



# ILTA 2025

## CONFERENCE & TRADE SHOW EXHIBITOR SERVICE MANUAL

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**JUNE 9-11, 2025**  
HOUSTON, TX

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## EXHIBITOR SCHEDULE

### SUNDAY, JUNE 8

- 8:00 AM – 3:00 PM      General Contractor and Heavy Equipment Scheduled Move-In
- 12:00 PM – 5:00 PM      Exhibitor Check-In & Set-Up
- 

### MONDAY, JUNE 9

- 7:30 AM – 5:00 PM      General Contractor and Heavy Equipment Scheduled Move-In
- 4:45 PM – 5:30 PM      Women in Terminals Networking Reception  
(Tickets purchase required for entrance)  
*Location: Marriott Marquis- 4th Floor*
- 5:30 PM – 7:00 PM      Conference Reception (Tickets available for advance purchase)  
*Location: Marriott Marquis - Parkview Terrace*
- 

### TUESDAY, JUNE 10

- 7:00 AM – 6:00 PM      Attendee/Exhibitor Registration  
*Location: George R. Brown Convention Center*
- 7:00 AM – 9:00 AM      Completion of Booth Set-Up
- 9:00 AM – 10:00 AM      Final Preparations by Freeman for Trade Show Opening
- 10:00 AM – 5:00 PM      Trade Show
- 5:00 PM – 6:00 PM      Trade Show Reception
- 

### WEDNESDAY, JUNE 11

- 7:30 AM – 12:00 PM      Attendee/Exhibitor Registration  
*Location: George R. Brown Convention Center*
- 9:00 AM      Trade Show Opens
- 9:00 AM – 12:00 PM      ILTA Industry Summit
- 12:00 PM      Trade Show Closes
- 12:00 PM – 7:00 PM      Exhibitor Move-Out
- 10:00 PM      Move-Out Completed

## IMPORTANT DATES + DEADLINES

April 7	Deadline to Submit Show Guide Listing
April 7	Artwork Deadline for Show Guide Advertising
May 9	Lead Retrieval Discount Order Deadline
April 5 – April 29	Dates for Advanced Shipments to Warehouse
April 8	Freeman Discount Rates Deadline
May 16	Hotel Room Guarantee Cut-Off Date
May 23	Levy & Associates Order Deadline
May 26	Staging Solutions Order Deadline
May 26	SmartCity Discount Order Deadline
May 30	Deadline to Submit Certificate of Liability Insurance

## SHOW RULES & REGULATIONS INFORMATION FOR EXHIBITORS

The International Liquid Terminals Association (ILTA), its officers, employees, and agents involved in the management of the Conference & Trade Show shall have full authority to interpret and enforce all rules and regulations governing Exhibitors. All matters and questions not specifically addressed in the rules shall be subject to final determination by ILTA. The rules may be amended at any time by ILTA upon written notice by ILTA to Exhibitors. ILTA reserves the right to evict any person who does not abide by the rules and regulations established for this event. In addition, failure to comply with these policies may result in loss of priority as an exhibitor and/or exclusion from future trade shows.

### CANCELLATION OF TRADE SHOW/FORCE MAJEURE

It is mutually agreed that in the event of cancellation of the ILTA Trade Show due to force majeure, including but not limited to acts of God, government regulation, disaster, strikes, civil disorder, damage to the facility and/or its environs, major construction at the facility, or some emergency making it inadvisable, illegal, or impossible to provide accommodations and/or meeting facilities, or for attendees to reach the meeting site in the foregoing circumstances, this agreement shall be terminated and ILTA will determine an equitable basis for the refund of such portion of the exhibit fees as is possible, after due consideration of expenditures and commitments already made.

### EXHIBITOR ELIGIBILITY

ILTA reserves the right to determine the eligibility of any exhibitor. Exhibits and the conduct of exhibitors are subject to ILTA's approval. ILTA reserves the right to require modification of any exhibit that is not appropriate for ILTA's terminal industry trade show. This applies to displays, literature, advertising, novelties, souvenirs, and the conduct of representatives. The acceptance of an exhibitor does not indicate an endorsement by ILTA of any equipment, supply, or service and exhibitors may not state or imply any such endorsements to any third party.

### EXHIBIT OPERATIONS

- Exhibit booths must be always staffed by at least one responsible company representative during show hours.
- Exhibit booth floor must be covered by appropriate carpeting or other material prior to the opening of the trade show. Floor covering is not included in the exhibit fee. If the booth floor is not covered, ILTA will request carpet and bill the exhibitor.
- Exhibits may not be taken down prior to the closing of trade show on Wednesday, June 11.
- No food or beverage service other than that provided by the convention center is allowed anywhere on the premises.
- All booths must be kept clean to the satisfaction of ILTA. If necessary, ILTA may request booth cleaning and bill the exhibitor.
- For their own protection, minors are not permitted in the exhibit area at any time, including move-in and move-out or at the social and networking events.
- Exhibitors will abide by all laws, rules, regulations, and ordinances of all government authorities and those of the facility, and agree that said laws, rules, regulations, and ordinances supersede any rights of the exhibitor.
- ILTA has the right to impose further reasonable rules and restrictions that it deems necessary.

## **BOOTH PERSONNEL AND MARKETING ACTIVITIES**

- Booth personnel and their contractors must maintain a professional appearance and always wear appropriate apparel. Business or business casual attire is recommended.
- Show management reserves the right to make determinations on appropriate apparel.
- Exhibitors must confine their activities to the space for which they have contracted. Strolling entertainment is prohibited. Souvenirs/samples may be distributed only from the confines of the booth.
- All marketing must remain within the contracted exhibit space.
- Marketing materials may not be placed in any area that is not within the boundaries of the exhibit booth.
- Show management reserves the right to remove individuals or discard display materials that do not comply with these guidelines.

## **NOISE**

- Exhibitors may not use amplifying equipment that is distracting to the atmosphere of the exhibition or annoying to neighboring exhibitors.
- ILTA reserves the right to impose limitations on noise levels and any method of operation that becomes objectionable. Such equipment shall be kept at a sufficiently low volume so as not to project beyond the confines of the Exhibitor's booth.
- No music of any kind is permitted in the exhibit areas. Any exhibit display in violation of this rule will be disassembled by show management.

## **BOOTH DISPLAYS**

Advertising, logos, and displays are not to exceed 8 feet in height. No exhibit may exceed 4½ feet in height if it extends over 5 feet forward from the back drape. Freestanding back walls must be within 18" of the back drape. All exhibitors wishing to exceed 8 feet in height must be in an island configuration. These requirements are necessary to provide visual access to all booths. All unfinished parts of a display/exhibit that are exposed and facing an aisle or neighboring exhibitor must be curtained off at the exhibitor's expense. Any exhibit display in violation will be disassembled by show management.

Any tent, canopy, Double Decker, or covered booth will require a standby. If 50% or more of the top is covered with a material that will not allow water to reach the floor underneath, this will require a standby. Any tent/canopy that exceeds 1,200 sq. ft. or greater will require a Tent permit from the Houston Fire Department.

# TYPES OF BOOTHS



**LINEAR/INLINE (GREEN):** Linear Booths, also called “inline” booths, are generally arranged in a straight line and have neighboring exhibitors on their immediate right and left, leaving only one side exposed to the aisle.



**PERIMETER (YELLOW):** A Perimeter Booth is a Linear Booth that backs to an outside wall of the exhibit facility rather than to another exhibit.



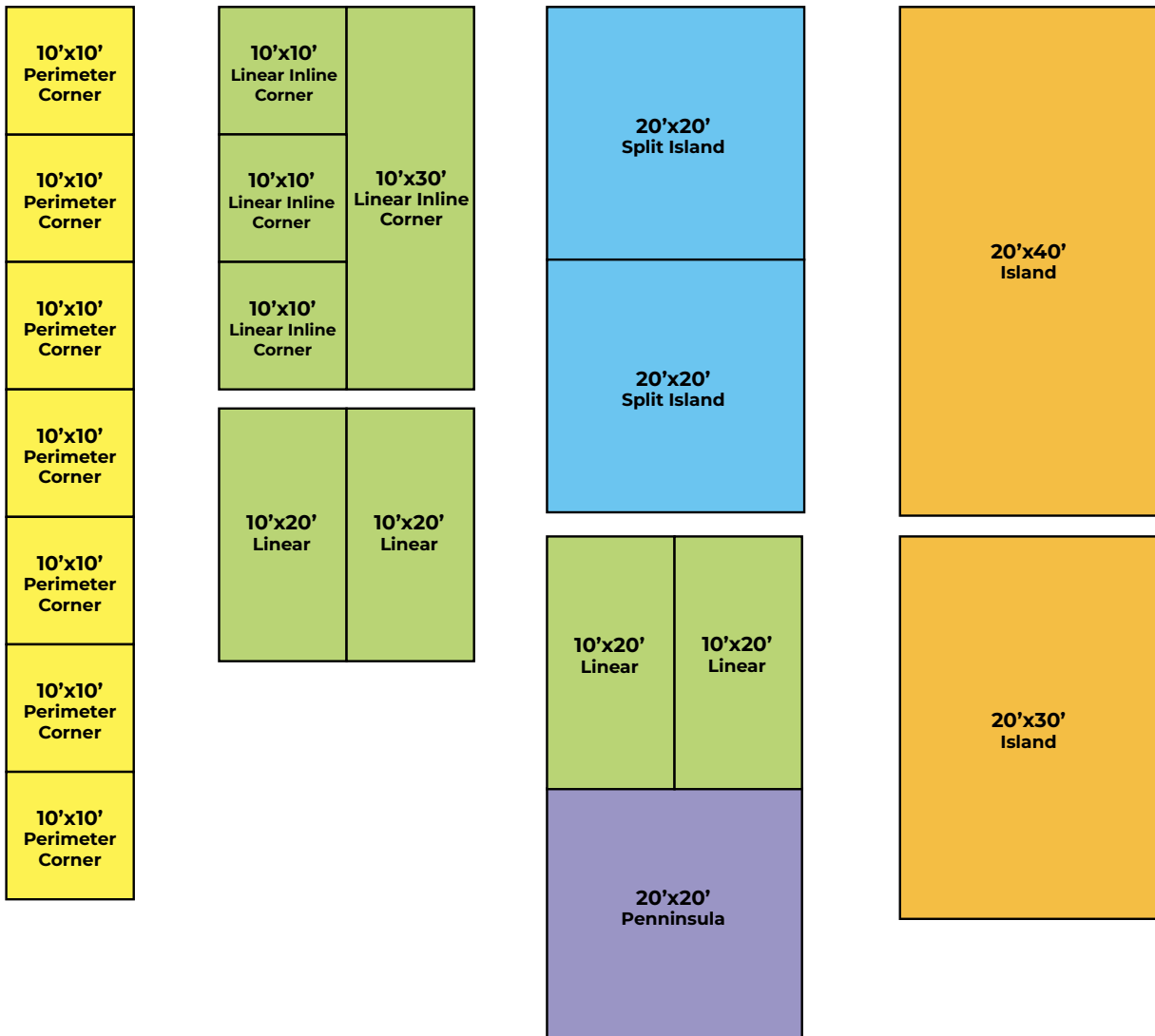
**PENINSULA (PURPLE):** A Peninsula Booth is exposed to aisles on three sides, and is a minimum of 400 sq. ft. There are two types of Peninsula Booths: (a) one which backs to Linear Booths, and (b) one which backs to another Peninsula Booth and is referred to as a “Split Island Booth.”



**SPLIT ISLAND (BLUE):** A Split Island Booth is a Peninsula Booth, which shares a common back-wall with another Peninsula Booth.



**ISLAND (ORANGE):** An Island Booth is any size booth exposed to aisles on all four sides.



# BOOTH HEIGHT RESTRICTIONS

## LINEAR EXHIBITS (“IN-LINE”)

- **NO HANGING SIGNS PERMITTED**

- Back wall height limitation of all structures including logos is 8’
- Display materials should be arranged in such a manner so as not to obstruct sight lines of neighboring exhibitors. The maximum height of exhibits (including decorations) is 8’. All display fixtures over 4’ in height and placed within 10 lineal feet of an adjoining exhibit must be confined to that area of the exhibitor’s space that is at least 5’ from the aisle line. No solid exhibit construction may exceed 42” in height except in the rear one-half of the booth. The intent of the height and depth restrictions is that each exhibitor is entitled to a reasonable sight line from the aisles regardless of the size of exhibit.

