

Show Facts

American Association of Dental Office Management (AADOM) Loews Sapphire Falls Resort - Caribbean Ballroom September 3 - 5, 2026

- ♦ Included in each 8' x 10' or 10' x 10' booths will be - 1) 6' skirted table & 2) chairs
- ♦ Included in each 10' x 16' booths will be - 2) 6' skirted table & 4) chairs
- ♦ Included in each 10' x 20' booths will be - 2) 6' skirted tables & 4) chairs
- ♦ Electric Service must be ordered directly through GES's Link - Click [HERE](#)
- ♦ Audio Visual must be ordered directly from **Encore's Link (pg. 15)**

Exhibitor Set-Up:

Wednesday September 2nd 12:00 PM - 7:00 PM

Show Hours:

Thursday September 3rd 11:00 AM - 6:00 PM
Friday September 4th 10:30 AM - 5:00 PM
Saturday September 5th 9:30 AM - 1:30 PM

Breakdown Schedule:

Saturday September 5th 1:30 PM - 6:00 PM

ADDITIONAL INFORMATION:

- ♦ Please note the dates on the forms to receive the discount rates and also the advance shipment deadline date.
- ♦ If you have questions regarding any of Show Management Convention Services forms, please contact:
Diane Vilches: Office: (954) 764-7642 | Direct: (332) 777- 4948 Email: diane.vilches@informa.com or customerservice.YPI@informa.com

SHIPPING INFORMATION:

- ♦ Advance Shipments to the advance warehouse is accepted up to 30 days prior to show dates.
The "Ship To" advance warehouse address and label format is on page 9.
 - ♦ Advance shipment deadline: **August 26, 2026** ~ Shipments received after this date will be handled the standard rate.
 - ♦ Please ship directly to the advance shipment warehouse to arrive **NO LATER than August 28, 2026.** Any shipments received after this date "special handling fees" will apply. (See Material Handling Form)
-



Convention Services by **Show Management** an **informa markets** business
 1650 SE 17th Street, Suite 412
 Fort Lauderdale, Florida 33316
 Ph: 954/764-7642
 Email: customerservice.YPI@informa.com

<i>Payment Policy</i>	
Deadline: August 19, 2026	
Event: AADOM	
Location: Loews Sapphire Falls Resort	
Show Dates: September 3 - 5, 2026	

A SIGNED COPY OF THIS POLICY MUST BE SENT ALONG WITH YOUR ORDER OR SERVICES WILL NOT BE RENDERED

ORDERING SERVICE

All orders and changes to orders must be made in writing via e-mail, mail or in person at the Convention Services office. No orders may be accepted over the phone. Advance orders shall receive priority service.

PAYMENT FOR SERVICE

Show Management an **informa markets** business requires payment in full at the time an order is placed. Failure to provide payment may result in interruption of services. **Show Management** an **informa markets** business accepts American Express, Master Card, Visa, cash, wire transfers (plus \$30.00 wire service charge) and company checks made payable to **Show Management** an **informa markets** business. All payments are to be in U.S. funds drawn on a U.S. Bank.

ADVANCE RATE

To qualify for the advance rate, completed orders must be received with payment on or before the advance deadline. Standard rates apply to orders and changes to orders after the deadline. If an order is placed without payment, standard rates apply unless payment is also received before the deadline.

DEFAULT COLORS

If skirting and/or carpet colors are not selected, show colors will prevail. If at show site exhibiting company determines that they would like a different color skirt other than the default color, the exhibiting company must pay a 50% cancellation fee and rent a new skirt.

RENTAL RESPONSIBILITY

All materials are on a rental basis and shall remain the property of **Show Management** an **informa markets** business. The exhibiting company shall be held financially responsible for any damage to **Show Management** an **informa markets** business' equipment used by the exhibiting company.

THIRD PARTY BILLING

The exhibiting company is ultimately responsible for payment of charges incurred on its behalf. In the event the named third party does not provide prompt payment, charges immediately revert to the exhibiting company along with any service charges, collection fees, etc.

SHOW SITE ORDERS

No service will be performed without full payment at the time the order is placed. Standard Rates will apply to ALL show site orders. Show site orders subject to availability.

ADJUSTMENTS / CANCELLATIONS

Adjustments to your invoice will not be made after the close of the show. Some items, services and labor are subject to cancellation fees. No credits will be issued for services ordered and installed even though not used.

