipment**DeliveryPickup**8.75% Sales Tax***TOTAL DUE**

\$150.00

****Drayage,Riggers,Carpenters, Electricians, or any applicable union charges will be billed directly to the exhibitor******CUSTOMER INFORMATION**

Delivery Date: _____ Delivery Time: _____ Pickup Date: _____ Pickup Time: _____

Exhibitor /Company Name: _____ Booth Number: _____

OnSite Contact: _____ Phone Number: _____

Address: _____ City/State/Zip: _____

Credit Card #: _____ CVV Code: _____ Exp: _____

Cardholders Billing Zip Code: _____ Cardholders Signature: _____

Email Address: _____

Email Completed Form to steve@avpusa.com