



Welcome to the Embassy Suites by Hilton San Marcos Hotel, Spa & Conference Center. We provide a wide range of services, enclosed is a listing of services, prices and additional restrictions specific to the service ordered. Enclosed is an information packet containing service descriptions, order forms and service terms and conditions. Please fill out the information completely and legibly. Pay special attention to the deadline dates for pricing and restrictions for services.

The Embassy Suites by Hilton San Marcos Hotel, Spa & Conference Center Audio Visual Department is the exclusive utility service provider for the Conference Center. We offer a discount, standard and floor rate. Discount rate services must be completed and faxed or postmarked fourteen (14) days before the first contract date of the event with payment in full. The Standard rate applies to services ordered thirteen (13) days to four (4) days before the first contract date of the event, with payment in full. Orders received within three (3) days of the first contract date of the event are charged at the floor rate. Services will not be installed until full payment is received. All outstanding balances will be collected on-site and settled prior to the close of your event

If you have questions or require services not listed, please call in advance. We will do our best to facilitate your needs. Thank you for using our facility.

Sincerely,

Cristian Munoz  
Director of Audio/Visual Event Technology  
D:(512) 805-5343  
*E: Cristian.Munoz@AtriumHospitality.com*  
*Embassy Suites San Marcos Hotel Spa & Conference Center*  
1001 E McCarty Ln, San Marcos, TX 78666  
(512) 392-6450

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# Exhibitor Information and Requirements

## **Location**

Exhibitor registration and the tradeshow will be held at Embassy Suites by Hilton San Marcos Hotel, Spa and Convention Center 1001 E. McCarty Lane, San Marcos, TX 78666

The Embassy Suites will serve as General Service Contractor (GSC) for the event and will provide all labor, equipment and supervision. Complete information and instructions, a schedule of prices regarding shipping and storage, labor for erecting and dismantling electrical work will be provided to each exhibitor after confirming the space. The Embassy suites will maintain an exhibitor service desk on the exhibit floor to facilitate services requested from exhibitors.

## **Exhibit Schedule**

A schedule for move in, show hours and move out will be determined based on the client information provided to the GSC and agreed on per contract.

## **Loading area**

Load in and out can be accessed via the loading dock of the conference center on the north side of the conference center. The loading dock has a raised loading area or access to a 16'X16' roll up door for trucks that need a lift gate access, is available located on the north side of the building for larger equipment and pallet delivery.

## **Booth equipment**

Standard booth equipment consists of black drape assembled on piping structures for 8-foot-high back walls and 36-inch-high side rails, a draped table and two chairs, a small waste basket, and a name identification sign. The exhibit hall is carpeted.

## **Care of Exhibit Space**

The exhibit hall shall be returned to the facility in the condition which it was received with the exception of reasonable wear and tear. All trash cans will be picked up by Embassy Housemen. Boxes must be completely broken down or they will not be picked up. Do not dump liquids into trash can. No one is allowed in back service hall.

# Exhibitor General Information

- In general, all entities are responsible for complying with the Uniform Fire code and the below are guidelines, not an attempt to cover the criteria and standards contained in such.
- No display or exhibit shall be installed or operated as to interfere with access to or with the visibility of any required exit or exit sign, nor shall any display block access to fire equipment.
- Aisle space must be kept clear during exhibit show hours. All display material and items must be contained in the exhibitors assigned space.
- The exhibitors are encouraged to insure themselves against property loss or damage and against liability for personal injury at their own expense and obtain a certificate of insurance from any outside contractor hired by the exhibitor.
- Exhibitors may be asked to show Identification upon entering exhibit hall.
- Nothing shall be tacked, taped, nailed, screwed or otherwise attached to air walls, walls, floors or other parts of the building or furniture.
- Visqueen or alternate surface protectors are required with all heavy equipment.

## **Security**

Hotel does not provide security services but can help arrange such service. Hotel is not responsible for items left in exhibit hall.

## **Drayage**

### **All inbound shipment will incur a Drayage fee see Page 6: Exhibitor Receiving & Storage Services**

Shipping Form must be completed, signed and payment received before shipment is scheduled. All shipments require signature upon delivery to destination. All Packages are allowed Free storage 48 Hrs. upon arrival and departure. Ensure an Exhibitor Package Label is attached to packages sent to the Hotel. Full payment is due 10 business days prior to group event. Exhibitor is responsible for scheduling shipping directly with outside vendor or may use Hotel shipping services, contact Shipping-Receiving Department for outbound shipping quote. Packages left on site after 48hrs. will incur applicable storage fees, before shipping, Hotel will collect payment for any accrued fees.

