

All orders are governed by the GES Payment Policy and GES Terms & Conditions of Contract as specified in this Exhibitor Services Manual.

Council on Foundations 2012 Annual Conference

JW Marriott Hotel @ L.A. Live
April 29 - May 1, 2012

Official Service Provider

Global Experience Specialists, Inc. (GES) 7050 Lindell Road Las Vegas, NV 89118-4702	Phone (in USA): 800.475.2098 FAX (in USA): 866.329.1437 Contact us Online: www.ges.com/chat	International Calls: 702.515.5970 International Faxes: 702.263.1520
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GES is here to take care of your on-site needs. All contractors and production personnel will be available, along with any services you might desire such as Furniture and Material Handling.

Show Information

Booth Size: 8' x 10'
Backwall Drapes: Light Blue / Berry / Gold / Berry / Light Blue
Sidewall Drapes: Light Blue
Facility Carpet Color: Multicolored
Table Skirt Color: Berry
1 - 6' Skirted Table
2 - Plastic Contour Chairs
1 - Wastebasket
1 - One line ID sign (7"x44") provided automatically

Important Dates *Be sure to check all order forms for additional deadlines*

Discount Deadline Date

Monday, April 9 GES orders must be received with payment by this date.

Installation

Saturday, April 28 8:00 AM - 5:00 PM
Sunday, April 29 7:00 AM - 9:00 AM

Please take notice – this event moves in on overtime, all applicable surcharges will apply.

Show Hours

Sunday, April 29 9:00 AM - 6:00 PM
Monday, April 30 7:30 AM - 6:00 PM
Tuesday, May 1 7:30 AM - 10:30 AM

Dismantle

Tuesday, May 1 10:30 AM - 1:00 PM

Carrier Check-in Post-Show

Tuesday, May 1 11:30 AM Carriers post-show must be checked-in by this time.

Facility Clear

Tuesday, May 1 1:00 PM All exhibitor materials must be removed.

Shipping Addresses *Use Provided Shipping Labels in this Exhibitor Services Manual to Expedite Handling*

Consign all **domestic** shipments c/o GES. Please do **not** consign **international** shipments c/o GES; however, please contact our international division at: GESLogistic_international@ges.com.

Advance Shipments to Warehouse:

c/o GES
Council on Foundations 2012 Annual Conference
(Your Company Name & Booth Number)
5560 Katella Ave
Cypress, CA 90630
USA

Shipments should arrive on or between:

March 27 - April 25, 2012
Hours for receiving are Monday - Friday, 8:00 AM - 2:00 PM
The GES Warehouse will be closed Friday, April 6 in observance of Good Friday.

ATTENTION EXHIBITORS: All exhibit materials must be sent in advance to the GES warehouse. Direct to showsite shipments **will not** be accepted at the JW Marriott Hotel @ L.A. Live. JW Marriott Hotel @ L.A. Live does not have the capabilities to receive nor have adequate storage space for Exhibitor materials. Any materials shipped to the JW Marriott Hotel @ L.A. Live will be consigned to GES and you will be billed the appropriate material handling charges by GES. Exhibitors may also be billed an additional receiving charge by the JW Marriott Hotel @ L.A. Live for any items sent directly to the JW Marriott Hotel @ L.A. Live.

Need Assistance?

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We have designed this form to help you better understand the role of the Official Service Provider, the services we offer and to provide tips to maximize your cost savings.

What is an Official Service Provider?

GES has been selected as the Official Service Provider by the show organizer to design and produce your show. Because of the many areas that GES is involved in at the show, we are familiar with the key individuals managing your event. If at any time during the planning process you are unsure where to turn, just ask us – we're at your service.

Many Exhibitors are not aware of the depth and breadth of products and services offered by GES. Because we have insight into and control of the entire show process, we can generally save you time and money by assisting in your pre-show planning.

GES Show Services

Booth Furniture & Accessories

The booth furniture & accessories brochure showcases a wide variety of both standard and specialty furniture. All items rented from GES will automatically be delivered to your booth and picked up at the close of the show, with no material handling charges incurred by you.

