



Your Company is exhibiting at the event listed below.
Please forward this Exhibitor Manual to the person in charge of your Exhibit.

Exhibitor's Manual

Florida Assisted Living Affiliation (FALA)

August 19-20, 2009

Sanibel Harbour Resort & Spa

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7101 Presidents Drive, Suite 300, Orlando, FL 32809 • Tel: 407 240 3348 • Fax 407 240 8710
Email: info@gobencs.com • www.gobencs.com

Contact Information

Dear Exhibitors:

Goben Convention Services are pleased to have been selected as your official service contractor. We realize your participation in this event is a vital part of your Company's marketing program, and we would like to do everything possible to make it as enjoyable and rewarding for you.

All questions regarding registration, booth assignment, and the event schedule should be directed to:

Sally Hicks
850 383 1159 phone
850 224 0448 fax
sallyh@falamail.org

All questions regarding Shipping, Storage, Furniture, Plants, Signs, Labor, Carpet and Cleaning should be directed to:

Stephanie Dill
Goben Convention Services
407 240 3348 phone
407 240 8710 fax
Stephanie@gobencs.com

All questions regarding Audio Visual should be directed to:

Myra Murray
Goben Convention Services
407 240 3348 phone
407 240 8710 fax
myra@gobencs.com

All questions regarding Electricity should be directed to:

Dawn Messuri
Sanibel Harbour

All questions regarding Internet access and Audio Visual should be directed to:

Keith Moylan
SWANK
239 466 2135 phone
kmoylan@swankav.com

- Included in this Exhibitor Manual are order forms for services or items you may require for your Exhibit booth.
- Please review each form, ordering in advance those items and services you require.
- Please return to Gobencis Convention Services with the "method of payment" form.
- All other contractor's forms must be sent to the contractor providing the service.



Show Information

Sanibel Harbor Resort
 17260 Harbor Point Drive
 FT Myers, FL 33908
August 19-20, 2009

This Schedule may be subject to change by the Show Management.

	<i>DAY</i>	<i>DATE</i>	<i>TIME</i>
EXHIBITOR MOVE-IN/SET UP	Wed	Aug 19	11am – 5pm
EXHIBIT HOURS	Wed	Aug 19	5:45pm – 8:30pm
	Thu	Aug 20	11:45am – 2:45pm
EXHIBITOR MOVE OUT	Thu	Aug 20	3pm

BOOTH EQUIPMENT: Each booth will provide the following items:

7' x 10'	Booth space (Black & White)
1	6' x 30" high table skirted in show colors
1	7" x 44" booth I.D. Sign
1	Wastebasket with liner
2	Padded Folding chairs

There will be no substitutions with the booth package items. If you require alternative table, chairs or skirt color you must order through the furniture order form included in this manual.

• **IMPORTANT DATES:**

Mon.	July 13, 2009	Shipments may begin arriving at the advance warehouse
Wed.	August 5, 2009	Discount deadline for orders received with payment
Wed.	August 12, 2009	Last day for advance shipments to arrive at the warehouse without surcharges
Mon.	August 17, 2009	Last day for shipments to arrive at warehouse
Thurs.	August 20, 2009	Outbound Freight carrier must sign in with Gobencs staff.
Thurs.	August 20, 2009	Outbound Freight will be redirected using UPS Freight @ 6pm



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OFFICIAL CONTRACTOR:

MATERIAL HANDLING:

- Goben CS has been contracted to handle this event which includes all drayage whether it is received at the warehouse or the show site.
- Warehouse receiving hours 8:30am – 3pm Monday through Friday.
- You may start sending freight 30 days prior to the start of the show at no additional charge.
- Drayage is the delivery of freight from the warehouse, loading dock or Hotel storage room to the booth and from the booth to the loading dock: Empty crates will be removed to storage and returned to your booth when the show closes. Sufficient time must be allowed to return containers as they will not be returned in any particular order.
- *Please note* if you send freight to the hotel before August 19, 2009 your freight **may be refused**. If it is accepted the hotel may charge acceptance/storage fees and you will also be charged material handling rates from Goben CS.
- No material handling equipment such as dollies or pallet jacks may be used by anyone other than Goben CS.

For more information please read the shipping information in this exhibitor manual.

OFFICIAL Show FREIGHT CARRIER:

UPS Freight is the preferred freight carrier for this show.

Tel: 800 988 9889 - www.UPSFreight.com – 24 hour tracking

Be sure to mention the Show Name to receive show discount rates.

UPS Form at the back of this manual.

LABOR:

Labor is for installation & dismantling of displays. Please refer to the Labor forms included in this manual to order in advance to guarantee laborers.

Exhibitors can set and dismantle their own displays provided they use their own company employees to do so.

EXHIBITOR APPOINTED CONTRACTOR REQUEST:

If you wish to bring in an outside contractor you must inform Goben CS two weeks prior to the set up.

A valid “certificate of Insurance” must be submitted to Goben Convention Services by August 5, 2009 requests received after this date may not receive approval.

Failure to provide Goben CS the cert of insurance will result in Labor hire from Goben CS staff. The non official contractor will be able to provide supervision only.

Exhibitor Appointed Contractors who subcontract for services other than general contracting are also considered non-official contractors and must follow procedures, including florists, a/v and computer rental firms.

SECURITY:

Exhibitors are responsible for safeguarding their goods, materials, equipment and exhibits at all times. Goben Convention Services are not responsible for items left in booths unattended.

EQUIPMENT USE:

Goben Convention Services do not lend out any equipment for use by exhibitors.

If you require help with the set up of your booth, you must fill out the labor forms provided. (show site not guaranteed).