Company Name: _____		Space #: _____	
Phone: _____	Fax: _____	Email: _____	
On-Site Contact: _____		On-Site Cell/Beeper: _____	
Name (print or type): _____		Signature*: _____	Date: _____

*By signing this form you acknowledge, understand and agree to the Convention Services by **Show Management** an **informa markets** business Payment Policy and Terms & Conditions



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Payment Link
Deadline: August 19, 2026
Event: AADOM Location: Loews Sapphire Falls Resort Show Dates: September 3 - 5, 2026

Please use the link to process all credit card payments

<https://payments.informaexhibitions.com/convention-services/Public?year=0>

Orders will be processed upon payment confirmation

ADVANCE RATES:

Please note the deadline dates on each of the forms to receive the advance rates (In Deadline Date Order):

Furniture & Vacuuming Deadline:	August 19, 2026
Labor Information Deadline:	August 19, 2026
Material Handling Questionnaire Deadline:	August 19, 2026
Outbound Freight Procedure:	August 19, 2026

Your shipment and payment needs to be received at the warehouse by August 26, 2026 to qualify for the advance rate:

Advance Freight Shipment Deadline:	August 26, 2026
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Company Name: _____	Space #: _____
Address: _____	Email: _____
City/State/Zip: _____	
Phone: _____	On-Site Cell: _____
Name (print or _____	On-Site Contact: _____
type): Signature*: _____	Date: _____

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IMPORTANT INFORMATION: *Cancellation after deadline will be charged at 50% of prevailing rate. *Cancellation after installation will be 100% of prevailing rate. *Orders received after deadline will be filled as available at the standard rates. *Floor orders are limited to availability. *Phone orders will NOT be accepted. *All materials are furnished on a rental basis and remain the property of **Show Management** an **informa markets** business. *Adjustments to your invoice **will not** be made after the close of the show. *A finance charge of 1.5% per month (18% annum) will be added to all accounts not paid within ten days of invoice date. *In the event it becomes necessary to enforce this agreement for collection through legal counsel, exhibitor and/or exhibiting company agrees to pay a reasonable attorney's fee for such collection effort



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Exhibitor Appointed Contractor
Deadline: August 19 2026
Event: AADOM Location: Loews Sapphire Falls Resort Show Dates: September 3 - 5, 2026

Please complete and submit this form to **Show Management** an **informa markets** business at the address or fax number above by the deadline date shown. Complete one form for each non-official contractor used. Only the official contractor or the facility may provide building services, utilities and freight handling. No other contractors will be approved for these services. The official service contractor will provide all usual trade show services, including labor. Exhibitors may appoint a qualified non-official contractor to provide installation labor and/or supervision provided all of the following conditions are met:

- The EXHIBITOR must inform **Show Management** an **informa markets** business that they have sub-contracted a non-official contractor by completing and submitting this form by the deadline date listed above. If **Show Management** an **informa markets** business does not receive proper notification by the deadline date, then the non-official contractor personnel will not be allowed in the exhibit hall except to supervise the work in question, and the official contractor will provide the labor.
- The CONTRACTOR hired by the EXHIBITOR must, by the deadline date above, provide **Show Management** an **informa markets** business with a current certificate of insurance with minimum limits of \$500,000 property damage per occurrence, \$1,000,000 personal injury per occurrence, workers compensation aggregate coverage of \$1,000,000 per occurrence, and naming **Show Management** an **informa markets** business as additionally insured for the time period in question.
- The CONTRACTOR must abide by the rules and regulations of the show and all pertinent union and facility regulations.
- CONTRACTOR employees must wear approved identification at all times while in the work area. If required, badges will be issued at show site to authorized contractor representatives when all requirements have been met.

INCOMPLETE OR UNSIGNED FORMS WILL NOT BE ACCEPTED

I understand and agree to the above listed conditions.

