

Service Manual

DESERT FOOT MULTI-DISCIPLINARY LIMB SALVAGE AND WOUND CARE CONFERENCE

DECEMBER 6-9TH, 2023

SHERATON PHOENIX DOWNTOWN
PHOENIX, ARIZONA

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DESERT FOOT 2023 CONFERENCE**DECEMBER 6-9TH, 2023****SHERATON DOWNTOWN PHOENIX****PHOENIX, ARIZONA****Booth Equipment**

Each table top will be set with one (1) 8' black skirted table.

Exhibit Hall Carpet

The exhibit area is carpeted in standard ballroom carpet.

Shipments to Advance Warehouse Deadline Date

Heritage will begin receiving freight at the advance warehouse on Tuesday, November 7th, 2023. To avoid late fees, all shipments to the advanced warehouse must arrive no later than Tuesday, November 28th, 2023. Shipments will be received Monday through Friday between the hours of 10:00 a.m. and 4:00 p.m.

Show Schedule (Pacific Standard Time)**Exhibitor Move-In**

Tuesday	December 5 th	2:00 PM	-	6:00 PM
Wednesday	December 6 th	5:00 AM	-	6:00 AM

Exhibit Hours

Wednesday	December 6 th	6:00 AM	-	7:00 AM
		9:30 AM	-	10:00 AM
		1:00 PM	-	2:00 PM
		5:00 PM	-	5:30 PM
		-	-	-
Thursday	December 7 th	6:00 AM	-	7:00 AM
		10:00 AM	-	10:30 AM
		1:30 PM	-	2:30 PM
		5:30 PM	-	6:00 PM
Friday	December 8 th	6:00 AM	-	7:00 AM
		10:00 AM	-	10:30 AM
		1:30 PM	-	2:30 PM
		5:00 PM	-	5:30 PM
Saturday	December 9 th	7:00 AM	-	7:30 AM
		10:00 AM	-	10:30 AM

Exhibitor Move-Out

Saturday	December 9 th	10:30 AM	-	12:30 PM
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Dismantle and Move-Out Information

- All carriers must check-in no later than 11:30 AM, on Saturday, December 9th. All exhibit materials must be removed from the exhibit hall floor by 12:30 PM, on Saturday, December 9th. Heritage will begin redirecting all outbound freight not claimed by appointed freight carriers to the preferred show carrier at 11:30 AM.
- Please refer to the Outbound Shipments Form included in this packet for detailed information regarding outbound shipping procedures.

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Post Show Paperwork and Labels

Our customer service department will provide a Heritage Bill of Lading and Labels for you to complete. Complete your paperwork ahead of time. Be sure your carrier knows the company name and booth number when making arrangements for shipping your exhibit at the close of the show.

HES Freight Logistics

If you need an on show site, cost effective and reliable carrier to transport your freight to and from the show, please email shipping@heritagesvs.com for a quote (guaranteed lowest material handling rate, priority empty return handling, complimentary shrinkwrap, etc).

Ordering Online

Go To: heritagesvs.com/ordering

Warehouse Shipping Information:

Exhibitor Company Name and Booth Number
HERITAGE
TForce C/O Crane Worldwide Logistics
2800 S. Gilbert Rd. Ste. 4
Chandler, AZ 85286

FOR: Desert Foot 2023 Conference

Heritage will accept exhibit materials beginning Tuesday, November 7th, 2023 at the warehouse address. Material arriving after Tuesday, November 28th, 2023 will be received at the warehouse with an additional after deadline charge.

Show Site Shipping Address:

Exhibitor Company Name and Booth Number
C/O HERITAGE
Sheraton Phoenix Downtown
340 N. 3rd St.
Phoenix, AZ 85004

FOR: Desert Foot 2023 Conference

Crated, boxed, or skidded materials will be accepted at show site beginning at 2:00 PM, Tuesday, December 5th, 2023 at the show site address. Shipments arriving before this date may be refused by the facility and may be subjected to additional venue handling fees.

Service Center Hours

The Heritage Exhibitor Service Center will be staffed during exhibitor move-in and exhibitor move-out.

We Appreciate Your Business!



METHOD OF PAYMENT & CREDIT CARD AUTHORIZATION FORM

exhibitor.services@heritagesvs.com

1-800-360-4323

Fax 314-534-8050

Must be completed and submitted with any HERITAGE order forms

Order online at: heritagesvs.com/ordering

Name of Convention DESERT FOOT 2023 CONFERENCE Booth# _____

Exhibiting Company _____

Phone # _____ Fax # _____

Address _____

City _____ State _____ ZIP _____

Contact Email _____

Print Name _____ Signature _____

Credit Card Payment

Cardholder's Name (Please print) _____

Credit Card Billing Address _____

City _____ State _____ ZIP _____

Credit Card # _____ V-Code _____ EXP _____

Charge to: American Express MasterCard Visa Discover

If for any reason the submitted credit card or check is declined or returned, a \$50.00 processing fee will be added to the final invoice. For your convenience, we will also process your card for payment of any additional charges incurred at show site. We will automatically provide this service unless informed otherwise by you.

CARD HOLDER'S SIGNATURE _____

By signing the above, I acknowledge and understand that all services rendered will be billed to this credit card. I agree to be bound by all terms and conditions in this service manual.

Company Check

Make Check Payable to: HERITAGE
620 Shenandoah Ave
St. Louis, MO 63104
Attn: Exhibitor Services

Please include a copy of this order form with your check.

Bank Wire Transfer

Enterprise Bank and Trust
St. Louis, MO 63127
ABA# 081006162
ACCT# 0040520 HERITAGE
Swift Code - Entrus44

Please reference name of show & booth number to credit your account. Customers are responsible for any bank processing fees. Please add \$25.00 to your invoice total for each wire to cover inbound bank processing fees.

Please note: In some instances equipment or services may be handled by other contractors.

All orders received on site at the Exhibitor Service Desk will be charged at standard rates. All outstanding balances must be paid by the close of the show. Adjustments to your invoice will not be made after the close of the show. For your convenience, we will use this authorization to charge your credit card account for your advance orders, and any additional amounts incurred as a result of show site orders placed by your representative. These charges may include all Heritage companies, including but not limited to HES Logistics, Inc., or any charges which Heritage may be obligated to pay on behalf of the Exhibitor, including without limitation, any shipping charges. By submitting this form or ordering materials or services from Heritage, you agree to be bound by all terms & conditions included in your service manual.