## CORNER EXHIBITS

- **NO HANGING SIGNS PERMITTED**

*A Corner Booth is a Linear Booth (“In-Line”) exposed to aisles on two sides. All other guidelines for Linear Booths apply.*

## ISLAND EXHIBITS (20’ X 20’ OR LARGER)

- Height limit INCLUDING signage is 25’ (Top of sign at 25’)

*An Island Booth is any size booth exposed to aisles on all four sides.*

**Dimensions:** An Island Booth is typically 20’x20’ or larger, although it may be configured differently.  
**Use of Space:** The entire cubic content of the space may be used up the maximum allowable height.

## PENINSULA EXHIBITS

- **NO HANGING SIGNS PERMITTED**

- Back wall height limitation of all structures including logos is 8’

*A Peninsula Booth is exposed to aisles on three (3) sides and composed of a minimum of four booths. There are two types of Peninsula Booths: one which backs up to Linear Booths, and one which backs to another Peninsula Booth and is referred to as a “Split Island Booth.”*

**Dimensions:** A Peninsula Booth is usually 20’x20’ or larger. When a Peninsula Booth backs up to two Linear Booths, the back wall is restricted to four feet (4’) high within five feet (5’) of each aisle, permitting adequate line of sight for the adjoining Linear Booths.

## END-CAP EXHIBITS

- **NO HANGING SIGNS PERMITTED**

- Back wall height limitation is 8’

*An End-cap Booth is exposed to aisles on three sides and composed of two booths.*

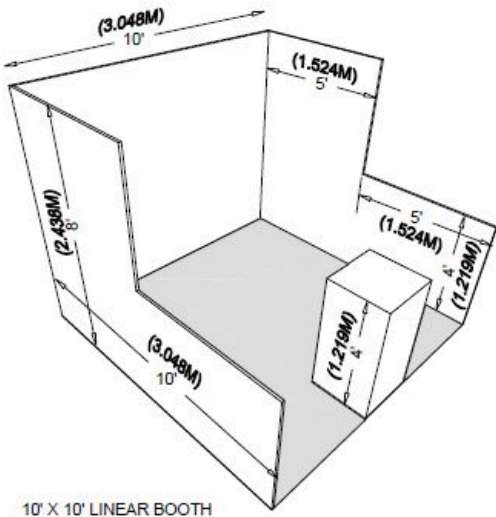
**Dimensions:** End-cap Booths are generally ten feet (10’) deep by twenty feet (20’) wide. The maximum back wall height of eight feet (8’) is allowed only in the rear half of the booth space and within five feet (5’) of the two side aisles with a four foot (4’) height restriction imposed on all materials in the remaining space forward to the aisle.

**PLEASE REFER TO THE DIAGRAMS IMMEDIATELY FOLLOWING FOR A PICTORIAL DESCRIPTION OF THE BLOCKING RULES AND HEIGHT RESTRICTIONS.**

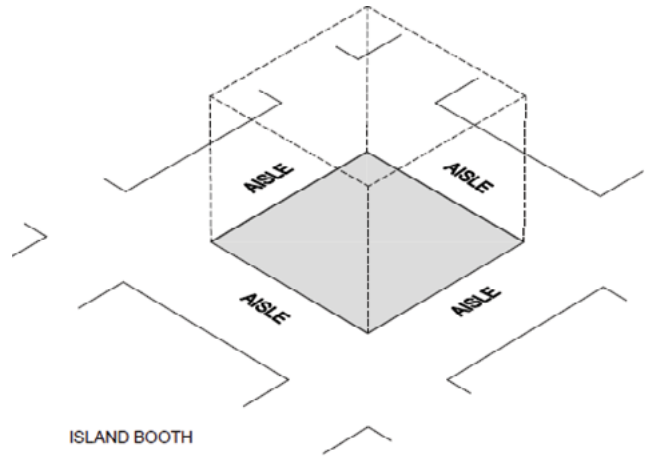


# BOOTH LAYOUTS

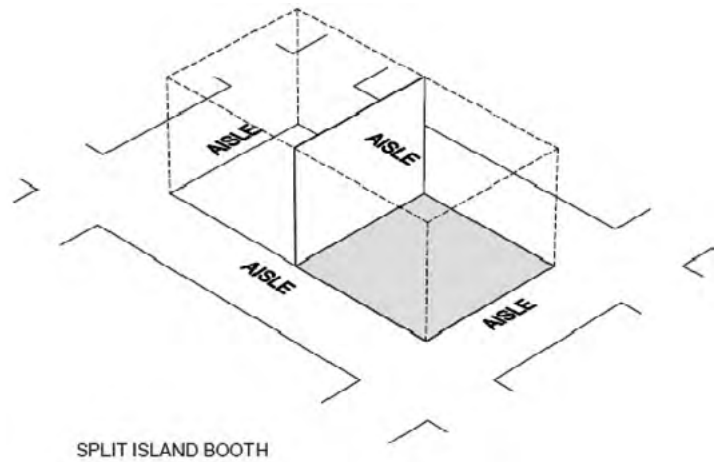
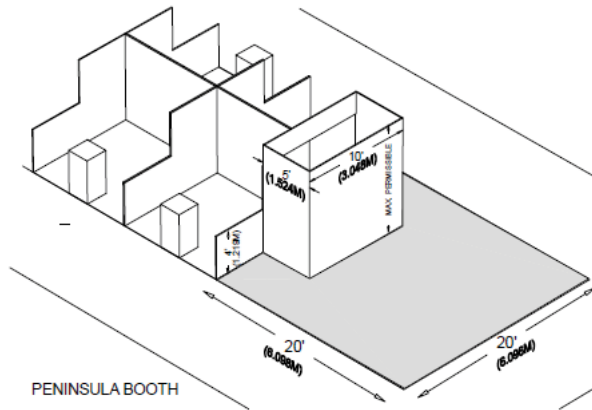
## ▼ Linear Exhibits (“IN-LINE”)



## ▼ Island Exhibits (20' x 20' or larger)



## ▼ Peninsula & Split Island Exhibits (20' x 20' or larger)



## CHECKING IN WITH SHOW MANAGEMENT

A representative from each exhibiting company must check in at the Exhibitor Registration Desk by 8:00 AM on Tuesday, June 10, 2025. After that time, unclaimed booth space will be awarded to other exhibitors. If this occurs, the “no-show” exhibitor will not be entitled to a refund of the exhibit fee, and the exhibitor may not be allowed to exhibit in future ILTA shows.

## SUBLETTING EXHIBIT SPACE

Subletting exhibit space is prohibited. The exhibiting company signing the booth contract must occupy the space.

## SHARING EXHIBIT SPACE

Sharing space must be approved by ILTA in advance and in writing at least 4 weeks prior to event. Only affiliated companies are permitted to share booths. Companies requesting to share a booth must provide information on the affiliation between companies. By affiliated, we mean a parent company and its subsidiary, or a group of affiliated companies all owned by a parent company. Typical commercial relationships, or arrangements for providing mutual assistance, are not adequate to justify booth sharing. Shared booth space must be 10x20 or larger.

## SOLICITATION

Solicitation by non-exhibitors is strictly prohibited. Non-exhibitors found soliciting outside of a booth should be reported to ILTA, and they will be removed from the trade show floor.

## HOSPITALITY SUITES AND MEETINGS

- Non-exhibitors may not host meetings or hospitality suites at the Marriott Marquis-Houston, the Hilton Americas-Houston or the George R. Brown Convention Center from June 9 - 11, 2025.
- Requests to host meetings or hospitality suites at the Marriott Marquis-Houston, the Hilton Americas-Houston or the George R. Brown Convention Center must be approved by ILTA at least 4 weeks prior to event. Companies receiving approval to host a hospitality suite must agree to comply with the terms of the ILTA Hospitality Suite Agreement.
- Meetings or social activities (including hospitality suites) may not be scheduled during ILTA meetings, exhibition hours, or other ILTA sponsored functions.
- Hospitality suite attendance may not be solicited by individuals who are not full-time employees, agents or representatives of the sponsoring company.
- Other than in-hotel hospitality suites, any exhibitor sponsoring a function to which 25 or more people are invited must submit its plan to ILTA for review and approval prior to scheduling the function.
- Food, beverage, and service personnel (bartenders, hosts, etc.) must be obtained through the convention center/hotel catering department.
- Suite activities should not include elaborate entertainment, or expensive door prizes.
- ILTA reserves the right to deny permission for hospitality suites and the marketing of hospitality suites.

## INSURANCE REQUIREMENTS

Houston First Corporation and The George R. Brown Convention Center require all exhibitors carry insurance, including workers' compensation, before exhibitors are allowed to move in to the facility. An original Certificate of Insurance is due to ILTA by May 16, 2025 and must include the dates June 9-11, 2025.

- Commercial General Liability insurance against claims for bodily injury or death and property damage occurring in or upon or resulting from the premises. The coverage must provide protection of not less than \$1,000,000 per occurrence, and \$2,000,000 aggregate and such insurance shall include (a) advertising injury and (b) personal injury; and Workers' Compensation (statutory amount).

ILTA, Houston First Corporation, and the City of Houston shall be named as an additional insured on exhibitor's policies, except workers' compensation, without any restrictive modifications. All policies shall show the exhibitor's name as it is known to ILTA and shall contain an endorsement waiving any claim or right of subrogation against ILTA.

The issuer of any policy shall have a Best's rating of at least B+ and a Best's financial size category of Class IV or better, according to the most recent edition of Best's Key Rating Guide, Property-Casualty United States.

Any exhibiting company that does not provide a valid certificate of insurance to ILTA by May 16, 2025, ILTA will purchase insurance on their behalf and will be invoiced at a later date.

## PAYMENT / FEES

1. Membership dues for 2025 must be paid in full by the booth payment deadline for the member fee to apply.
2. In addition to the actual exhibit space, the fee includes an 8' high back drape and 3' high side rails, a company identification sign, aisle carpet throughout the exhibit hall, aisle signs identifying booth numbers, general security during the official show hours, a full listing with contact information and company description in the show guide and on the mobile app, and the final registrant mailing list.
3. Exhibitor agrees that a NON-REFUNDABLE deposit equal to 50% of the total booth fee is due within 45 days of application submission. Exhibitor also agrees to pay remainder of the booth fee no later than February 28, 2025. Make all checks payable to ILTA.
4. Companies applying for booth space after February 28, 2025 must pay the full booth fee when submitting application.

## EXHIBITOR MOVE IN & SET UP

**Sunday, June 8**      **12:00 PM – 5:00 PM**  
**Monday, June 9**      **7:00 AM – 5:00 PM**  
**Tuesday, June 10**      **7:00 AM – 9:00 AM**

All exhibits must be set up by 9:00 AM on Tuesday, June 10. All empty shipping crates and cartons shall be labeled identifying the company name and booth number for storage during the show. Proper labeling will facilitate the return of packing materials at the close of the show. Exhibitors handling their own freight must make their own arrangements for storage during the show. Please note that the convention center has no storage facilities. Any exhibitor using an independent contractor for setting up and/or tearing down a booth must provide a certificate of general liability insurance from that contractor to ILTA (see insurance requirements above).

All exhibits must be set up by 9:00 AM on Tuesday, June 10. Exhibitors who have failed to complete set-up by 9:00 AM on Tuesday, June 10 will be fined \$1000 and will be deducted 5 priority points from their company profile.

## EXHIBITOR MOVE OUT & TEAR DOWN

**Wednesday, June 11**      **12:00 PM – 7:00 PM**

As a consideration to ILTA attendees and exhibitors, no exhibit may be dismantled or any booth abandoned prior to 12:00 PM on Wednesday, June 11. Dismantling exhibits includes packing equipment, literature, display materials, graphics, giveaways, or in any way altering the appearance of an exhibit. Dismantling exhibits or “preparing to dismantle” before the show closes is prohibited. Failure to comply with this policy will result in a fine of \$500.00, loss of booking priority as an exhibitor, and exhibitor may lose the right to exhibit in future ILTA shows. ILTA staff and floor monitors will be monitoring the aisles to enforce this policy. Any material left on the trade show floor after 7:00 PM on Wednesday, June 11 that is not packed, crated, or covered by a Bill of Lading for shipment will be packed, shipped, or stored at the discretion of Freeman Decorating Company (FDC) with all expenses billed to the exhibitor of record.

