

# PHEASANT RUN RESORT

# Master Order Form

**Discount Pricing** – Applies to all advance orders when accompanied with full payment or credit card information filled in the space provided. **Orders must be received 14 days prior to the first day of exhibitor setup to qualify for this discount.**

**Standard Pricing** – Applies to all orders received within 14 days of the first day of exhibitor setup and to those advance orders not accompanied with full payment.

***\*Please note deadlines indicated on individual order forms may be different than the 14 day cut-off***

***Please indicate the totals from the bottom right corner of each order form in the space provided.***

Telecommunications.....\$ \_\_\_\_\_  
Electrical Services.....\$ \_\_\_\_\_  
Floral.....\$ \_\_\_\_\_  
Furniture.....\$ \_\_\_\_\_  
Labor.....\$ \_\_\_\_\_  
Material Handling.....\$ \_\_\_\_\_  
Miscellaneous \_\_\_\_\_ \$ \_\_\_\_\_  
**Total Order Amount.....\$ \_\_\_\_\_**

Amount of check enclosed \_\_\_\_\_

CC logos: mc, visa, disc, amex  
\_\_\_\_\_

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

Credit card expiration \_\_\_\_\_

Initial below if representative at the show may charge additional items to this credit card

Name of Show \_\_\_\_\_ RSAC \_\_\_\_\_

Date of Show \_\_\_\_\_ December 7 & 8, 2009 \_\_\_\_\_

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

Address \_\_\_\_\_

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

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

Authorized by \_\_\_\_\_

Sign & Print  
Title \_\_\_\_\_ Fax Number (\_\_\_\_) \_\_\_\_\_

All payments should be made payable to  
***Pheasant Run Resort & Spa***  
And should be addressed as follows:

***Pheasant Run Resort & Spa***  
**Attn: Exposition Center**  
**4051 E. Main Street**  
**St. Charles, IL 60174**

Please forward master order form, along with each individual service order form with payment. Orders may be faxed to our office at (630) 584-1042. Please direct any questions to the Exposition Center at (630) 584-6300.

Note: Prices are subject to change without notice.

Orders will not be processed without the appropriate advanced payment

# General

## **Pheasant Run addresses all your exhibit needs.**

For exhibitors, Pheasant Run Resort & Spa offers the optimum in exhibit space, services and facilities. Our Exposition Center Manager and staff look forward to serving you, and want to relieve as much of your stress and detail work as possible, before, during and after the show.

## **Exposition Hall Manager**

The Exposition Center Manager will be available to exhibitors throughout the setup and teardown times to assist with any problems or alleviate any concerns that may arise, and to inform you of Hotel policies, fire regulations and other city ordinances that pertain to exhibitions.

## **Order Forms**

Individual order forms for all the services and materials that pertain to exhibitors are contained in this kit. To avoid last-minute pressures and unnecessary expense, **you are urged to submit all Expo Center requests at least 14 days prior to the first day of exhibitor setup.** As you will note on the inserts for various services, special discounts are offered for advance orders. Convention hall furnishings, equipment and other materials are not kept on site, and each item that is ordered after the deadline may have to be ordered from a separate warehouse facility.

## **Service & Information Desk**

For your convenience, Pheasant Run Resort & Spa will also staff an Exposition Service and Information Desk to help with any questions or concerns during setup and teardown times. In addition to answering any questions you have about the Hotel, the show, or the city, the personnel at the desk will be glad to help you:

- Check on shipments
- Place orders for additional rental furniture
- Wire last-minute electricity and telecommunications equipment

## **Shipping and Storage Instructions**

To ship pallets or packages directly to the Exposition Center, please see the Material Handling insert contained in this kit.

## **Skilled and Regular Labor**

Exhibitors are expected to conform to the local labor regulations. Pheasant Run Resort & Spa will provide labor at the prevailing rates for the services required. If exhibitors have any questions or concerns, they can contact the Exposition Center staff. Exhibitors are advised to make early reservations for labor services. Please refer to the Labor section of this kit for more details and instructions.

