

Anaheim 
Home & Garden Show
Anaheim Convention Center

Anaheim
Home & Garden
Exhibitor Manual

September 13-15, 2019

Anaheim Convention Center
800 W Katella Ave
Anaheim, CA 92802



Return to: Raphael's Convention Services
Jamie Lally | Jamie@Raphaels.com
P: 858-689-7368 x104 | M: 619-247-5315 | F: 858-689-8040

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SHOW INFORMATION

RAPHAEL'S CONVENTION SERVICES INFORMATION

Contact Information: Jamie Lally Email | Jamie@Raphaels.com
Phone | 858-689-7368 Fax | 858-689-8040

SHIPPING INFORMATION

Warehouse Location: Warehouse Hours: **RCS accepts no responsibility for items shipped directly to/from venue*
8606 Miramar Road Monday – Friday
San Diego, CA 92126 9:00 AM – 4:00 PM

BOOTH INFORMATION

Included with Booth: Pipe & drape only
Backwall/Sidewall Draping: Black / Black
Venue: Hall is not carpeted. Please see furniture order form if additional floor covering is needed.



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SHOW INFORMATION

IMPORTANT DATES

9/6/2019	Discount pricing deadline for furniture orders Last day for delivery of advance shipments to RCS warehouse
9/11/2019	Exhibitor Move-In: 1:00 PM – 6:00 PM Forklift Service: 1:00 PM – 6:00 PM RCS On-site furniture rentals: 1:00 PM – 6:00 PM
9/12/2019	Exhibitor Move-In: 8:00 AM – 8:00 PM Forklift Service: 8:00 AM – 8:00 PM RCS On-site furniture rentals: 8:30 AM – 5:00 PM
9/13/2019	Exhibitor Move-In: 8:00 AM – 11:00 AM RCS On-site furniture rentals: 8:00 AM – 12:00 PM Show Open: 12:00 PM – 7:00 PM
9/14/2019	Show Open: 10:00 AM – 7:00 PM
9/15/2019	Show Open: 10:00 AM – 5:00 PM Exhibitor Move-Out: 5:00 PM – 9:00 PM
9/16/2019	Exhibitor Move-Out: 8:00 AM – 12:00 PM
9/17/2019	First day for pick-up of shipments from RCS warehouse



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MATERIAL HANDLING INFORMATION

MATERIAL HANDLING – WHAT IS IT?

Material handling charges apply when RCS' assistance is required in moving your materials to / from your location or the venue loading dock to / from your booth. This charge is separate from the actual shipping costs, which remain between the exhibitor and their freight carrier. We accept shipments to our advance warehouse up to 2 weeks prior to the event and will store them for up to 2 weeks after the event. Shipments sent directly to / from the venue will be also be accepted / released by RCS, with transportation to / from your booth being included in the material handling charges. Please note, however, that RCS is not a shipper and does not make the shipping arrangements for exhibitors.

Material handling charges also apply when RCS removes, stores, and returns empty crates/cartons received by RCS. RCS will pick up your empty crates/cartons at your booth before the show opens and return the drayage after the show ends.

HOW TO FACILITATE THE DELIVERY / RETURN SHIPMENT OF MATERIALS

Shipping to RCS Advance Warehouse

1. Materials will be accepted up to 2 weeks prior to the show and delivered by RCS directly to your booth.
2. Complete both the Material Handling Order Form & the Credit Card Form , fax / email to RCS.
3. Ensure your materials are properly labeled with show name, company name & booth number. Please see attached labels on last page.
4. *Shipments received without a completed material handling order and credit card payment form will not be delivered until payment is received.*

Return Shipping from RCS Advance Warehouse

1. See show information page in this exhibitor packet for acceptable dates / times for scheduling the pick-up of materials from our Warehouse.
2. Ensure your shipment is properly labeled with destination name and address.
3. Attain a completed Bill of Lading or appropriate pre-paid shipping label (UPS / FedEx) from your freight carrier. Attach 1 copy to your shipment and provide 1 copy to RCS. RCS will have blank Bills of Lading available on-site if needed. We are not responsible for unlabeled materials or materials left without a Bill of Lading.
4. RCS will pick up your shipment from the booth and transport to our warehouse. *If there is any equipment left on the show floor once clean up has been completed, it will be brought to the RCS warehouse and it will not be released until we receive credit card payment.*
5. Call your freight carrier and schedule the pick-up. RCS does not make these arrangements.
6. Ensure that your carrier knows whose items they are picking up (your company name) when they arrive at RCS' warehouse. Materials will not be released to a carrier without this information.

