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## **Official Exhibitor Services Supplier for the CALEA Conference**

You can log in if you prefer to order online!

### **How do I log in?**

**Once the show is available online, you will receive an automated email that includes your personalized show code.** All information within the email will allow you to retrieve show documents, order online, and submit changes to your order.

If you did not receive a show code and wish to order online, please contact us at (407) 872-2223 or email [orders@gobencs.com](mailto:orders@gobencs.com)

Please be aware that you will need to create a new account when you place your first order.

Don't worry - it's quick and easy and will help us serve you better.

### **Please note Goben CS Fees/Charges:**

Goben Convention Services assesses fees for changes and cancellation of your show order.

Please review the following.

- After orders are submitted online, you will have up to 24 hours to add/remove items from your order without penalty. After the order processes, a 5% administrative fee is charged for all changes/refunds.
- Due to preparations and equipment readiness, orders that are cancelled 1 week before the move - in date are assessed a 50% cancellation fee.
- For orders cancelled on day of move- in or after delivery to booth, cancellation fee is 100%.

### **Questions?**

Contact Customer Service at (407) 872-2223 or email [orders@gobencs.com](mailto:orders@gobencs.com)

### Exhibit Move In

Day	Date	Time
Wednesday	March 30, 2022	12pm - 4pm

### Exhibitor Hours

Day	Date	Time
Thursday	March 31, 2022	8am - 4pm
Friday	April 1, 2022	8am - 12pm

### Exhibit Move Out

Day	Date	Time
Friday	April 1, 2022	12pm - 3pm

### Dismantle | Carrier Check-In

To ensure that all exhibitor materials are removed from the exhibit facility by the exhibitor move-out deadline, please have your carriers check in by:

Day	Date	Time
Friday	April 1, 2022	2pm

### Re-Route Time

If your carrier has not checked in your shipment will be re-routed with the show carrier at:

Day	Date	Time
Friday	April 1, 2022	2:01pm

### Dismantle | Move Out Deadline

All exhibitor materials must be removed from the exhibit facility by:

Day	Date	Time
Friday	April 1, 2022	3pm

See Carrier Check-in time above to ensure that you plan according to the dismantle/move out deadline.

### Important Information

Schedules listed above are subject to change by show management. Should any shipments/materials be left at the exhibit venue after the Dismantle & Move Out Deadline, Goblen Convention Services reserves the right to re-route all shipments/materials via the preferred carrier of Goblen Convention Services. Any and all shipping and handling charges by the preferred carrier of Goblen Convention Services will be billed and paid by the exhibitor. **Goblen Convention Services is not responsible for shipping charges of freight/materials left after the Move Out Deadline.**

### Booth Information

**Standard Booth Pipe & Drape**  
8'x10'



Back wall	Blue & Gold
Side walls	Blue
Table skirt	Blue

Included Booth Package Equipment	Quantity
6'x30" Skirted Table in Show Colors	1
Company ID Sign	1
Wastebasket with Liner*	1
Chairs	2

There are no substitutions with included booth package equipment. Your preferred alternatives may be ordered through the exhibitor manual.

\*Wastebasket with liner does not include emptying of trash or booth vacuuming. Cleaning services if required must be ordered through the exhibitor manual.

### Important Dates

	Mark your Calendar
Shipments can start arriving at Advance Warehouse	Monday, February 28, 2022
<b>Discount deadline orders received with confirmed payment.</b>	Wednesday, March 16, 2022
<b>Last Day for Shipment to arrive at warehouse w/o surcharge</b>	Tuesday, March 22, 2022
Last day for shipments to arrive at warehouse	Tuesday, March 29, 2022
Shipments can start arriving at Show Site	<i>Wednesday, March 30, 2022</i> <b>STRICTLY ENFORCED</b>
Move Out	April 1, 2022
Driver check in for move out	April 1, 2022 by 2pm
Re-Route Shipment or Time	April 1, 2022 at 2:01pm

Wyndham Orlando Resort  
c/o Goblen Convention Services  
8001 International Drive  
Orlando, FL 32819

## Quick contacts

### Registration – Booth Assignment

Wendi Jones | CALEA  
T. 703-352-4225 ext. 34  
Email: [wjones@calea.org](mailto:wjones@calea.org)

### Shipping – Storage – Furniture – Plants Signs – Labor – Carpet – Cleaning

Lolly Oldson | Goben Convention Services  
T. 407-872-2223 | F. 407-872-8644  
Email: [lolly@gobencs.com](mailto:lolly@gobencs.com)

### Custom Furniture

Lolly Oldson | Goben Convention Services  
T. 407-872-2223 | F. 407-872-8644  
Email: [lolly@gobencs.com](mailto:lolly@gobencs.com)

### Audio Visual

Myra Murray | Goben Convention Services  
T. 407-872-2223 | F. 407-872-8644  
Email: [myra@gobencs.com](mailto:myra@gobencs.com)

