

## IMPORTANT NOTICE FOR EXHIBITORS RENTING AUDIO/VISUAL EQUIPMENT

Effective January 1, 1994 McCormick Place instituted a change in their billing policy for labor required for handling the delivery and pick up of audio/visual rental equipment to Exhibitor's booths.

NOTE: The aforementioned is a charge that Exhibitors often confused with our delivery fee for transporting the equipment from our facility to McCormick Place Receiving and storing it in a secure place until ready to be moved to the booth.

McCormick Place management experienced collection problems because Exhibitors felt they had already paid labor fees to the A/V supplier for delivery and pick up of equipment, while refusing to pay the electrical labor charges since they believed these charges were included in our fee.

As in the past, we will continue to charge \$50 an order to cover our costs involved in preparing an order, shipping it to and from the show site and storing it in a secure place until the Exhibitor is ready to receive it in the booth. McCormick Place charged the Exhibitor separately for the delivery and pick up labor--from storage to the booth--as part of their electrical charges.

McCormick Place will now be billing the A/V supplier directly for the handling of the equipment between storage and the booth. **ALL** A/V suppliers at McCormick Place will be required to post substantial deposits to guarantee payment of these labor charges.

Due to this policy change, we must change our billing procedures. In addition to the payment for the rental of equipment, we will require a credit card deposit in advance from the Exhibitor to guarantee payment of these handling charges. This must accompany your equipment order. When these charges become available to us, usually two to three weeks after a show ends, we will then bill your credit card for these labor charges. Video Replay **DOES NOT** mark up these charges, but only passes on to the exhibitor what we are charged for a particular booth.

**IT IS IMPORTANT TO NOTE THAT THESE CHARGES ARE NOT ADDITIONAL EXPENSES BEING ATTACHED TO BUSINESS AT McCORMICK PLACE. THESE ELECTRICAL HANDLING LABOR CHARGES WERE PREVIOUSLY BILLED DIRECTLY TO EXHIBITORS. THEY ARE NOW BEING PASSED ON TO YOU THROUGH US.**

It will be our policy to require a credit card number and signature acknowledging that these amounts are deposits and that additional labor charges may be due. There are too many variables to establish a fixed rate schedule for these labor charges, such as amount of equipment rented and the times of delivery and pick up.

We feel that the deposits should cover the majority of standard services. We will provide statements documenting all labor charges when they become available to us, by request. Credit card payments for labor are not processed until we know the actual costs, so they may be amended. Cash and check payments that have additional amounts due will be charged to the credit card left for deposit. Refunds will be mailed if the payment exceeds actual labor costs.

Please complete and return with your order:

For McCORMICK PLACE LABOR charges, use the following credit card:

Amex\_\_\_ Visa\_\_\_ MasterCard\_\_\_

Name on Card \_\_\_\_\_

Account # \_\_\_\_\_ Expiration \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

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