Booth Carpet

GES offers a wide variety of carpet selections. The booth carpet brochure covers carpet choices from standard to custom color, size, grade, padding and booth cleaning.

Custom Exhibits

Let GES design and build an extraordinary custom exhibit that will deliver your marketing message. Please visit our design gallery at www.ges.com.

Rental Exhibits

Our hassle-free rental program gives you a customized look without the long-term commitment of purchasing an exhibit. Please visit our design gallery at www.ges.com.

Installation & Dismantle Services

If you already own an exhibit, or plan to purchase one, you will need to arrange for installation and dismantling of your booth. As the Official Service Provider on this show, GES provides you with the best labor and on-site personnel from move-in to move-out.

Graphics

Give visitors to your exhibit a great first impression by displaying captivating graphics and signs.

Shipping

GES can manage your transportation without a hassle. We offer simplified rates, online tracking, and single invoicing. Call to have your "shipping made easy."

Lighting & Rigging

A great way to maximize your visibility on the show floor is by creating mood and movement in your booth through lighting.

Work Zone

Customer acknowledges that the show site and surrounding areas are active work zones. Customer, its agents, employees and representatives are present at their own risk.

How Can I Order My Show Services?

GES's new online ordering platform is a fast and easy way to order products and services, keep track of important dates and manage your budget. Give it a try!

Step 1: Go to <https://ordering.ges.com/logon> and log in using the same username and password that you used for GES Online. New to online ordering? Click "Register Now" on the right side of the page to create a profile. It takes just a few minutes.

Step 2: Register for your show. Search for your show by typing it into the Search bar. When you find it, click on the circle icon to the left of the show name. It will take you to the show home page. In order to see all product and service information, you need to register for the show. Click on "Manage My Account" and fill out all the information. Then, a pop-up window will appear, asking for your company name and your booth number. Fill in the two fields and you're all set!

Step 3: Browse products and services and add them to your shopping cart.

Step 4: When you are ready to complete the order, click "Proceed with Check Out" and enter in your secure credit card information.

GES National Servicer®

The GES National Servicer® provides consistency and continuity of customer service for exhibitors at all GES shows, offering the following services:

- Single point of contact for all GES shows
- Coast to coast time zone coverage
- Personalized exhibitor service for all pre- and post-show orders

7050 Lindell Road
Las Vegas, NV 89118
Phone: 800.475.2098 / Fax: 866.329.1437
International Phone: 702.515.5970 / Fax: 702.263.1520
Online Chat: www.ges.com/chat

GES Servicer®

Once you are at the show, the GES Servicer® is onsite to place any last minute orders and provide show information.

Exhibitor Services

Our Exhibitor Services organization is the service team responsible for answering exhibitor questions, processing your orders and handling any special requests. They are the conduits between production, operations and your exhibiting needs. Regardless of your request, you can contact them for advice and information about the show – if they don't know the answer, they will find it!

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As your tradeshow partner, our goal is to provide you with hassle-free service so you can get on with your show. Even if you use an Exhibitor Appointed Contractor, you should have a basic working knowledge of the Exhibitor Services Manual contents and information.

By following the information below, you will enjoy a smooth trade show experience.

Ordering Trade Show Services.

- Please include your complete customer information on each order form including address with zip code, phone and fax numbers, e-mail addresses, company, and contact name and most importantly, booth number. If you have multiple booth locations, please complete separate order forms for each location (booth, meeting room, etc.).
- Please ensure that the credit card information is complete and correct including the expiration date.
- When ordering carpet, draped tables or counters remember to select the colors you desire.
- Please make sure that the size of the carpet you order is appropriate for your booth space (e.g.; do not order a 10' x 20' carpet for a 8' x 10' booth).
- Keep the total square footage of your booth space in mind when you order your decorating items. Don't order more than will comfortably fit in your booth and still allow you to do business.

Inbound - Move In.