## **Terms**

Charges are due and payable at the time service is requested. The Exposition Center requires full payment prior to the disbursement of any service or equipment rental. Pheasant Run Resort & Spa is not able to bill anyone after the show, so please be prepared to settle your account during the show.

## **Tax**

All rental item prices available in this kit include applicable taxes. Other services may be subject to additional tax. If your company or organization is tax-exempt, please attach your Tax Exemption Certificate to this form.

## **Catering Services**

Catering is available to vendors by placing orders in advance through Pheasant Run Resort & Spa's professional catering department. Food preparation in the Exposition Center is not permitted without permission from Hotel management.

## **Security**

Security in the Exposition Center is the responsibility of show management. It is specified that only licensed security firms may be hired to secure the Exposition Center building, at the discretion of Exposition Center Management.

### **Standard Exhibit Booth**

Pheasant Run Resort & Spa's booth package varies according to the type of show, so please contact show management to inquire about the construction of your booth.

Booth rentals include exhibit space rental for the entire show, a carpeted hall, lighting, heating and ventilation. Booth rentals do not include material handling, decoration, security, or labor.

### **Special Installation Requirements**

The exhibitor is not to affix, nail or otherwise attach any items to walls, doors, floors, and columns. The exhibitor will be held responsible for any damage done to the Exposition Center.

### **Liability**

Neither Pheasant Run Resort & Spa nor the legal entities which own, lease and/or operate the Hotel nor their members, officers, directors or employees, shall be responsible or liable for injury to any person or persons while in transit to or from the Hotel or while in the Hotel or otherwise. The exhibitor assumes complete responsibility and liability for all loss, damage or destruction of the property of the exhibitor, his guests and all property of the Hotel used by the exhibitor or brought upon the Hotel premises in his behalf.

The exhibitor also assumes full responsibility and liability for all injury to any and all persons or property, which are any way connected with the exhibitor's negligence. Exhibitor indemnifies and agrees to hold harmless Pheasant Run Resort & Spa, and the legal entities which own, lease and/or operate the Hotel, their members, officers, directors and employees against any and all damages to property or personal injury caused by the exhibitor or his agents, representatives, employees and other persons so identified. For this reason, some exhibits may require a certificate of insurance, and all exhibitors that choose to hire outside labor are required to provide a certificate of insurance to the Exposition Center Staff.

### **Fire Regulations**

All exhibitors are required by the St. Charles Fire Department and/or hotel to conform to the following regulations:

- Smoking is prohibited in exhibit areas at all times
- All materials used in the exposition center must be flameproof to meet a test for scenery and decorations in the Municipal Code of St. Charles. This flame test stipulates that:

*If the flame from an ordinary wood match does not ignite a substance or material or cause it to burn or to carry a flame or glow on removal of the lighted*

*match, the substance or material shall be construed as having been treated with a flame retardant solution in a satisfactory manner and as meeting the regulations of the St. Charles Fire Department.*

- Empty cartons, boxes and crates must be removed from the aisles prior to the opening of the show and will be returned at the close of the show. (Removal, storage and return of cartons are included in the material handling service provided by the Exposition Center). "Empty" stickers are available at the service desk during setup.
- Excelsior or shredded paper should not be used in crating merchandise.
- Displays with closed ceilings are not permitted.
- Aisles must be kept completely clear of obstructions during show hours, and as clear as possible during setup and teardown times.
- Fire exits and fire extinguishers must be kept clear at all times.
- No hazardous displays (such as those with open flames) will be permitted without prior authorization from the Fire Department.
- Vehicles on the show floor may not have more than ¼ tank of gas, must have their gas cap taped or locked, and must have a disconnected battery.
- During loading and unloading periods, the fire lanes must be kept clear by order of the St. Charles Fire Marshall.