Shipping to/from Venue

1. RCS is not responsible for any equipment shipped directly to the venue. We cannot guarantee that it will make it to your booth for the event day.
2. Materials that require RCS to transport them to /from your booth will result in material handling charges.

RCS IS NOT RESPONSIBLE FOR :
SHIPMENTS DIRECTLY TO THE VENUE
ANY ITEMS LEFT UNATTENDED ON THE SHOW FLOOR



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MATERIAL HANDLING ORDER FORM

Company Name	Email	Booth #		
Address	City	State	Zip	Country
Phone	Fax			
Contact	Cell			

* Material handling charges also apply to shipments sent direct to venue, and any empty crates/cartons received by RCS for storage. Items received by RCS without a completed material handling order and credit card payment form will be held until payment is received.

* Exhibitors are responsible for all freight charges.

*** Please note that there is a 200 lb. Minimum charge for material handling.**

PLEASE ESTIMATE THE NUMBER OF PIECES YOU ARE SHIPPING AND THE APPROXIMATE WEIGHT OF THE SHIPMENT. EXACT WEIGHT WILL BE CALCULATED BY YOUR CARRIER AND ORDER SHALL BE REVISED ACCORDINGLY WHERE NECESSARY.

QTY	DESCRIPTION	WEIGHT

*For ONE WAY handling, please indicate which way
RCS can expect to handle your materials*

INBOUND OUTBOUND

Total Weight	
ONE WAY Rate (per lb)	\$0.75
TWO WAY Rate (per lb)	\$1.50
Total Price	\$



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FURNITURE ORDER FORM

Company					Email					Booth #	
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ITEM	DISC. PRICE	SHOW PRICE	QTY	TOTAL	ITEM	DISC. PRICE	SHOW PRICE	QTY	TOTAL
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CHAIRS

Plastic Folding Chair	\$8.00	\$14.00		
Blue Ballroom Chair	\$20.00	\$28.00		
Wood Barstool	\$20.00	\$28.00		
Black/Chrome Barstool	\$36.00	\$45.00		
White Bella Barstool	\$36.00	\$45.00		
Acrylic Adjustable Barstool	\$42.00	\$50.00		

MISCELLANEOUS

Table Skirt	\$20.00	\$27.00		
Velon Table Cover	\$4.50	\$8.00		
Aluminum Easel	\$20.00	\$26.00		
Wastebasket	\$8.00	\$14.00		
Leg Extenders (4)	\$9.50	\$14.00		

CARPET

10x10 Carpet	\$110.00	\$128.00		
10x20 Carpet	\$220.00	\$256.00		
10x30 Carpet	\$330.00	\$384.00		

SPECIFY CARPET COLOR

Black Red Blue Gray

ASTROTURF

10x10 AstroTurf	\$65.00	\$75.00		
10x20 AstroTurf	\$130.00	\$150.00		
10x30 AstroTurf	\$195.00	\$225.00		

SPECIFY TURF COLOR

Black Red Blue Green Blue/Black

PADDING

10x10 Carpet Padding	\$105.00	\$150.00		
10x20 Carpet Padding	\$210.00	\$300.00		
10x30 Carpet Padding	\$315.00	\$450.00		

RECTANGULAR TABLES (LxWxH)

*Includes cover and skirt

4' x 30" x 30" Table	\$51.00	\$60.00		
6' x 30" x 30" Table	\$63.00	\$70.00		
8' x 30" x 30" Table	\$69.00	\$77.00		
4' x 30" x 40" Table	\$63.00	\$72.00		
6' x 30" x 40" Table	\$74.00	\$83.00		
8' x 30" x 40" Table	\$79.00	\$89.00		
6 x 18" x 30" Table	\$69.00	\$78.00		
8 x 18" x 30" Table	\$74.00	\$83.00		

SPECIFY SKIRT COLOR

White Black Red Blue Teal No Skirt

* Tables are available without skirt & cover at half price listed

* If no skirt color is chosen, table will be provided with a white skirt.