If you require help bringing items to your booth you will be subject to material handling fees or Labor charges.

SAFETY:

Standing on chairs, tables or any rental furnishings are prohibited. We will not be responsible for injuries or falls caused by improper use of furnishings.

Should a folding chair not accommodate you please advise us and we will substitute your folding chair for a side chair.

If assistance is required in the assembly/dismantle of your booth, please order labor on the enclosed Labor form and the necessary ladders/tools will be provided.

PAYMENT TERMS AND CONDITIONS

PAYMENTS: Full payment, including tax, is due in advance or at show site. Purchase Orders are not considered payment. All orders received without the method of payment form will be charged standard rates. Do not wait until after the show closes to settle discrepancies that can easily be resolved at the show-site. If the Exhibitor fails to pay their invoice prior to the close of the show, the charges will automatically be applied to the credit card on file.

INTERNATIONAL EXHIBITORS:

We require 100% pre-payment of advance orders. Any orders or services placed at show site must be paid at the show. Payment must be made by check in U.S. funds drawn on a U.S. bank. Custom Clearance – should your display require clearance by a US Custom Office you must make arrangements with a custom broker. Goblen CS cannot clear the shipment on behalf of the shipper; nor will we serve as the importer of record.

FEES: A \$30 charge will apply for charges associated with insufficient funds, personal or company checks or charge back fees on credit cards. This fee will be added to your final invoice.

WIRE TRANSFERS: Please add \$30.00 to the wired amount to cover fees. (Call for bank details)

CANCELLATIONS:

- A) Orders Cancelled prior to decorator move-in are subject to a 50% Cancellation charge.
- B) Orders cancelled after decorator move-in begins are subject to a 100% Cancellation charge.
- C) A one-hour “per person” charge will be applied for all labor orders that are not cancelled in writing at least 24 hours prior to the scheduled start time.

TAX EXEMPTION STATUS:

If you claim tax exempt status, you must provide us with a copy of your tax Exempt Certificate issued by federal government or state in which the event is taking place, simultaneously with the placement of your initial order, otherwise tax will appear on your invoice.

THIRD PARTY BILLING:

Each exhibiting firm is ultimately responsible for all charges incurred on its behalf. Goblen CS reserves the right to institute collection action against the exhibitor if the third party does not pay.

CREDITS: It is your responsibility to advise our Service Center Representative of any problem with any of your orders, and to check your invoice for accuracy prior to the close of the exhibit.

RENTALS: All materials and equipment are on a rental basis for the duration of the show and remain the property of Goblen. All rentals include delivery, installation and removal from your booth.

UNPAID BALANCES:

Should there be any unpaid balance after the close of the show, terms will be net, due and payable upon receipt of invoice. Effective 30 days after invoice date, any unpaid balance will bear a FINANCE CHARGE at the lesser of the maximum rate allowed by applicable law, or 1.5 % per month, which is an annual percentage rate of 18% and future orders will be on a pre-payment basis only. If any finance charge hereunder exceeds the maximum rate allowed by applicable law, the finance charge shall automatically be reduced to the maximum rate allowed, and any excess finance charge received by Goblen Convention Services shall be either applied to reduce the principal unpaid balance or refunded to the payer. This Payment Terms and Conditions shall be governed by and construed in accordance with the laws of the State of Florida.



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Furniture Order

PRE-ORDER DISCOUNT DEADLINE

August 5, 2009

FALA

SEATING					
CODE	QTY.	DESCRIPTION	DISC RATE	STAND RATE	TOTAL
100		Side Chair	40.00	50.00	
101		Upholstered Arm Chair	50.00	62.00	
102		Upholstered Counter Stool	54.00	67.00	
		Padded folding chair (black)	40.00	50.00	
ACCESSORIES					
200		Chrome Clothes Tree	37.00	46.00	
201		Chrome Stanchion	28.00	35.00	
203		Gray Velvet Rope	15.00	19.00	
206		Wastebasket	12.00	15.00	
207		Sign Holder 22" x 28"	42.00	53.00	
208		Chrome Tripod Easel	28.00	35.00	
209		Literature rack	70.00	88.00	
		Bag Rack	37.00	46.00	
		Fish Bowl	15.00	19.00	
		Refrigerator 34"	125.00	156.00	
		Table Top Display unit	260.00	325.00	
		10' Pop up Display unit	560.00	700.00	
		Glass display case	325.00	475.00	
		Grid Wall 2' x 8' sections	60.00	75.00	
		Grid wall pair of feet	28.00	35.00	
		Computer Kiosk	Call		
		Poster Board 4' x 6'	97.00	122.00	
		Poster Board 4' x 8'	115.00	144.00	
		1 Meter Credenza	298.00	372.50	
		2 Meter Credenza	398.00	497.50	
SPECIAL BOOTH DRAPE					
500		White Vinyl Table Cover	12.00	15.00	
501		Table Skirt 30"	4.00/ft	5.00/ft	
502		Table Skirt 42"	5.00/ft	6.50/ft	
503		8' Masking Drape	10.00/lf	12.50/lf	
504		3' Masking Drape	7.00/lf	9.00/lf	
		8' Upright	9.00	11.00	
		3' Upright	9.00	11.00	
		Cross Beam	9.00	11.00	
<p>Circle Skirt Color</p> <p> <input type="radio"/> Black <input type="radio"/> Blue <input type="radio"/> Burgundy <input type="radio"/> Gold <input type="radio"/> Peach <input type="radio"/> Gray <input type="radio"/> Red <input type="radio"/> Teal <input type="radio"/> White <input type="radio"/> Mauve </p>					