## TRADE SHOW HOURS

**Tuesday, June 10**      **10:00 AM – 5:00 PM**  
**Wednesday, June 11**      **9:00 AM – 12:00 PM**

## EXHIBITOR SERVICES

Freeman is the General Service Contractor.

## FREIGHT & SHIPPING INFORMATION

Exhibitors may use the freight company of their choice but may wish to consider shipping through Freeman Transportation to Freeman’s warehouse space. Freight delivered to the convention center by Freeman has priority for unloading, which makes scheduling easier. In addition, if you ship ahead, you can verify that your freight has arrived (you may NOT ship ahead to the convention center or to the hotel). Only Freeman personnel or your own employees can move freight onto the exhibit floor, and only Freeman can move freight if heavy equipment is required.

## SHIPPING INFORMATION

**Warehouse Shipping Address:**

Exhibiting Company Name / Booth #  
ILTA 2025 CONFERENCE & TRADE SHOW  
C/O PGL/Freeman  
960 Pleasantville Dr  
Houston, TX 77029, USA

## LIMITATION OF LIABILITY FOR FAILURE TO AWARD EXHIBIT SPACE

ILTA will not be liable for failure to award exhibit space to an applicant, nor will ILTA be liable for any failure of performance (including, but not limited to, those listed below) resulting in denial of exhibit space to an applicant.

1. Failure of the U.S. Postal Service or any delivery service to deliver an application to former exhibitors and potential new exhibitors.
2. Failure of the U.S. Postal Service or any delivery service to deliver to ILTA the application of a former exhibitor or a potential new exhibitor.
3. Failure of ILTA to send an application to any former exhibitor or potential exhibitor.
4. Failure of applicant to use the company name known to ILTA.

## SECURITY/LIABILITY

ILTA will provide appropriate security in order to ensure the safety of its attendees and Exhibitors.

ILTA, the George R. Brown Convention Center and Houston First Corporation (HFC) assume no responsibility for loss, damage or theft incurred to any exhibit or property of the Exhibitor.

ILTA, the George R. Brown Convention Center and the Houston First Corporation (HFC) cannot guarantee against loss or damage of any kind but will endeavor to protect the property of the exhibitors by locking the doors after exhibit hours and providing appropriate security.

Exhibitors having portable merchandise of high value are cautioned against leaving such material exposed in the exhibit areas after show hours.

Unauthorized persons will not be permitted to enter or remain in the exhibit areas after closing hours; however, certain authorized persons may have access to the exhibit areas at any time.

Any exhibitor may furnish additional security at his/her discretion and expense. Please notify ILTA if you will be providing additional security.

Exhibitor agrees to hold harmless ILTA, Houston First Corporation, the George R. Brown Convention Center, the Marriott Marquis-Houston, and Freeman Decorating Company from and against any loss, liability, or claims whatsoever including , but not limited to damages for injury to persons property caused by negligence or other action relating Exhibitor's use of the facility or participating in the Show, including acts by the Exhibitor, its agents or employees. Loss or injury due to theft, damage by fire, accident or any other causes will be covered by Exhibitor's insurance or self-insurance. All liability and hold harmless provisions in this Contract shall survive the termination of this Contract.

Exhibitor agrees to be responsible for any damages caused by their employees or agents.

## FIRE SAFETY

Fire regulations require all display material used for decoration to be flameproof. All electrical equipment used in conjunction with the display's installation, operation, and dismantling must be in good operating condition and able to pass the inspection of the local Fire Marshall. Storage of excess materials around or behind the exhibit/display is prohibited.

Exhibitors shall comply with all local, city, state and federal safety, fire and health laws, ordinances and regulations, Rules and Regulations of the George R. Brown Convention Center regarding the installation, dismantling and operation of the exhibit. This information will be included in the online Freeman portal.

## COPYRIGHTED WORKS

Exhibitor acknowledges and agrees that it shall be solely responsible for obtaining any licenses, permits, etc. which may be required for it to broadcast, perform, or display any copyrighted materials including, but not limited to, music, video, and software. Exhibitor shall indemnify, defend and hold harmless ILTA, the George R. Brown Convention Center, the City of Houston, Texas, their respective directors, officers, employees and agents, and each of them, from and against any and all claims and expenses, including attorney's fees and costs, arising out of or related to Exhibitor's breach of this provision. The terms of this provision shall survive the termination or expiration of this Agreement.

## AMERICANS WITH DISABILITIES ACT

Exhibitor represents and warrants that its exhibit and product/service information shall comply with the Americans with Disabilities Act, its regulations, and guidelines (collectively "ADA"). Exhibitor shall indemnify, defend and hold harmless ILTA, the George R. Brown Convention Center, the City of Houston, Texas, their respective directors, officers, employees and agents, and each of them, from and against any and all claims and expenses, including attorney's fees and costs, arising out of or related to Exhibitor's breach of this provision or noncompliance with any provision of the ADA.

## ONLINE FREEMAN EXHIBITOR PORTAL

Freeman, ILTA's General Services Contractor, offers a **convenient online portal** which includes additional exhibitor information, online forms and access to exhibitor services.

Login is simple. Either login with existing account info used for a prior ILTA event or click on **"Create an Account"** if login is for a new user.

There is a **"Forgot Username or Password"** option if you cannot remember your login credentials.

## BOOTH PACKAGES AVAILABLE

**\$402.70**

### PACKAGE INCLUDES

- 6' L x 30"H draped table
- (2) Limerick® chairs by Herman Miller
- (1) corrugated wastebasket
- (1) 10' x 10' carpet



SAMPLE IMAGE

**CLICK HERE OR USE THE FOLLOWING LINK TO PURCHASE YOUR PACKAGE!**

<https://www.freemanco.com/store/product-detail-page?productId=56340000&subCategoryId=10-1&showID=536995>

## BOOK YOUR HOTEL ROOMS NOW!

GROUP RATE DEADLINE: WEDNESDAY, MAY 14, 2025



### **Marriott Marquis Houston**

1777 Walker Street | Houston, TX 77010 USA

Phone: 713-654-1777

**Make your reservation online or call at 888-236-2427.**

The group rate is \$260/night plus taxes and fees. To get this rate, please mention that you are attending the ILTA 2025 Conference and Trade Show. The deadline for the group rates is Wednesday, May 14, 2025 (rooms may not be available at the group rate after the deadline, and rooms are on a first-come first-serve basis).

Check-in is at 4:00 p.m.; check-out is at 12:00 p.m.

Reservations made after May 14th will be subject to availability.



## OFFICIAL SERVICE PROVIDERS

PLEASE NOTE: ILTA has not contracted with any other company to serve as representatives on behalf of the companies listed above. If you are contacted by a company offering services other than the companies listed, please contact Meredith DeZemler at [mdezemler@ilta.org](mailto:mdezemler@ilta.org).

### BELOW IS THE LIST OF SERVICE PROVIDERS FOR THE 2025 SHOW:

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#### OFFICIAL SERVICE CONTRACTOR

*(Material handling, machinery rigging, rental furnishings, labor, carpet, etc.)*

##### **Freeman**

9258 Park South View  
Houston, TX 77051  
Phone: (888) 508-5054  
Website: <https://www.freemanco.com/documents/faqs#contactUS>

#### LEAD RETRIEVAL SERVICES

##### **American Tradeshow Services**

217 General Patton Avenue  
Mandeville, LA 70471  
Phone: (985) 240-5507  
Email: [orders@american-tradeshow.com](mailto:orders@american-tradeshow.com)

#### AUDIO VISUAL/COMPUTER RENTAL

##### **Staging Solutions**

2014 Lou Ellen Ln.  
Houston, TX 77018  
Phone: (713) 853-8180  
Website: [www.stagingsolutions.com](http://www.stagingsolutions.com)  
Email: [GRBexhibit@stagingsolutions.com](mailto:GRBexhibit@stagingsolutions.com)

#### EXHIBITOR CATERING

##### **Levy Food Services**

1001 Avenida de las Americas  
Houston, TX 77010  
Phone: (713) 853-8113  
Email: [aaron.gonzalez@levyrestaurants.com](mailto:aaron.gonzalez@levyrestaurants.com)

#### HOTEL ACCOMMODATIONS

##### **Marriott Marquis Houston**

1777 Walker Street  
Houston, TX 77010  
Phone: (713) 654-1777  
Website: [www.marriottmarquishouston.com](http://www.marriottmarquishouston.com)

#### BOOTH CLEANING

##### **George R. Brown Convention Center**

1001 Avenida de las Americas  
Houston, TX 77010  
Phone: (713) 853-8001  
Email: [GRBExhibitorservices@houstonfirst.com](mailto:GRBExhibitorservices@houstonfirst.com)  
Website: [www.GRBBoothCleaning.com](http://www.GRBBoothCleaning.com)

#### UTILITIES

*(Internet, telephone, electrical service, air, water & gas)*

##### **Smart City Electric, Inc.**

5795 W. Badura Avenue, Suite 110  
Las Vegas, NV 89118  
Phone: (888) 446-6911  
Email: [customerservice@smartcitynetworks.com](mailto:customerservice@smartcitynetworks.com)  
Website: <https://orders.smartcitynetworks.com>

#### FLORAL PROVIDER

##### **Spencer Florabunda Ltd.**

P.O. Box 88207  
Houston, TX 77288-0207  
Phone: (713) 222-6666  
Email: [sales@florabundatx.com](mailto:sales@florabundatx.com)

**Freeman<sup>™</sup>**

**RUSH**

**DO NOT DELAY**

**Freeman<sup>™</sup>**

**RUSH**

**DO NOT DELAY**

RECEIVING DATE BEGINS: May 09, 2025

DEADLINE DATE IS: June 02, 2025

TO: \_\_\_\_\_

Exhibiting Company Name

C/O PGL / Freeman  
960 Pleasantville Dr  
Houston, TX 77029  
USA

**Advance Warehouse Shipping Labels**

**536995**

EVENT: ILTA 2025 Conference & Trade Show

BOOTH NUMBER: \_\_\_\_\_

NUMBER \_\_\_\_\_ OF \_\_\_\_\_ PIECES

RECEIVING DATE BEGINS: May 09, 2025

DEADLINE DATE IS: June 02, 2025

TO: \_\_\_\_\_

Exhibiting Company Name

C/O PGL / Freeman  
960 Pleasantville Dr  
Houston, TX 77029  
USA

**Advance Warehouse Shipping Labels**

**536995**

EVENT: ILTA 2025 Conference & Trade Show

BOOTH NUMBER: \_\_\_\_\_

NUMBER \_\_\_\_\_ OF \_\_\_\_\_ PIECES

subject to change.

**Freeman<sup>™</sup>**

**RUSH**

**DO NOT DELAY**

**Freeman<sup>™</sup>**

**RUSH**

**DO NOT DELAY**

**CANNOT DELIVER BEFORE: June 08, 2025**

TO: \_\_\_\_\_

Exhibiting Company Name

C/O Freeman

George R Brown Convention Center

1001 Avenida de las Americas

Houston, TX 77010

USA

[Show Site Shipping Labels](#)

**536995**

**EVENT: ILTA 2025 Conference & Trade Show**

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

**NUMBER** \_\_\_\_\_ **OF** \_\_\_\_\_ **PIECES**

**CANNOT DELIVER BEFORE: June 08, 2025**

TO: \_\_\_\_\_

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Houston, TX 77010

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[Show Site Shipping Labels](#)

**536995**

**EVENT: ILTA 2025 Conference & Trade Show**

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

**NUMBER** \_\_\_\_\_ **OF** \_\_\_\_\_ **PIECES**

subject to change.



# GRB Rules & Regulations

As Adopted December 2019

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The Licensee is responsible for compliance with these Rules and Regulations and should instruct its employees, contractors, agents and attendees accordingly to eliminate problems before they arise.

## **Definitions**

**President:** The CEO of Houston First Corporation or any person designated by the CEO to perform any of his or her functions.

**Event:** The function or activity for which the Facility will be used and occupied, as described in the License Agreement.