# Exhibitor General Information (cont.)

## Vehicles

- Hotel will prepare and coordinate load in of all vehicles, additional Fees will apply. (See Page 10)
- Vehicle batteries must be disconnected
- Overweight or oversized vehicles or equipment are subject to additional fees.
- Wrapping vehicle tires with Visqueen is required when driving into the facility.
- Protecting the carpet under a vehicle is required either with Visqueen or other protective cover.

## Signs

- Hanging signs from the ceiling are prohibited
- Use of balloons are prohibited inside the exhibit hall
- Adhering any item to walls of the facility is prohibited

## Electrical Services

208/220 Volts - (This notice DOES NOT apply to standard 120 Volt electrical services.)

- Connecting HOTEL wires directly to exhibitor equipment is prohibited. Examples include, but are not limited to, hot tubs, stoves/ovens and RVs.
- Connection rates include bringing service to the booth from the floor pocket.
- Connection rates do not include adaptors or special wiring.
- If special electrical adaptors or plugs are required, exhibitor must provide the wiring schematics with required connectors (male & female).
- Customers are responsible for labor charges required to connect and disconnect wires and/or adaptors.
- HOTEL requires electrical services to be installed, operated and maintained in a manner which does not create a hazard to life or property.
- Please contact Hotel's Audio Visual Director at 512-805-5343.

## Payment Terms Conditions

- Full payment, including sales tax, is due 10 business days prior to group event. Purchase orders are not accepted.
- Labor Charges may apply for services rendered on site.
- **Cancellations** less than 48 hours prior to exhibit load-in will be charged 100% of one day's rate.
- Exhibitor agrees to be billed for any damages or loss equipment while in exhibitor's care or control. Any additions or variances will be billed within 24 hours after close of the event.

# Exhibitor Receiving & Storage Services

(all forms must be submitted electronically through Sertifi reach out to our AV for further instructions)

| COMPANY INFORMATION     |  |
|-------------------------|--|
| Exhibitor Company Name: |  |
| On-Site Exhibitor Name: |  |
| Billing Address:        |  |
| City, State, Zip:       |  |
| Telephone Number:       |  |
| Email Address:          |  |

| EXHIBIT ROOM INFORMATION |                          |
|--------------------------|--------------------------|
| Program:                 | _____                    |
| Function Room:           | _____ Booth #: _____     |
| Set Up Date:             | _____ Set Up Time: _____ |
| End Date:                | _____ End Time: _____    |

**Need to Know**

- Vendors are not allowed to pick up packages on their own.
- All Packages are allowed **free** storage 48 Hrs. upon arrival and departure.
- Use the Exhibitor Package Label on all packages being sent to the Hotel.
- Full payment is due 10 business days prior to group event. Purchase orders are not accepted.
- Must Schedule pick up or will be subject to Hotel fees.
- Exhibitor Responsible for scheduling Shipping directly with outside vendor or may use Hotel Shipping Services.
- Any Packages left on site after 48hrs. will incur applicable storage fees, before shipping, Hotel will collect payment for any accrued fees.

**Package Storage Fees**

| Type                | Cost                               | QTY | Days | Total |
|---------------------|------------------------------------|-----|------|-------|
| 1-10 pounds         | \$5 per package                    |     |      |       |
| 11-20 pounds        | \$8 per package                    |     |      |       |
| 21-50 pounds        | \$12 per package                   |     |      |       |
| 51-100 pounds       | \$15 per package                   |     |      |       |
| 100+ pounds         | \$20 per package                   |     |      |       |
| <b>Pallets</b>      |                                    |     |      |       |
| Inbound Storage     | \$55 per pallet *First Day         |     |      |       |
| Outbound Storage    | \$45 per pallet *First Day         |     |      |       |
| Extended Storage    | \$75 per pallet *Second day onward |     |      |       |
| <b>Drayage Fees</b> |                                    |     |      |       |
| Under 10 lbs.       | \$5 per package                    |     | N/A  |       |
| Between 10-60 lbs.  | \$15 per package                   |     | N/A  |       |
| Over 60 lbs.        | \$35 per package                   |     | N/A  |       |

