



# EXHIBITOR SERVICE MANUAL

**The 9<sup>th</sup> Annual Emerald Conference  
April 1st – April 3rd, 2024  
Loews Coronado Bay Resort  
San Diego, CA**

**PLEASE EXAMINE EXHIBITOR MANUAL COMPLETELY  
FILL OUT ALL FORMS & EMAIL OR FAX PRIOR TO SHIPPING ANYTHING OUT**

**[INFO@REFLEXEVENTSERVICES.COM](mailto:INFO@REFLEXEVENTSERVICES.COM)**

For additional information or questions please contact us at:

*p:* (760) 788-9360 *f:* (760) 782-0429



The 9<sup>th</sup> Annual Emerald Conference  
April 1<sup>st</sup> – April 3<sup>rd</sup>, 2024  
Loews Coronado Bay Resort  
San Diego, CA

**Special Notes**

1. Show Management **includes the following with your booth:**

- 3' Black Draping
- (1) 6' Black Draped Table w/ white vinyl top
- (2) Black Bucket Chairs
- (1) Wastebasket w/liner
- 7" x 44" Exhibitor Sign

For additional furnishings, or equipment please contact Reflex for pricing and order form.

2. LOEWS Coronado **will not** receive any early freight or shipments. All deliveries shipped to the hotel **before April 1st** will be refused. **No exceptions.**

All inbound and outbound shipments will be handled through Reflex Services.

See page 6 for shipping info.

**PLEASE SEE BELOW**

SHIPPING NOTES –

- Warehouse Freight will be accepted from Mar 1 through Mar 28, 2024, Mon – Fri 8:00am – 4:30pm

- Show site Deliveries will be accepted Monday 4/1 only, from 2:00pm -6:00pm

- Show closes at 4:00pm Wed, April 3<sup>rd</sup> – **(PLEASE SCHEDULE YOUR CARRIER TO PICKUP BETWEEN**

**3:00pm – 6:00pm. EXHIBIT HALL MUST BE CLEAR BY 6pm)**

Any Freight not picked up will be shipped via *ABF Freight*

ELECTRICAL/AUDIO/VIDEO –

-In House Services at LOEWS Hotel is ENCORE GLOBAL – Contact – Amin Purliyev [amin.purliyev@encoreglobal.com](mailto:amin.purliyev@encoreglobal.com)

[https://eventnow.encoreglobal.com/myevents/result/index/show\\_id/37dc69e1-978c-ed11-81ac-6045bdd3a3ac/](https://eventnow.encoreglobal.com/myevents/result/index/show_id/37dc69e1-978c-ed11-81ac-6045bdd3a3ac/)

ANY ITEM OR SERVICE NOT MENTIONED PLEASE CONTACT [RUSS@REFLEXEVENTSERVICES.COM](mailto:RUSS@REFLEXEVENTSERVICES.COM) FOR OPTIONS

Please examine exhibitor manual completely  
FILL OUT ALL FORMS & EMAIL or FAX prior to shipping anything out  
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## DRAYAGE RATE SCHEDULE

### IN AND OUT RATES BASED ON INCOMING WEIGHT ONLY

**200 lb. MINIMUM CHARGE PER SHIPMENT**

Shipments of common freight and crated exhibits will be received and stored up to thirty (30) days prior to set-up date, delivered to booth, and delivered from booth to common carrier at loading dock of exhibit area, furnishings, loading equipment and labor at close of show. This also includes removal, storage and return of empty crates or containers when necessary.	<b>PER CWT (100 lbs)</b>
	<b>\$125.00</b>
Receipt of shipments of common freight and crated exhibits at the Exhibit Hall, during installation period only, from outside carrier or owner's vehicle, unloading, delivery to booth, and delivering from booth to common carrier at loading dock and furnishing loading equipment and labor at close of show. This also includes removal, storage and return of empty crates or containers when necessary.	<b>\$125.00</b>
Above rates apply to handling of crated shipments. For uncrated, pad wrapped, or specialized equipment, the additional rate will be:	<b>\$9.50</b>
Return to the warehouse charge for loading onto outbound carriers	<b>\$125.00</b>

NOTE: Mixed crated and uncrated shipments must show on the bill at lading the weight of the crated portion vs the uncrated portion, otherwise the entire shipment will be rated as uncrated. If we are required to use manpower in a trailer to cube out the load the exhibitor will be charged on a lime and material basis for the additional labor.