TABLES					
CODE	QTY	24" WIDE DRAPED TABLE (white plastic top, skirted 3 sides)	DISC RATE	STAND RATE	TOTAL
601		4' long 30" high	80.00	100.00	
700		4' long 42" high	95.00	119.00	
602		6' long 30" high	95.00	119.00	
701		6' long 42" high	110.00	137.00	
603		8' long 30" high	110.00	137.00	
702		8' long 42" high	125.00	156.00	
604		4 th side draped	27.00	34.00	
<p>Circle Skirt Color</p> <p> <input type="radio"/> Black <input type="radio"/> Blue <input type="radio"/> Burgundy <input type="radio"/> Gold <input type="radio"/> Peach <input type="radio"/> Gray <input type="radio"/> Red <input type="radio"/> Teal <input type="radio"/> White <input type="radio"/> Mauve </p>					
CODE	QTY	24" WIDE UNDRAPED TABLE (white plastic top)	DISC RATE	STAND RATE	TOTAL
606		4' long 30" high	45.00	56.00	
704		4' long 42" high	60.00	75.00	
607		6' long 30" high	60.00	75.00	
705		6' long 42" high	75.00	94.00	
608		8' long 30" high	75.00	94.00	
706		8' long 42" high	90.00	113.00	
PEDISTAL TABLES					
400		Round 24" Diameter 18" h	50.00	63.00	
		Round 24" Diameter 30" h	55.00	69.00	
		Round 24" Diameter 42" h	60.00	75.00	
401		Round 30" Diameter 18" h	65.00	75.00	
		Round 30" Diameter 30" h	70.00	88.00	
		Round 30" Diameter 42" h	75.00	94.00	
402		Round 36" Diameter 18" h	80.00	100.00	
		Round 36" Diameter 30" h	85.00	106.00	
		Round 36" Diameter 42" h	90.00	113.00	
TABLE TOP RISERS					
800		4' Single Step 12' high	25.00	31.00	
801		6' Single Step 12' high	35.00	44.00	
802		8' Single Step 12' high	45.00	56.00	

Charges listed above include delivery to your booth, rental (not sale) during the event, and removal at the close of show.
Any Furnishings required that are not listed, please call for a quote.

Subtotal	\$
% Tax	\$
Total	\$

Exhibiting Company: _____ Booth #: _____

Please note "method of payment" form must accompany this order



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Carpet Order

PRE-ORDER DISCOUNT DEADLINE
 August 5, 2009

FALA

- Price includes delivery, installation and removal.
- Carpet Ordered in multiples are not guaranteed a color match
- Custom carpet orders after the deadline date are subject to availability.

BOOTH CARPET (Includes front tape)

Choose your color: Blue Burgundy Black Gray Red Teal

QTY	SIZE	DISCOUNT RATE	STANDARD RATE	TOTAL
	8' x 10'	\$110.00	\$137.00	
	10' x 10'	\$120.00	\$150.00	

CARPET PADDING / VISQUEEN

CARPET PADDING: Price per square foot

VISQUEEN: Price per square foot

DISCOUNT RATE STANDARD RATE TOTAL

Booth Size: _____ ft. x _____ ft. = _____ sq. ft. \$0.80 or \$1.00 \$ _____

CARPET TAPING

Lineal foot _____ @ \$1.65 = \$ _____

Most facilities require taping of front edge of carpet for safety purposes

SPECIAL CUT CARPET (min order is 100 square feet)

SPECIAL CUT: Price per square foot:

DISCOUNT RATE

STANDARD RATE

TOTAL

Booth Size: _____ x _____ = _____ sq. ft. \$2.50 or \$2.85 \$ _____

DELUX CARPET (min order is 200 square feet)

Choose your color: Blue Burgundy Black Gray Red Teal

Rental:

Booth Size: _____ x _____ = _____ sq. ft. @ \$3.25/sq.Ft. = \$ _____

Purchase Price:

Booth Size: _____ x _____ = _____ sq. ft. @ \$4.25/sq.Ft. = \$ _____

Subtotal	\$
7% Tax	\$
Total	\$

Exhibiting Company: _____ Booth #: _____

Please note "method of payment" form must accompany this order



Booth Cleaning Services

ORDER DEADLINE DATE

FALA

- Vacuuming or sweeping of booths and emptying of wastebaskets are NOT included in your booth space rental.
- If you desire these services, you must order them.
- All rental carpets are delivered clean to your booth. However, during exhibitor set up the carpet can become soiled. We suggest that you order cleaning service prior to show opening.
- Our basic price includes vacuuming, emptying of wastebasket(s) in your exhibit area before opening of show.
- All rates are based on gross square footage of your booth with a 100 square foot minimum per day.
- When ordering daily cleaning, you must order for every show day.

▣ ONE TIME BOOTH CLEANING (Before show opens)

Booth Size: _____ sq. ft. x \$0.32 = \$ _____

▣ BOOTH CLEANING (Before show opens and each morning before show starts).

Booth Size: _____ sq. ft. x \$0.29 = \$ _____ x _____ = \$ _____
Days

▣ PORTER SERVICE

- Daily price \$77.00 per 10' Booth Space.
- Our price includes emptying of wastebasket(s) and policing your exhibit area at two hour intervals during show hours up to a maximum of 8 hours straight time.

Booth Size: _____ x \$77.00 = \$ _____ x _____ = \$ _____
Days

Subtotal	\$
7% Tax	\$
Total	\$

Exhibiting Company: _____ Booth #: _____

Please note "method of payment" form must accompany this order



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Labor Order

PRE ORDER DISCOUNT DATE

August 5, 2009

FALA

HOURLY RATES: All Labor is billed per person per hour

STRAIGHT TIME: \$69.00 **OVERTIME:** \$90.00 **DOUBLE-TIME:** \$138.00

Overtime hours are before 8am or after 4:30pm Monday - Friday, and all day Saturday.