**Facility:** George R. Brown Convention Center, 1001 Avenida de las Americas, Houston, Texas 77010.

**General Manager:** The person in charge of overseeing day-to-day operations at the Facility, including events, maintenance, repairs and capital projects. This person has authority to act for the President in his or her absence.

**Licensee:** An approved applicant who has entered into a License Agreement with Houston First Corporation for use of the Facility.

**License Period:** The period of time the Licensee has use of the Premises, including move-in, Event and move-out days as defined in the License Agreement.

**Premises:** That portion of the Facility to be used for the Event, as defined in the License Agreement.

## **Required Licensee-Contracted Services**

### **First Aid**

Certified first aid personnel (such as emergency medical technicians or nurses) are required at events with an estimated attendance of five hundred (500) or more people or more than thirty thousand (30,000) gross square footage of licensed spaced. Licensee shall be responsible for the cost of providing certified first aid personnel. See table below for requirements:

1 EMT	Projected Daily Attendance 500-3,999 or 30,000 -300,000 sq ft	<i>Whichever is greater</i>
2 EMT*	Projected Daily Attendance 4,000-9,999 or 300,001-650,000 sq ft	<i>Whichever is greater</i>
3+ EMT	Projected Daily Attendance 10,000+ or 650,001+ sq ft	<i>Whichever is greater</i>

*\*In the case an event has 200,000 sq ft of exhibit space and 75,000 sq ft of meeting room space then a second EMT is required.*

Certified first aid personnel (such as emergency medical technicians or nurses) are required at events with an estimated attendance of five hundred (500) or more people. The Licensee shall be responsible for the cost of providing certified first aid personnel.

A minimum of one (1) certified first aid provider must be present in the Premises during each Event day, beginning thirty (30) minutes prior to the Event opening to attendees and continuing until one hour after the Event is closed to attendees.

At least one (1) certified first aid provider must be present in the Premises during move-in and move-out activities, such as the loading/unloading of freight or exhibits, or the use of equipment such as forklifts, boom lifts, scissor lifts or pallet jacks.

For certain events, such as concerts and sports competitions, additional emergency medical services (such as a certified paramedic) may apply.

A schedule of the number and postings of first aid personnel shall be submitted in writing to the Convention Services Manager at least thirty (30) calendar days prior to the first day of the License Period. All such first aid arrangements are subject to the approval of the General Manager.

The Licensee assumes sole responsibility for the qualifications and actions of all first aid personnel.

The licensee shall notify the Convention Services Manager immediately in the event of an accident, injury or any other incident requiring first aid. The Licensee or its first aid personnel shall promptly complete an incident form and submit to the Convention Services Manager.

## **Security**

Licensed security guards are required at events with an estimated attendance of five hundred (500) or more people. The Licensee shall be solely responsible for providing security in the Premises, including crowd and traffic control and at any loading docks, driveways or other areas used during the License Period at its sole cost and expense.

If the Premises includes an exhibit hall, event security coverage must commence at the first minute of move-in and continue through move-out's completion.

If the Premises includes an exhibit hall, then a minimum of two (2) security guards must be present during each Event day beginning thirty (30) minutes prior to the Event opening to attendees and continuing until one (1) hour after the Event is closed to attendees. One security guard shall be posted to monitor ingress and egress and the other shall be assigned to rove the Premises.

If the Premises does not include an exhibit hall, then a minimum of one (1) security guard must be present during each Event day beginning thirty (30) minutes prior to the Event opening to attendees and continues until one (1) hour after the Event is closed to attendees.

At least one (1) security guard must be posted at any open freight door during move-in and move-out. No freight or personnel doors(s) will be opened until event-security personnel have been posted.

At least one (1) security guard must be present in the Premises during move-in and move-out activities, such as the loading/unloading of freight or exhibits, or the use of equipment such as forklifts, boom lifts, scissor lifts or pallet jacks.

A schedule of the number and location of security guards shall be submitted in writing to the Convention Services Manager at least thirty (30) calendar days prior to the first day of the License Period. All security arrangements are subject to the approval of the General Manager.

The Licensee assumes sole responsibility for the qualifications and actions of all security personnel.

The Licensee shall, at all times, conduct its activities with full regard for public safety and observe and abide by all applicable rules, including without limitation all emergency procedures, regulations and requests of the General Manager or duly authorized governmental agency responsible for public safety.

The Licensee shall ensure that its employees, agents, exhibitors, contractors and subcontractors wear a clearly visible identification badge provided by the Licensee or their respective employer at all times. Badges must include the name of the wearer and the name of his or her employer.

## **Facility-Exclusive Services**

### **Food and Beverage**

The in-house provider, Levy Convention Centers/Houston Inspired Catering, exclusively offers food, beverage and catering services at the Facility. Sampling requires the advanced permission of the exclusive food and beverage provider and must be requested at least thirty (30) calendar days prior to the first day of the License Period.

### **Telecommunications and Temporary Utilities**

Telecommunications, including voice, data and network services, are exclusively offered by in-house provider Smart City Networks.

Temporary utilities, including electrical, compressed air, water and drainage services, are an exclusive service at the Facility.



## **Facility-Affixed Audio Visual**

Facility-affixed audio, lighting and structural rigging are controlled exclusively by the in-house audio-visual contractor, Staging Solutions.

Water-based fog or smoke machines are available exclusively through the in-house provider. Devices acquired through outside providers will not be permitted for use within the facility.

## **Booth Cleaning**

Exhibit booth cleaning is an exclusive service at the Facility.

For more information on exclusive services, including rates and order forms, please visit the Facility website at [www.GRBHouston.com](http://www.GRBHouston.com) or consult your Convention Services Manager.

## **Event Support Documents**

### **Floor Plans**

For any Event featuring exhibit space, such as conventions and trade shows, floor plans must be submitted to the Convention Services Manager no later than ninety (90) days prior to the first day of the License Period. Floor plans for all other Events must be submitted to the Convention Services manager no later than thirty (30) calendar days prior to the first day of the License Period.

Floor plans shall allow adequate aisle and cross-aisle space and shall not prevent access to fire exits, fire hoses, concession areas, offices or meeting rooms. All floor plans should include any registration and pre-function areas.

Any floor plan, if different from the plan originally submitted, shall be submitted for re-approval to the Convention Services Manager no less than fifteen (15) calendar days prior to the first day of the License Period.

### **Permits**

Certain events, exhibits, displays and activities require licenses and/or permits, including, but not limited to, the following: cooking, food and beverage sampling, liquid or gas fueled vehicles, pyrotechnics, lasers, antique dealing, sales and use tax, tents or canopies.

The Licensee is solely responsible for applying for and obtaining any required license or permit.

### **Vehicle Display Permits and Guidelines**

All vehicle displays require a permit from the Houston Fire Department. If fifteen (15) or more vehicles will be displayed, then standby personnel shall be required for a fire watch. All costs incurred, including an hourly fee and permit, shall be the sole responsibility of the Licensee. (Please consult your Convention Services Manager for further details).

The battery must be disconnected while any vehicle is on display.

Fuel in the tanks of display vehicles shall not exceed one quarter ( $\frac{1}{4}$ ) of their capacity or five (5) gallons of fuel, whichever is less.

All display vehicle gas caps shall be taped or locked.

Non-flammable protective covering must be placed under display vehicles to prevent stains.

Duplicate keys for vehicles on display must be provided to show management and/or to show security for use in the event of an emergency. Keys shall be kept in the Premises during the entire License Period.

## **Set Up, Installation, and Tear Down**

### **Move-in and Move-out**

The Licensee is responsible for coordinating all move-in and move-out activities, schedules and logistics with the Convention Services Manager. All labor costs, expenses and requirements for move-in, move-out and set-up shall be the sole responsibility of the Licensee.

The Licensee is responsible for handling, storing and securing all freight, including crates and packing material. Crates shall only be stored in areas approved in advance by the General Manager. The Facility does not allow or accept freight shipments for the Licensee, its contractors, exhibitors or speakers prior to the License Period. The Facility shall not be held liable for any damages, losses or security surveillance for storage of crates.

All move-in and move-out of exhibits must be through designated loading docks, freight doors and freight elevators. The main lobbies, side doors, escalators and passenger elevators are not to be used for such purposes.

No forklifts, trailers, or other vehicles or equipment shall be stored or left before or after the License Period without prior written authorization from the General Manager.

### **Rigging and Hanging**

Rigging and hanging requests must be submitted for approval at least thirty (30) calendar days prior to the first day of the License Period to the Facility audio-visual contractor, who will determine if the requests are within the architectural guidelines of the Facility.

The General Manager reserves the right to refuse permission, remove, delay or terminate any rigging or hanging for safety reasons or to prevent damage to the Facility.

## Rigging and Hanging Permissions

The following table contains a summary of who may provide installation of certain materials:

Type of Material	Definition	Who May Hang or Attach
Banner, drape or screen masking	Soft material articles with no framing and no rigid support system. Total weight is 250 lbs or less. Materials used must meet fire code regulations. Drapes taller than 17 ft must be double sandbagged at the base.	Licensee's decorating service contractor or other Licensee- designated and Facility-approved company.
Sign: • 250 lbs or less • No electrical	Rigid or hard material with frame and/or support system. Purpose is to display words, pictures, graphics, etc., not to include projected images.	Licensee's decorating service contractor or other Licensee- designated and Facility-approved company.
Sign: • 250 lbs or more • With or without electrical		A Licensee-designated company but with approval of labor, location and weight by Facility only.
Equipment support system	Facility structure utilized to support lighting, sound, winch motors, screens, scenery, backdrops, etc.	Facility contractor shall have the exclusive right to establish each Point*. Everything below the Point may be handled by Licensee's designated company, but all labor, locations, weight, etc. must be approved by the Facility Manager.
Exhibit support system	Structures, cable, lines, etc. utilized to guide and support any part of an exhibit booth or stage setting	Facility contractor shall have the exclusive right to establish each Point*. Everything below the Point may be handled by Licensee's designated company, but all labor, locations, weight, etc. must be approved by the Facility Manager.

*\*A "Point" is defined as the steel cabling used to wrap or to be affixed around the structural beams of the Facility. The audio-visual contractor at the Facility shall have the exclusive right to supply the steel cabling, in addition to the right to supply the labor to wrap the cables around structural beams and connect those cables.*

## **Non-Premise Signage**

Sponsorship and commercial signage is prohibited on the exterior of the Facility.

Rates are assigned to all exhibitor or sponsor advertising signs, banners or decals that are hung or displayed in any non-licensed area of the Facility for which the Licensee receives a commission or any other benefit. Such advertising and signage is only allowed in designated areas which can be found on the Sponsorship Request Form. Licensee can obtain this form from their Convention Services Manager.

A plan for all non-commercial Licensee signage, including banners, free standing signage, decals, directional, etc., must be submitted to the Convention Services Manager at least thirty (30) calendar days prior to the Licensee Period for approval.

## **Damage Prevention**

Vehicles, boom lifts, scissor lifts, pallet jacks and similar equipment are prohibited on carpeted areas of the Facility unless approved in advance and in writing by the Convention Services Manager. If approved, Masonite® floor covering shall be used at all times. The Licensee may request use of Masonite® in inventory at the Facility during the License Period, providing that setup and removal are the sole responsibility of the Licensee.

Golf carts, Cushman® utility vehicles, Segway® vehicles and similar transportation devices are expressly prohibited in carpeted areas of the Facility unless approved, in advance and in writing, by the Convention Services Manager.

All platform trucks, dollies and carts used on permanently carpeted areas shall have tires and wheels of a type approved by the Convention Services Manager and shall meet the following requirements:

- Wheels of at least six inches (6") in diameter
- Thread width of at least two and one-half inches (2 ½")
- Non-skid tires only

Forklifts are strictly prohibited in all areas except in the exhibit halls.

Complete protection of the terrazzo floor in the Grand Lobby is required before moving or placing equipment. Terrazzo floor must be protected by plywood. The Licensee may request use of plywood in inventory at the Facility during the License Period, providing that setup and removal are the sole responsibility of the Licensee.

Complete protection of the pavers along Avenida is required before moving or placing equipment. Pavers must be protected by plywood. Convention Services Manager will provide the weight load limit. The Licensee may request use of the plywood in inventory at the Facility during the License Period, providing that setup and removal are the sole responsibility of the Licensee.

No locks and/or chains will be placed on any door of the Facility for any reason.