**Reach out to Pheasant Run Resort & Spa for experienced help.**

If you want to have one or more telephones in your booth during the show, the Exposition Center staff can arrange it for you.  
 \*A list of call charges will be billed to you after the event.

**Pricing Information**

**Installation** – Charges outlined in this form include all labor and materials needed to install service to exhibitors’ booths. Standard services will terminate in an RJ-11 jack. T-1 high-speed internet Will terminate in an RJ-45 jack.

**Billing** – All calls billed at operator assisted day rates. \*Credit card required for billing of call charges.

**Deposit** – A deposit of \$75.00 per handset is required. This deposit will be applied toward the rental fee.

**Advance Payment** – Complete advance payment is required on all telephone orders. **Orders will not be processed without the appropriate advance payment.**

**Deadline** – *Direct dials and Internet services require 30 days to install.* All other orders must be received 14 days prior to the opening of the show.

Quantity	Item	Discount	Standard Unit Price	Total
<b>Standard Services</b>				
_____	Direct dial lines installed	\$200	\$300	_____
		(advance notice required)		
_____	House phone extension (dial "9" access)	\$100	\$150	_____
_____	Deposit on handsets	\$75	\$75	_____

**\*Credit Card Number required for all telecommunication orders**

\_\_\_\_\_ - - -  
 card expiration \_\_\_\_ / \_\_\_\_

**Internet Service -**

**Wired or Wireless Internet Service**

**Please contact Exposition Center office for pricing.**

**(630) 584-6300 ext. 7593**

<b>Company Name</b> _____
<b>Booth Number</b> _____

**Telephone order total** \_\_\_\_\_

# Furniture

**With Pheasant Run Resort, your furnishing needs are covered**

The Exposition Center Manager is your central coordinator, and the single source for all your furnishing needs. Quality of all furniture, floor coverings and decorations is assured, as is your minimal involvement. Advance orders earn discount prices, so fill in the order form completely and send it to the Exposition Center staff as soon as possible.

**Each Rental Includes:**

- \*Delivery to your booth
- \*Use during the expo
- \*Complete setup and removal

**Pricing Information**

**Discount Pricing** – Applies to all advanced orders when accompanied with full payment or credit card information filled in the space provided. **Orders must be received 14 days prior to the first day of exhibitor setup to qualify for this discount.**

**Standard Pricing** – Applies to all orders received within 14 days of the first day of exhibitor setup, and to those orders not accompanied with full payment.

**Orders will not be processed without full payment.**

- Orders placed at the service desk are based on availability.
- Variations in dye lot may occur when Ordering more than one carpet panel.
- Standard carpet sizes may not be cut or trimmed. If special sizing is required, a \$15/sq. ft. pricing will apply.

**Note: Exposition Center & St. Charles Ballroom show floors are carpeted.**

	Quantity Item/Size	Discount Price	Standard Price	Total
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**Chairs**

_____	Padded side chair	\$10.00	\$20.00	_____
_____	Chrome bar stool with back	\$35.00	\$45.00	_____

**Accessories**

_____	Waste basket	\$ 7.50	\$10.00	_____
_____	Easel	\$20.00	\$30.00	_____
_____	Table riser (4'x1'x1')	\$30.00	\$40.00	_____
_____	Pegboard (8'x4')	\$50.00	\$65.00	_____

**Wood Display Tables**

_____	2'X4' (30"High) w/ White Vinyl Top	\$25.00	\$40.00	_____
_____	2'X6' (30"High) w/ White Vinyl Top	\$25.00	\$40.00	_____
_____	2'X8' (30"High) w/ White Vinyl Top	\$25.00	\$40.00	_____
_____	2'X4' (42"High) w/ White Vinyl Top	\$35.00	\$50.00	_____
_____	2'X6' (42"High) w/ White Vinyl Top	\$35.00	\$50.00	_____
_____	2'X8' (42"High) w/ White Vinyl Top	\$35.00	\$50.00	_____