### Electrical

AVmedia  
T. 407-355-3637  
Email: [mco02@avmediainc.com](mailto:mco02@avmediainc.com)

### Internet

AVmedia  
T. 407-355-3637  
Email: [mco02@avmediainc.com](mailto:mco02@avmediainc.com)

### UPS Freight

Preferred Show Carrier  
Customer Service Trade Show Dept.  
T. 800-988-9889

## Shipping Information

### Advance Warehouse Address

Shipping Address & Preferred Label Format

\*\*Exhibiting Company Name\*\*

\*\*Exhibiting Booth #\*\*

**CALEA Conference**

**Goben Convention Services  
1700 35th Street, Unit 102  
Orlando, FL 32839**

Warehouse materials are accepted at the warehouse  
**Monday – Friday | 8:30am – 4:00pm**  
Goben Convention Services will start accepting crates, boxes  
and skidded materials beginning:  
**Monday, February 28, 2022  
Starting at 8:30am**

### Show site address

Shipping Address & Preferred Label Format

\*\*Exhibiting Company Name\*\*

\*\*Exhibiting Booth #\*\*

**CALEA Conference**

**Wyndham Orlando Resort  
c/o Goben Convention Services  
8001 International Drive  
Orlando, FL 32819**

Shipments arriving before this date and time may be refused by  
the facility. Any charges incurred for early freight accepted by  
the facility are the responsibility of the exhibitor.

Goben Convention Services will start accepting crates, boxes  
and skidded materials beginning:

**Wednesday, March 30, 2022  
Starting at 8am  
STRICTLY ENFORCED!**

*PLEASE DO NOT SEND SHIPMENTS TO THE HOTEL PRIOR  
TO MARCH 30TH. IF YOUR SHIPMENT ARRIVES BEFORE THIS  
DATE THERE IS A CHANCE IT MAY BE REFUSED. THE HOTEL  
DOES NOT HAVE THE STORAGE OR MANPOWER TO HANDLE  
TRADE SHOW SHIPMENTS. IF THE HOTEL DOES ACCEPT YOUR  
SHIPMENTS THEN YOU WILL BE CHARGED A HANDLING FEE BY  
THE HOTEL AND THEN BY GOBEN CS.*

*PLEASE SEE "MATERIAL HANDLING" ON NEXT PAGE.*

## Material Handling

Goben Convention Services has been contracted to handle this event which includes all drayage whether it is received at the warehouse or the show site. As the **"EXCLUSIVE"** material handling contractor we will handle ALL freight shipments in and out of the ballroom.

Warehouse receiving hours are 8:30am – 4:00pm, Monday – Friday. You may start sending shipments to the advance warehouse 30 days prior to the start of show at no additional charge.

Drayage is defined as the delivery of materials from the advanced warehouse, loading dock or hotel storage room to your booth space and from the booth space to the loading dock at the close of the show.

Please note if you send materials to the show venue before the published date listed in this exhibitor manual your shipment will either be **REFUSED** or you will be charged handling & storage fees from the hotel. The shipment will then be turned over to Goben CS for delivery to the exhibit hall and you will **ALSO** be charged material handling fees, **even if you are a guest of the hotel.**

*Please note: Mislabeled packages have the potential of being refused at show site. Please remember to include **CALEA Conference** c/o Goben CS on all packages AND remove all old labels from packaging.*

## Preferred Freight Carrier

Listed below is the information for the official freight carrier of Goben Convention Services.



**800.988.9889**  
[www.UPSFreight.com](http://www.UPSFreight.com)  
 UPS FORM LOCATED AT THE BACK OF  
 THIS MANUAL. MENTION SHOW NAME

## International Shipments

Should your display require clearance by a United States Customs Office you must make arrangements with a custom broker. Goben Convention Services cannot clear the shipment on behalf of the shipper.

## Equipment Use

Goben Convention Services does not lend out any equipment to exhibitors. If you require help for the setup of your booth, you must fill out the provided labor forms included in this service kit. Please note that request for labor services on show-site is not guaranteed. If you require assistance bringing items to your booth, please note that you are subject to material handling fees and labor charges at the current prevailing cost.

## Labor

Labor is for installation & dismantling of displays, Please refer to the Labor forms included in this manual to order services. TIP: Order early and in advance to guarantee labor services. Exhibitors may setup and dismantle their own displays provided they use their own company employees to do so.

## Exhibitor Appointed Contractors

If you are utilizing an outside contractor, Goben Convention Services must be informed two weeks prior to setup. A valid "certificate of insurance" must be submitted to Goben Convention Services by the date illustrated on the Exhibitor Appointed Contractor Notification form included in the exhibitor service kit. Notifications received after the date may not receive approval. Failure to provide Goben Convention Services a certificate of insurance will result in labor hire from the Goben Convention Services staff. The non-official contractor will be able to provide supervision only. Exhibitor Appointed Contractors who subcontract for services other than general contracting are also considered non-official contractors and must follow set procedures; this includes florists, audio visual and computer rental firms.