Please fax or email this form promptly to HERITAGE using the information at the top of the page - retain one copy for your files.

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Order online at: heritagesvs.com/ordering**Order Services Early and SAVE!**

Complete and submit necessary order forms listed below before the deadline date to take advantage of Advance Pricing.

Heritage Order Forms

Order Total

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Method of Payment & Credit Card Authorization |
| <input type="checkbox"/> | Material Handling |
| <input type="checkbox"/> | HES Shipping |

Submit With First Order

\$

\$

TOTAL AMOUNT DUE \$ _____

Please see the Terms and Conditions page for full explanation of our policy on cancellations and changes.

Exhibiting Company _____

Contact Name _____ Booth # _____

Phone # _____ Email _____

Please fax or email this form promptly to HERITAGE using the information at the top of the page - retain one copy for your files.

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YOU ARE ENTERING A CONTRACT WHICH LIMITS YOUR POSSIBLE RECOVERY IN CASE OF LOSS OR DAMAGE.

The terms and conditions set forth below become a part of the contract between HERITAGE exposition services and you, the exhibitor. Exhibitor is deemed to have accepted these terms and conditions when any of the following conditions are met:

- The material handling service agreement is signed;
- Exhibitor's materials are delivered to the HERITAGE warehouse or to a show or exposition site for which HERITAGE is the official show contractor, or
- An order for labor and/or rental equipment is placed by exhibitor with HERITAGE.

1. **DEFINITIONS.** For purposes of the Contract, "HTG" means HERITAGE Exposition Services, Inc., d.b.a. HERITAGE Trade Show Services, HERITAGE, Heritage Exposition Services, HES Logistics, and their respective employees, directors, officers, agents, assigns, affiliated companies, and related entities including, but not limited to, any subcontractors HTG may appoint. The term "EXHIBITOR" means the Exhibitor, its employees, agents, representatives, and any Exhibitor Appointed Contractor ("EAC"). **Cold Storage:** Holding of Goods in a climate controlled area; **Accessible Storage:** Holding of Goods in an area from which Goods may be removed during shows; **Services:** Warehousing, transportation, drayage, un-supervised labor, supervised labor and/or related services; **Show Site:** The venue or place where an exposition or event takes place; **Supervised Labor (OK TO PROCEED):** Union labor that is provided to a Customer to install or dismantle a booth or exhibit space, and is supervised and/or directed by HTG; **Un-Supervised Labor (do not proceed):** Union labor that is provided to a Customer to install or dismantle a booth or exhibit space and pursuant to Customer's election is not supervised and/or directed by HTG. Customer assumes the responsibility and any liability arising therefrom, for the work of union labor when Customer elects to use un-supervised labor.

2. **SCOPE.** These Terms and Conditions shall be binding upon Exhibitor, HTG, and their respective Agents and representatives, including but not limited to Exhibitor contracted labor, EAC's or Installation and Dismantle Companies, and any other party with an interest in the Goods. Each shall have the benefit of and be bound by all provisions stated herein, including but not limited to time limits and limitations of liability.

3. **Payments are due prior to delivery of services or equipment to EXHIBITOR unless other credit arrangements have been made.** All payments shall be in U.S. currency, MasterCard, VISA, American Express or Discover credit cards, debit cards, or check, provided there is sufficient customer credit in EXHIBITOR's form of payment to completely satisfy the amount owed by EXHIBITOR to HTG. Undersigned authorizer acknowledges and agrees that all applicable charges for services rendered to the EXHIBITOR will be applied to the credit card on file in the event other form of payment is not tendered prior to the close of the trade show. In no instance shall any Exhibitor be extended credit beyond 30 days after the close of the Show. If there are any outstanding balances owed by EXHIBITOR to HTG which have not been paid after 30 days following the close of the Show, then these unpaid balances shall bear interest at the rate of 1-1/2% per month (18% per annum).

4. Any discrepancy in items ordered and items received or any complaint or question concerning services, etc., must be reported to the HTG Service Center at the show, in writing, immediately upon noting same. Problems will be resolved and/or any valid adjustments in EXHIBITOR's account will be made at that time, and approved by the HTG Project Manager in charge. Credits and adjustments will not be made based on information received after the Show. Exhibitors who cancel prior to Exhibitor Move-In will be refunded 100% of their advance payment. No refunds will be made for cancellations received once Exhibitor move-in begins or at show site, unless otherwise noted on the specific service form. In the event the exposition or event is cancelled or postponed, HTG reserves the right to charge for services rendered in preparation of the event or exposition as well as non-refundable costs incurred by HTG. Prior to any refunds being paid to EXHIBITORS, these cancellation and/or postponement charges will be determined in good faith by HTG and withheld from any amounts previously paid by EXHIBITOR to HTG in proportion to receipts from all exhibitors with the excess being refunded. EXHIBITOR should be advised that routine audits of Exhibitor booths for service usage are conducted during the Convention. Should the result of such an audit indicate that equipment or services is in fact being used that has not been paid for, the Exhibitor will be charged for the equipment or service at the applicable rate.

5. HTG reserves the right to discontinue one or all services or equipment delivery to EXHIBITOR for non-payment of one or more outstanding bills should such bill not be paid before the close of the first day of the Show. Payment for any one or more of the services rendered does not in anyway release EXHIBITOR from payment of the other remaining services upon presentation of an invoice. Should it become necessary after all discrepancies are resolved to employ a collection agency, then EXHIBITOR agrees that all reasonable and customary collection fees shall be borne by EXHIBITOR.

6. **CHOICE OF LAW & VENUE.** Any dispute between HTG and EXHIBITOR shall be governed by the laws of the State of Missouri (without regard to Missouri's conflicts of laws principles). Venue of any action between HTG and EXHIBITOR shall lie exclusively in the state or federal courts located in St. Louis, Missouri and HTG and EXHIBITOR agree that all reasonable attorney's fees shall be borne by the prevailing party.