* Any swaps as a result will be at a 100% cancellation fee

ROUND TABLES

*Marble round table tops

*No skirt included

24" Round	\$43.00	\$54.00		
36" Round	\$45.00	\$55.00		
24" Belly Bar (40" high)	\$49.00	\$59.00		
36" Belly Bar (40" high)	\$51.00	\$60.00		

TABLECLOTH

*Polyester

Please state color: _____

90" Round	\$35.00	\$40.00		
120" Round	\$40.00	\$45.00		
130" Round	\$55.00	\$59.00		
60 x 120 Banquet	\$35.00	\$40.00		
90 x 132 Banquet	\$41.00	\$46.00		
90 x 156 Banquet	\$42.00	\$47.00		

TOTAL	
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Customer is responsible for rental items from the time they are delivered until they are picked up by RCS

Discount Price is valid until one week prior to show date



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CREDIT CARD PAYMENT

COMPANY INFORMATION

Company Name		Email			
Address	City	State	Zip	Country	
Phone		Cell			
Contact Name		Contract #			

PAYMENT POLICY

Payment for Services – RCS requires payment in full at the time services are ordered. RCS accepts MasterCard, Visa, Amex, and Discover.

Discount Prices – To qualify for discount pricing, orders must be received with payment on or before the discount price deadline.

Adjustments and Cancellations – Cancellation of any order once delivered or rendered will result in a 100% cancellation fee. Additions to existing orders will be charged at the time the order is placed.. If the total listed differs from the calculated total, adjustments will be made to card on file.

If you have any questions about our payment policy, please contact us at 800-564- 7755.

CREDIT CARD INFORMATION

Credit Card Number

Expiration Date

CVV

Cardholder's Name		Phone	
Address			
City		State	Zip

x

Authorized Signature (Cardholder)

Date

x

Please Print Name

Total



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TERMS & CONDITIONS

I. Definitions

RCS: Raphael's Convention Services dba RCS their employees
Agents: RCS agents, subcontractors, carriers and the agents of each
Customer: Exhibitor or other party requesting services from RCS
Carrier: Motor carrier, van line, air carrier or air or surface carrier / freight forwarder
Shipper: Party who tenders goods to carrier for transportation
Goods: Exhibits, property and commodities of any type for which RCS is requested to perform services
Cold Storage: Holding of goods in a climate controlled area
Accessible Storage: Holding of goods in an area from which goods may be removed during shows
Services: Warehouse, transportation, drayage, supervised or unsupervised labor and/or related services
Show Site: The venue or place at which an exposition or event takes place
Supervised Labor: Union labor that is provided to a customer to install or dismantle a booth or exhibit space and is supervised and/or directed by RCS
Unsupervised Labor: Union labor that is provided to a customer to install or dismantle a booth or exhibit space and per customer's election is not supervised or directed by RCS. Customer assumes responsibility for the work of union labor when customer elects to use unsupervised labor

II. Scope

These terms and conditions shall be binding upon customer, RCS and their respective agents and representatives, including but not limited to customer contracted labor such as customer appointed contractors and Installation and Dismantle companies and any other party with an interest in the goods. Each shall have the benefit of and be bound by all provisions stated herein including but not limited to time limits and limitations of liability
By acceptance of services from RCS or agents, customer and any other party with an interest in the goods agree to these terms and conditions.

III. Customer Obligations

Payment for Services: Customer shall be liable for all unpaid charges for services performed by RCS or agents. Customer authorizes RCS to charge its credit card directly for services rendered on its behalf after departure, by placing an order online, via fax or phone or through work order on-site
Credit Terms: All charges are due before services are performed unless other arrangements have been made in advance. RCS has the right to require prepayment or guarantee of the charges at the time of requesting services. A failure to pay timely will result in customer having to pay in cash in advance for future services. If a credit card is provided to RCS, RCS is authorized to bill to such credit card any unpaid charges for services provided to customer, including charges for return shipping. Any charges not paid within 30 days of delivery will be subject to interest at 1.5% per month until paid.