Exhibitor Signature: _____ Print Name: _____

Name of Service Contractor: _____ Date: _____

Services to be performed: _____

Contact Name: _____ Contact Phone: _____ Contact Fax: _____

Contractor Address: _____

Company Name: _____ Space #: _____

Address: _____ City: _____

State: _____ Zip: _____ Country: _____

Phone: _____ Fax: _____ Email: _____

On-Site Contact: _____ On-Site Cell/Beeper: _____

Name (print or type): _____ Signature*: _____ Date: _____

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Third Party Payment Link

Deadline:
August 19, 2026

Event: AADOM
Location: Loews Sapphire Falls Resort
Show Dates: September 3 - 5, 2026

Both parties MUST sign this form indicating acceptance, otherwise request will be denied

When a third party is handling your display and/or paying for any services on your behalf, we will agree to this Third Party arrangement if the following payment is agreed upon and all signatures are properly completed. By signing this form, both parties agree and understand that the exhibiting firm is responsible for all charges. In the event that the named third party does not make payment by show close, **Show Management** an **informa markets** business will be paid by the exhibiting firm on demand at show site. The show site invoice may or may not include the outbound drayage services/rigging, etc.

THIRD PARTY INFORMATION (complete only if applicable)

Third Party Agent: _____ Phone: _____
 Address: _____
 Printed Name: _____ Authorized Signature: _____

Please use the link to process all credit card payments
<https://payments.informaexhibitions.com/convention-services/Public?year=0>
Orders will be processed upon payment confirmation

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<input type="checkbox"/> All Services	<input type="checkbox"/> Carpet
<input type="checkbox"/> Rental Furniture	<input type="checkbox"/> Rigging Equipment/Labor In & Out
<input type="checkbox"/> Drayage/Material Handling	<input type="checkbox"/> Installation & Dismantle Labor
<input type="checkbox"/> Booth Cleaning	<input type="checkbox"/> Other (please specify):
<input type="checkbox"/> Signage	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>

EXHIBITING COMPANY INFORMATION (please print or type)

Company Name: _____ Space #: _____
 Phone: _____ Fax: _____ Email: _____
 On-Site Contact: _____ On-Site Cell/Beeper: _____
 Name (print or type): _____ Signature*: _____ Date: _____

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Furniture
Advance Rate Deadline: August 19, 2026
Event: AADOM Location: Loews Sapphire Falls Resort Show Dates: September 3 - 5, 2026

ACCESSORIES	QTY	ADVANCE	STANDARD	TOTAL
Wastebasket		\$ 20.00	\$ 23.00	
Easel		\$ 45.00	\$ 60.00	
Bag Holder		\$ 75.00	\$125.00	
Literature Rack		\$150.00	\$175.00	
Cafe' Table 30" x 42" High		\$220.00	\$260.00	

Sub Total	
6.5% Sales Tax	
Total	

Company Name: _____ Space #: _____

Phone: _____ Fax: _____ Email: _____

On-Site Contact: _____ On-Site Cell/Beeper: _____

Name (print or type): _____ Signature*: _____ Date: _____

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Labor Order (Installation & Dismantling)	
Deadline: August 19, 2026	
Event: AADOM	
Location: Loews Sapphire Falls Resort	
Show Dates: September 3 - 5, 2026	

• NO SERVICES WILL BE PERFORMED WITHOUT FULL PAYMENT IN ADVANCE •

Please choose the plan and fill in the appropriate areas:

Plan A **Plan B**

	INSTALLATION	DISMANTLE
Date labor needed		
Start Time		
Number of persons needed		
Hours per person		
Total Hours		
Hourly Rate		
Estimated Cost		
Estimated Total of installation /dismantling		
If using Plan A, add 25% supervision fee (or \$35.00 minimum)		
ESTIMATED TOTAL OF LABOR DUE		

		HOURLY RATE
Straight time	Monday - Friday 8:00 AM - 4:30 PM	\$125.00
	Monday - Friday 4:30 PM - 8:00 AM	\$175.00
Over time	Saturday & Sunday	
	All Day	

For Plan B, please list on-site exhibitor representative:

On-Site Phone:

PLAN A - Supervised Labor by Show Management an informa business

- ◆ Proceeds without exhibitor present.
- ◆ In addition to above rates, a 25% supervision fee (\$35.00 minimum) will apply for both installation and dismantling.
- ◆ Completion date is subject to freight move-in schedules and arrival of display.
- ◆ **Show Management an informa markets** business does NOT unpack or re-pack exhibitor product. Exhibitor must be present.
- ◆ Minimum one (1) hour charge applies per man, and time will be charged in one hour increments thereafter.
- ◆ Work will be done on straight time if circumstances permit, however, this is NOT a guarantee. Overtime charges will apply as necessary.