**Table Skirting**

(Please specify skirt color below)

_____	Skirting for 2'X4' Table	\$30.00	\$40.00	_____
_____	Skirting for 2'X6' Table	\$30.00	\$40.00	_____
_____	Skirting for 2'X8' Table	\$30.00	\$40.00	_____

Color: \*Blue \*White \*Burgundy \*Red \*Gold  
\*Black \*Forest Green \*Show Colors

**Booth Carpeting**

(Please specify color below)

9'x10' per single booth space      \$65.00      \$95.00 \_\_\_\_\_

\_\_\_\_\_ Colors: \*Red \*Blue \*Gold \*Grey \*Burgundy  
Carpet prices include front edge taping only. Additional taping at \$1.50 per linear foot.

\*\*The Pheasant Run Exposition Center is fully carpeted\*\*

<b>Company Name</b>
_____
<b>Booth Number</b> _____

**Furniture Order Total** \_\_\_\_\_

**This form must be returned with the original Master Order Form.**

# Labor

**Build success into your exhibit by reserving help early.**

## Pricing Information

**Straight Time** – Monday through Friday, 8:00 a.m. to 4:30 p.m.

**Double Time** – After 4:30 p.m. daily, and all day Saturday, Sunday and holidays.

There is no tax on labor rates.

**Deadline** – Labor orders must be received no less than 30 days in advance.

## Labor costs during straight time:

*1-hour minimum required:*

**Forklift**            \$65.00/hr.  
**Sign Hanging**    \$65.00/hr.  
**Electrician**        \$70.00/hr.  
**Uprigging**         \$500/Day

*4-hour minimum required:*

**Carpenter**         \$65.00/hr.  
**Plumber**            \$65.00/hr.

Starting time will be guaranteed only at 8:00 a.m. Every attempt will be made to supply labor at other times.

We must remind you that all exhibitors are expected to conform to local labor regulations, and that Pheasant Run Resort & Spa will provide experienced labor at prevailing rates.

## Service Requested

If you will need labor for both setting and dismantling of your booth, please provide both requirements below.

*Information provided on this order sheet will be adjusted if actual labor cost is more than previously requested. 1-hour minimum required.*

Hours needed	Type of Service (forklift, carpenter, etc.)	Time of service	Total due
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\_\_\_\_\_

\_\_\_\_\_ **Call for info!!!** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Additional services may be available upon request. Please call for additional information.

If you are using contractors other than those provided by the Exposition Center, you must provide the Expo Center Manager with a proof of insurance certificate prior to the first day of show installation.

**Labor Order Total** \_\_\_\_\_

**This form must be returned with the original Master Order Form.**

### Skilled Professionals and Cost-Conscious Charges.

To free you from unnecessary problems or delays at the show, we urge you to review this summary of electrical requirements applicable to all exhibitors. (These requirements are based on the City of St. Charles' Electrical Code). In addition, if you are not familiar with basic safety standards for electrical wiring, an electrician should be consulted before shipment is made to the Exposition Center. If you need further information or clarification of any point, please contact the Exposition Center staff.

### Before You Ship, Check Your Equipment Against These Requirements:

- \* All wiring and electrical equipment requires evidence of testing and approval by a nationally recognized testing laboratory.
- \* All electrical signs shall have a permanent name-plate stating (1) size in feet and inches (2) weight and (3) maximum ampere load of the sign.
- \* All wiring that touches the floor must be "SO" rated for extra hard usage.

- \* Wiring above floor level must be "SJ" cord, rated for hard usage.
- \* Zip cord is prohibited.
- \* Flexible cord must be 3-wire unless part of a specifically approved assembly.
- \* Motors of 3/4 H.P. and over must be equipped with a safety switch.
- \* Open clip sign sockets, latex or lamp cord wire in displays, duplex or triplex attachment plugs are prohibited.
- \* cord, rated for hard usage.