All per hundredweight rated will be based on the inbound weight only and all weights will be rounded off the next hundred weight. Dimensional weights will be invoiced at the stated weight on the Bill of Lading at the time of delivery unless a weight certificate is attached. It is the exhibitor's responsibility to insure that each shipment has a correct or certified weight on each Bill at the time of delivery. No back weighing will be accepted and no credit will be issued for a mis-stated weight. All exhibitors must be prepared to pay their charges at the show site. Company checks, cash, certified checks, money orders, traveler's checks, Visa, MasterCard or American Express are acceptable for payment. All foreign exhibitors will be required to pay their drayage invoice, in full, at the show site in U.S. currency. Companies or individuals whose accounts have been deemed delinquent on past shows will be on a C.O.D. basis. All Past-due and current charges must be paid in full before any material will be released. All invoices are due and payable upon receipt. You may Pre-pay your estimated drayage charges based on the above per CWT. rate schedule. It is the responsibility of the EXHIBITOR to contact Reflex Services by the end of exhibit set up to arrange for reshipment of materials.

All per CWT. rated quoted in the foregoing do not include uncrating, unskidding, dismantling, crating, skidding, local pick-up and delivery, special trips or handling materials requiring special handling due to weight or size.

### LABOR RATES FOR SERVICES LISTED ABOVE

Service	Straight Time	Over-Time
Material Handler/Labor	\$120.00	\$180.00
Forklift with Operator (4,000 lb capacity)	\$120.00	\$180.00
Forklift with Operator (4,000 to 10,000 lb capacity)	Ask for Quote	Ask for Quote
Truck/Driver	\$120.00	\$180.00
Banding/Steel	\$ 2.75 per ln. ft. includes labor	
Shrink Wrap	\$ 45.00 per pallet includes labor	

S/T - Straight Time Hours - 8:00 AM - 4:30 PM on WEEKDAYS.

O/T - Overtime Applies to all hours on Saturdays, Sundays, and all holidays.

The above rates include Social Security, Workmen's Compensation Insurance and Public Liability Insurance.



## SHIPPING INSTRUCTIONS

SHOW	Emerald Conference 2024		BOOTH NO.		
COMPANY					
SHIPPING METHOD			SHIP DATE		
APPROX ARRIVAL DATE			NO. OF SHIPMENTS		
TOTAL NO. OF CONTAINERS				TOTAL WEIGHT	
SZ OF LRG PIECE SHIPPED			WEIGHT OF LRG PIECE SHIPPED		
CONTACT/REPRESENTATIVE (PRINT)					
PHONE			FAX		

ADVANCE SHIPPING	DIRECT SHIPPING
REFLEX SERVICES C/O ABF FREIGHT 7075 CARROLL RD SAN DIEGO, CA 92121 FOR: <b>Emerald Conference</b> ATTN: (EXHIBITING FIRM/COMPANY NAME) BOOTH NO.	FOR: (YOUR COMPANY NAME) <b>Emerald Conference</b> C/O REFLEX SERVICES  CALL FOR INSTRUCTIONS

WAREHOUSE SHIPPING DEADLINE IS:	DIRECT SHIPPING DEADLINE IS:
Exhibitor Materials - Thursday, March 28th, 2024	<b>Monday, April 1st, 2024</b> <b>(This is the only day direct shipments may arrive to Loews in c/o Reflex Services)</b>

### FORWARDING INSTRUCTIONS AT CLOSE OF SHOW

CONSIGN TO				VIA: MOTOR FRT. <input type="checkbox"/> VAN LINE <input type="checkbox"/>	
ADDRESS				AIR FRT. <input type="checkbox"/> OTHER <input type="checkbox"/>	
CITY	STATE		ZIP	PREPAID <input type="checkbox"/> COLLECT <input type="checkbox"/>	
NO. OF PIECES RETURNED					

AUTHORIZATION TO PROVIDE FREIGHT SERVICES

We hereby authorize Reflex Services to handle our shipments in accordance with the information provided above and agree to the terms and conditions outlined on the "Drayage Service Information Bulletin" and the "Drayage Rate Sheet." We also stipulate that we have read the "Limits of Liability" form and agree to the terms and provisions therein and acknowledge receipt of a copy. We agree that Reflex Services will provide its services as our agent and not as bailee and shipper. That if any employee of Reflex Services shall sign a delivery receipt, bill of lading, or other document, they will do so as our agent and we accept the responsibility therefore. We agree in the event of a dispute with Reflex Services relative to any loss or damage to any of our materials or equipment that we will not withhold payment of any amount due for freight service or any other services provided by Reflex Services as an offset against the amount of the alleged loss or damage. Instead, we agree to pay Reflex Services according to their Payment Policy for all such charges and we further agree that any claim we may have against Reflex Services shall be pursued independently by us as a completely separate transaction to be resolved on its own merits.