PLAN B - Exhibitor Supervised Labor

- ◆ Does not proceed without exhibitor present.
- ◆ Start time can be guaranteed only in those instances where labor is requested for the start of the work day which is 8:00am.
- ◆ Must sign labor in and out at **Show Management an informa markets** business Service Desk.
- ◆ Minimum one (1) hour charge applies per man, and time will be charged in one hour increments thereafter.
- ◆ Order cannot be cancelled within 24 hours of scheduled labor needed date.
- ◆ Orders received at show site will be processed after advance orders.

Company Name: _____	Space #: _____
Phone: _____	Fax: _____
On-Site Contact: _____	On-Site Cell/Beeper: _____
Name (print or type): _____	Signature*: _____
	Date: _____

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IMPORTANT INFORMATION: *Phone orders will NOT be accepted. *Adjustments to your invoice will not be made after the close of the show. *A finance charge of 1.5% per month (18% annum) will be added to all accounts not paid within ten days of invoice date. *In the event it becomes necessary to enforce this agreement for collection through legal counsel, exhibitor and/or exhibiting company agrees to pay a reasonable attorney's fee for such collection effort.



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Material Handling Rates & Order Form

**Advance Rate Deadline:
August 26, 2026**

Event: AADOM
Location: Loews Sapphire Falls Resort
Show Dates: September 3 - 5, 2026

- ◆ ALL SHIPMENTS ARE REQUIRED TO HAVE DOCUMENTED WEIGHT TICKETS.
- ◆ IF MATERIAL DOES NOT INCLUDE A WEIGHT TICKET, SHOW MANAGEMENT AN INFORMA BUSINESS WILL WEIGH MATERIAL.
- ◆ NO COLLECT SHIPMENTS WILL BE ACCEPTED.
- ◆ RATES ARE BASED ON PER SHIPMENT ON THE INBOUND WEIGHT AND THE DATE/TIME FREIGHT IS RECEIVED.

WEIGHT	ADVANCE RATE	STANDARD RATE
	Shipment(s) arriving by August 26, 2026	Shipment(s) arriving after August 26, 2026
Up to 19 lbs.	\$ 64.00	\$ 75.00
20 to 100 lbs.	\$ 167.00	\$ 187.00
101 to 300 lbs.	\$ 375.00	\$ 420.00
301 to 500 lbs.	\$ 564.00	\$ 631.00
501 to 1000 lbs.	\$ 870.00	\$ 975.00
1001 to 1500 lbs.	\$1,247.00	\$1,395.00
1501 to 2000 lbs.	\$1,615.00	\$1,806.00
2001 lbs. and over	\$ 97.00 per hundred weight	\$107.00 per hundred weight

CRATED / CARTONED / PACKAGED / SKIDDED MATERIAL Rates above include all labor and equipment required to unload shipment, storage at no charge for 30 days prior to set-up time, delivery to exhibit space, handling of empty containers to and from booth area, and reloading of shipment onto outbound carrier at the close of the event.

Amount = _____

SHIPMENTS REQUIRING SPECIAL HANDLING will be handled at the exhibitors risk and will be charged the above published rates plus 50%. Includes, but is not limited to any shipment that is loaded and/or packed in such a manner as to require additional handling, ground loading, side door loading, constricted space loading, designated piece loading and stacked shipment(s).

Includes shipments that are loose and not in crates, cases, boxes, and/or non-skidded machinery without proper lifting bars or hooks.

Includes shipments arriving at the warehouse after **August 28, 2026** and during show hours.

Rate x 50% = _____

OVERTIME RATES in the amount of 25% of the above mentioned rates will be assessed and applied each way to freight either received at the warehouse or show site that must be moved into or out of booth(s) before 8:00 am or after 4:30 pm Monday to Friday or on Saturday and/or Sunday.

Rate x 25% = _____

Estimated Total Due \$ _____

Company Name: _____ Space #: _____

Phone: _____ Fax: _____ Email: _____

On-Site Contact: _____ On-Site Cell/Beeper: _____

Name (print or type): _____ Signature*: _____ Date: _____

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IMPORTANT INFORMATION: *Shipments must arrive prepaid. *No collect shipments will be accepted. *Phone orders will NOT be accepted. *Adjustments to your invoice **will not** be made after the close of the show. *A finance charge of 1.5% per month (18% annum) will be added to all accounts not paid within ten days of invoice date. *In the event it becomes necessary to enforce this agreement for collection through legal counsel, exhibitor and/or exhibiting company agrees to pay a reasonable attorney's fee for such collection effort.



