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**WASHINGTON D. C. HOME & GARDEN SHOW
WALTER E. WASHINGTON CONVENTION CENTER
MARCH 9 – 11, 2012**

Hale Northeastern is pleased to have been selected as the official service contractor for the 2012 **Washington D.C. Home & Garden Show**. This exhibitor service manual contains information and order forms for many of the services we offer.

Please note: the Electric, Plumbing, Telephone, Video/Audio and Cable TV forms, along with payment for these services, must be returned directly to the Walter E. Washington Convention Center. Hale Northeastern, Inc. cannot process Walter E. Washington Convention Center Forms.

We have found it most efficient if this manual gets to the person who is responsible for what happens in your booth. Please take time to read through it, complete the necessary forms and return them to us. Our goal is to help make your show participation a success.

Please contact Hale's Customer Service Department with any questions. We will do our best to assist you with all your show needs and appreciate the opportunity to work with you.

BOOTH INFORMATION:

Each 10 x 10 Exhibit Space Includes:

8' high **PURPLE** flameproof back drape
32" high **PURPLE** flameproof side drape
Aisles carpeted in **BLACK**

DISCOUNT PRICE DEADLINE DATE: The last day to receive Hale advance pricing is: **February 13, 2012.**

INSTALLATION:

Tuesday, March 6th Noon – 5:00 PM *Exhibit booths 400 sq. ft. or larger*
Wednesday, March 7th 8:00 AM – 5:00 PM *All Exhibits*
Thursday, March 8th 8:00 AM – 5:00 PM *All Exhibits*

SHOW HOURS:

Friday, March 9th 10:00 AM – 9:00 PM
Saturday, March 10th 9:00 AM – 9:00 PM
Sunday, March 11th 10:00 AM – 6:00 PM

DISMANTLING: *NOTE: All exhibits must be completely removed from the show floor by Noon, Monday 3/12/12*

Sunday, March 11th 6:05 PM – 10:00 PM
Monday, March 12th 8:00 AM – Noon

Service Desk

Hale Northeastern, Inc. will maintain a service desk with a professional staff to assist you during the set-up and dismantling of the exhibit hall. If you have any special requirements or questions concerning our services, please do not hesitate to call customer service at (800) 333-4253.

Material Handling:

No UPS, Federal Express or similar shipments will be accepted onsite by Hale Northeastern, Inc. without prior authorization to handle your material. We cannot guarantee what time any shipment will arrive. Please have tracking numbers available to track your shipments.

Be sure that your insurance coverage is effective from the time your equipment leaves its point of origin until its return to its final destination after the show. Your public liability insurance should be in effect and adequate to protect you against any claims arising out of the operation of your exhibit. **Hale Northeastern Inc.'s policy DOES NOT include any coverage for individual exhibitors and Hale Northeastern, Inc. cannot be held liable.**

Positioning Equipment:

Positioning, unskidding and assembly of equipment is **NOT COVERED** by the free drayage service. Exhibitors will be charged on a time and material basis for this assistance. Our charge will be based on a 1 hour minimum for labor and equipment.

Exhibitor Move-Out & Cleanup

At the close of the show, it is the exhibitors' responsibility to make sure that all debris and waste is removed from the area which their exhibit booth occupied during the show. Waste must be disposed of properly in the appropriate containers that will be distributed around the show floor. Exhibitors neglecting to tidy their exhibit area at show-close will be billed for cleaning on a per hour basis.

We hope this will be a successful marketing event and encourage you to call if we can help in any way. *Please note: orders can be accepted by mail, fax or may be scanned and emailed to csr@haleexpo.com.* Full payment must accompany your order to qualify for the advance order discount.

Yours very truly,

HALE NORTHEASTERN INC.
Exhibitor Services

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MARCH 9 – 11, 2012****PLEASE BECOME FAMILIAR WITH THIS POLICY
BEFORE ORDERING ANY SERVICES**

- No telephone orders can be accepted, please mail or fax your order with payment.
- If you have any questions or special requirements, please contact our Exhibitor Services Department.
- Items cancelled at show site will be charged 50% of the original price.
- Failure to pay within the terms of this Payment Policy will cause service charges to be assessed on all unpaid balances. The service charge rate is 2% per month or 24% per annum. In the event of default the customer agrees to pay all costs of collections, including attorney fees and court costs.

Payment for Services

Hale Northeastern requires payment at the time services are ordered. Hale also requires that all exhibitors using our services provide a credit card authorization with their initial order. The credit card authorization will be used to cover all services not paid for by the initial payment and balances left unpaid at the closing of the show. This may include labor, material handling and/or other on-site services.

Method of Payment

Hale Northeastern accepts cash, company checks, Visa, MasterCard, American Express and Discover. **A service charge of \$25.00 will be assessed to individuals or companies for returned checks or chargebacks.**

Advance Payment Discount Price

To qualify for advance pricing, orders must be received on or before the advance price deadline date with payment in full. Late orders and orders without payment will be charged floor prices.

Tax Exempt

If your company is tax exempt, a copy of your Tax Exempt Certificate (*not* Resale Certificate) must accompany your order. **Your exemption MUST be issued in the state the show takes place in.**

Questions and Adjustments

Any discrepancy in items ordered and items received or any complaint or question concerning services must be reported to the Hale Service Desk immediately. Your problems will be resolved and any valid adjustments in your account will be made at that time. **Credits and adjustments will not be made based on information received after the show closes.**