### At the Exhibition

- \* General illumination of the area is provided.
- \* All outlets will be installed on the floor of the back wall of the standard booth. Connections from outlets to equipment shall be Time and Material.
- \* Any electrical connections to the building electrical systems or extensions thereto must be made by building electricians, not by the exhibitor.
- \* Extensions to the electrical systems must be made by 3-wire flexible cord, type "SO" or equal, in lengths arranged so that there will be no more than one coil, 2 feet in diameter, of excess cord.
- \* Any cord run across a traffic lane must be encased in a substantial enclosure specifically approved for this purpose.

- \* No electrical equipment shall be attached to or supported from booth dividers.
- \* Permanently installed wiring on booths or displays must be encased in an Approved metal raceway where flexibility is necessary, such as between booth sections or at connection points to the building system, type "SO" cord or equal in lengths not to exceed 6 feet, With approved attachment plugs.
- \* Splices and terminations shall be made in an approved metal enclosure.
- \* All electrical material and equipment must use a 3-wire cord, and be grounded because of local and national ordinances. Connections where wiring constitutes a Fire hazard will not be allowed.

### Important Notes:

- \* All exhibits will be carefully inspected to determine if violations exist. If they do, qualified electricians are available to correct them. The work will be performed on a time-and-material basis. If the exhibitor does not wish to have the fault corrected, electrical service will not be connected.
- \* All material and equipment furnished by Pheasant Run Resort will remain the Property of Pheasant Run Resort.

### Pricing Information

**Electricians:** \$70.00 per hour, with a one-hour minimum on any labor orders. Any equipment or exhibit requiring hardwiring will be billed for Electrician time.

**Straight Time** – Monday through Friday, 8:00am-4:30pm

**Double Time** – After 4:30pm daily and all day Saturday, Sunday and Holidays. No tax on labor rates.

**Discount Pricing** –Applies to all advance orders when accompanied with full payment or credit card information filled in the space provided. **Orders must be received 14 days in advance to qualify for this discount.**

**Standard Pricing** – Applies to all orders received within 14 days of the first day of set up and to those advance orders not accompanied with full payment

**Complete advance payment is required for all orders.**

### Standard Electrical Service Available

120 Volt, A. C., Single Phase, 60 Cycle  
208 Volt, A. C., 3 Phase, 60 Cycle

208 Volt, A. C., Single Phase, 60 Cycle  
480 Volt, A. C., 3 Phase, 60 Cycle

QUANTITY	ITEM/SIZE	DISCOUNT PRICE	STANDARD PRICE	TOTAL
<b>Booth Outlets</b>				
_____	2000 watt-20AMP, 120 volt standard outlet NOTE: 120 volt service for booth power is supplied with one (1) opening. Service includes bringing unit to booth, connection at one point, and removal at conclusion of event	\$100.00	\$130.00	_____
_____	25' Extension Cord <b>(Rental does not include electrical service)</b>	\$20.00	\$30.00	_____
_____	4 Outlet Quad Box <b>(Rental does not include electrical service)</b>	\$25.00	\$35.00	_____
<b>Equipment Outlets</b>				
_____	208 volt – 1 phase-30AMP	\$190.00	\$275.00	_____
_____	208 volt – 3 phase-30AMP	\$270.00	\$360.00	_____

Booths larger than 10'x20' should identify and show location of service units, power connections, and tower lights and indicate booth dimensions. Heavy duty service should be accompanied with a detailed floor plan.

**Electric Order Total** \_\_\_\_\_

This form must be returned with the original Master Order Form.

Company Name
Booth Number _____

# Material Handling

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## All you do is ship your exhibit and the Exposition Center will handle the rest.

The Exposition Center Operations Manager takes the pressure off you. You'll deal with one centrally located company, specialists in exhibit material shipping and handling.