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Material Handling Shipping Instructions
Advance Rate Deadline: August 26, 2026
Event: AADOM Location: Loews Sapphire Falls Resort Show Dates: September 3 - 5, 2026

BEFORE SHIPPING:

Complete payment with **Show Management** an **informa markets** business check or on the payment portal.

WHEN TO SHIP:

Shipments consigned to the WAREHOUSE will incur a 50% Special Handling fee if materials arrive after **August 28, 2026**.

All shipments MUST be shipped to Advance Warehouse address below!

ALL SHIPMENTS MUST BE PREPAID.

COLLECT SHIPMENTS OR LOOSE OR UNCRATED MATERIALS WILL NOT BE ACCEPTED.

ADVANCE RATE DEADLINE: AUGUST 26, 2026

**Where to Ship &
Label Format:**

WAREHOUSE Shipping Address Must arrive no later than August 28, 2026
Name of Exhibiting Company, Booth Number AADOM Event C/O Show Management an informa markets PME Expo Services 7580 Exchange Drive Orlando, Florida 32809 Warehouse Hours: 8:00 AM - 4:00 PM Mon - Fri

The consignment or delivery of a shipment to **Show Management** an **informa markets** business by a customer, or by a shipper, or carrier acting on behalf of a customer shall be construed as an acceptance by the customer (and/or shipper) of the terms and conditions set forth for all material handling services.

Customer accepts responsibility for the payment of **Show Management** an **informa markets** business charges in connection with the handling of customer's shipment(s) as set forth in the Material Handling Rates & Order Form, and customer guarantees payment to **Show Management** an **informa markets** business in the event that any third party who acts on Customer's behalf shall fail to pay such charges.

Company Name: _____	Space #: _____
Phone: _____	Fax: _____
Email: _____	
On-Site Contact: _____	On-Site Cell/Beeper: _____
Name (print or type): _____	Signature*: _____
Date: _____	

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**Material Handling
Questionnaire**

**Deadline:
August 19, 2026**

Event: AADOM
Location: Loews Sapphire Falls Resort
Show Dates: September 3 - 5, 2026

Completing this form by the deadline date of August 19, 2026 will enable us to better coordinate the move-in of your exhibit and assist in tracing your shipment if necessary. Please complete and return with the Material Handling Rates & Order Form.

1. Where are you shipping?

Advance Warehouse

2. What is the est. total weight to be shipped?

lbs.

3. Est. total number of exhibit items being shipped

Crated Uncrated Machinery

4. What is the weight of the heaviest piece being shipped?

lbs.

5. Indicate the total number of trucks in each category that you will use

Van Line Flat Bed

Common Carrier Company Truck

Overseas Container

6. Will you be displaying any mobile units? (i.e. self powered vehicles or towed equip)

Yes No

If yes, what type of equipment will you be displaying:

7. List carrier name(s)

8. If using a Customs Broker, enter name and phone number of broker

Name

Phone

9. Enter name of Exhibit Manager/Coordinator in charge of booth set-up

Name

Phone

10. Booth and labor set-up

A. What on-site labor are you planning on using?

B. What date and time will your labor be on-site to begin booth installation?

C. Are you ordering booth carpet from Show Management an informa markets business?

Yes No

11. Machinery Exhibits only

Are there any special handling requirements to unload your exhibit? (i.e. extended forklift blades, special slings, lifting bars, etc.)

Company Name: _____ Space #: _____

Phone: _____ Fax: _____ Email: _____

On-Site Contact: _____ On-Site Cell/Beeper: _____

Name (print or type): _____ Signature*: _____ Date: _____

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IMPORTANT INFORMATION: *Shipments must arrive prepaid. *No collect shipments will be accepted. *Phone orders will NOT be accepted. *Adjustments to your invoice **will not** be made after the close of the show. *A finance charge of 1.5% per month (18% annum) will be added to all accounts not paid within ten days of invoice date. *In the event it becomes necessary to enforce this agreement for collection through legal counsel, exhibitor and/or exhibiting company agrees to pay a reasonable attorney's fee for such collection effort.