Under no circumstances should any exterior door be propped open or any automatic closing device, panic hardware or mullion be removed from any door of the Facility. Use or distribution of adhesive-backed decals is prohibited at the Facility.

Only tapes pre-approved by the Convention Services Manager shall be used in the Facility (e.g., Shurtape® PC 618 cloth tape or Shurtape® DF 642 double-faced cloth tape). No tape of any kind shall be permitted on any permanently carpeted or painted areas or be affixed to any permanent feature of the Facility.

The Licensee shall be charged \$1,000.00 per exhibit hall if tape, residue marks and booth number stickers are not removed from the Premises before the end of the License Period.

No holes may be drilled, cored or punched into walls, floors, equipment or any other part of the Facility. Use of the nails and tacks on Facility walls is expressly prohibited. Painting or finishing of signs, displays or other objects is prohibited at the Facility.

Drip pans and scrap buckets should be provided for operating machinery to prevent lubricants, paint, etc. from staining the floor and/or causing a safety hazard.

Any display containing soil, sand or similar materials shall use a protective floor covering such as heavy plastic. Curbing material shall be used to prevent spills and seepage. Helium balloons are prohibited within the Facility.

The furniture located in the second level show offices and conference rooms shall not be moved without the prior approval of the General Manager.

The public furniture on the first, second and third levels shall not be moved without the prior approval of the General Manager. When approved a fee will be associated. See your Convention Services Manager for more information.

Hazardous materials, including biohazards, are strictly prohibited at the Facility unless approved in advance and in writing by the General Manager. The Licensee shall be solely responsible for the proper care, handling, removal and disposal of all hazardous materials.

## **Cleaning**

Facility staff will clean the common areas, including lobbies, hallways, aisle carpeting, restrooms, meeting rooms, association offices and registration areas, at no charge.

Facility staff will provide light trash removal during move-in and move-out. The Licensee shall be responsible for removing all bulk trash, crates, pallets, packing material and any other trash not easily removed by a vacuum cleaner or push broom.

The Licensee shall be held responsible for any cleaning costs incurred due to residue, oil, grease or an unusual amount of dirt or debris. Use of confetti or glitter will result in additional cleaning costs.

In addition to any labor costs, the Licensee shall be liable for any costs associated with environmental cleanup and/or disposal.

## **Keys**

Requests for keys must be submitted to the Convention Services Manager.

Fees will be applicable based on the number of keys requested.

## **Wireless Frequencies**

Licensees using wireless devices to support their event should make efforts to avoid the following frequencies to prevent interference: 204.200, 204.550, 204.900, 205.250, 554.125, 554.350, 554.575, 554.800.

## **Ticket Surcharge Procedures**

Licensee shall submit all Tickets collected to the Convention Services Manager no later than one hour after the Event is closed to attendees for the day. Facility staff will then prepare a ticket manifest listing the quantity and price of Tickets collected and present it to the Licensee's designee the next day for verification.

Licensee shall not reserve more than two hundred fifty (250) complimentary Tickets for the Event and shall ensure that all such tickets are clearly marked "Complimentary" and collected upon admission to the Event.

Licensee shall allow access to its box office records, ticket receipts and all other documents reasonably required to verify the accounting of the surcharge. The Licensee shall permit the City or its designated entity to audit the Licensee's box office records, ticket receipts and all other documents related to ticket sales to verify the accounting of the ticket sales and surcharge up to one (1) year after the Event.

If an Event is canceled, then the Licensee shall promptly issue refunds for all Tickets sold.

The term "Ticket" includes all forms of entry control utilized to impose a fee of any sort for admission to an Event, with the exception of Registration Fees and entry charged for seated meal functions.

The term "Registration Fee" is defined as a formal or official enrollment charge for an event usually purchased in advance for events closed to the public and restricted to an identified profession or members of an organization. Registration is not classified as a Ticket, but in the

event of a dispute, the Director shall make the final determination in his or her sole discretion.

## **Fire and Safety**

### **Fire Regulations**

Flammable or volatile materials are prohibited within the Facility unless approved, in advance and in writing, by the fire marshal and the General Manager.

Use of flammable compressed gas cylinders is strictly controlled within the Facility and generally prohibited. Non-flammable compressed gas cylinders must be secured to prevent toppling.

All decorations, drapes, signs, banners, table coverings and skirts, carpeting or similar decorative materials used shall be flame retardant to the satisfaction of the fire marshal and are subject to inspection and flame testing by the fire marshal.

The Licensee, its employees, agents, exhibitors, contractors and all other personnel shall comply with all federal, state and local fire codes which apply to places of public assembly.

No portion of the entrances, exits, corridors, passageways, halls, lobbies, stairways, escalators, aisles, driveways, sidewalks, ramps or other common areas shall be obstructed or used for any other purpose than ingress and egress. All doors shall have a clearance of at least ten feet (10') on both sides with no physical obstructions. All exit doors shall remain unlocked during the Event.

Blocking of the entrance/exit doors of the restaurants on the first level is strictly prohibited.

Access to fire detection and suppression systems, heating, ventilation and air-conditioning vents, lighting fixtures and controls shall not be covered or obstructed at any time for any reason. Exit signs and fire hose cabinets must remain visible and unobstructed at all times.

The Licensee shall not admit to the Premises a number of persons in excess of the maximum occupancy established and approved by the fire marshal.

Certain events, exhibits, displays or activities require standby personnel for a fire watch. All such costs incurred, including an hourly fee and permit, shall be the sole responsibility of the Licensee. (Please consult you Convention Services Manager for further details.)

### **Concealed and Open Carry Handguns**

Possession of Firearms is forbidden in the Facility with the exception of the following: (i) licensed peace officers and licensed honorably retired peace officers, (ii) exhibitors and patrons during duly licensed gun shows and (iii) individuals licensed by the State of Texas

to carry concealed handguns.

Licensee has the ability to restrict open carry in the Premises during the License Period by posting the appropriate signage at all the entrances of the contracted space. The Licensee and their contracted security personnel are solely responsible for controlling access. Contact your Convention Services Manager for necessary verbiage and requirements.

## **Facility Policies**

### **Smoking and Tobacco**

In accordance with City of Houston Ordinance No. 2006-1054, smoking is prohibited at the Facility, with the exception of certain enclosed meeting areas designated by the General Manager, when used for private, invitation-only functions.

The distribution or sale of tobacco products is strictly prohibited in the Facility.

### **Animals/Pets**

With the exception of service animals and animals participating in dog or cat shows, animals shall not be allowed in the Facility unless approved in advance and in writing by the General Manager. The General Manager must receive all request to bring animals into the Facility no later than thirty (30) calendar days prior to the first day of the License Period.

### **Public Art Displays**

The Facility is proud to promote Houston Artists and cultural interests. There are several installations throughout the Facility and parking garages. Artwork will not be removed, covered or tampered with in any way. For more information on locations of art displays contact your Convention Services Manager.

### **Residual Matters**

The President reserves the right to alter and/or amend these Rules and Regulations at any time and shall have sole authority to make decisions concerning any issue not addressed herein.

For every Event, the General Manager has the final determination as to whether the Facility is properly prepared, in accordance with these Rules and Regulations, for the doors to be opened to Event attendees.





## PARKING GARAGE RATES

### AVENIDA NORTH GARAGE

- ▶ 701 Avenida de las Americas (entrances on Rusk and Capitol)
- ▶ 1,846 parking spaces
- ▶ Located at Partnership Tower and connected to the GRB and Marriott Marquis Hotel via skybridge
- ▶ Max daily regular rate: \$35
- ▶ Clearance: 7 ft.

### AVENIDA CENTRAL GARAGE

- ▶ 1002 Avenida de las Americas
- ▶ 663 parking spaces
- ▶ Located under Discovery Green Park, directly across from the GRB
- ▶ Max daily regular rate: \$25
- ▶ Clearance: 7 ft.

### AVENIDA SOUTH GARAGE

- ▶ 1710 Polk Street
- ▶ 1,459 parking spaces
- ▶ Connected to Hilton Americas Hotel and GRB via skybridge
- ▶ Max daily regular rate: \$35
- ▶ Clearance: 6.9 ft.

### TUNDRA GARAGE

- ▶ 1506 Jackson Street
- ▶ 2,478 parking spaces
- ▶ Connected to the Toyota Center
- ▶ Non-game/concert max daily rate: \$10
- ▶ Clearance: 7 ft.

*Please take ticket with you to pay at kiosks adjacent to garage elevators. No cashier on duty.*

*\*Special event prices may apply for each garage. Prices posted at garage entrances.*

*\*Nearby privately-owned surface parking lots and garages rates vary.*

*\*New billing cycle begins at 2:00am.*



## Exhibitor Liability Insurance Program

As a standard requirement for all our show exhibitors, it is necessary for you to carry general liability coverage from an insurance company in good standing with minimum policy limits of \$1,000,000 per occurrence and \$2,000,000 aggregate. Insurance Coverage is not optional.

This insurance must be in force during the lease dates of the event, June 8-11, 2025, naming International Liquid Terminals Association (1440 N. Edgewood St., Arlington, VA 22201) as the certificate holder. The following must be listed as additional insured: International Liquid Terminals Association and George R. Brown Convention Center.

## Rainprotection Insurance Program

If you do not have insurance, or you would rather not use your own insurance, (similar to when you rent a car – so that claims would not be filed against your policy), we have set up a program with Rainprotection Insurance through which, you can purchase compliant insurance instantly online.

### Benefits of using this program:

- No Deductible – unlike your corporate policy, Rainprotection's policy has no deductible. Should there be a claim, you will have no out of pocket costs and your future rates will not go up since you would not need to submit a claim on your policy.
- No Hassles – you will not need to go back and forth with your broker adding additional insureds and making your insurance compliant with show requirements.
- Coverage for exhibitors who do not have an existing policy.
- Coverage for international exhibitors whose insurance will not cover them in the U.S.A.
- Easy and Inexpensive to purchase instantly online.
- Already pre-filled with all the proper show information.
- Submitted to show management for you - Once purchased, they automatically receive a copy.

## Make This Process Simple - Purchase Your Insurance Now and Forget About It

Click the link below to purchase your Liability Insurance for \$99  
(Plus any applicable taxes)

[https://www.totaleventinsurance.com/app/Customer/ExhibitorAnnual.aspx?eid=eiq33Mks\\_nM\\$](https://www.totaleventinsurance.com/app/Customer/ExhibitorAnnual.aspx?eid=eiq33Mks_nM$)

**After reading the above information**, if you still decide to use your own insurance, please make it compliant and then submit a copy to: [mdezemler@ilta.org](mailto:mdezemler@ilta.org)

# LEAD RETRIEVAL ORDER FORM

**DISCOUNT DEADLINE: FRIDAY, MAY 9, 2025**

**Click here to ORDER ONLINE**

- Instantly capture attendee contact info! Just **"Point and Scan"** the badges QR Code
- Personalize Leads by using our **"Custom Qualifiers"** with the ability for note taking
- Real-time lead data & analytics make following up a breeze; easy and efficient
- Leads stored in the cloud for up to 36 months



Handheld  
"State of the Art"  
Honeywell Scanner

**MobilePlus™**



Use our iPad &  
our LeadsPlus  
Application

**iPad® Mini Plus™**



Use your own  
IOS or Andoid  
Devices

**LeadsPlus™ App**

ITEM	DIS. DEADLINE	SHOW RATE	QTY	SUBTOTAL
<b>Mobile Plus</b>	\$ 369.00	\$ 419.00	_____	\$ _____
<b>iPad Mini Plus</b>	\$ 449.00	\$ 499.00	_____	\$ _____
<b>LeadsPlus App</b> (First License)	\$ 359.00	\$ 409.00	_____	\$ _____
<b>LeadsPlus App</b> (Additional License)	\$ 99.00	\$ 149.00	_____	\$ _____
<b>LeadsPlus App Bundles: (First License Included)</b>				
<b>3 Pack</b>	\$ 499.00	\$ 549.00	_____	\$ _____
<b>6 Pack</b>	\$ 799.00	\$ 849.00	_____	\$ _____
<b>10 Pack</b>	\$ 999.00	\$ 1049.00	_____	\$ _____