7. **LIMITATION OF LIABILITY & INDEMNITY.** HTG shall not be liable to any extent whatsoever for any actual or potential loss of profits or revenues, or for any collateral costs or consequential damages, which may result from (1) any loss, injury or damage to EXHIBITOR's materials or (2) EXHIBITOR's ability to carry-on in its normal business practices. Additionally, HTG shall not be liable for (1) any loss, damage or delay as a result of fire, lightning, strikes, riot or civil commotion or any other cause or condition beyond the control of HTG, (2) damage to uncrated materials, materials improperly packed, or (3) concealed damage, or loss, theft or disappearance of EXHIBITOR's materials while at the show or EXHIBITOR's materials are in EXHIBITOR's possession or are located within or near the confines of EXHIBITOR's booth. HTG's liability shall be limited to any loss or damage which results solely from HTG's negligence in the actual physical handling of EXHIBITOR's materials and not from any other type of loss or damage. HTG does not assume any liability for any loss or damages to electronics, monitors, or devices. HTG's maximum liability for any cause shall be limited to \$0.30 per pound per article with a maximum liability of \$50.00 per item or \$1,000.00 per shipment. HTG shall not be responsible for loss, theft, or disappearance of materials before they are picked up from EXHIBITOR's booth or for reloading after the show. Bills-of-lading covering outgoing shipments, which are furnished to HTG by EXHIBITOR, will be checked at the time of actual pickup from the booth and corrections made where discrepancies occur. Any claims for loss, injury or damage must be submitted to HTG within thirty (30) days of the close of the show in which the loss, injury or damage occurred, or such claims shall be waived. No suit or action for the recovery of any claims arising out of or related to bodily injury, death, or property damage shall be brought against HTG more than one year after the accrual of the cause of action. EXHIBITOR agrees to indemnify and hold harmless HTG against any and all claims, suits, liabilities, or damages, including reasonable settlements and reasonable attorney's fees, arising out of negligence or any other cause on the part of the EXHIBITOR, subcontractors, suppliers, employees

or any individual or company under the control directly or indirectly of the EXHIBITOR at the show.

a. **Cold Storage.** Goods requiring cold storage are stored at Customer's own risk. HTG assumes no liability or responsibility for Cold Storage. b. **Accessible Storage:** HTG assumes no liability for loss or damage to Goods while in Accessible Storage. Storage charges are for the use of space and are not a form of insurance, or a guarantee of security. c. **Unattended Goods:** HTG assumes no liability for loss or damage to unattended Goods received at Show Site at any time from the point of receipt of inbound Goods until the loading of the outbound Goods, including the entire term of the respective show or exhibition. Customer is responsible for insuring its own Goods for any and all risk of loss. d. **Empty Storage:** HTG assumes no liability for loss or damage to Goods or crates, or the contents therein, while containers are in Empty Storage. It is Customer's sole responsibility to affix the appropriate labels available at the HTG Service Desk for empty container storage, and ensures that any pre-existing empty labels are removed. e. **Forced Freight:** HTG is not liable for Customer Goods left on the show floor after the show closing deadline, with or without a Material Handling Services/Straight Bill of Lading signed by Customer. It is Customer's responsibility to complete accurate paperwork for shipping to ensure Customer Goods are properly labeled. f. **Concealed Damage:** HTG shall not be liable for concealed loss or damage including but not limited to glass, electronic equipment, prototypes, original art, uncrated Goods, or improperly packaged or labeled Goods. g. **Unattended Booth:** HTG shall not be liable for any loss or damage occurring while the Goods are unattended in Exhibitor's booth at any time, including, but not limited to, the time the Goods are delivered to the dock until the time the Goods are received by Exhibitor's selected carrier. h. **Labor:** HTG assumes no liability for loss, damage, or bodily injury arising out of Exhibitor's supervision of HTG provided union labor. i. **Notice of Loss or Damage:** In order to have a valid claim, notice of loss or damage to Goods must be given to HTG or its agent within 24 hours of occurrence (as evidenced in an Incident Report completed at Show Site by HTG) or delivery of outbound Goods.

8. **ADVANCED WAREHOUSING/TEMPORARY STORAGE:** HTG assumes no liability or responsibility for loss or damage to Goods delivered to the Advance Warehouse or other similar Temporary Storage facilities.

9. EXHIBITOR recognizes that HTG provides services as EXHIBITOR's agent and not as bailee or shipper. If any employee or subcontractor of HTG shall sign a delivery receipt, bill-of-lading, or other document, EXHIBITOR agrees that these signatories will do so as EXHIBITOR's agent, and EXHIBITOR accepts the responsibility thereof. HTG or its subcontractors are authorized to note the quantities or condition of items on the EXHIBITOR's bill-of-lading when the actual count or condition of such items do not conform to the amount or amounts recorded by EXHIBITOR. Correct weights with Weight Certificate must be provided, otherwise HTG's or its subcontractor's estimate will prevail in the event of any weight discrepancy.

10. Exhibitor permits all contact information provided to HTG to be used by HTG and shared with other entities assisting in the production of the event in question. Email communications may include show information, promotional materials, advertising statements and other commercial notices. Permission may be revoked by the EXHIBITOR in writing.

11. In the case of bills submitted to parties other than the EXHIBITOR (i.e., Third Parties), such arrangements in no way release EXHIBITOR from any and all of the terms and conditions outlined herein.

12. **REFUNDS:** EXHIBITOR shall receive a full and complete refund of any overpayments following final audit after the close of the Show. HTG will remit refunds to EXHIBITOR at the name and address indicated on the Exhibitor Data Sheet. EXHIBITOR will receive a refund for any extra overpayment above and beyond the amount which EXHIBITOR owes to HTG. Also provided for the EXHIBITOR with the final refund shall be a final accounting showing the services or equipment ordered.