|  |                                      |  |
|--|--------------------------------------|--|
| <b>Payment</b> <i>(Credit card questions? Call 512-805-5309)</i><br><input type="radio"/> Credit Card <input type="radio"/> Check<br>Card Holders Name:<br>Account Number:<br>Expiration Date:<br>Card Type:<br>Verification Code:<br>Signature: | Subtotal                             |  |
|  | 25% Service Charge                   |  |
|  | 8.25% Sales Tax                      |  |
|  | Subtotal + 25% + 8.25% = Grand Total |  |
|  | <b>GRAND TOTAL</b>                   |  |
|  |                                      |  |
|  |                                      |  |

# Exhibitor Outbound Shipping Form

(all forms must be submitted electronically through Sertifi reach out to our AV for further instructions)

|                            |  |
|----------------------------|--|
| <b>Company Information</b> | <b>Exhibitor Room Information</b>  |
| Exhibitor Company Name:    | <b>Program:</b><br><br><b>Ship To:</b>   |
| On-Sight Exhibitor Name:   |  |
| Billing Address:           |  |
| E-Mail Address:            | <h2 style="margin: 0;">Need to Know</h2> <ul style="list-style-type: none"> <li>Contact Shipping-Receiving Department for shipping quote</li> <li>This Form must be completed, signed and payment received before shipment is scheduled.</li> <li>All shipments require signature upon delivery to destination.</li> </ul> |
| Telephone Number:          |  |

| Shipping Quote. | Description of outbound package | Total |
|-----------------|---------------------------------|-------|
|                 |                                 |       |
|                 |                                 |       |
|                 |                                 |       |
|                 |                                 |       |
|                 |                                 |       |

**Pallets**

|  | Description of outbound package |  |
|--|---------------------------------|--|
|  |                                 |  |
|  |                                 |  |
|  |                                 |  |
|  |                                 |  |
|  |                                 |  |
|  |                                 |  |
|  |                                 |  |
|  |                                 |  |

|  |                                      |       |
|--|--------------------------------------|-------|
| <b>Payment</b> <i>(Credit card questions? Call 512-805-5309)</i> | <b>Scheduling Fee</b>                | 14.00 |
| <input type="radio"/> Credit Card <input type="radio"/> Check    | <b>Subtotal</b>                      |       |
| Card Holders Name:   | <b>25% Service Charge</b>            |       |
| Account Number:  | <b>8.25% Sales Tax</b>               |       |
| Expiration Date:   | Subtotal + 25% + 8.25% = Grand Total |       |
| Card Type:   | <b>GRAND TOTAL</b>                   |       |
| Verification Code:   |                                      |       |
| Signature:   |                                      |       |



EMBASSY SUITES®

## EXHIBITOR PACKAGE

To: Embassy Suites – San Marcos  
1001 E. McCarty Lane  
San Marcos, TX 78666

Group: \_\_\_\_\_

On-Site Exhibitor Name: \_\_\_\_\_

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

Booth #: \_\_\_\_\_

Date of Arrival: \_\_\_\_\_

**Box \_\_\_\_\_ of \_\_\_\_\_ PCS**





**EMBASSY SUITES®**

## **EXHIBITOR PACKAGE**

To: Embassy Suites – San Marcos  
1001 E. McCarty Lane  
San Marcos, TX 78666

Group: \_\_\_\_\_

On-Site Exhibitor Name: \_\_\_\_\_

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

Booth #: \_\_\_\_\_

Date of Arrival: \_\_\_\_\_

**Box \_\_\_\_\_ of \_\_\_\_\_ PCS**

## Exhibitor Services Order Form

(all forms must be submitted electronically through Sertifi reach out to our AV for further instructions)