Double-time hours are Monday – Saturday 12 midnight – 6am and all day Sunday + Holidays.

Work will be done on straight time basis if possible. However, overtime charges will be involved on show floor orders.

If an exhibitor fails to pick up labor at time ordered, a 1 hour per worker no-show charge will be applied.

PLAN A:

☐ **SUPERVISION BY GOBEN:**

- Exhibits will be set up prior to exhibitor's arrival under the direction of Goben CS Personnel.
- The supervision charge for this service is 30% of the total labor bill, with a minimum charge of \$40.00.

	# of Laborers	Hours per Laborer	Hourly Rate	Total Cost
INSTALL				
DISMANTLE				
SUPERVISION				
TOTAL				

PLAN B:

☐ **SUPERVISION BY EXHIBITING PERSONELL:**

- Supervisor must check in at Service Desk to pick up Laborers.
- Upon completion of work, supervisor must return to Service Desk to release Laborers.
- Start time only guaranteed where Labor is requested at the start of the working day, unless the official set up time is later in the day.
- Workers are assigned orders and completion time of the first assignment is uncertain. Therefore starting times can not be guaranteed, although every effort will be made to provide labor at requested times.

	Date	Time	# of Laborers	Hours per Laborer	Hourly Rate	Total Cost
INSTALL						
DISMANTLE						
TOTAL						

Supervisor: _____ Tel: _____

FORKLIFT ORDER – 5000lbs

- A forklift with operator & crew will be assigned at the following rates per hour:
Straight Time \$188.00 **Overtime** \$230.00 **Double Time** \$326.00
- If additional personnel are required to assist, you will be billed at the hourly labor rates.
- Forklift crews do not need to be ordered if it is part of the material handling process.
- Orders received after the discount date will incur a 20% surcharge. Orders received on-site will be assessed a 30% surcharge.

	Date	Time	Additional Laborers	Hours per Laborer	Hourly Rate	Total Cost
INSTALL						
DISMANTLE						

Exhibiting Company: _____ Booth #: _____

Please note "method of payment" form must accompany this order



NOTIFICATION OF INTENT TO USE “NON-OFFICIAL SERVICE CONTRACTOR

Name of Show: FALA

Location: Sanibel Harbour

Date: August 19-20, 2009

DEADLINE DATE: August 5, 2009

In the event an exhibitor plans to utilize a firm other than Goben Convention Services, the EXHIBITOR MUST complete and return this form to: Goben CS

7101 Presidents Drive
Suite 300
Orlando, FL 32809

In the event this form is not received by 8/5/09, the “Non-Official” Contractor will not be permitted to service your exhibit.

Goben CS will not bill a third party for charges incurred.

In addition, a Certificate of Insurance showing General Liability Coverage and Workman’s Compensation valid in **Florida** naming Goben CS as an *additional named insured and certificate holder*, must be submitted, **together** with this form, to Goben CS by your “Non-Official” Contractor no later than 8/5/09 or they will not be allowed on the show floor.

The exposition floor, aisles, loading docks, service and storage areas will be under the control of Goben CS. The “Non-Official” Contractor must coordinate all of its activities with Goben CS.

The “Non-Official” Contractor will be responsible for all reasonable costs related to its operation, including overtime pay for stewards, restoration of exhibit space to its initial condition, freight handling charges, etc. It will be the responsibility of the “Non-Official” Contractor to remove from the floor all tape installed, any bulk trash from the booth floor and from the exhibit hall (such as skids or crates) or you will be invoiced accordingly by Goben CS.

These requirements will be strictly enforced. In the event that these rules are not adhered to, labor must be hired through Goben CS.

PLEASE PRINT CLEARLY

Exhibiting Company		
Booth Number	#	Contact Telephone:
Exhibitor Contact		
Exhibiting Firm’s Officer’s Signature		
“Non-Official” Contractor		
Contractor Company Name		
Contractor Telephone		



Sign Order

PRE ORDER DISCOUNT DATE

August 5, 2009

FALA

- This form can be used to order custom show cards and banners for your exhibit booth.
- Please provide us with a contact name, email address and phone number in case we have any questions.
- Signs are based on one copy, white show card and 10 words or less per sign. Additional words and logos are extra.
- Email your graphics if required
- Indicate Vertical or horizontal
- Easel back, if desired.

STANDARD SIGN

QTY	SIZE	DISCOUNT PRICE	STANDARD PRICE	VERTICAL	HORIZONTAL	COLOR	EASEL BACK	MISC	TOTAL
	7" x 11"	\$33.00	\$41.25						\$
	7" x 44"	\$37.00	\$46.25						\$
	11" x 14"	\$40.00	\$50.00						\$
	14" x 22"	\$48.00	\$60.00						\$
	22" x 28"	\$75.00	\$93.75						\$
	28" x 44"	\$99.00	\$123.75						\$
	40" x 60"	\$140.00	\$175.00						\$

- Over 10 words \$1.00 per word
- Easel back add \$8.00
- Sign Grommets \$2.00 each
- Colored background add 25%
- Multiple Color of inc will be charged an additional 25% per additional color
- Preserve your signs with laminate for \$0.02 per square inch.
- Show site orders quoted upon request, prices may vary due to availability

OPTIONAL SERVICES

- Choose your style and color
- Banners, specialty signs, etc will be quoted upon request.