Mobile Plus Add-Ons:	Post Dis. Deadline			
<b>Custom Survey</b>	\$ 60.00	\$ 80.00	_____	\$ _____
<b>Delivery &amp; Setup</b>	\$ 65.00	\$ 85.00	_____	\$ _____
<b>Developer Kit</b>	\$ 350.00	\$ 350.00	_____	\$ _____

Sub-Total = \$ \_\_\_\_\_  
 HUTX Sales Tax +8.25%= \$ \_\_\_\_\_  
 Total Due (in US Funds)= \$ \_\_\_\_\_  
 3% Credit Card Surcharge= \$ \_\_\_\_\_

(PLEASE PRINT) BOOTH NO. \_\_\_\_\_

COMPANY \_\_\_\_\_  
 EMAIL(S) \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY, STATE, ZIP, COUNTRY \_\_\_\_\_  
 ORDER CONTACT \_\_\_\_\_  
 PHONE NO. \_\_\_\_\_  
 ONSITE CONTACT \_\_\_\_\_  
 ONSITE CELL PHONE \_\_\_\_\_

CREDIT CARD NO.:  AMERICAN EXPRESS  MasterCard  VISA

\_\_\_\_\_

CARDHOLDER NAME: \_\_\_\_\_ SECURITY CODE: \_\_\_\_\_  
 EXPIRATION DATE: \_\_\_\_\_ / \_\_\_\_\_  
 CARDHOLDER SIGNATURE: \_\_\_\_\_

Website: [www.american-tradeshow.com](http://www.american-tradeshow.com) Email orders to: [exhibitorsales@american-tradeshow.com](mailto:exhibitorsales@american-tradeshow.com)  
 Mail checks to: ATTN: American Tradeshow Services / 217 General Patton/Mandeville, LA 70471  
 Questions? Please call: 985-809-0600

# LEAD RETRIEVAL 101

***How are you capturing and following up with all of the leads collected at your booth?***

*“Maximize your ROI by using ATS Lead Retrieval services.”*

Badges at events act as a form of identification and most importantly, electronic business cards. In an effort to streamline session attendance tracking & exhibitor lead capture show managers incorporate QR barcodes fully encoded with attendee contact info as well as important demographic data allowing the exhibitors to easily qualify and follow up.

.....

### **Why use event provided Lead Retrieval services?**

- Easy to scan & capture attendee contact + key demographic information.
- Digital qualifiers & note taking
- Lead data available in real-time & post event (saved in Cloud for up to 36 months)
- Onsite technical support included
- Easily manage your exhibit booth team's leads
- Customization and seamless integrations into your existing CRM system available.



Dedicated device  
to capture leads  
*Just Point & Scan*

**MobilePlus™**



Large format  
device to capture  
leads  
*Just Point & Scan*

**iPad MiniPlus™**



Use your own  
device to capture  
leads  
*Just Point & Scan*

**LeadsPlus™ App**



**AMERICAN  
TRADESHOW SERVICES**

# EXHIBIT A/V ORDER FORM @ SSGRB

## ILTA - Annual International Operating Conference & Trade Show

Show Start

Show End

Company

Name

Phone

Email

Address

## Delivery Information

Booth Name

Booth #

Install Date

Onsite Contact

Requested Install Time AM / PM

Email

Phone

Notes

## Equipment Information

\*All orders received within two weeks of exhibitor install will be subject to a 25% service charge on equipment. Totals are calculated based on 3 day(s) of use, and for the full run of show.

### Monitors

Type	QTY	Rate	Total
24" HD Monitor			
32" HD Monitor			
43" HD Monitor			
55" HD Monitor			
65" HD Monitor			
75" HD Monitor			
90" HD Monitor			

### Touch Monitors

Type	QTY	Rate	Total
24" HD Multi-Touch Monitor			
32" HD Multi-Touch Monitor			
40" HD Multi-Touch Monitor			
55" HD Multi-Touch Monitor			
65" HD Multi-Touch Monitor			

### Monitor Stands

Type	QTY	Rate	Total
Monitor Stand			
Mounting Bracket (Included With Monitor Rental)			

### Computers

Type	QTY	Rate	Total
Standard Laptop			
MacBook Pro Laptop			
All in One Touch Computer			
iMac 27"			
iPad Pro 12.9"			
Color Printer			

**Equipment Total**

Submit Orders to:

**Staging Solutions**  
GRBexhibit@stagingolutions.com

**Submit Form**

The equipment listed is most commonly requested, please contact your sales person for any specific requests. Early order rates end 14 days out before the first day of exhibitor move in. Please note, both pages must be filled and submitted as part of request.

*Labor and Handling will be calculated upon receipt of equipment order and your Exhibitor Service representative will reach out to you with any questions.*

**\*INCENTIVE RATE APPLIES TO ORDERS RECEIVED WITH PAYMENT 14 DAYS PRIOR TO 1ST DAY OF SHOW MOVE-IN**



# ELECTRICAL SERVICE CONTRACT

## GEORGE R. BROWN CONVENTION CENTER



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Effective June 30, 2023 - December 31, 2024 - V063023A

Exhibitor Company Name:		Booth/Room#:	Show Name:	
Billing Company Name:		Show Start Date:	Show End Date:	
Billing Company Address:		<b>INCENTIVE ORDER DEADLINE: 14 DAYS PRIOR TO 1ST DAY OF SHOW MOVE-IN</b>		
City, State, Zip:		Country:	On-site Authorized Contact:	On-site Cell Number:
Contact Name:	Phone Number:	Contact Email:	Cell Number:	

<b>ELECTRICAL SERVICES</b>				
Includes Labor and Material for Floorplan Location - up to 100 AMPS				
QTY	AMPS	INCENTIVE*	STANDARD	TOTAL
<b>120V</b>	15	\$171	\$223	\$
	20	\$204	\$265	\$
	30	N/A	N/A	\$
	60	N/A	N/A	\$
	100	N/A	N/A	\$
	150	N/A	N/A	\$
	200	N/A	N/A	\$
<b>208V 1 PHASE</b>	20	\$306	\$398	\$
	30	\$415	\$539	\$
	60	\$631	\$821	\$
	100	\$935	\$1,216	\$
	150	\$1,377	\$1,789	\$
<b>208V 3 PHASE</b>	200	\$1,642	\$2,134	\$
	20	\$414	\$538	\$
	30	\$547	\$712	\$
	60	\$935	\$1,216	\$
	100	\$1,425	\$1,853	\$
<b>480V 3 PHASE</b>	150	\$1,993	\$2,591	\$
	200	\$2,646	\$3,440	\$
	20	\$759	\$987	\$
	30	\$971	\$1,262	\$
	60	\$2,161	\$2,809	\$
100	\$3,418	\$4,444	\$	
150	\$5,037	\$6,548	\$	
200	\$6,636	\$8,626	\$	
<b>TOTAL</b>				

Power strips, extension cords & NEMA plugs available for an additional fee.

<b>DUPLEX OUTLETS (120 VOLTS UP TO 2000 WATTS)</b>				
Includes Labor and Material for each service indicated on the Floorplan				
QTY	WATTS	INCENTIVE*	STANDARD	TOTAL
	500	\$121	\$158	\$
	1000	\$146	\$190	\$
	1500	\$159	\$206	\$
	2000	\$171	\$223	\$
<b>TOTAL</b>				

A separate outlet must be ordered for each location. Additional labor and material apply to connect and disconnect service to equipment.

<b>FLOOD LIGHTS ON A 6FT OR 8FT POLE</b>				
Includes Electrical Services and Labor				
QTY	CONFIGURATION	INCENTIVE*	STANDARD	TOTAL
	150 Watt - 1 light	\$65	\$88	\$
	150 Watt - 2 light	\$70	\$95	\$
	300 Watt - 1 light	\$80	\$108	\$
	300 Watt - 2 light	\$85	\$115	\$
<b>TOTAL</b>				

<b>SUBTOTAL</b>	\$
<b>12% ESTIMATED TAX</b>	\$
<b>GRAND TOTAL</b>	\$

**PAYMENT IN FULL IS REQUIRED WITH YOUR ORDER BY SHOW MOVE-IN.**  
**IMPORTANT:** Orders will be canceled if payment has not been received by the show move-in. All orders that have been canceled and then replaced will not receive discount pricing.

I hereby acknowledge the above listed on-site authorized contact is permitted to make on-site changes to my order. I also acknowledge any change to my order could result in the credit card on file being charged. Upon execution of this document the Customer hereby authorizes Smart City Networks to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of the [Terms and Conditions](#).

**ACCEPTANCE OF TERMS AND CONDITIONS AND AUTHORIZATION OF ORDER**

Printed Name:	Signature:	Date:
(X) _____	(X) _____	____/____/____

When your order is processed, you will receive an email with a link to Smart City Networks payment portal where you can **PAY VIA CREDIT CARD.**

**Make checks payable to SMART CITY ELECTRIC, INC.**  
 Send completed orders 5795 W. Badura Ave, Ste 110  
 with payment to: Las Vegas NV 89118



You may reach us with questions at:  
 Call (888) 446-6911 • Email: [customerservice@smartcitynetworks.com](mailto:customerservice@smartcitynetworks.com)  
 Order online at: [orders.smartcitynetworks.com](http://orders.smartcitynetworks.com)  
 Or fax order to (702) 943-6001

**ORDER NOW** ➔

Customer Number:

**\*INCENTIVE RATE APPLIES TO ORDERS RECEIVED WITH PAYMENT 14 DAYS PRIOR TO 1ST DAY OF SHOW MOVE-IN**



# INTERNET SERVICE CONTRACT

## GEORGE R. BROWN CONVENTION CENTER



Exhibitor Company Name:		Booth/Room#:	Show Name:	
Billing Company Name:		Show Start Date:		Show End Date:
Billing Company Address:		<b>INCENTIVE ORDER DEADLINE: 14 DAYS PRIOR TO 1ST DAY OF SHOW MOVE-IN</b>		
City, State, Zip:		Country:	On-site Authorized Contact:	On-site Cell Number:
Contact Name:	Phone Number:	Contact Email:	Cell Number:	

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BASIC INTERNET, <b>NOT FOR STREAMING</b>	QTY	INCENTIVE*	BASE	ON-SITE	TOTAL
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<b>Includes: 1 Private IP Address, Routers PROHIBITED and will not work</b>					
1.5 Mbps Burstable To 3 Mbps (DHCP), <i>Intended for light Internet usage</i>		<b>\$895</b>	\$1,140	\$1,368	
Additional Device(s), Per Device Up to 4 [6 or more available online]		<b>\$185</b>	\$220	\$255	

DEDICATED INTERNET, <b>FOR STREAMING, GAMING &amp; WEBCAST</b>	QTY	INCENTIVE*	BASE	ON-SITE	TOTAL
--	-----	------------	------	---------	-------

<b>Includes: 5 Public IP Addresses, Routers SUPPORTED</b>					
Dedicated 3 Mbps		<b>\$3,495</b>	\$4,370	\$5,244	
Dedicated 6 Mbps		<b>\$5,900</b>	\$7,375	\$8,850	
Dedicated 10 Mbps		<b>\$7,850</b>	\$9,810	\$11,772	
Dedicated 15 Mbps		<b>\$11,700</b>	\$14,630	\$17,556	
Dedicated 20 Mbps		<b>\$15,500</b>	\$19,380	\$23,256	
Upgrade to 29 Public Static IP Addresses		<b>\$995</b>	\$1,194	\$1,433	
<i>Higher bandwidth services available for uhd streaming</i>					

INTERNET EQUIPMENT & LABOR	QTY	INCENTIVE*	BASE	ON-SITE	TOTAL
----------------------------	-----	------------	------	---------	-------

Switch Rental – up to 24 ports		<b>\$185</b>	\$225	\$270	
Patch Cable (up to 100') – Cat5e		<b>\$50</b>	\$62	\$74	
Labor / Floor Work – four lines per hour		<b>\$125</b>	\$125	\$125	
Distance Fee for each Internet line delivered outside the facility		<b>\$500</b>	\$500	\$500	

**WIRELESS INTERNET**, Full products catalog available online  
**SPECIAL QUOTE**, Attachment A or Statement of Work (if applicable)

I hereby acknowledge the above listed on-site authorized contact is permitted to make on-site changes to my order. I also acknowledge any change to my order could result in the credit card on file being charged. Upon execution of this document the Customer hereby authorizes Smart City Networks to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of the [Terms and Conditions](#).