13. **CREDIT CARD:** HTG is pleased to accept orders for services, with payment being made by a credit card. By paying for these services in advance, and adhering to the deadline date, you have taken advantage of the discount offered. However, if a payment is subsequently made by check with the intention of reversing the initial credit card payment, there will be a fee assessed for each subsequent transaction following the initial transaction. The fee to reverse the credit card payment and replace it with a check or an alternate credit card is as follows: If the credit card charge is \$1.00 to \$500.00 the fee is \$25.00, \$501.00 to \$1,000.00 the fee is \$30.00, \$1,001.00 to \$2,000.00 the fee is \$60.00, \$2,001.00 to \$5,000.00 the fee is \$150.00, \$5,001.00 to \$10,000.00 the fee is \$300.00, \$10,001.00 to \$20,000.00 the fee is \$450.00. Amounts over \$20,000.00 the fee is 4% of the amount owed.

14. **Insurance:** It is understood that HTG is not an insurer. Insurance should be obtained by the EXHIBITOR. It is highly recommended that exhibitors arrange All Risk coverage which usually 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. Insurance and liability against theft or property damage to equipment or exhibit material owned or rented by EXHIBITOR, or bodily injury occurring within the confines of EXHIBITOR's booth, remain the sole and complete responsibility of EXHIBITOR. Except where prohibited by law, the EXHIBITOR and its insurers waive all rights of recovery or subrogation against HTG and their respective directors, officers, employees, and agents.

15. By completing and submitting the service forms, Exhibitor hereby authorizes HTG as its Exhibitor Appointed Contractor to process and pay for those services on behalf of the Exhibitor as a third party.

16. HTG Reserves the right to adjust the price charged for any item in the event of a sudden and unexpected price increase. By way of example without limiting the foregoing, in the event fuel prices escalate in a rapid manner, the price of any individual item may be adjusted to reflect the impact of higher fuel prices. Additionally, HTG reserves the right to pass through to Exhibitor any incremental charges or fees levied by the facility, suppliers or other third parties.

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WHAT IS MATERIAL HANDLING? Material handling is the process of receiving your materials, either at the warehouse in advance of the show or at show site during move-in; delivering them to your booth; removing empty containers for storage during the show; returning the empty containers to your booth after the show; delivering your materials back to the dock; and loading for outbound shipping. Charges are determined by weight and ease of handling.

EMPTY REMOVAL INSTRUCTIONS

All exhibitors must have all crates tagged for empty storage by 1 hour prior to end of exhibitor move-in.

NOTE: Exhibitors will be subject to a surcharge of up to 20% of the total freight invoice if crates are not tagged for removal by set deadline.

Any shipment not handled by Heritage, but for which Heritage is required to handle storage of the empty shipping containers, a charge of \$50.00 per crate, case, box, or carton will be assessed.

CERTIFIED WEIGHT TICKETS

In the event that no weight tickets or inaccurate weight tickets are indicated on the delivery documents presented, Heritage shall estimate the weight or re-weigh, and charges shall be based upon the estimates. The estimated weight shall be final and binding if actual scale weight figures are not submitted prior to the close of the show. All shipments received at the warehouse and show site are subject to re-weigh.

INSURANCE

It is understood that Heritage is not an insurer. 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.

INBOUND SHIPMENT(S)

Consistent with trade show practices, there may be a lapse of time between the delivery of shipment(s) to the booth and the arrival of the exhibitor or his/her representative. During this time, the materials will be left unattended. Heritage will not be responsible or liable for any loss, damage, theft, or disappearance of exhibitor's material after it has been delivered to the exhibitor's booth.

OUTBOUND SHIPMENT(S)

Heritage will not be responsible or liable for any loss, damage, theft, or disappearance of exhibitor's material between the time it is packed and when it is picked up and loaded. If found liable for any loss, Heritage's sole and exclusive MAXIMUM liability for loss or damage to EXHIBITOR'S materials and EXHIBITOR'S sole and exclusive remedy is limited to \$.30 (USD) per pound per article with a maximum liability of \$50.00 (USD) per item, or \$1,000 (USD per shipment), whichever is less.

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LIABILITY

- Shipments delivered or consigned direct to the dock or warehouse address are subject to the following: Heritage shall not be liable for loss, damage or delay due to fire, acts of God, strikes or causes beyond its control. Furthermore, Heritage maximum liability is limited to \$0.30 per pound per article, with a maximum of \$50.00 per item or \$1,000.00 per shipment, while these goods and materials are in the warehouse or in vehicles during delivery to or from the convention facility.
- Heritage shall not be responsible for damage to uncrated materials, improperly packed materials or concealed damage.
- Heritage shall not be responsible for loss, theft, or disappearance of materials after same has been delivered to the exhibitor's booth.
- Collect shipments will not be accepted. Send freight prepaid.
- Direct carrier shipments must have certified weight tickets. If correct weights are NOT provided, receiver's estimates will prevail. Mixed shipments arriving on van lines must have certified weight tickets separating weights of crated items from loose and uncrated items. Weights not broken out will be charged at "loose and uncrated" rates.
- NO LIABILITY IS ASSUMED for shipments without receipts, freight bills, or specific counts such as UPS or van lines.
- Empty container labels will be available at Heritage Service Desk. Affixing the labels is the sole responsibility of the exhibitor or his representatives. All previous labels should be removed or obliterated. Heritage assumes no responsibility for:
 - Error to above procedures.
 - Removal of containers with old empty labels and Heritage labels.
 - Improper information on empty labels.
 - Material stored in containers with empty labels.
- To expedite removal of materials, Heritage shall have authority to change designated carriers.
- Heritage has Right of Preference into and out of show-site building to prevent tie-ups and provide an orderly operation for the show.
- Exhibitors have the responsibility of arranging for outgoing shipments.
- Make sure materials are properly crated and labeled before turning in Bills-of-Lading to freight desk. This prevents shipping out empty crates.
- Acceptance of Bills-of-Lading by Heritage freight desk does not represent acceptance of counts on the bill. All outgoing freight will be counted by designated carrier at the booth, notifying Heritage of any adjustments. Heritage is not responsible for security of exhibitor freight that is left unattended in the booth while waiting for the designated carrier.
- Heritage 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.
- Claims for loss or damage must be submitted to Heritage prior to the close of the Show. No suit or action shall be brought against Heritage more than one (1) year after the accrual of the cause of action.
- Any claims regarding material handling services will be adjudicated on its own merits and shall not impact payment for any other services due.

ALL CHARGES ARE THE RESPONSIBILITY OF THE EXHIBITING COMPANY FROM WHOM MATERIALS HAVE BEEN RECEIVED AND HANDLED.