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Outbound Freight Procedure

Deadline:
August 19, 2026

Event: AADOM
Location: Loews Sapphire Falls Resort
Show Dates: September 3 - 5, 2026

TO ASSIST YOU WITH ARRANGEMENTS FOR OUTBOUND SHIPMENTS, SHOW MANAGEMENT AN INFORMA MARKETS BUSINESS WILL HAVE A SERVICE DESK TO PROVIDE YOU WITH LABELS, BILLS OF LADING AND SHIPPING INFORMATION

It is your responsibility to make the necessary pick up arrangements and a bill of lading must be turned in at the service desk for all types of shipments. Carriers should arrive prepared with the exhibiting company name, number of pieces, and destination for any shipment they are picking up. *No freight will be loaded onto any carrier without this information!* Materials sold locally and awaiting customer pick up should be dealt with in the same manner as all other outbound shipments. In the event your designated carrier does not make the pick up at the allocated time, **Show Management** an **informa markets** business reserves the right to force any shipments back to the advance warehouse in order to vacate the show grounds.

Should you use Federal Express, UPS Ground, UPS Air, Airborne, or any other air freight forwarder, it will be necessary for you to provide the appropriate shipping document with your account clearly visible and affix the necessary document to each item being shipped. When contacting the carrier for pick up arrangements either at show site or at our warehouse, you must inform the service desk personnel of the scheduled arrangements along with the confirmation numbers and complete a bill of lading for our reference.

Any shipment not picked up at show site or where no disposition is made will be returned to the warehouse and will incur a return fee along with applicable storage charges. These charges are in addition to the material handling rates. All charges for services performed must be settled before any shipment will be released to any carrier.

To be completed for reference only. A bill of lading must be submitted by exhibitor at show site.

Ship To:

Company Name Attention
 Address Country
 City State Zip Code

More than 1 shipping destination? Yes (attach additional information) No

Type of Carrier: UPS AIR UPS GROUND FEDEX AIR FEDEX GROUND
 OTHER

Note: All outbound shipments will be shipped collect unless otherwise specified.

Bill Charges To Phone Address
 City State Zip Code

All carriers are required to check in at the service desk on September 5th between 2:00PM - 3:00PM

Company Name: _____ Space #: _____
 Phone: _____ Fax: _____ Email: _____
 On-Site Contact: _____ On-Site Cell/Beeper: _____
 Name (print or type): _____ Signature*: _____ Date: _____

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Terms & Conditions

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Location: Loews Sapphire Falls Resort

Show Dates: September 3 - 5, 2026

A SIGNED COPY OF THESE TERMS & CONDITIONS MUST BE SENT ALONG WITH YOUR ORDER OR SERVICES WILL NOT BE RENDERED

Please read carefully!

You are entering into a contract which may limit your possible recoveries in case of loss or damage. The terms and conditions set forth below become a part of the contractual agreement between **Show Management** an **informa markets** business and you, the CUSTOMER. Acceptance of said terms and conditions will be construed when the documents in this packet are signed by the CUSTOMER, his/her agent, or representative.

DEFINITIONS

The company, **Show Management** an **informa markets** business shall be construed within the meaning of this contract as **Show Management** and their employees, officers, agents, and assigns including any subcontractors that Show Management may appoint. The term CUSTOMER refers to any party who contracts for services with Show Management.

SHOW MANAGEMENT AN INFORMA MARKETS BUSINESS RESPONSIBILITIES

Show Management shall be responsible only for those services which it directly provides, and hereby agrees to execute its contractual duties in good faith. Show Management assumes no responsibilities for any persons, parties, or other contracting firms not under Show Management's direct supervision and control. Show Management shall not be responsible for loss, delay, or damage due to strikes, lockouts, work stoppages, natural elements, vandalism, acts of God, civil disturbances, power failures, acts of terrorism or war or any other causes beyond Show Management's reasonable control, or ordinary wear and tear in the handling of materials.

Show Management shall not be liable to any extent whatsoever for any actual, potential, or assumed loss of profits or revenues, or for any collateral costs which may result from any loss or damage to an exhibitor's material which may make it impossible or impractical to exhibit same.