## Security

Exhibitors are responsible for safeguarding their goods, materials, equipment and exhibits at all times. Goben Convention Services is not responsible for any unattended items left in the tradeshow facility or assigned booths.

## Safety

Standing on chairs, tables or any rental furnishings is prohibited. Goben Convention Services is not responsible for injuries or falls caused by improper use of furnishings. Should a folding chair not accommodate you, please advise us and we will substitute that chair with a current in-stock side chair upon availability.

If assistance is required in the installation/dismantle of your booth, please order labor using the enclosed labor form and the necessary ladders, and tools that need to be provided.

## Acceptance of General Information

By signing off on any services/order provided by Goben Convention Services automatically indicates that you, the client/exhibitor, are in acceptance and agreement of our general information section. Any questions about the general information section for Goben Convention Services, please contact us at 407-872-2223 or at [orders@gobencs.com](mailto:orders@gobencs.com)

## Payments

Goben CS requires that you provide a credit Card Authorization with your initial order. For your convenience we will use this authorization to charge your account for services, which may not have been covered by your initial order. Purchase Orders are not considered payment.

All orders received without the method of payment form will be charged standard rates.

For the convenience of all, we ask that all disputes be questioned prior to show close via calling the office or visiting the on-site service desk for billing questions and concerns. If an exhibitor fails to pay their invoice prior to close of show, the charges will automatically be applied to the credit card on file.

## Method of Payment

We accept Master card, Visa, American Express & checks (US Bank)

## Fees

A \$30.00 charge will apply for charges associated with the following:

- Insufficient Funds
- Charge back fees on credit cards

This fee will be added to your final invoice.

## Wire Transfers

If you are using wire-transfers for payment, please add an additional amount of \$55.00 to the wired amount. This \$55.00 is a processing fee for the wire transfer assessed by Goben Convention Services. Please contact 407.872.2223 for wire transfer information.

## International Exhibitors

We require 100% payment of advance and standard orders. Any orders or services placed with Goben Convention Services on show site, those services must be paid in full. Payment must be made via check in United States fund drawn from a United States Bank.

Should your display require clearance by a United States Customs Office you must make arrangements with a custom broker. Goben Convention Services cannot clear the shipment on behalf of the shipper.

## Cancellations

Orders cancelled after the discount deadline date will be charged 50% cancellation charge.

Orders cancelled after decorator move-in begins are subject to a 100% cancellation charge.

A one-hour "per person" charge will be applied for all labor orders that are not cancelled in writing at least 24 hours prior to the scheduled start time.

## Miscellaneous

Rental Items not ordered but found in the booth space will be invoiced at "standard" rates.

## Tax Exemption Status

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

No credits for sales taxes will be issued after billing is complete.

## Tax Rate

All rental items are subject to applicable taxes.

Tax rate for Orlando, FL is 6.5%

## Third Party Billing

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

## Credits

It is the responsibility of the exhibitor/client to check the accuracy of your invoices and report any concerns of your ordered services prior to show close. All concerns reported prior to show close will be considered for credits to your account with Goben Convention Services.

## Rentals

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

## Unpaid Balances

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

## Acceptance of Payment Terms & Conditions

By signing off on any services/order provided by Goben Convention Services automatically indicates that you, the client/exhibitor, are in acceptance and agreement of our Payment Terms and Conditions. Any questions about the Payment Terms and Conditions for Goben Convention Services, please contact us at 407.872.2223 or at orders@gobencs.com.

### Exhibiting Company Information

<b>Exhibiting Company Name</b>			
<b>Booth#</b>			
<b>Exhibiting Company Address</b>			
<b>City/State/Zip</b>			
<b>Phone</b>		<b>Fax</b>	
<b>E-mail</b>			

### Payment Options *Select One*

	<b>Credit Card</b>
	<b>Company Check</b>
	<b>Cash</b>
	<b>Wire Transfers (call for details)</b>

Goben Convention Services gladly accepts Cash, Company Check, Credit Card and Wire Transfers.

### Exhibitor Credit Card Authorization

For your convenience, we will use this credit card billing authorization to charge your credit card account for your advance, standard and on-site orders, along with any additional amounts incurred as a result of show site orders placed by your exhibit booth representative.