IV. Mutual Obligations

Indemnification

Customer to RCS: Except to the extent of RCS' own negligence and/or willful misconduct, customer shall defend, hold harmless and indemnify RCS from and against any claims, lawsuits, demands, liability and costs or expenses, including reasonable attorney fees and court costs resulting from an injury to or death of persons or damage to property relating to or arising from performance under this agreement. Customer agrees to indemnify and hold RCS harmless for any and all acts of its representatives and agents, including but not limited to customer appointed contractors and installation and dismantle companies, any subtenant or other user of its space or any agents or employees engaged in business on its behalf of customer or present at customers' invitation. →

RCS to Customer: To the extent of RCS' own negligence and/or willful misconduct, and subject to the limitations of liability below, RCS shall defend, hold harmless and indemnify customer from and against any claims, lawsuits, demands, liability, costs and expenses, including reasonable attorney fees and court costs resulting from any injury to or death of persons or damage to property other than goods. RCS assumes no liability for bodily injury resulting from customer's presence in areas which have been marked as off limits to exhibitors and during hours and days when exhibitors are present in the facility, prior to the start of and after the conclusion of their space lease with show management.

V. No Liability for Consequential Damages.

Under no circumstances will any party be liable for special, incidental, consequential or punitive damages, including but not limited to loss of profits or income

VI. RCS Liability for Loss or Damage to Goods

Negligence Standard: RCS shall be liable, subject to limitations contained herein, for loss or damage to goods only if such loss or damage is caused by the direct negligence or willful misconduct of RCS.

Condition of Goods: RCS shall not be liable for damage, loss or delay to uncrated freight, freight improperly packed, glass breakage or concealed damage. RCS shall not be liable for ordinary wear and tear in handling of goods or for damage to shrink wrapped goods. All goods should be able to withstand handling by heavy equipment, including but not limited to forklifts, cranes or dollies. It's the customer's responsibility to ensure that goods are packaged correctly prior to shipment or movement on or off the show floor.

Receipt of Goods: RCS shall not be liable for goods received without receipts, freight bills or specified unit counts on receipt or freight bills. Such goods shall be delivered to booth without guarantee of piece count or condition.

Force Majeure: RCS shall not be liable for loss or damage that results from acts of God, weather conditions, act or default by customer, shipper or the owner of goods, inherent nature of the goods, public enemy, public authority, labor disputes and acts of terrorism or war.

Cold Storage: goods requiring cold storage are stored at customer's own risk. RCS assumes no liability or responsibility for cold storage

Accessible Storage: RCS assumes no liability for loss or damage to goods while in accessible storage. Storage charges are for the use of space and are not a form of insurance or a guarantee of security

Unattended Goods: RCS assumes no liability for loss or damage to unattended goods received at show site at any time from the point of receipt of inbound goods until the loading of the outbound goods, including the entire term of the respective show or exhibition. Customer is responsible for insuring its own goods for any and all risk of loss

Labor: RCS assumes no liability for loss, damage or bodily injury arising out of customer's supervision of RCS provided union labor. If RCS supervises labor for a fee, RCS shall be liable only for actions or claims arising out of its negligent supervision. If customer elects to use unsupervised labor, then customer assumes all liability for the actions or claims that arise out of such work and shall provide RCS and show management with an indemnity, including defense costs, for any claim that results from customer supervision or failure to supervise assigned labor.

Empty Storage: RCS assumes no liability for loss or damage to goods or crates or the contents therein while containers are in storage. It is customer's sole responsibility to affix appropriate labels available at the RCS service desk for empty container storage. Damage that is the direct result of RCS' negligence shall be subject to the limitations of liability set forth on this document.

Continued on next page...



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Forced Freight: RCS shall not be liable for goods not picked up by customer's chosen carrier by the show deadline. It is customer's responsibility to complete accurate paperwork for shipping and insure its goods are appropriately labeled. Customer acknowledges that it is a lessee of space and as such has an obligation to remove its goods on or before the targeted time. If goods remain on the floor after this point, RCS has the right to remove them in order to restore the premises to its original condition for show management pursuant to the venue's lease with show management. In such cases RCS is authorized to proceed in the manner chosen by customer on the order for material handling services / straight bill of lading. Failure to select one of the provided options will result in re-routing at RCS' discretion and at customer's expense assuming the goods are labeled for return. RCS retains the right to dispose of goods left on the show floor without liability if left unattended or without labels.