INSURANCE

It should be clearly understood that Show Management is not an insurer. Each CUSTOMER should arrange complete risk coverage for the value of said equipment through endorsements to existing policies, insuring the exhibit material from the time it leaves their facility until it is returned. It should be further understood and agreed that Show Management does not provide for full liability, should loss or damage occur. Should Show Management incur a liability, it shall be limited to the specific article which is lost or damaged, and in any event, the maximum liability shall be limited to \$.30 per pound per article with a maximum liability of \$50.00 per item, or \$500.00 per shipment, whichever is less.

CLAIM(S) FOR LOSS

CUSTOMER agrees that any and all claims for loss or damage shall be submitted to Show Management prior to the conclusion of the show when alleged loss or damage occurred prior to that time, and in all cases within 30 days of the conclusion of the show. For claim reporting purposes, the "conclusion" of the show shall be construed as the end of the day on which CUSTOMER must vacate the show site. All claims reported after the 30 day period will be rejected.

PAYMENT FOR SERVICES MAY NOT BE WITHHELD

In the event of any dispute between the CUSTOMER and Show Management relative to any loss or damage claim, the CUSTOMER shall not be entitled to, and shall not withhold payment for Show Management services as an offset against the amount of the alleged loss or damage. Any claim against Show Management shall be considered a separate transaction and shall be resolved on its own merit.

INDEMNIFICATION

CUSTOMER agrees to indemnify, forever hold harmless and defend Show Management and their employees, officers, and agents from and against any and all claims, causes of action, fines, penalties, damages, liabilities, judgements, and expenses on account of personal injury or death, damage to or loss of property or profits arising out of, or contributed to by any of the following:

CUSTOMER'S negligent supervision of any labor secured through Show Management or the negligent supervision of such labor by any of the CUSTOMER'S employees, agents, representatives invitees, and/or any CUSTOMER appointed contractor (EAC).

CUSTOMER'S negligence, willful misconduct, or deliberate act, or such actions of CUSTOMER'S employees, agents invitees, representatives or EAC's at the show or exposition to which this contract relates, including but not limited to the misuse, improper use, unauthorized alteration, or negligent handling of Show Management equipment.

CUSTOMER'S violation of Federal, State, or Local ordinances.

CUSTOMER'S violation of Show Regulations and/or Rules as published by Facility and/or Association Management.

PACKING AND CRATING

Show Management shall not be responsible for surface damage to loose or uncrated materials, pad-wrapped materials, or shrink-wrapped materials. Show Management shall not be responsible for concealed damage, damage to carpets in bags or poly, or damage to materials improperly packed. Show Management shall not be responsible for crates and packaging which are unsuitable for handling, partially assembled, or having prior damage.

EMPTY CONTAINERS

Affixing "empty storage" labels to containers is the sole responsibility of the CUSTOMER or their representative. All previous labels should be removed. Show Management assumes no responsibility for removal or mis-delivery of containers with old labels or incorrect information on labels, or for loss of or damage to materials stored in containers labeled "empty". Show Management shall in no event be liable for collateral, exemplary, indirect costs or damages, or loss of sales resulting from or related to a claim for loss or damage of material.

If you choose to deliver your materials to show site, and not use Show Management you must make arrangements to remove your crates and packing materials. These materials can no longer have empty stickers purchased at show site.

Any shipment not handled by Show Management, but for which Show Management is required to handle the storage of empty containers, a charge of \$75.00 per crate, case or any type of container will be assessed.



Convention Services by **Show Management** an **informa markets** business
 1650 SE 17th Street, Suite 412
 Fort Lauderdale, Florida 33316
 Ph: 954/764-7642
 Email: customerservice.YPI@informa.com

Terms & Conditions (Continued)
Deadline: August 19, 2026
Event: AADOM Location: Loews Sapphire Falls Resort Show Dates: September 3 - 5, 2026

INBOUND SHIPMENTS

Consistent with trade show industry practices, there may be a lapse in time between the delivery of shipment(s) to the booth and the arrival of the CUSTOMER or their representative. During such time, the materials will be left unattended. Show Management is not, and cannot be, responsible for loss, damage, theft, or disappearances of CUSTOMER'S materials after same have been delivered to the CUSTOMER'S booth at the show site. All shipments should be made on a commercial bill of lading.

Show Management shall not be liable for shipments received without receipts, freight bills, or specified unit counts on receipts of freight bills, such as UPS, Fed Ex, Van Lines, etc. Such shipments will be delivered to booth without guarantee of piece count or condition. Further, the CUSTOMER agrees, in connection with the receipt, handling, temporary storage, and reloading of the freight, that Show Management and its affiliates will provide these services as CUSTOMER'S agent and not as bailee or shipper.