- Confirm your furnishings orders with the GES National Servicer[®] www.ges.com/chat. You should receive a confirmation of your order within 3-5 days of placement.
- **Confirm target dates with GES and communicate them to your carrier. Refer to the Special Handling brochure enclosed to ensure that you do not incur special handling charges. You may want to share this brochure with your carrier.**
- Keep the phone number of your carrier with you, including weekend contact.
- Have your hotel information available, including phone number, address etc.
- After emptying crates, place empty labels on all sides of your crates and cases. Remember to remove old empty labels. Additionally, empty labels are sometimes color coded, so make sure you get the correct color and be sure your booth number is on each label.

Showsite.

Put together a trade show survival kit to include in your freight or carry with you, including:

- Small Tool Kit
- Staples, Scissors, Tape
- Pens & Markers for labels
- First Aid Kit
- Bottled Water

Work Zone.

- Customer acknowledges that the show site and surrounding areas are active work zones. Customer, its agents, employees and representatives are present at their own risk.

Outbound - Move Out.

- Keep in mind, the return of empty containers varies depending on the size of the show, so coordinate your outbound flight to accommodate this. GES does not provide security at show site. It is the Customer's responsibility to stay with their property. GES is not responsible for loss or damage to property left in the Customer's booth at any time for any reason.

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Safety is very important for everyone working in the exhibit hall.

Global Experience Specialists, Inc. (GES) values safety throughout our organization and demonstrates it in the work we perform. By following the safety guidelines below you will be doing your part in creating a safe work environment.

Safety Guidelines:

- Only authorized personnel and employees allowed, all others are prohibited.
- This is an active work zone.
- All exhibitors and attendees enter at their own risk. Do not enter the dock/yard areas.
- Stay clear of heavy machinery.
- Never stand on furniture.
- Wear closed toe shoes.
- Clean up or report spills.
- Keep aisles free and clear of any and all debris.
- Practice good housekeeping.
- Check electrical cords for damage.
- Protect valuables at show site.
- Report any fires immediately.

If you notice anything unsafe please contact a GES employee immediately.

During move in and move out individuals under the age of 18 are prohibited from being on or around the show floor. Show sites during these times are similar to a construction zone and considered to be hazardous. OSHA regulations prohibit minors from being present in a hazardous work environment.



STOP. THINK. SAFETY.

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Union Information

To assist you in planning your participation in your Los Angeles area show, we are certain you will appreciate knowing in advance that union labor will be required for certain aspects of your exhibit handling.

Decorators Union - Local 831

Members of this union claim jurisdiction over all set-up and dismantling of exhibits including signs and carpet installation. This does not apply to the unpacking and placement of your merchandise. You may set up your exhibit display if one person can accomplish the task in less than one-half (1/2) hour without the use of tools.

If your exhibit preparation, installation, or dismantling requires more than one-half (1/2) hour, you must use union personnel supplied by the Official Service Contractor.

As an exhibitor, you will be pleased to know that when union labor is required, you may provide your company personnel to work along with a union installer in Southern California on a one-to-one basis.

Teamsters Union

Members of this union claim jurisdiction on the operation of all material handling equipment, all unloading and reloading, and handling of empty containers. An exhibitor may move materials that can be carried by hand, by one person in one trip, without the use of dollies, hand trucks, or other mechanical equipment.

Electrical Union

Members of the IBEW claim jurisdiction for hard wiring ordered outlets to the line side of the exhibitors' equipment and wiring of caps over 120 volts to the raw cord feeding exhibitors' equipment. All plugs over 120 volts will be plugged in by electrical union personnel. Exhibitors may plug in their own plugs of 120 volts to their ordered outlets.

Gratuities

Our work rules prohibit the SOLICITATION OR ACCEPTANCE of tips in cash, product or gifts in kind by any employee (union or non-union). Our employees are paid appropriate wages denoting professional status, therefore tipping of any kind is not allowed.

Work Zone

Customer acknowledges that the show site and surrounding areas are active work zones. Customer, its agents, employees and representatives are present at their own risk.

Always Honest Hotline

GES requires the highest standards of integrity from all employees. Please call our confidential Always Honest hotline at 866.225.8230 to report fraudulent or unethical behavior.

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Order Directly Online:

<https://ordering.ges.com/Show/Info/022004904>