HERITAGE RESERVES THE RIGHT TO SHIP MATERIALS WITH OFFICIAL SHOW CARRIER IF EXHIBITOR CARRIER DOES NOT CHECK IN BY THE APPOINTED DATE AND TIME.

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- **Crated:** Material that is skidded or is in any type of shipping container that can be unloaded at the dock with **no special handling required.**
- **Special Handling:** Applies to shipments that are loaded by cubic space and/or packed in such a manner as to require additional labor/handling, such as ground unloading, constricted space unloading, designated piece unloading, or stacked shipments. Also included are mixed shipments and shipments without individual bills of lading. Shipments loaded in this manner require additional time, labor, or equipment, to unload, sort and deliver. **Federal Express (FedEx), UPS, USPS and DHL are included in this category due to their delivery procedures.**
- **What about carpet/pad only shipments?** Shipments that consist of carpet and/or carpet padding only require additional handling because of additional labor and equipment to unload.
- **What is a Small Package?** (30lbs. maximum per package) Letters or small packages received at show-site **during show hours only.**
- **What is a Cartage Company?** Freight forwarders, as well as, other carriers, will often outsource the delivery of their freight to third party cartage companies. Cartage companies provide local pick-up and delivery services to and from the event venue, as well as, other locations. In most cases, cartage companies will consolidate shipments from multiple carriers onto a single truck. Due to their loading/unloading procedures, these shipments may fall into the additional handling category.
- **What is Ground Loading/Unloading?** Vehicles that are not dock height, preventing the use of loading docks, such as U-hauls, flat bed trailers, double drop trailers, company vehicles with trailers that are not dock level, etc.
- **What is Constricted Space Loading/Unloading?** Trailer loaded “high and tight” shipments that are not easily accessible. Freight is loaded to full capacity of trailer - top to bottom, side to side. One example of this is freight that is loaded down one side of a trailer that must be bypassed to reach targeted freight.
- **What is Designated Piece Loading/Unloading?** Drivers that require the loading crew to bring multiple pieces of the freight to the rear of the trailer to select the next piece, having to remove freight from the trailer then reload to fit or the trailer must be loaded in a sequence to ensure all items fit.
- **What is Alternate Delivery Location?** Shipments that are delivered by a carrier that requires pieces to be delivered to different areas/levels in the same building, or to other venues (such as a hotel near an event venue).
- **What are Stacked Shipments?** Shipments loaded in such a manner requiring multiple items to be removed to ground level for delivery to booth. Stacked or “cubed out” shipments, loose items placed on top of crates and/or pallets constitute special handling.
- **What are Multiple Shipments?** Multiple shipments on a truck do not automatically indicate special handling, unless the shipments are mixed on the truck, failing to maintain shipment integrity and/or have multiple deliver areas.
- **What are mixed shipments?** Mixed shipments are defined as shipments of mixed crated and uncrated goods, where the percentage of uncrated is minimal and does not warrant the full uncrated rate for the shipment, but does require special handling.
- **What does it mean if I have No Documentation?** Shipments arrive from a small package carrier (including, among others, Federal Express [FedEx] and UPS) without an individual Bill of Lading, requiring additional time, labor and equipment to process.
- **What is Inbound?** Shipments being sent to a warehouse for advance receiving or to show site.
- **What is Outbound?** Shipments leaving show site and being sent to another destination.
- **What is Off Target?** Used when there is a specific date and time that an exhibitor must move in by and is missed.
- **What is a Marshalling Yard Fee?** A marshalling service has been established to ease congestion at the facility and better utilize dock space. All carriers and privately owned vehicles must check in at the marshalling location prior to unloading/loading.
- **What is Overnight Parking Fee?** There is a fee for parking at the marshalling yard. This is for exhibitors with company owned trailers and box trucks only. **Any vehicles left without a parking pass will be towed at owner’s expense.**
- **What are Shipments Returned to Warehouse?** Shipments returned to the warehouse at close of show will be charged an additional fee of \$50.00 per CWT (2500lb. min.). Shipments not picked up from the warehouse within 72 hrs. will be charged for storage by Heritage.

exhibitor.services@heritagesvs.com

1-800-360-4323

Fax 314-534-8050

Order online at: heritagesvs.com/ordering
MATERIAL HANDLING SERVICES
CRATED: Material that is skidded or is in any type of shipping container that can be unloaded at the dock with no additional handling required.

SPECIAL HANDLING: Material delivered by a carrier in such a manner that it requires additional handling, such as ground unloading, stacked or constricted space unloading, designated piece unloading, shipment integrity, alternate delivery location, loads mixed with pad wrapped material, carpet and/or pad only shipments, no documentation and shipments that require additional time, equipment or labor to unload. Federal Express, UPS & DHL are included in this category due to their delivery procedures.

UNCRATED: Material that is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting points.

	Description	Price per CWT	200 lb Minimum
Rate Classifications	Warehouse Shipment (200 lb Minimum)		
	Crated or Skidded Shipment	\$186.25	\$372.50
	Special Handling Shipment	\$223.50	\$447.00
	Crated or Skidded after 11/28/2023 deadline date	\$232.81	\$465.62
	Special Handling Shipment after 11/28/2023 deadline date	\$270.06	\$540.12
	Show Site Shipment (200 lb Minimum)		
	Crated or Skidded Shipment	\$207.00	\$414.00
	Special Handling Shipment	\$248.40	\$496.80
	Uncrated or Pad Wrapped Shipment	\$289.80	\$579.60
	Small Package—Maximum Weight is 30 lbs per Shipment	\$50.00	\$50.00

*A small package shipment is a shipment totaling any number of pieces with a combined weight not to exceed 30 lbs that is received on the same day, from the same shipper and delivered by the same carrier.

**Warehouse Shipments will be received Monday through Friday between the hours of 10:00a.m. and 4:00 p.m.

ROUND UP TO NEXT CWT (2CWT MINIMUM)

Description / Number of Pieces	Weight	÷ 100 =	CWT	x	Price per CWT	=	Estimated Total Cost (200 lb. min)
<i>example: Special Handling</i>	<i>467</i>	<i>÷ 100 =</i>	<i>5</i>		<i>\$168.90</i>		<i>\$844.50</i>
		÷ 100 =					
		÷ 100 =					
		÷ 100 =					
		÷ 100 =					
TOTAL							

Please see the Terms and Conditions page for full explanation of our policy on cancellations and changes.