	<b>VISA</b>
	<b>MASTERCARD</b>
	<b>AMERICAN EXPRESS</b>

### Billing Address *(If different from above)*

<b>Address</b>	
<b>City/State/Zip</b>	
<b>Phone</b>	
<b>Fax</b>	
<b>E-mail</b>	

<b>Card Holder Name</b>	
<b>Credit Card Number</b>	
<b>Expiration Date</b>	
<b>Validation Code</b> <small>(3 or 4 Digit Code on the front or back of the Credit Card)</small>	
<b>Printed Name</b>	
<b>Signature</b>	
<b>Date</b>	

Goben Convention Services is committed to keeping your provided financial information safe and secure.

By signing, you acknowledge you have read, understand and agree to all the terms in the payment terms and conditions and have advised our organization of any questions on purchases of services and materials. You also acknowledge and have read, understand and agree to the general information sections of the exhibitor manual. The payment terms & conditions and general information are included in this exhibitor manual.

### Exhibiting Company Information

<b>Exhibiting Company Name</b>			
<b>Booth#</b>			
<b>Exhibiting Company Address</b>			
<b>City/State/Zip</b>			
<b>Phone</b>		<b>Fax</b>	
<b>E-mail</b>			

### Third Party Company Information

<b>Exhibiting Company Name</b>			
<b>Booth#</b>			
<b>Exhibiting Company Address</b>			
<b>City/State/Zip</b>			
<b>Phone</b>		<b>Fax</b>	
<b>E-mail</b>			

### Third Party - Credit Card Authorization

Any and all Goblen Convention Services Orders must be submitted with either the Exhibitor Billing Authorization or Third Party Billing Authorization form. Any orders submitted without the respective billing authorizations will not be processed.

It is understood and agreed that the exhibiting company listed on this form is ultimately responsible for payment of charges and agree by signing and submitting this form and ordering materials/ services from Goblen Convention Services, to be bound by all terms and conditions as described in the payment terms and conditions section of the manual. Should the named third party not discharge payment of the Goblen Convention Services invoice prior to the last day of show, charges will automatically revert to the exhibiting company with any late fees and interest. All invoices are due and payable upon receipt by either party.

<input type="checkbox"/>	<b>VISA</b>
<input type="checkbox"/>	<b>MASTERCARD</b>
<input type="checkbox"/>	<b>AMERICAN EXPRESS</b>

Charges listed include delivery to your booth and removal at the close of show. If you are looking for furnishings that are not listed please give Goblen Convention Services a call for pricing and availability.

All ordered furnishings and accessories are rentals, not considered sales as they must be returned at the end of show.

<b>Card Holder Name</b>	
<b>Credit Card Number</b>	
<b>Expiration Date</b>	
<b>Validation Code</b> <small>(3 or 4 Digit Code on the back or bottom of the Credit Card)</small>	
<b>Printed Name</b>	
<b>Signature</b>	
<b>Date</b>	

Goblen Convention Services is committed to keeping your provided financial information safe and secure.

By signing, you acknowledge you have read, understand and agree to all the term in the payment terms and conditions and have advised our organization of any questions on purchases of services and materials. You also acknowledge and have read, understand and agree to the general information sections of the exhibitor manual. The payment terms & conditions and general information are included in this exhibitor manual.



In the event you are planning to utilize a firm other than GOBEN CONVENTION SERVICES, the Exhibitor must complete and acknowledge the requirements and procedures to have an Exhibitor Appointed Contractor/EAC on-site.

**This notification must be turned in with Certificate of insurance by the date of:**

Wednesday, March 16, 2022

**Exhibiting Company Information** *Please print clearly*

<b>Exhibiting Company Name</b>	
<b>Booth#</b>	
<b>Contact Telephone</b>	
<b>Exhibitor Contact Name</b>	
<b>Exhibiting Firm's Officers Signature</b>	

**Exhibitor Appointed Contractor / Eac "Non-Official Contractor"** *Please print clearly*

<b>Contractor Company Name</b>	
<b>Contact Telephone</b>	
<b>Contact E-mail</b>	

With this form a CERTIFICATE OF INSURANCE must be submitted showing General Liability and Workman's Compensation valid in the state where the show is being held, naming GOBEN CONVENTION SERVICES, as an additional insured and certificate holder. The CERTIFICATE OF INSURANCE MUST be submitted together with this notification. We will not accept a CERTIFICATE OF INSURANCE on-site on the show floor. This is due by the date listed above, on the top of this page.

The exposition floor, aisles, loading docks, services and storage areas will be under the control of Goben Convention Services. The Exhibitor Appointed Contractor (EAC) / Non-Official Contractor must coordinate all of its activities with Goben Convention Services.

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

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

This form along with your Certificate of Insurance can be submitted via these options:

**FAX**  
407.872.8644

**MAIL**  
Goben Convention Services  
1700 35th St, Unit 102  
Orlando, Florida 32839

**E-MAIL**  
orders@gobencs.com

# ATTENTION

**DO NOT** return the forms following this page to **Goben Convention Services**.

Should you desire any of these services, please return the form to the appropriate vendor(s).

Thank you.