## Pheasant Run Resort's Complete Service Package Includes:

- Up to 14 day storage of display materials prior to show opening
- Delivery of exhibit from storage facility to your booth
- Removal and storage of empty crates and boxes during the show
- Return of crates and boxes after the show
- Transport of all materials onto carriers for outbound shipping

## Outbound Shipping

- Exhibitors must bring their own labels to the show for outbound shipments
- Exhibitors are responsible for scheduling all pick-ups if they are not using the preferred carrier
- Packages left longer than 24 hours after the close of the show will be forced out at the discretion of the Exposition Center Management

## Our Shipping Address:

**PR Exposition Center  
Attn: Company Name and  
Booth #  
4051 E. Main Street  
St. Charles, Illinois 60174**

**(630) 584-6300**

If you do not address your package(s) in the above format, we cannot guarantee that your shipment will arrive to your booth in time for the show.

## Rates

- Material handling rates are calculated by the shipping weight, multiplied by \$0.35
- The minimum handling charge is \$35.00
- Any shipment arriving independently of a pallet will incur a \$5 per package charge **additional to its weight.**

## Limitations of Pheasant Run Resort & Spa's Liability and Responsibility

- Pheasant Run shall not be responsible for damage to uncrated/improperly-packaged materials nor concealed damage.
- Pheasant Run 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 any other causes beyond its control.
- Pheasant Run's liability shall be limited to the physical loss or damage to the specific article which is lost or damaged, and in any event Pheasant Run's maximum liability shall be limited to \$0.30 per pound, per article with a maximum liability of \$50.00 per item and \$1,000.00 per shipment.
- Pheasant Run shall not be responsible for loss or theft of

materials before they are picked up from the exhibitor's booth for reloading after the show.

- Pheasant Run 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.
- The consignment or delivery of a shipment to Pheasant Run by an exhibitor, or by any shipper 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 in the contract.

## A Suggestion

To protect your display in transit, you are urged to carry all-risk floater insurance covering your materials against damage, loss, and all other hazards from the time shipment is made from your place of business until your materials are received back after the show. This can generally be obtained for a nominal cost by adding a rider to an existing insurance policy.

**All shipments must be prepaid.**

**Collect shipments will be refused.**

# Material Handling Instructions

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## Inbound Shipping Information

Exhibiting Company Name: \_\_\_\_\_ Booth Number: \_\_\_\_\_

Shipping Via: \_\_\_\_\_ Pro Number: \_\_\_\_\_

Date Shipping: \_\_\_\_\_ Estimated Arrival Date: \_\_\_\_\_

Total # of Shipments: \_\_\_\_\_ Total # of pieces: \_\_\_\_\_ Total Weight: \_\_\_\_\_

Shipments weighing **less** than 100 lbs.,  
will be subject to a \$35 minimum  
material handling fee. \_\_\_\_\_ X \$0.35/ lb. = \$ \_\_\_\_\_  
Total Weight Payment Due

Packages arriving independently  
**will have** their weights totaled and  
will be treated in the same manner as # of packages X \$5.00 = \$ \_\_\_\_\_  
large shipments. Additional Charge

**\$.35 per pound Plus an additional \$5.00 per package** Total due: \$ \_\_\_\_\_

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## Outbound Shipping Instructions

Shipping to: \_\_\_\_\_ Attention: \_\_\_\_\_

Street Address: \_\_\_\_\_

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

Carrier: \_\_\_\_\_ Total # of pieces: \_\_\_\_\_

Description of Material: \_\_\_\_\_

Prepaid     Collect     Bill Third Party (Please, use space above for 3<sup>rd</sup> party address.)

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- No allowances shall be made for attrition during the event.
- Actual billing weights will be based on the information given by the carriers.
- Advance payment for material handling should be mailed along with a copy of this document and the Master Order Form. Or, they can be sent via Fax to (630-584-1042). Any variance or difference between the weight given and that of the one received **will be billed on-site** at the beginning of the show and **will have to be paid in full** before the show's break-down.

**Company Name**

\_\_\_\_\_

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