Banners Colored show card Foam core Special graphics Sizes not listed above Multi color Weather protection

Misc: _____

EXHIBITOR

Subtotal	\$
7% Tax	\$
Total	\$

Exhibiting Company: _____ Booth #: _____



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Audio Equipment

ORDER DEADLINE DATE

August 5, 2009

FALA

Note price is for the duration of the show.

QTY	Monitors (Flat Screen)	Discount Rate	Standard Rate	Total
	17" LCD Data Monitor	\$75	\$94	
	20" LCD Data Monitor	\$100	\$125	
	23" LCD Data Monitor	\$250	\$312	
	32" LCD Date Monitor	\$375	\$468	
	37" LCD Data Monitor	\$400	\$500	
	42" LCD Data Monitor	\$350	\$438	
	50" LCD Data Monitor	\$500	\$625	
	61" LCD Data Monitor	\$850	\$1062	
	Floor Stand	\$75	\$94	
	Table stand/wall mount	\$25	31.25	
	CRT Monitors			
	20" Color Video Monitor	\$50	\$63	
	27" Color Video Monitor	\$75	\$94	
	27" DVD/VHS Color Video Monitor	\$100	\$125	
	Computers			
	Desktop Computer (includes monitor)	\$125	\$156	
	Laptop Computer	\$175	\$219	
	Projection Equipment			
	Standard Overhead Projector	\$40	\$50	
	Overhead Projector (6000 Lumen)	\$55	\$69	
	Navitar 750 Xenon Slide Projector	\$250	\$313	
	LCD Projector (2100 lumen)	\$250	\$313	
	6' Tripod Screen	\$30	\$37	
	8' Tripod Screen	\$35	\$44	
	Video Players			
	DVD Player	\$50	\$63	
	DVD Blue Ray	\$100	\$125	
	DVD Recorder	\$200	\$250	
	Misc - Play Station 3	Call	Call	

A wide range of items are available. Please call with your request.

<i>Rental Procedures:</i> All orders must be received with payment by 8/5/09 to receive the discount rates. All equipment will be delivered, installed and tested. A service fee equal to 20% of the equipment subtotal will be charged on all rentals. (minimum \$50) Cancellation fees of 25% will apply to orders cancelled within 5 days of delivery	Equipment Total	
	Service fee 20%	
	Subtotal	
	Tax 7%	
	Total	

Exhibiting Company: _____ Booth #: _____

Please note "method of payment" form must accompany this order



Floral Order

FALA

PRE-ORDER DISCOUNT DEADLINE

August 5, 2009

QTY	Item Description	Discount rate	Standard rate	Total
	Floral arrangement	\$66.00	\$82.50	
	Custom Floral Arrangements	\$100.00 - \$350.00		
	Blooming Mum (circle one: yellow, white, rust, lavender)	\$30.00	\$37.50	
	Table top plant (circle one: pothos, Ivy)	\$30.00	\$37.50	
	18" Fern	\$36.00	\$45.00	
	2' Green Plant	\$49.00	\$61.25	
	3' Green Plant	\$55.00	\$68.75	
	4' Green Plant	\$66.00	\$82.50	
	5' Green Plant	\$77.00	\$96.25	
	6' Green Plant	\$88.00	\$110.00	
	7' Green plant	\$99.00	\$123.75	
Silk arrangements				
	Floral arrangement	\$85.00	\$107.00	
	4' Green Plant	\$85.00	\$107.00	
	6' Green Plant	\$98.00	\$113.00	
	9' Green Plant	\$180.00	\$225.00	

Subtotal	\$
7% Tax	\$
Total	\$

- Price includes delivery, installation and removal.
- All orders must be received with payment by August 17, 2009
- All orders received after August 5, 2009 will be charged standard rates.
- Gobencs reserves the right to make substitutions if a particular item is not available at the time of show.
- No credits will be issued after delivery or attempted delivery.
- Appropriate cancellation fees (50%) will apply to orders cancelled within 5 days of delivery.



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Material Handling Service & Rates

FREIGHT DEADLINE DATE
 By August 12th to avoid late surcharge
 Last day to arrive @ warehouse is August 17, 2009

FALA

SHIPPING INFORMATION

1. Special handling: Uncrated shipments that must be taken off pallets and hand carried in loose will be charged an additional 25%.
2. Special handling: Van lines, loose, uncrated or improperly packaged materials, or those delivered by a carrier not providing supporting paper work will be charged an additional 30%
3. Goben will not be responsible for piece count or condition of shipments that are delivered without supporting bill of lading or delivery slip.
4. A surcharge will apply if your freight is received at the warehouse on straight time, but had to be delivered to show site on overtime due to scheduling conflicts beyond the control of Goben CS
5. Exhibitors can hand carry their own materials in to the exhibit hall, provided they use their personal vehicle and company employees to do so. Freight being delivered to the loading dock in vehicle other than personal must be unloaded and delivered by Goben CS.
6. If you have brought your own materials in and wish to have Goben CS store your empty containers this will be charged at \$20 per item.
7. Shrink wrap and banding will incur a one ½ hour Labor charge.(Please see enclosed Labor form for price)

SHIPPING ADDRESS AS FOLLOWS

Advance Warehouse

Show Site

FALA Your Company Name Booth # _____ C/O Goben Convention Services 7101 Presidents Drive, Suite 300 Orlando, FL 32809 # _____ of _____ pcs Last day of receiving w/o late charges: 8/12/09 This shipment must arrive on or before: 8/17/09	FALA Your Company Name Booth # _____ Sanibel Harbour Resort C/O Goben Convention Services 17260 Harbor Point Drive Ft. Myers, FL 33908 # _____ of _____ pcs This shipment must arrive on or after: 8/19/09
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FREIGHT RATES