Certified weight tickets and proper documentation will be required on all loads containing machinery/equipment. Any shipments containing a mixture of exhibit material and machinery/equipment not accompanied by separate certified weight tickets will be charged at the prevailing exhibit material rates. All machinery/equipment shipments not crated or skidded or without proper lifting bars or hooks will be considered uncrated exhibit material and charged at the appropriate prevailing rate.

Exhibiting Company _____

Contact Name _____ Booth# _____

Phone # _____ Email _____

Please fax or email this form promptly to HERITAGE using the information at the top of the page - retain one copy for your files.



IMPORTANT NOTICE REGARDING DIRECT SHIPMENTS

Please be aware that the Sheraton Phoenix Downtown does NOT receive exhibitor freight, literature or supplies through the venue package room. The package room is too small to handle Exhibit Materials and the venue's everyday receiving. All exhibit materials, being shipped directly to show site must be addressed as listed below to insure unloading and delivery to your booth area.

NOTE: Direct shipments will only be received beginning at 2:00 p.m., Tuesday, December 5th, 2023. Any materials sent to the venue prior to this date may be returned to sender and/or may be turned over to Heritage and will be billed according to the Show's Shipping & Receiving Rates, and will be subject to venue assessed fees.

EXHIBITOR COMPANY NAME _____
BOOTH NUMBER _____
C/O HERITAGE SHERATON PHOENIX DOWNTOWN 340 N. 3RD ST. PHOENIX, AZ 85004
FOR: DESERT FOOT 2023 CONFERENCE

All shipments should be accompanied with a Bill of Lading or Packing List indicating the total weight of shipment and piece count.

See the enclosed Shipping Information/Material Handling Order Form for detailed service descriptions, rates and limits of liability.

**WE APPRECIATE YOUR COOPERATION.
HERITAGE EXPOSITION SERVICES**



RELAX WITH OUR CAREFREE LOGISTICS!

HES Logistics is the official show carrier. Our dedicated team of Logistics Specialists will provide you with personalized and efficient shipping solutions to make sure your freight arrives on time. We make shipping easy and convenient!

INBOUND & OUTBOUND LOGISTICS

- *Small Package*
- *Standard Ground*
- *Next Day, 2nd Day, and 3rd Day Service Levels*
- *Air Ride*
- *Flat Bed*
- *Dedicated Truckload*

HES VALUE-ADDED SERVICES

- *Priority empty return for all inbound HES Logistics customers*
- *Transparent quotes with no hidden charges such as reweigh or trade show fees.*
- *HES Logistics available 7 days a week*
- *Late to Warehouse and Late to Show Site Fee waived*
- *Outbound shrink-wrap at no charge*

Have a Logistics Question?

Contact our Logistics team:

Phone: 1-866-493-1675

Email: shipping@heritagesvs.com



Helping to Bring People Together

WHAT IS SHIPPING?

Shipping is the process of a carrier picking up your items from your office or place of origin and transporting it to the dock of either advance warehouse or facility dock of your event. It is separate from Material Handling. Exhibitors may use any carrier they want, including HES Logistics.



WHAT IS MATERIAL HANDLING?

Material Handling is the process of receiving your shipment from your carrier and managing it through the event cycle. It is a standard tradeshow practice and it is a chargeable fee typically based on the weight of your shipment. Don't forget to add Material Handling to your budget!



Material Handling Process:

- Unloading the trade show freight from your carrier once it arrives at the receiving dock.
- Transporting your shipment to your booth space.
- Removing empty shipping containers (boxes, crates, and pallets) from your booth.
- Temporarily storing your empty shipping containers during the show.
- Returning empty shipping containers to your booth once the event is over.
- Transferring the freight back to the loading dock.
- Loading the items into your carrier's delivery vehicle for return shipping

ONE EASY WAY TO KEEP YOUR CHARGES LOWER?

Consolidate, Consolidate, Consolidate!

Skid items as much as possible so that they are sure to arrive together. Each shipment that arrives at a separate time is assessed the minimum charge. Whether you ship to the advance warehouse or show site, it is in your best interest to consolidate as much as possible.



OUTBOUND (RETURN) SHIPPING

NEED A RELIABLE CARRIER TO TRANSPORT YOUR OUTBOUND (RETURN) FREIGHT?

Email, fax, or call in the information needed below to have your freight returned to your offices or next destination, and invoiced along with any other orders placed with the show decorator, Heritage Trade Show Services.

NOTE: If the inbound or outbound shipment requires air or expedited service, please inform HES Logistics as soon as possible. HES Logistics can accommodate any type of shipping need, but specializes in LTL ground freight totaling 100 lbs or greater.

Show Name _____

Booth Name _____

Booth Numbers (if known) _____

Return Delivery Information

Company Name _____

Address _____

Suite _____

City, State, Zip _____

Contact Name _____

Contact Number _____
(for the driver to call if needed)

Delivery Hours _____

Standard Ground Shipping (Estimated 2-7 business days)

Deliver by Date _____

Must Deliver on Specific Date _____

**USE THE SHOW CARRIER (HES Logistics)
FOR ROUNDTRIP SHIPPING!
BENEFITS INCLUDED**

- Lowest Material Handling Rate Offered by Heritage
- Complimentary Priority Empty Container Return
- Complimentary Shrink Wrapping and / or Banding at the Show Site, if requested
- No need to schedule a pickup for the return shipment
- All-inclusive pricing with no additional fees for pickups and deliveries, including weekend and night service
- One convenient invoice encompassing all Heritage Trade Show Services
- Transportation experts are available before, during, and after the show
- Reliable customer service seven days a week, offering complete shipment visibility and expert supervision

Description of Pieces & Loading Area

(quantity / type / approx. lbs & dims L"xW"xH") Example: 2 Cases 150 lbs each 54"x36"x12" / 1 crate 600 lbs 96"x48"x40"

Is there a loading dock at the delivery address? (ex. Lift Gate Truck Required / Residential / Inside pickup / Notify / White Glove Service) _____

If not, please describe delivery area and / or additional instructions for the driver: _____

- For return (outbound) shipping, REGARDLESS OF CARRIER, all exhibitors MUST fill out a HERITAGE Bill of Lading (BOL or MHA) to the show site, unless you are hand carrying all of you items out of the show. Please fill out and return the BOL/MHA at the Heritage Service Desk. Thank You
- Generic adhesive labels can also be found at the Heritage Service Desk



INBOUND SHIPPING

NEED A RELIABLE CARRIER TO TRANSPORT YOUR INBOUND FREIGHT?