AUTHORIZED BY (PRINT)			TITLE	
SIGNATURE				
COMPANY/FIRM				
ADDRESS				
CITY	STATE		ZIP	

PLEASE RETAIN A COPY FOR YOUR RECORDS



## LIMITS OF LIABILITY

1. Reflex Services and subcontractors shall not be responsible for damage to uncrated materials, materials improperly packed, glass breakage, or concealed damage.
2. Reflex Services and subcontractors are not, and cannot be, responsible for loss or disappearance of Exhibitor materials after they have been delivered to the booth or once they are left in the booth for load-out and shipping after the show close.
3. Reflex Services and subcontractors shall not be responsible for loss, delay or damage due to strikes, lockouts or work stoppages of any kind beyond our direct control.
4. Reflex Services and subcontractors shall not be responsible for ordinary wear and tear in handling of equipment; nor for the loss or damage due to fire, theft, windstorm, water, vandalism, acts of God, mysterious disappearance, or other causes beyond its control.
5. Reflex Services and subcontractors 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 materials which may make it impossible or impractical to exhibit same.
6. It is understood that Reflex Services and subcontractors are not insurers, that insurance, if any, shall be obtained by the Exhibitor and that the amounts payable to Reflex Services hereunder are based on the value of the material handling services and are unrelated to the value of the Exhibitor's property being handled. Since it is impractical and extremely difficult to fix the value of each shipment handled by Reflex Services or its subcontractors, it is understood that Reflex Services and subcontractors do not provide for liability should loss or damage occur.
7. It is the Exhibitor's responsibility to make sure all materials are insured from the time they leave your firm, while they are at the show site, and until they are returned after the show
8. Reflex Services and subcontractors' liability shall be limited to any loss or damage which results solely from Reflex Services or its subcontractors' negligence in the actual physical handling of the items comprising your shipment(s) and not for any other type of loss or damage. Liability shall be limited to an amount not to exceed \$.60 per pound per article.
9. The Exhibitor agrees in connection with the receipt, handling, storage, and reloading of your materials that Reflex Services and subcontractors will provide their services as agent and not as bailee or shipper. If any employee of Reflex Services or subcontractors shall sign a delivery receipt, bill of lading, or other document, the Exhibitor agrees that they do so as the Exhibitor's agent, and the Exhibitor accepts responsibility therefore.
10. The consignment or delivery of a shipment to Reflex Services or subcontractors by an Exhibitor, or by any shipper on behalf of the Exhibitor shall be construed as acceptance by such Exhibitor of the terms, limitations, and conditions set herein.

<b>SHOW</b>	Emerald Conference 2024			<b>BOOTH</b>	
<b>COMPANY</b>					
<b>ADDRESS</b>					
<b>CITY</b>		<b>STATE</b>		<b>ZIP</b>	
<b>PHONE</b>		<b>FAX</b>			
<b>AUTHORIZED BY (PRINT NAME)</b>					
<b>SIGNATURE</b>					



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### CREDIT CARD AUTHORIZATION FORM

SHOW	Emerald Conference 2024		BOOTH NO.		
COMPANY					
ADDRESS					
CITY		STATE		ZIP	
PHONE		FAX			

### PAYMENT POLICIES

1. Payment must be included with all orders to obtain the discount prices.
2. All charges must be settled at our service desk prior to close of show.
3. The exhibiting firm is ultimately responsible for payment of charges.
4. **Please insure billing address matches the cardholder and all information is correct and legible.**  
**Declined Cards will result in additional fees.**
5. No adjustments will be made after the closing of the show.  
Should you have any questions regarding credit procedures, please contact: [Russ@ReflexEventServices.com](mailto:Russ@ReflexEventServices.com)

### CREDIT CARD CHARGE AUTHORIZATION

If you wish to charge the amount of your advance orders to your credit card account, please complete the information requested below and return this form with your orders. For your convenience, we will charge the credit card provided for any additional services rendered at the show.

#### CIRCLE CC TYPE BELOW

VISA		MASTERCARD		AMEX	
CREDIT CARD NO.					
EXPIRATION DATE		CVV CODE			
CARD HOLDER NAME (PRINT)					
CARD HOLDER SIGNATURE					
<b>CREDIT CARD BILLING ADDRESS (ADDRESS ON FILE WITH YOUR CREDIT CARD COMPANY)</b>					
ADDRESS					
CITY		STATE		ZIP CODE	
EMAIL ADDRESS					

# REFLEX EVENT SERVICES

**SHOW MATERIAL EXPEDITE**

**EMERALD 2024**

WAREHOUSE DEADLINE DATE: March 28, 2024

Company Name: \_\_\_\_\_

REFLEX SERVICES  
C/O ABF FREIGHT  
7075 CARROLL RD  
SAN DIEGO, CA 92121

**WAREHOUSE**

BOOTH # \_\_\_\_\_  
PIECES \_\_\_\_\_ OF \_\_\_\_\_

# REFLEX EVENT SERVICES

**SHOW MATERIAL EXPEDITE**

**EMERALD 2024**

WAREHOUSE DEADLINE DATE: March 28, 2024

Company Name: \_\_\_\_\_

REFLEX SERVICES  
C/O ABF FREIGHT  
7075 CARROLL RD  
SAN DIEGO, CA 92121

**WAREHOUSE**

BOOTH # \_\_\_\_\_  
PIECES \_\_\_\_\_ OF \_\_\_\_\_