Concealed Damage: RCS shall not be liable for concealed loss or damage, uncrated goods or improperly packaged or labeled goods.

Unattended Booth: RCS shall not be liable for any loss or damage occurring while goods are unattended in customers booth at any time, including but not limited to the time the goods are delivered to the dock until the time the goods are received by customers chosen carrier. All material handling forms and or straight bills of lading covering outgoing goods submitted to RCS will be checked at the time of pickup from the booth and corrections to the count or condition will be documented where discrepancies exist.

No Insurance: RCS is not an insurance company and does not offer or provide insurance. It is the obligation of the customer to ensure goods are insured at all times. Loss or theft of the goods in storage or in transit to and from the show and or while on the show floor is the sole responsibility of the customer, unless it is shown that RCS performed in a manner that constitutes gross negligence in the performance of its services for the customer.

Notice of Loss or Damage: In order to have a valid claim, notice of loss or damage to goods must be given to RCS or its agent within 24 hours of occurrence or delivery of goods, whichever is later.

Filing of Claim: Any claim for loss or damage to goods must be in writing, containing facts sufficient to identify the goods, asserting liability for alleged loss or damage and making claim for the payment of a specified or determinable amount of money. Such claim must be filed with the appropriate

party within the time limits specified below. Damage reports, incident reports, inspection reports, notations of shortage or damage on freight bills or other documents do not constitute filing of a claim. Claims for goods alleged to be

lost, stolen or damaged at the show site must be received in writing by RCS within 60 days after the close of the show. Claims for goods alleged to be lost or damaged during transit must be received by the responsible party within 9 months of date of delivery of goods. RCS subcontracts the movement of goods to third party carriers. Claims for damage in transit should be made directly with the customer's carrier as shown on the material handling form or bill of lading. In the event of a dispute with RCS, customer will not withhold payment or any amount due RCS for services as on offset against the amount of the alleged loss or damage. Customer agrees to pay RCS prior to the close of show for all such charge and further agrees that any claim customer may have against RCS shall be pursued independently by customer as a separate action to be resolved on its own merits. RCS retains the right to pursue collection on amounts owed after show close without regard to any amount alleged to be owed for damage or loss.

Filing of Suit: Any action at law regarding loss or damage to goods must be filed within two years of the date of declination of any part of a claim. →

VII. Jurisdiction / Choice of Forum

This agreement shall be governed by and construed in accordance with the applicable laws of the United States or, alternatively, and depending on jurisdiction, the laws of the State of California. The parties hereby submit to jurisdiction and venue in the United States Federal District Court of California.

VIII. Advanced Warehousing / Temporary Storage / Long Term Storage

All terms and conditions relative to advanced warehousing / temporary storage / long term storage are contained in the separate agreement, entitled "Storage Agreement". In the event that a storage agreement is not executed between the parties, the following shall apply with respect to RCS' liability for customer's goods.

The responsibility of RCS with respect to exhibit material is limited to the exercise of ordinary care and diligence in handling and storing of customer's goods. RCS shall be liable only for loss or damage to goods caused by RCS' sole negligence. RCS' liability is limited to sixty cents per pound of the actual cash value per article. In case of partial loss or damage, the maximum liability shall be prorated based on weight. RCS is not responsible for any loss or damage to goods caused by, but not limited to fire, theft, the elements, vandalism, moisture, vermin, mechanical breakdown or failure, freezing or changes in temperature as well as any other causes beyond RCS' immediate control. RCS is not responsible for the marring, scratching or breakage of glass or other fragile items. RCS is not liable for the mechanical functions of instruments or appliances even if such articles are packed or unpacked by RCS.. In no event shall RCS be liable for special, incidental, indirect or consequential damages, including business loss of any kind, resulting from any damage to or loss of the goods or from any act or failure to act. Customer pays storage fees, if any or costs for advance warehousing for use of the space only. There is no guarantee of security or representations made by RCS as to appropriateness of the conditions for exhibitors' material. The risk of loss remains the customers alone and RCS recommends the customer maintain insurance in amounts sufficient to cover its risk.



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COMPANY:

BOOTH #: _____ of _____ pieces

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