Email, fax, or call in the information needed below to have your freight shipped to the advance warehouse or showsite, and invoiced along with any other orders placed with the show decorator, Heritage Trade Show Services.

NOTE: If the inbound or outbound shipment requires air or expedited service, please inform HES Logistics as soon as possible. HES Logistics can accommodate any type of shipping need, but specializes in LTL ground freight totaling 100 lbs or greater.

Show Name _____

Booth Name _____

Booth Numbers (if known) _____

Inbound Pickup Information

Company Name _____

Address _____

Suite _____

City, State, Zip _____

Contact Name _____

Contact Number _____
(for the driver to call if needed)

Pickup Hours _____

Pickup Date _____
(call HES Logistics to discuss, if needed)

USE THE SHOW CARRIER (HES Logistics) FOR ROUNDTRIP SHIPPING! BENEFITS INCLUDED

- Lowest Material Handling Rate Offered by Heritage
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Description of Pieces & Loading Area

(quantity / type / approx. lbs & dims L"xW"xH") Example: 2 Cases 150 lbs each 54"x36"x12" / 1 crate 600 lbs 96"x48"x40"

Is there a loading dock at the pickup address? (ex. Lift Gate Truck Required / Residential / Inside pickup / Notify / White Glove Service) _____

If not, please describe pickup area and / or additional instructions for the driver: _____

- Check this box if you request the show carrier to deliver the same pieces back to the original pickup address, via standard ground (not time critical) shipping
- Check this box if you request the show carrier to ship a different piece count, to ship to a different address, or is time sensitive whatsoever. -- Please fill out the next page if you choose this option.



***Must arrive no later than
TUESDAY, NOVEMBER 28TH, 2023***

***Must arrive no later than
TUESDAY, NOVEMBER 28TH, 2023***

**ADVANCE SHIPMENT
TO WAREHOUSE**

**ADVANCE SHIPMENT
TO WAREHOUSE**

TO: _____
EXHIBITOR NAME

TO: _____
EXHIBITOR NAME

BOOTH NUMBER: _____

BOOTH NUMBER: _____

HERITAGE
TFORCE FREIGHT C/O CRANE WORLDWIDE LOGISTICS
2800 S. GILBERT RD. STE. 4
CHANDLER, AZ 85286

HERITAGE
TFORCE FREIGHT C/O CRANE WORLDWIDE LOGISTICS
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CHANDLER, AZ 85286

FOR: **DESERT FOOT 2023 CONFERENCE**

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TO WAREHOUSE**

**ADVANCE SHIPMENT
TO WAREHOUSE**

TO: _____
EXHIBITOR NAME

TO: _____
EXHIBITOR NAME

BOOTH NUMBER: _____

BOOTH NUMBER: _____

HERITAGE
TFORCE FREIGHT C/O CRANE WORLDWIDE LOGISTICS
2800 S. GILBERT RD. STE. 4
CHANDLER, AZ 85286

HERITAGE
TFORCE FREIGHT C/O CRANE WORLDWIDE LOGISTICS
2800 S. GILBERT RD. STE. 4
CHANDLER, AZ 85286

FOR: **DESERT FOOT 2023 CONFERENCE**

FOR: **DESERT FOOT 2023 CONFERENCE**



DO NOT DELAY!

DO NOT DELAY!

**DIRECT SHIPMENT
TO SHOW SITE**

**DIRECT SHIPMENT
TO SHOW SITE**

MUST NOT ARRIVE BEFORE: TUESDAY, DEC. 5TH

MUST NOT ARRIVE BEFORE: TUESDAY, DEC. 5TH

TO: _____
EXHIBITOR NAME

TO: _____
EXHIBITOR NAME

BOOTH NUMBER: _____

BOOTH NUMBER: _____

C/O HERITAGE
SHERATON PHOENIX DOWNTOWN
340 N. 3RD ST
PHOENIX, AZ 85004

C/O HERITAGE
SHERATON PHOENIX DOWNTOWN
340 N. 3RD ST
PHOENIX, AZ 85004

FOR: **DESERT FOOT 2023 CONFERENCE**

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MUST NOT ARRIVE BEFORE: TUESDAY, DEC. 5TH

MUST NOT ARRIVE BEFORE: TUESDAY, DEC. 5TH

TO: _____
EXHIBITOR NAME

TO: _____
EXHIBITOR NAME

BOOTH NUMBER: _____

BOOTH NUMBER: _____

C/O HERITAGE
SHERATON PHOENIX DOWNTOWN
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FOR: **DESERT FOOT 2023 CONFERENCE**

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To help you in your planning, it's important to understand in advance that union labor will be required for certain aspects of your exhibit handling. Since Work Rules and Union Jurisdictions vary from city to city, please familiarize yourself with the following statements to help you in understanding the Union Requirements in the facility.

DECORATOR & CARPENTER JURISDICTION

It is necessary for all exhibitors to use qualified union personnel for the installation and dismantling of prefabricated exhibits and displays and to install and remove draperies and floor covering. The handling, placing or setting out of merchandise that is to be displayed does not require union labor and may be done by the exhibitor. In addition, the installation or dismantling of an exhibit which does not require the use of hand tools, or more than one person, and can be accomplished within thirty minutes, may be performed by the owner or company representative. Your labor requirements can be ordered on the enclosed Exhibit Labor Order Form.

TEAMSTER JURISDICTION

Our Material Handling Department is responsible for maintaining in and out traffic schedules at the show site. Even local exhibitors should clear all movements of exhibit materials through this department, as we will have priority at the unloading area at all times. Union jurisdiction allows individually hand carried items only and will not permit exhibitors use of dollies, hand trucks or pushcarts. Material Handling Services may be ordered in advance by completing and returning the enclosed Shipping Information and Service Order Form or by ordering on site at the HERITAGE Service Desk.