|                             |  |
|-----------------------------|--|
| <b>Company Information:</b> | <b>Exhibitor Information</b> <i>(Please Complete the requested)</i>  |
| Exhibitor Company Name      | Event _____  |
| On-site Contact Name        | Booth # _____ Set Up Date _____  |
| Billing Address             | <b>Payment</b> <i>(Credit card questions? Call 512-805-5309)</i>   |
| City, State, Zip            | <input type="radio"/> Credit Card <input type="radio"/> Check <input type="radio"/> Master Account <input type="radio"/> Guest Room #  |
| Telephone Number            | Card Holder's Name: _____  |
| Fax Number                  | Account Number: _____  |
| Email Address               | Expiration Date: _____   |
|                             | Card Type: _____   |
|                             | Verification Code: _____   |
|                             | Signature: _____   |
|                             | <b>Payment Terms Conditions</b>  |
|                             | <ul style="list-style-type: none"> <li>Payment Total is due 10 business days prior to group event. Any additions or variances will be billed within 24 hours after close of the event.</li> <li>Purchase orders are not accepted.</li> <li>Cancellations less than 24 hours prior to exhibit load-in is charged 100% of one day's rate.</li> <li><b>Must Fax The Forms To 512-805-5310</b></li> <li>Exhibitor agrees pay for damages or equipment lost while in exhibitor's care or control.</li> <li><b>A 25% Service Charge will be applied to all AV services rendered for each day's use.</b></li> <li><b>Discount Price available 14 days prior to event, Standard Price available 13 to 4 days prior to event, Floor Price available 3 days prior to event and on-site.</b></li> </ul> |

| ELECTRICITY    | Discount Price | Standard Price | Floor Price | Quantity x | # Days x | = Amount |
|----------------|----------------|----------------|-------------|------------|----------|----------|
| Basic Power*   | \$20           | \$30           | \$45        |            |          |          |
| 20 AMP Power** | \$55           | \$75           | \$95        |            |          |          |

| HIGH SPEED INTERNET         | Discount Price | Standard Price | Floor Price | Quantity x | # Days x | = Amount |
|-----------------------------|----------------|----------------|-------------|------------|----------|----------|
| Wi-Fi Connections (2 Users) | \$10           | \$15           | \$20        |            |          |          |

| Audio Visual  | Discount Price | Standard Price | Floor Price | Quantity x | # Days x | = Amount |
|---|----------------|----------------|-------------|------------|----------|----------|
| 43" Monitor   | \$100          | \$125          | \$200       |            |          |          |
| Laptop Computer                                       | \$225          | \$275          | \$350       |            |          |          |
| HDMI Cable  | \$15           | \$25           | \$35        |            |          |          |
| 25' VGA Cable   | \$15           | \$25           | \$35        |            |          |          |
| 6' MIL Protective Plastic<br>8x10/10x10 Exhibit booth | \$45           | \$65           | \$75        |            |          |          |
| Flip Chart  | \$25           | \$45           | \$65        |            |          |          |
| Up lights   | \$30           | \$60           | \$80        |            |          |          |
| Self-Powered Speaker                                  | \$60           | \$80           | \$100       |            |          |          |
| 4 Channel Mixer                                       | \$50           | \$50           | \$70        |            |          |          |
| Wired Microphone                                      | \$75           | \$95           | \$125       |            |          |          |
| Wireless Microphone                                   | \$65           | \$85           | \$115       |            |          |          |
| Computer Sound Package                                | \$180          | \$225          | \$275       |            |          |          |
| Computer Speakers                                     | \$15           | \$25           | \$55        |            |          |          |

| Accessories               | Discount Price | Standard Price | Floor Price | Quantity x | # Days x | = Amount |
|---------------------------|----------------|----------------|-------------|------------|----------|----------|
| Labor- Half Hour Min.     | \$45           | \$55           | \$60        |            |          |          |
| Cocktail Table or AV Cart | \$25           | \$35           | \$55        |            |          |          |
| 6' or 8' Table            | \$70           | \$75           | \$85        |            |          |          |
| Ice per 10 lbs.           | \$10           | \$15           | \$20        |            |          |          |
| Hot Water per gallon      | \$10           | \$15           | \$20        |            |          |          |
| Vehicle Load in           | \$150-\$250    | \$250-\$300    | \$350       |            |          |          |

|                       |                 |  |
|-----------------------|-----------------|--|
|                       | <b>Subtotal</b> |  |
| <b>Service Charge</b> | <b>25%</b>      |  |
| <b>Sales Tax</b>      | <b>8.25%</b>    |  |

\*Includes electricity, power cord & labor

\*\*Includes dedicated 20 AMP circuit, power cord & labor



Grand Total = Subtotal + 25% + 8.25%

|             |  |
|-------------|--|
| Grand Total |  |
|-------------|--|