Rates below include receipt of your freight, delivery to booth, removal, storage, return empty crates and at the end of show movement of your freight from the booth to the dock and reloading on designated truck. Charges for this service will be based on the inbound weight and rounded up to the nearest one hundred weight. **A 200lbs minimum per shipment applies. (CWT = 100lbs)**

PLAN	DESCRIPTION	RECEIVED AT	RATE Per CWT
<input type="checkbox"/> A	Packaged Shipments (Received 7/13/09 – 8/17/09)	Warehouse	\$56.00
<input type="checkbox"/> B	Packaged Shipments	Show site	\$58.00
<input type="checkbox"/> C	Late Shipment Surcharge (Received after 8/12/09)	Warehouse	Additional 25%
<input type="checkbox"/> D	Small Package Shipment – (Total shipment 25lbs)	Show site only	\$50.00
<input type="checkbox"/> E	Motorized Vehicle Spotting Fees(round trip, per vehicle-additional fees may apply)		\$125.00 Min
<input type="checkbox"/> F	Returned to Warehouse (Prior arrangements must be made)	Min \$16/pieces	\$0.16
<input type="checkbox"/> G	Shrink Wrap + one ½ hour Labor charge	Per Skid	\$25.00
<input type="checkbox"/> H	Banding + one ½ hour Labor charge	Per linear foot	\$1.25

All rates quoted above are straight time rates. If the move in and/or move out time occurs during overtime due to circumstances beyond the control of Goben an additional 25% in and/or 25% out will apply. Overtime hours are Mon-Fri before 8am & after 4:30pm & all day Sat, Sun & Holidays.

FREIGHT PAYMENT COMPUTATION

	PLAN (A-G)	# OF PIECES	WEIGHT (min 200lbs)	RATE/CWT	TOTAL
SHIPMENT 1					\$
SHIPMENT 2					\$
SHIPMENT 3					\$
SHIPMENT 4					\$

Exhibiting Company: _____ Booth #: _____

Please note “method of payment” form must accompany this order. 15



Material Handling Information

As the Official Drayage Contractor for this show, GOBEN CS will schedule the moving in and out of all exhibit material. All shipments, if possible should be received at the advance warehouse prior to the published deadline date. Refer to the Material handling service and rates form for specific dates.

You may deliver directly to the Show Site only during published dates August 19, 2009

When completing your Bill of Lading and shipping labels, please include the name of the show, c/o Goben CS, your company name and your booth number. For your convenience labels are provided in this manual.

Advanced Shipments	Show Site Shipments
FALA Your Company Name Booth # _____ C/O Goben Convention Services 7101 Presidents Drive, Suite 300 Orlando, FL 32809	FALA Your Company Name Booth # _____ Sanibel Harbour Resort 17260 Harbor Point Drive Ft. Myers, FL 33908

Remember that all shipments must be PREPAID, DO NOT SHIP “COLLECT” As **COLLECT SHIPMENTS WILL BE REFUSED**. You may confirm receipt of your shipment by calling 407 240 3348.

Material Handling does NOT include:

- Labor and/or equipment for uncrating, un skidding, assembling, dismantling, re-crating & re-skidding. These services may be ordered by filling out the Labor forms included in this manual.
- Scheduling any carrier for pick up or delivery of your materials, if other than the official show carrier (UPS Freight)
- As an exhibitor it is your responsibility for providing your carrier with the proper delivery and pick up information.

Material Handling includes:

- Receiving and unloading your shipment at our warehouse (30 days free storage prior to show date)
- Reloading on Goben CS trailer
- Delivery of shipment to exhibit hall
- Placement of shipment in your booth space
- Removal and storage of empty containers
- Return of empty containers at close of show (All containers must be empty when stored, Goben CS assumes no liability for material or equipment left inside a container marked as empty.)
- Removal of all packed and labeled materials from exhibit booth
- Reloading on to outbound carrier for return shipment (based on shipping information provided on your show Bill of Lading.)

Charges for the above services will be based on the inbound weight only, whether the above services are used completely or in part. Refer to the material handling service and rates for detailed pricing information.

Weight, taken from the inbound Bill of Ladings, is rounded up to the next hundred pounds. Goben CS will assign a weight to shipments arriving without a Bill of Lading or certified weight tickets. Shipments received without weight tickets will be charged an additional 30%.

OVERTIME: - An overtime surcharge, per cwt, for each occurrence will apply if:

- Shipments are received on overtime (Monday-Friday before 8am and after 4:30 pm, and ALL DAY Saturday, Sunday and holidays).
- A surcharge applies if your shipment is moved to or out of show site on overtime due to scheduling beyond Goben CS control.
- A surcharge will also apply if your advance shipment is received at the warehouse on straight-time, but had to be delivered to show site on overtime due to scheduling beyond Goben CS control.

OUTBOUND INSTRUCTIONS AT CLOSE OF SHOW – At the close of the show, each exhibitor must complete a Goben CS Bill of Lading at the Service desk. Any shipment left in a booth for which no disposition is provided, or if requested carrier fails to pick up or refuses to take shipment, Goben CS reserves the right to re-route such shipment using UPS Freight or return material to our warehouse at the exhibitor’s expense. For more information, please see the Move out information sheet enclosed in this manual.

RETURN TO GOBEN CS WAREHOUSE: If you wish to have your freight returned to Goben CS warehouse, prior arrangements must be made with our office staff.