	<b>SUBTOTAL</b>
	<b>ESTIMATED 10% TAX/FEEES</b>
	<b>GRAND TOTAL</b>

**ACCEPTANCE OF TERMS AND CONDITIONS AND AUTHORIZATION OF ORDER**

Printed Name:	Signature:	Date:
(X) _____	(X) _____	____/____/____

**PAYMENT IN FULL IS REQUIRED PRIOR TO THE EVENT**

When your order is processed, you will receive an email with a link to Smart City Networks payment portal where you can **pay via credit card**.

**Make checks payable to** SMART CITY NETWORKS  
 Send completed form(s) with payment to: 5795 W. Badura Avenue, Suite 110  
 Las Vegas, NV 89118



You may reach us with questions at:  
 Call (888) 446-6911 • Email: [customerservice@smartcitynetworks.com](mailto:customerservice@smartcitynetworks.com)  
 Order online at: [orders.smartcitynetworks.com](http://orders.smartcitynetworks.com)  
 Or fax order to (702) 943-6001

**ORDER NOW** ➔

Customer Number:

Effective June 30, 2023 - December 31, 2024 - V063023A



**\*INCENTIVE RATE APPLIES TO ORDERS RECEIVED WITH PAYMENT 14 DAYS PRIOR TO 1ST DAY OF SHOW MOVE-IN**



# AIR, WATER, DRAIN & GAS SERVICE CONTRACT

## GEORGE R. BROWN CONVENTION CENTER



Exhibitor Company Name:		Booth/Room#:	Show Name:	
Billing Company Name:		Show Start Date:		Show End Date:
Billing Company Address:		<b>INCENTIVE ORDER DEADLINE: 14 DAYS PRIOR TO 1ST DAY OF SHOW MOVE-IN</b>		
City, State, Zip:		Country:	On-site Authorized Contact:	On-site Cell Number:
Contact Name:	Phone Number:	Contact Email:	Cell Number:	

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Effective June 30, 2023 - December 31, 2024 - Y063023A

DESCRIPTION	INCENTIVE*	BASE	QTY	TOTAL
<b>COMPRESSED AIR, 90-100 lbs. P.S.I. (Service outlet, 1/4" Milton #715 Female Coupler)</b>				
First Connection	<b>\$253</b>	\$311		\$
Additional Connections	<b>\$127</b>	\$158		\$
Special Connection Size: _____ CFM: _____ PSI: _____ (Call)				\$
<b>WATER, (Service Outlet 3/4") (For equipment only)</b>				
First Connection	<b>\$161</b>	\$207		\$
Additional Connections	<b>\$104</b>	\$129		\$
Special Connection Size: _____ (Call)				\$
<b>NOTE: No guarantee can be made of minimum pressures. If pressure is critical, customer should arrange to have a pressure regulator valve installed.</b>				
<b>DRAINAGE, (3" drain line)(For equipment only) Direct Tie-in</b>				
First Connection	<b>\$144</b>	\$190		\$
Additional Connections	<b>\$104</b>	\$138		\$
Special Connection Size: _____ (Call)				\$
<b>FILL AND DRAIN, (One time only – Labor charge for additional fills)</b>				
1 - 15 Gallons	<b>\$69</b>	\$90		\$
16 - 70 Gallons	<b>\$86</b>	\$115		\$
71 - 100 Gallons	<b>\$115</b>	\$144		\$
101 - 200 Gallons	<b>\$173</b>	\$207		\$
201 - 300 Gallons	<b>\$201</b>	\$230		\$
301 - 400 Gallons	<b>\$242</b>	\$288		\$
401 - 500 Gallons	<b>\$276</b>	\$316		\$
501 - 1000 Gallons	<b>\$575</b>	\$633		\$
Each additional 500 Gallons	<b>\$109</b>	\$121		\$
<b>NATURAL GAS, ( Service Outlet 3/4" ) - Call for quote</b>				
<b>LABOR, (Minimum 1/2 hour)</b>		<b>LABOR</b>		
Monday – Friday (8:00am – 4:30pm)		\$90 hr		\$
Monday – Friday (4:30pm – 8:00am) Weekends & Holidays		\$180 hr		\$
<b>SPECIAL QUOTE, Attachment A or Statement of Work (if applicable)</b>				\$

**PAYMENT IN FULL IS REQUIRED WITH YOUR ORDER BY SHOW MOVE IN.**  
**IMPORTANT:** Orders will be canceled if payment has not been received by the show move-in. All orders that have been canceled and then replaced will not receive discount pricing. Labor and materials will be added.

I hereby acknowledge the above listed on-site authorized contact is permitted to make on-site changes to my order. I also acknowledge any change to my order could result in the credit card on file being charged. Upon execution of this document the Customer hereby authorizes Smart City Networks to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of the [Terms and Conditions](#).

<b>SUBTOTAL</b>	\$
<b>ESTIMATED 12% TAX/FEEs</b>	\$
<b>GRAND TOTAL</b>	\$

**ACCEPTANCE OF TERMS AND CONDITIONS AND AUTHORIZATION OF ORDER**

Printed Name: _____	Signature: _____	Date: _____
(X) _____	(X) _____	____/____/____

When your order is processed, you will receive an email with a link to Smart City Networks payment portal where you can **PAY VIA CREDIT CARD.**

**Make checks payable to SMART CITY ELECTRIC, INC.**  
 Send completed orders 5795 W. Badura Ave, Ste 110  
 with payment to: Las Vegas NV 89118



You may reach us with questions at:  
 Call (888) 446-6911 • Email: [customerservice@smartcitynetworks.com](mailto:customerservice@smartcitynetworks.com)  
 Order online at: [orders.smartcitynetworks.com](http://orders.smartcitynetworks.com)  
 Or fax order to (702) 943-6001



Customer Number: \_\_\_\_\_

**\*INCENTIVE RATE APPLIES TO ORDERS RECEIVED WITH PAYMENT 14 DAYS PRIOR TO 1ST DAY OF SHOW MOVE-IN**



# TELEPHONE SERVICE CONTRACT

## GEORGE R. BROWN CONVENTION CENTER



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Exhibitor Company Name:		Booth/Room#:	Show Name:	
Billing Company Name:		Show Start Date:		Show End Date:
Billing Company Address:		<b>INCENTIVE ORDER DEADLINE: 14 DAYS PRIOR TO 1ST DAY OF SHOW MOVE-IN</b>		
City, State, Zip:		Country:	On-site Authorized Contact:	On-site Cell Number:
Contact Name:	Phone Number:	Contact Email:	Cell Number:	

Effective June 30, 2023 - December 31, 2024 - V063023A

VOICE SERVICES, PBX Service – Domestic Long Distance Included	QTY	INCENTIVE*	BASE	ON-SITE	TOTAL
Single Line <input type="checkbox"/> Instrument <input type="checkbox"/> Non Dial 9 <input type="checkbox"/> International Long Distance		<b>\$275</b>	\$345	\$414	
Multi Line Phone with (1) main number and (1) rollover line		<b>\$415</b>	\$520	\$624	
Speaker Phone Line with Polycom Instrument		<b>\$465</b>	\$575	\$690	
Distance Fee for each Telephone line delivered outside the facility		<b>\$100</b>	\$100	\$100	

**SPECIAL QUOTE**, Attachment A or Statement of Work (if applicable)

I hereby acknowledge the above listed on-site authorized contact is permitted to make on-site changes to my order. I also acknowledge any change to my order could result in the credit card on file being charged. Upon execution of this document the Customer hereby authorizes Smart City Networks to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of the <a href="#">Terms and Conditions</a> .	<b>SUBTOTAL</b>	
	<b>ESTIMATED 30% TAX/FEES</b>	
	<b>GRAND TOTAL</b>	

**ACCEPTANCE OF TERMS AND CONDITIONS AND AUTHORIZATION OF ORDER**

Printed Name:	Signature:	Date:
(X) _____	(X) _____	____/____/____

**PAYMENT IN FULL IS REQUIRED PRIOR TO THE EVENT**

When your order is processed, you will receive an email with a link to Smart City Networks payment portal where you can **pay via credit card**.

**Make checks payable to** SMART CITY NETWORKS  
 Send completed form(s) with payment to: 5795 W. Badura Avenue, Suite 110  
 Las Vegas, NV 89118



You may reach us with questions at:  
 Call (888) 446-6911 • Email: [customerservice@smartcitynetworks.com](mailto:customerservice@smartcitynetworks.com)  
 Order online at: [orders.smartcitynetworks.com](https://orders.smartcitynetworks.com)  
 Or fax order to (702) 943-6001

**ORDER NOW**

Customer Number:



## SMART CITY NETWORKS

### Terms and Conditions

#### General Terms

1. **Smart City is the exclusive provider and installer on the Facility property of all Voice, Data and Network** services (wired and wireless) including communications cabling. This includes but is not limited to **all cabling** fiber optic, twisted pair (Category 3, 5 and 6), coaxial and all other data and telecommunications related cabling to meeting rooms, booths, within booths (under carpet and flooring), tents and other locations on the Facility property (inside and outside).
2. The network connection(s) provided by Smart City may be used only by Customer and **cannot be resold or distributed to other companies** or individuals.
3. **Incentive Price** applies when a completed order **with payment** is received no later than the contracted incentive deadline date **14 -day** or **21-day** depending on the facility. The incentive deadline date is calculated by the date prior to the first day of show move-in. Incentive pricing can be found in the exhibitor ordering kit provided by the event or venue, when placing an order on our online ordering site during the incentive timeframe, or by calling customer service (702) 943-6087. **Customer is solely responsible for knowing the last day for when orders can be submitted to receive incentive pricing. Base Price** applies to **(a)** all orders received after the **14-day** or **21-day** incentive deadline (specific per facility) and before show move-in has started or **(b)** orders received on or before the **14-day** or **21-day** Incentive Deadline without payment. **Orders placed onsite or after show move-in has started will be at Base Price plus an additional 20%.**
4. **Conditions for processing service order form for On-time Installation:** **(a)** Full payment for service(s) must be accompanied by one of the following methods: (1) a signed order form (2) a completed web order (3) submission of payment through Smart City's payment portal **(b)** Booth number(s) must be identified on face of order form or submitted when placing a web order (c) Complete Floor Plan itemizing location of service(s) in Customer's booth must be designated on form or Customer provided diagram(s) 5 days prior to the 1st day of move-in to avoid additional charges **(d)** Customer provided / ordered circuits must be installed and working 2 days before show move-in and Customer must provide Smart City with Circuit Number and Provider's name. Without this information Smart City cannot guarantee delivery of the circuit to Customer desired location. Additional charges will apply for extending Customer provided circuit to desired location in the facility. Late orders/changes received after show move-in has started will be installed after all other show orders are completed (additional fees may apply). Incomplete order form forms will delay processing, please provide all information requested.
5. **Shared Internet Services Specific:** Routers, Streaming Applications, VoIP, DHCP, NAT or Proxy Servers are **not allowed with any** of Smart City's **shared** Internet / Network **services**. This includes, but is not limited to, Premium Internet & Basic Internet.
6. Order Form Rates listed include a single IP address with standard installation to the booth in the most convenient manner. To connect additional devices to the bandwidth product a Smart City assigned IP address or additional device charge must be purchased. Dedicated bandwidth products may require the purchase of additional IP addresses.
7. **Internet Security Disclaimer:** Smart City does not provide security such as, but not limited to, firewalls, etc. for any data circuit(s) it provides. It is the sole responsibility of Customer to provide any necessary security. Customer agrees to hold Smart City; its agents and contractors harmless for any and all liabilities arising from the use of non-secured data circuits.

Smart City has implemented filtering policies on all Internet routers. These filters block all inbound Internet Control Message Protocol (ICMP) -- Ping, Traceroute, etc. -- destined to any Smart City network(s) but does allow ICMP if they are sourced from any Smart City network. Smart City understands that Ping and Traceroute are valuable and does allow ICMP from the source of a Smart City network(s).

8. **Device Conditions for Connectivity – WARNING –** Smart City requires that all devices directly or indirectly accessing Smart City's network have the latest virus scan software, security updates, system patches, and any other technological precautions necessary to protect Customer and others from viruses, malicious programs and other disruptive applications. Any device(s) which adversely impacts Smart City's network(s) will be disconnected from the network(s) with or without prior notice at Smart City's sole discretion. The device(s) in question will remain disconnected from the network(s) until all issues are



## SMART CITY NETWORKS

### Terms and Conditions

adequately resolved. Additional charges may apply for trouble diagnosis and / or problem resolution. No refunds will be issued to Customer as the result of Smart City's actions to disconnect disruptive device(s).