SAFETY

Standing on chairs, table or other rental equipment is prohibited. This equipment is not engineered to support your weight. HERITAGE cannot be responsible for injuries or falls caused by the improper use of this equipment. If assistance is required in assembling your booth, please order labor in the Display Labor section of the HERITAGE order form and the necessary ladders and/or tools will be provided.

TIPPING

HERITAGE requests that exhibitors do not tip employees.

LABOR

If you encounter any difficulty with any laborer, or if you are not satisfied with the work performed, please bring this to the attention of the Show Manager at HERITAGE during the show. Please refrain from voicing complaints directly to craft personnel.

The person in charge of your exhibit should carefully inspect and sign all work order forms. If there are any questions about any bills, bring the bill to the appropriate Service Desk and discuss it with the person in charge.

exhibitor.services@heritagesvs.com

1-800-360-4323

Fax 314-534-8050

Order online at: heritagesvs.com/ordering

The information contained in this brief outline does not by any means cover completely the ordinances and regulations contained in the local Fire Prevention Code.

The following are basic rules governing concessions, exhibits, and shows in any building open to the public:

1. All curtains, drapes and decorations must be constructed of flameproof material, or treated with an approved flameproofing solution. (Treatment shall be renewed as often as may be necessary to maintain the flameproofing effect.)
2. No combustible materials, merchandise or signs shall be attached to, hung from, or draped over flameproofed side and rear divider draperies of booths or attached to table skirting facing aisles, unless flameproofed.
3. All exits, hallways and aisles leading from buildings or tents are to be kept clear and unobstructed at all times.
4. No exit door shall be locked, bolted or otherwise fastened or obstructed at any time an exhibit building is open to the public. Moreover, it shall be unlawful to obstruct, or reduce in any manner, the clear width of any doorway, hallway, passageway or other means of egress. Additionally, all required exits shall be so located as to be discernible and accessible with unobstructed access thereto.
5. Access through turnstiles, gates, rails or similar devices shall not be permitted unless such a device is equipped to swing readily in the direction of exit travel under a total force of not more than 15 pounds and/or prior approval of the Fire Marshal.
6. All sawdust, shavings, hay and straw shall be flameproofed, stored and maintained in a manner approved by the Fire Marshal.
7. Automobiles, trucks, tractors, machinery and other motor vehicles utilizing flammable fuels, which are placed on display inside any building shall have no more than two (2) gallons of fuel in the tank; all fuel tanks shall be locked or effectively sealed and battery cables shall be disconnected from the ignition system. Ignition keys for vehicles on display shall be kept by a responsible person at the display location for removal of such vehicles from the building in the event of an emergency.
8. There shall not be any gasoline powered forklifts or carts allowed in a place of assembly. Exceptions: Propane or electric vehicles are allowed.
9. The use of liquefied petroleum gases inside buildings, tents or other areas is strictly prohibited, except for demonstration purposes when approved by the Fire Marshal. Maximum LPG allowed for exhibition purposes is a six (6) pound cylinder.
10. "No Smoking by Order of Fire Marshal" signs shall be posted and maintained in areas designated by the Fire Marshal.
11. Provide for daily removal and disposal of trash and rubbish from buildings and tents.
12. All electrical wiring shall be installed in a manner approved by the City Chief Electrical Inspector.
13. Provide and maintain approved fire extinguishing equipment in all areas as designated by the Fire Marshal.
14. All standpipe and hose cabinets shall be kept clear and unobstructed at all times.
15. All appliances fired by natural gas shall be approved by the City Chief Mechanical Inspector and Fire Marshal before being used.
16. The use of welding and cutting equipment for demonstration purposes must be by permit from the Fire Marshal.
17. Cylinders of compressed gases are prohibited unless approved by the Fire Marshal, and shall be secured in a vertical or horizontal position depending on the tank use and design.
18. The operator or the person in charge of operation or use of any place of assembly or education shall check egress facilities before such building is occupied for any use. If such inspection reveals that any element of the required means of egress is obstructed, inaccessible, locked, fastened or otherwise unsuited for immediate use, admittance to the building shall not be permitted until necessary corrective action has been completed.
19. There shall not be any obstructions blocking exit doors from the outside of any building such as autos parked in doorways or barricades across sidewalks.
20. No curtains, drapes or decorations shall be hung in such a manner as to cover any exit signs.
21. No vehicles shall be parked in fire lanes outside of buildings.
22. No flammable liquids shall be used or admitted inside of buildings except by approval of the Fire Marshal.
23. Artificial lighting such as lanterns and candles are prohibited.
24. The use of all gas-fired heating units, either portable or stationary, shall meet the approval of the City Chief Mechanical Inspector and the Fire Marshal. The use of the so-called "salamander" stove is strictly prohibited.
25. All cooking appliances shall be equipped with ventilating hoods and equipment as deemed necessary by the Fire Marshal, but in any instance such equipment shall be installed in accordance with provision of the City Building and Fire Codes. However, countertop fryers not exceeding 15 lbs. of oil may be used without the necessary ventilating hood and surface protection requirements. Additionally, the exhibitor shall be allowed no more than one (1) fryer per booth and shall provide two (2) ten (10) pound B.C. extinguishers, positioned on both sides of said fryers. All cooking appliances shall be listed by a National Testing Agency: i.e. Underwriters Laboratory or Factory Mutual
26. Booth and seating plans must be approved by the Fire Marshal. Submit plans to the Fire Marshal no later than 15 days before set-up date.
27. There shall not be any ticket booths, tables or any other display setup in the lobby without the prior approval of the Fire Marshal.
28. All aisles shall be maintained at a minimum of ten (10) feet clearance.
29. All covered structures in excess of ninety (90) square feet in area shall be protected by an automatic fire detection system approved by the Fire Marshal.
30. All floor plans submitted shall be totally representative of the halls, rooms and/or areas in which the events are held in, such as the location of manual pull stations, fire hose standpipe closets, exits, aisles and man doors in air walls, etc.