Please note that Goben CS warehouse address may NOT be the same as the advanced shipping address. Storage facilities are available at our warehouse for short term or long term. (Call for a quote)



Exhibitor's Shipping Information

FREIGHT DEADLINE DATE
 By August 12th to avoid late surcharge
 Last day to arrive @ warehouse is August 17, 2009

FALA

The following Information is requested so that we may plan in advance & arrange for the proper equipment needed to offer the best possible service to you.

INCOMING SHIPMENTS TO WAREHOUSE

Shipped From (City): _____ Carrier: _____ Tracking/Pro #: _____
 Shipping Date: _____ Expected Arrival Date: _____
 No. of Pieces: _____ Weight: _____
 Dimensions of Largest Piece: Height _____ Width _____ Length _____
 Comments/Special Handling Requirements: _____

INCOMING SHIPMENTS TO SHOW SITE

Shipped From (City): _____ Carrier: _____ Tracking/Pro #: _____
 Shipping Date: _____ Expected Arrival Date: _____
 No. of Pieces: _____ Weight: _____
 Dimensions of Largest Piece: Height _____ Width _____ Length _____
 Comments/Special Handling Requirements: _____

Attach Separate Sheet for Multiple Shipments if necessary.

INSTRUCTIONS FOR OUTGOING SHIPMENTS – At Close of Show

Ship to: _____ Prepaid Collect
 Address: _____ Attention: _____
 City _____ State _____ Zip Code: _____
 Description: _____ # of Pieces _____ Total Weight of Shipment _____ lbs.
 Outbound Carrier _____ Pro # _____

- Exhibitors must label each piece of outbound freight and prepare the outbound bill of lading prior to departing the show.
- Please see Gobencs Representative

Exhibiting Company: _____ Booth #: _____

Please note "method of payment" form must accompany this form.

ADVANCE WAREHOUSE

EXHIBITION MATERIAL FROM: _____

TO EXHIBITING COMPANY: _____

FALA Booth # _____

C/O Goben Convention Services

**7101 Presidents Drive, Suite 300
Orlando, FL, 32809**

Carrier: _____ Number _____ of _____ pcs

Last day of receiving w/o late charges: 8/12/09

This shipment must arrive on or before: 8/17/09

ADVANCE WAREHOUSE

EXHIBITION MATERIAL FROM: _____

TO EXHIBITING COMPANY: _____

FALA Booth # _____

C/O Goben Convention Services

**7101 Presidents Drive, Suite 300
Orlando, FL, 32809**

Carrier: _____ Number _____ of _____ pcs

Last day of receiving w/o late charges: 8/12/09

This shipment must arrive on or before: 8/17/09

ADVANCE WAREHOUSE

EXHIBITION MATERIAL FROM: _____

TO EXHIBITING COMPANY: _____

FALA Booth # _____

C/O Goben Convention Services

**7101 Presidents Drive, Suite 300
Orlando, FL, 32809**

Carrier: _____ Number _____ of _____ pcs

Last day of receiving w/o late charges: 8/12/09

This shipment must arrive on or before: 8/17/09

ADVANCE WAREHOUSE

EXHIBITION MATERIAL FROM: _____

TO EXHIBITING COMPANY: _____

FALA Booth # _____

C/O Goben Convention Services

**7101 Presidents Drive, Suite 300
Orlando, FL, 32809**

Carrier: _____ Number _____ of _____ pcs

Last day of receiving w/o late charges: 8/12/09

This shipment must arrive on or before: 8/17/09

Make copies and cut as necessary.

SHOW SITE

EXHIBITION MATERIAL FROM: _____

TO EXHIBITING COMPANY: _____

FALA Booth # _____

C/O Goblen Convention Services

**Sanibel Harbor Resort & Spa
17260 Harbor Point Drive
FT Myers, FL 33908**

Carrier: _____ Number _____ of _____ pcs

This shipment should be scheduled to arrive on/or after 8/19/09

SHOW SITE

EXHIBITION MATERIAL FROM: _____

TO EXHIBITING COMPANY: _____

FALA Booth # _____

C/O Goblen Convention Services

**Sanibel Harbor Resort & Spa
17260 Harbor Point Drive
FT Myers, FL 33908**

Carrier: _____ Number _____ of _____ pcs

This shipment should be scheduled to arrive on/or after 8/19/09

SHOW SITE

EXHIBITION MATERIAL FROM: _____

TO EXHIBITING COMPANY: _____

FALA Booth # _____

C/O Goblen Convention Services

**Sanibel Harbor Resort & Spa
17260 Harbor Point Drive
FT Myers, FL 33908**

Carrier: _____ Number _____ of _____ pcs

This shipment should be scheduled to arrive on/or after 8/19/09

SHOW SITE

EXHIBITION MATERIAL FROM: _____

TO EXHIBITING COMPANY: _____

FALA Booth # _____

C/O Goblen Convention Services

**Sanibel Harbor Resort & Spa
17260 Harbor Point Drive
FT Myers, FL 33908**

Carrier: _____ Number _____ of _____ pcs

This shipment should be scheduled to arrive on/or after 8/19/09



7101 Presidents Drive, Suite 300, Orlando, FL 32809

Tel: 407 240 3348 • Fax 407 240 8710 • Email: info@gobencs.com • www.gobencs.com

Move-Out Information

On behalf of Goben Convention Services, we would like to thank you for letting us assist you during the FALA Show. We hope the following information will help assist and expedite your move-out.

Thursday, August 20th from 3:00 PM to 7:00 PM – Exhibitor Move-Out

NOTE: All exhibitors must be off the show floor by 7 PM. No Exceptions.