9. **Use of Network Connection:** (a) Services provided by Smart City are intended to facilitate communications between Customer's authorized users and the entities reachable through the Internet. Users of Smart City services shall use reasonable efforts to promote efficient use of the networks to minimize, and avoid if possible, unnecessary network traffic and interference with the work of other users of the interconnected networks. (b) Users of Smart City services **shall not disrupt** any of the Smart City or other associated networks as a whole or any equipment of system forming part of networks, or any services provided over, or in connection with any of the Smart City or other associated networks. Smart City services shall not be used to transmit any communication where the meaning of the message, or its transmission, distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof.
10. **Wireless Specific:** (a) Smart City is the exclusive provider of voice, wired and wireless data service(s) for the Facility. **Wireless Devices not authorized by Smart City are strictly prohibited.** If Customer desires to showcase its wireless products, it must contact Smart City 21 days in advance of show move-in to register their device, applicable registration fee will apply. Smart City will investigate the potential of Smart City engineering a customized cohesive network to operate without interference to other Customers, (applicable charges may apply). (b) The use of any wireless device that interferes with the facility's 2.4 / 5 GHz wireless data frequency range is prohibited and subject to disconnection at Customer's expense.
11. Unless otherwise directed, Smart City is authorized to cut floor coverings to permit installation of service.
12. **Internet Performance Disclaimer:** Smart City does not guarantee the performance, routing, or throughput; either expressed or implied, of any data circuit(s) connectivity with regards to the Internet and / or Internet backbone(s) beyond the Facility.
13. Only Smart City personnel are authorized to modify system wiring or cabling. Material and equipment furnished by Smart City for this service order form shall remain the property of Smart City.
14. **CANCELLATION:** There is a minimum \$150 or 10% Cancellation Fee (whichever is higher) plus any applicable taxes and surcharges that may apply. Cancellations must be in writing. Additional cancellation charges will apply for orders that have already incurred labor, material, and / or engineering costs. Canceled services within an order will not incur cancellation charges if other services are ordered from Smart City provided the canceled services have not already incurred any costs. Some broadband services and special circuits cannot be canceled once ordered and will incur full charges listed/quoted. Credit will not be given for service(s) installed and not used.
15. Service problems must be reported to the Smart City Service Desk. Service problems will not be considered unless filed in writing by Customer prior to the close of show.
16. **Any additional cost incurred by SMART CITY to:** (a) assist in trouble diagnosis or problem resolution found not to be the fault of SMART CITY or (b) collect information required to complete the installation that Customer fails to provide (i.e. floor plans or special circuit numbers) may be billed to Customer at the prevailing rate.
17. **Equipment Management:** (a) Customer should pick up rental equipment at the Smart City Service Desk. (b) Customer will be fully responsible for the protection and safekeeping of rental equipment and will be responsible for returning all rental equipment to the Smart City Service Desk within one (1) hour following the close of the show. Retail replacement values will apply to any damaged or unreturned equipment.
18. The prices listed on this order form do not include Federal, State, Local or other Taxes, Tax surcharges or Regulatory Fees. Taxes / Tax surcharges and Regulatory Fees will be included on Customer's final bill. **Federal Tax ID is 65-0524748.**
19. **NOTE: THE CUSTOMER IS RESPONSIBLE FOR ALL INTERNATIONAL LONG DISTANCE AND OTHER APPLICABLE CHARGES AGAINST ASSIGNED TELEPHONE NUMBER(S).** Additional long-distance deposits for international accounts will apply and will be determined upon request for service.



## SMART CITY NETWORKS

### Terms and Conditions

20. The number(s) assigned to Customer are for the duration of this event only. Service cannot be moved or transferred outside of the Center and intercept service cannot be provided.
21. **International Calls and Line Restrictions:** (a) Toll restriction will block all lines except local only or local and "1-800" calling only. All other "1+" or "0+" dialing will be blocked (this includes all long-distance access). (b) All lines will be blocked from "976" and "900" dialing unless otherwise requested. Additional deposits may be applicable. (c) Smart City will provide a detailed listing of all toll / billable type calls made from applicable services.
22. A per line move fee will apply to relocate the line(s) after it is installed.
23. Orders placed via an order form must be submitted on a valid order form or pricing will not be honored.
24. **Smart City is hereby authorized to charge Customer's credit card for any additional amounts incurred as well as any initial charges not otherwise paid.**
25. Smart City accepts payments in U.S. dollars, checks drawn on a U.S. bank, wire transfers, or the following credit cards: (Amex, MasterCard, Visa). Make all checks payable to: **Smart City**.
26. Credit Card charges are limited to \$10,000 / order. Orders exceeding \$10,000 must be paid by company check or money order. Checks must reference Facility and Show Name. Please contact Smart City for wire / ACH transfer instructions. Payer is responsible for all service charges. Credit card limits are at the discretion of Smart City.
27. There will be a \$50 service charge for all returned checks.
28. Purchase Orders are not accepted as a form of payment but as a convenience can be referenced on Customer's invoice upon prior written request.
29. Any refunds due in the amount of \$10 or less will not be refunded.
30. Any unpaid balance at close of show will incur a 1.5% / month service charge monthly (or, if lower, the highest rate permitted by law), or \$10 minimum. Additionally, any further collection costs and fees will be the responsibility of Customer.
31. **Tippling is not permitted. Any request from personnel for gratuities should be reported to Management immediately.**

(1) All Customer contracts and agreements are solely between SMART CITY and the prospective Customer; (2) SMART CITY is not the employee, agent or partner of the Facility; (3) The Facility is not a party to, nor shall it have any obligations or liabilities whatsoever to any Customer, under any Customer Contract including without limitation, the obligation to provide any of the services covered by such Customer Contract; (4) No representations or warranties are being made by the Facility with respect to any Customer Contract or any Communications Services; (5) The right of Customer to receive any Communications Service will be terminated if this Agreement is terminated for any reason; and the Facility will have no obligation to continue providing such service unless the Facility elects in its sole discretion to continue to provide such services itself or through a third party; (6) The provisions of the Customer Contract are separate and independent from the provisions of Customer's lease of space in the building and shall not affect Customer's obligations under such lease and without limiting the foregoing, in no event shall any default by SMART CITY under the Customer Contract or any failure with respect to any Communications Services have any effect on any of Customer's obligations to the Facility under any lease or any other occupancy agreement between Customer and the Facility.

#### Addendum for Radio Services

1. **Site Connect Service** - ► (a) Site Connect Orders must be placed by the incentive deadline date. ► (b) Appropriate Internet Service is required at the Remote Site Location where radios will be located ► (c) Customer is responsible for arranging,



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ordering, providing and paying for Internet drop at Remote Site Location and is responsible for coordinated install, testing times and provide Smart City with Remote Site Location IP Address ► **(d)** Additional Shipping applies.

- 2. Radio Return Specifics - ► (a)** The Customer will be fully responsible for the protection and safekeeping of rental equipment and will be responsible for returning all rental equipment to the Smart City Service Desk at the end of contracted date or Shipping within 3 days to the facility the equipment was rented from: San Deigo Convention Center, Attention: Smart City Networks, 111 W, Harbor Drive San Deigo, CA 92101 or Walter E. Washington Convention Center, Attention: Smart City Networks, 801 Mount Vernon Place NW Washington, DC 20001 ► **(b)** Late fees are \$15 per radio per day and are calculated on number of days after last day of contract until product is returned to the Smart City service desk or when product is shipped by 3 day minimum delivery ► **(c)** Customer is responsible for return shipping – pre-paid labels can be provided or customer can use their own shipping account. Tracking information must be provided ► **(d)** Lost items will be charged to credit card on file.
- 3. Order requests for less than 72 hours before deliver date would have to be respectfully declined.**

### LIMITATION OF LIABILITY

**Limited Warranty.** SMART CITY warrants that: it has the right to provide and install all Voice, Data, and Network Services and Applications (the "Services"). In the event that the Services are not performed in accordance with this warranty you agree to inform SMART CITY of such fact, by written notice prior to close of the Show / Event, and, as Customer's sole and exclusive remedy, SMART CITY will either: (a) repair or replace the Services to correct any defects in performance without any additional charge to you, or (b) in the event that such repair or replacement cannot be done within a reasonable time, terminate the Customer Contract and provide you with a pro rata refund of the fees paid to SMART CITY for the Services hereunder with respect to such calendar year.

The foregoing warranties will not apply to the extent that: (a) the Services are used for any purpose other than those set forth in the Customer Contract regardless of whether SMART CITY has terminated the Customer Contract because of such misuse; (b) the cause of a breach of warranty is due to a malfunction in your hardware, software or communications network through which the Services are accessed; or (c) the cause of a breach of warranty is due to any other cause outside of SMART CITY'S sole and reasonable control.

**DISCLAIMER OF WARRANTY.** THE FOREGOING CONSTITUTE SMART CITY'S ONLY WARRANTIES WITH RESPECT TO THE PERFORMANCE OR NONPERFORMANCE OF THE SYSTEMS AND APPLICATIONS AND/OR THE SERVICES WHICH ARE OTHERWISE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. THE FOREGOING LIMITED WARRANTIES ARE IN LIEU OF, AND SMART CITY HEREBY EXPRESSLY DISCLAIMS, ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

**Indemnification.** Customer agrees to indemnify, defend, and hold harmless Smart City, its affiliates, and its current and former employees and agents, and defend any action brought against same with respect to any claim, demand, cause of action, debt or liability (including reasonable attorneys' fees) brought by a third party arising out of, or in connection with a breach of Customer's representations, warranties, covenants and agreements set forth in the Customer Contract or to the extent attributable to Customer's negligence or willful misconduct.

In claiming any indemnification hereunder, Smart City shall promptly provide Customer with written notice of any claim which Smart City believes falls within the scope of the foregoing paragraphs. Customer may, at its own expense, assist in the defense if it so chooses, provided that Smart City may, if it elects, control such defense and all negotiations relative to the settlement of any such claim and further provided that any settlement intended to bind Smart City shall not be final without Smart City's written consent, which shall not be unreasonably withheld.

The terms of these provisions shall survive the expiration or termination of the Customer Contract.



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**LIMITATION OF LIABILITY.** CUSTOMER AGREES THAT UNDER NO CIRCUMSTANCES IS SMART CITY LIABLE TO CUSTOMER FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES OR LOST PROFITS ARISING OUT OF THE SYSTEMS OR SMART CITY'S SERVICES OR OBLIGATIONS UNDER THIS AGREEMENT EVEN IF SMART CITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN ANY EVENT, CUSTOMER'S EXCLUSIVE REMEDY AND SMART CITY'S ENTIRE LIABILITY TO CUSTOMER FOR ANY REASON UPON ANY CAUSE OF ACTION ARISING OUT OF THE SYSTEM OR SMART CITY'S SERVICES UNDER THIS AGREEMENT SHALL BE THE AMOUNT ACTUALLY PAID BY CUSTOMER TO SMART CITY WITH RESPECT TO THOSE DEFICIENT SERVICES. THE LIMITATION OF LIABILITY PROVIDED BY THIS SECTION IS LIMITED TO OUR DUTIES AND LIABILITIES BY REASON OF THIS AGREEMENT ONLY AND DOES NOT AFFECT ANY OTHER RELATIONSHIP SMART CITY MAY HAVE WITH YOU.

THE FOREGOING LIMITATION IS A FUNDAMENTAL PART OF THE BASIS OF THE BARGAIN HEREUNDER AND IS INTENDED TO APPLY WITHOUT REGARD TO WHETHER OTHER PROVISIONS OF THIS AGREEMENT HAVE BEEN BREACHED OR HAVE BEEN HELD TO BE INVALID OR INEFFECTIVE.

NO ACTION, REGARDLESS OF FORM, ARISING OUT OF OR RELATED TO THE USE OF THE SERVICES PURSUANT TO THIS AGREEMENT MAY BE BROUGHT BY YOU MORE THAN 12 MONTHS AFTER THE CAUSE OF ACTION FIRST AROSE.