Bills of lading or delivery slips indicating number of pieces, description of merchandise and weight are required for all shipments. In the event no weight is indicated on delivery documents, Show Management will estimate the weight if no actual scale weight is provided prior to the close of the event. This estimated weight will be final and binding.

OUTBOUND SHIPMENTS

Show Management will have bills of lading and labels available at the Service Desk. **NO SHIPMENT WILL BE LOADED WITHOUT A BILL OF LADING.** Once materials have been labeled, packed and ready to be shipped, completed bills of lading should be turned in to the Service Desk. Materials sold locally and awaiting customer pick up should be dealt with in the same manner as all other outbound shipments.

Consistent with trade show industry practices, there may be a lapse of time between the completion of packing and the actual pick up of CUSTOMER'S materials from the booth for loading onto a carrier. During such time, the materials will be left unattended. Show Management shall not be responsible for loss, damage or theft of materials loaded after the show. All materials will be checked at the booth at the time of loading using document(s) submitted to Show Management by the CUSTOMER. Notations of exceptions to conditions of materials, or piece counts will be on the form submitted by the CUSTOMER. Exhibitors selecting carriers other than the selected show carrier will need to make their own arrangements for pick up. Show Management will not release any shipment to any carrier until the CUSTOMER has provided a completed bill of lading to the service desk. In the event a carrier arrives at show site or warehouse with their own bill of lading, Show Management will not honor the paperwork unless and until the CUSTOMER has completed a standard bill of lading provided by Show Management or written instruction from the CUSTOMER indicating the pick up is acceptable. Show Management assumes no responsibility for loss, damage, theft or disappearance of CUSTOMER'S materials after the same have been delivered to CUSTOMER'S appointed carrier, or agent for transportation after the show. Show Management loads materials onto the carrier's truck under the supervision of the carrier's driver who checks and assumes custody of materials, Show Management assumes no liability for any materials after carrier assumes custody of materials. If CUSTOMER'S designated carrier fails to show by the move-out deadline after a show, Show Management shall have the authority to route CUSTOMER'S shipment via an alternate carrier, or return shipment to a local warehouse for disposition at CUSTOMER'S expense. Materials left behind without orders at the service desk may be classified as abandoned. Show Management shall not be responsible for same. Show Management is not responsible for any delay of rush shipments. While rush shipments will be expedited to the best of our ability, we will not assume any financial responsibility for shipments which do not arrive at their destination at a dated time.

Materials returned to warehouse where no disposition is made by the CUSTOMER or for pick up by a chosen carrier, the CUSTOMER agrees to be responsible for a return to warehouse surcharge of a \$350.00 charge when this service is necessary. Materials will be held in storage until payment and instruction for destination is provided.

GENERAL INFORMATION

The material handling rates quoted include the labor and equipment for unloading and loading the freight. Labor and equipment is available for uncrating, unskidding, assembling, positioning, leveling, dismantling, rekrating, and reskidding machinery and/or equipment of exhibitors. Rates for these services can be obtained from Show Management.

All shipments must be consigned to Show Management to enable us to accept them for handling. Direct shipments should not be addressed to hotels, convention centers, or any named show site, as they have no facility for storing exhibit freight.

Any shipments requiring special handling due to length, width, height, or weight will be handled on a time and material basis. Any single piece, due to its size, that will not fit through doorways or elevators will be taken as far as possible and then becomes the responsibility of the exhibitor. Arrangements to enlarge such openings, if requested, will be made by Show Management at the expense of the CUSTOMER.

Show Management shall have control over all freight docks, doors, elevators, and crate storage areas, as the material handling contractor.

Unless the bill of lading clearly identifies the weights of crated and uncrated material, Show Management will invoice the entire load as uncrated/loose and will be unable to adjust charges later.

Any cancellation of services must be placed in writing and provided to Show Management at least 48 hours prior to the set up.

Company Name: _____	Space #: _____
Phone: _____	Fax: _____
Email: _____	
On-Site Contact: _____	On-Site Cell/Beeper: _____
Name (print or type): _____	Signature*: _____
Date: _____	

*By signing this form you acknowledge, understand and agree to the Convention Services by **Show Management** an **informa markets** business Payment Policy and Terms & Conditions



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