Beginning at 3:00 PM, exhibitors may begin to dismantle their booths. All empty containers will automatically be returned to all booths. Please keep all aisles clear to enable Goben Convention Services to complete this process in an expeditious manner. If you have ordered labor to dismantle your booth, be sure to confirm the start time of your workers by checking with the Goben CS Service Desk.

DRIVER CHECK-IN & BILLS OF LADING DEADLINES

Thursday, August 20th outbound shipments:

Driver Check-In: 6:00 PM

Bills of Lading due to Goben: 6:00 PM

Your freight carrier **MUST** be checked in at the Goben Convention Services freight dock no later than **6:00 pm on August 20, 2009** to guarantee pick-up. In the event that your designated carrier fails to check in, pick-up, refuses acceptance or freight disposition is not provided, Goben Convention Services reserves the right to force/reroute such shipments. Exhibitors will be charged accordingly for this service. No liability will be assumed by Show Management, Goben Convention Services or any subcontractors, as a result of such rerouting or handling.

UPS Freight is the designated show carrier and a representative will be located at the Goben CS Service Desk.

A bill of lading must accompany **ALL** outbound shipments. This form may be obtained at the Goben CS Service Desk. All bills of lading must be turned in to the Service Desk when your shipments are packed, labeled, and ready to ship. Failure to complete and turn in a bill of lading will result in a half hour labor charge. **DO NOT LEAVE BILLS OF LADING IN YOUR BOOTH!**

Thursday, August 20th at 7:00 PM – Final clean up, Exhibitor Move-Out ends.

**LIMITATION OF LIABILITY AND RESPONSIBILITY
FOR MATERIAL HANDLING SERVICES**

1. Goben Convention Services shall not be responsible for damage to uncrated materials, materials improperly packed, or concealed damage.
2. Goben Convention Services shall not be responsible for loss, theft or disappearance of exhibitor's materials after same has been delivered to exhibitor's booth.
3. Goben Convention 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 Goben Convention Services to exhibitors, will be checked at time of actual pickup from the booth and corrections made where discrepancies occur.
4. Goben Convention Services shall not be responsible for loss, damage, or delay due to fire, Acts of God, strikes, lockouts or work stoppages of any kind or to any cause beyond its control.
6. Goben Convention Services liability shall be limited to the physical loss of or damage to the specific article which is lost or damaged, and in any event Goben Convention 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.
7. Claims for loss or damage must be submitted to Goben Convention Services prior to the close of the Show. No suit or action shall be brought against Goben Convention Services more than one year after the accrual of the cause of action.
8. **INSURANCE** - It is understood that Goben Convention Services is not an insurer, that insurance, if any, should be obtained by the exhibitor. It is suggested that exhibitors arrange all risk coverage. This can be done by endorsements to existing policies. Exhibitor's materials should be insured from the time they leave their firm until they are returned after the close of the Show.
9. The consignment or delivery of a shipment to Goben Convention 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.
10. Empty container labels will be available at the Goben Convention Services Service Desk. Affixing the labels is the sole responsibility of the exhibitor or his representative. All previous labels should be removed or obliterated. Goben Convention Services assumes no responsibility for:
 - Error to above procedures.
 - Removal of containers with old empty labels and without Goben Convention Services labels.
 - Improper information on empty labels.
 - Materials stored in containers with empty labels.

UPS Freight Trade Show Services

To assist in ensuring that your trade show exhibit materials are returned intact after the show, UPS Freight, the official trade show carrier, is providing the following outbound shipping service. For trade show freight service on this or any show, call **1-800-988-9889**.

Don't Wait! Complete this form and bring it back to the UPS Freight person at the service desk the day the show closes.

Small shipments under 150 total pounds can take advantage of the **Small Shipment Rates** detailed below.

Instructions:

1. **Prior to the end of the show, pick up a "Bill of lading" form, shipping labels and Small Shipment Description Form from the exhibitor service desk. Shipments going to multiple destinations require a separate Bill of Lading for each shipment.**
2. **While at the trade show, see the UPS Freight representative to make arrangements to use the FastTrack shipping process available by using the Official Show Carrier.**
3. **At the close of the show, apply shipping labels to each piece and leave all freight pieces in your booth area.**
4. **Complete the Bill of Lading, particularly the Address portion and all shaded fields. Note UPS Freight as your carrier and indicate the delivery date needed.**
5. **After completing the Bill of Lading, return it to the exhibitor service desk before departing from show site.**

The following services are available (check the appropriate box):

Truck / Ground Service: Two to five day service

Air Freight / Expedited Service: Guaranteed service for time critical shipments

Small Shipment Rates:

Shipments weighing up to 100 lbs.	\$85.00*
Shipments weighing between 100 - 150 lbs.	\$105.00*

* Delivered anywhere in the 48 states. Add \$50 to Manhattan ZIP codes 10001-10299, fuel surcharge included in these rates. Liability limited to \$200 per piece.

Take the FastTrack out of this show — Use UPS Freight and bring this completed form, along with your bill of lading, to the service desk.

Booth # _____ Company Name _____ Card Type: (circle one) Amex Visa MC

For your convenience, we will use this authorization to charge your credit card account for shipping and any additional charges that may occur in handling your shipment as required by your Trade Show Representative. I have read the above (initials). _____

Cardholder Name: _____ Cardholder Phone: _____

Credit Card Number: _____ Expiration: _____

Credit Card Billing Address: _____

City, State ZIP Code: _____

Customer Signature: _____

By signing the above, you agree to the terms and conditions as described on this payment form.

.....**For UPS Freight Use Only:**.....

PRO # for this shipment: _____ **Date of PRO:** _____

Name of Show: _____ **Authorized Signature:** _____

(Verifying this form is complete.)

Charge Amount:

Date of Transaction: