



Exhibitor Service Manual

Travel South USA
Renasant Convention Center
December 3-6, 2023

Travel South
Renasant Convention Center
December 3-6, 2023

We are pleased that Hicks Convention Services has been selected as your Official Service Contractor. Our goal is to assist in making your participation a success.

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BOOTH EQUIPMENT: Each in-line booth will be set with 3' high panels of back drape and 3' high side divider drape, (10) 10 x 10 booths will have 8' back drape

All items provided are on a rental basis. Any damage to Hicks materials will be the responsibility of the exhibitor.

Each 8'x10' inline booth will consist of:

- (1) 6' Black Skirted table
- 5 Folding Chairs - 3 inside of booth 2 outside of booth
- 1 Waste basket w/liner
- 1 Vendor ID Sign

Flooring: Carpeted

Show Color: Black Skirt and Black Top

Provided by Show Management.

INSTALLATION:

Exhibitors may begin set-up:

Monday, December 4, 2023 from 8:00am-5:00pm

SHOW HOURS:

Show Hours:

Tuesday, December 5, 2023 from 8:00am - 5:00pm

Wednesday, December 6, 2023 from 8:00am- 5:00pm

DISMANTLE:

Dismantle of exhibits may begin:

Wednesday, December 6, 2023 at 5:00pm

All exhibit materials must be cleared from the facility by:

Wednesday, December 6, 2023 at 8:00pm

IMPORTANT: Exhibitors may begin teardown immediately after the show closes. Hicks Convention Services will NOT be responsible for any booth contents that become missing or damaged during the move out.

FORCE FREIGHT TIME:

Drivers must be checked in by:

Two hours after the close of show.

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SHIPPING INFORMATION:

**ALL SHIPMENTS ARE
REQUIRED TO HAVE
CERTIFIED WEIGHT
TICKETS.**

WAREHOUSE SHIPMENTS: Hicks Convention Services will accept crated, boxed, or skidded materials beginning **November 17, 2023** to the warehouse address below. Any shipment received after **November 30, 2023** will be charged a 25% late surcharge. Shipments arriving after **November 30, 2023** will be refused.

Warehouse shipping address:

(All information below must be provided on the shipping labels.)

Show: Travel South USA

Company Name _____

Booth #(Optional) _____

Hicks Convention Services

935 Rayner St.

Memphis, TN 38114

The warehouse will receive shipments Monday through Friday during the hours of 8:00 am – 4:00 pm.

SHOW SITE SHIPMENTS:

Hicks Conventions Services will accept show site shipments on **December 4, 2023** at the address below. **DO NOT ship your materials to arrive prior to these date(s).** All shipments must be consigned c/o Hicks Convention Services to enable us to accept them for handling. The facility will not accept direct shipments consigned to them, as they have no means for receiving or storing freight. **If exhibit material is shipped to the facility, the facility may turn it over to Hicks Convention Services for distribution to your booth. This will result in charges from Hicks Convention Services and the facility.**

Show site Shipping address:

(All information below must be provided on the shipping labels.)

Show: Travel South USA

Exhibiting Company Name _____

Booth # _____

C/O Hicks Convention Services

Renasant Convention Center

255 N. Main St.

Memphis, TN 38103

Note: Shipping to show site might cause a delay in getting your freight to your booth. It is based on the time the driver arrives and the number of deliveries ahead of them. It is advised that you send your shipments in advance to the warehouse to receive them in a timely matter at the show.

ELECTRICAL:

Electrical service may be ordered through the facility.

TELEPHONE:

Telephone service may be ordered through the facility.

CUSTOMER SERVICE:

Please call Hicks Convention Services at (901) 272-1171 or
You may also Email: rhonda@hicksconventions.com



COGIC
 115th Holy Convocation
 Renasant Convention Center
 November 7-12, 2023

Discount Price Deadline: October 31, 2023

Return Via Email: rhonda@hicksconventions.com

PAYMENT POLICY FORM

Payment Policy -100% including applicable tax is due at show site.

Full payment must be included with all advance orders to obtain discount prices. Purchase Orders are not considered advance payment. Payment may be made by company check or credit card authorization.

Any additional costs incurred for orders or services placed at show site are due and payable upon presentation of the invoice. All adjustments must be made at show site.

ABSOLUTELY NO CREDITS WILL BE ISSUED AFTER SHOW CLOSING.

All accounts must be settled at the Hicks Convention Services Desk prior to show closing. Your show site representative must be made aware of this policy and have means of payment, unless credit card authorization is provided.

In the event that you have arranged for an agent to handle your display, your agent will be required to adhere to this policy as we will not bill a third party. If this policy is not adhered to, the exhibitor shall then be liable for payment.

INTERNATIONAL EXHIBITORS: We require 100% pre-payment of advance orders. Payment must be rendered by cash, company check payable in U.S. dollars drawn on a U.S. account, American Express, MasterCard or Visa Credit Cards.

Exhibitors will be assessed a \$25.00 service charge for any returned check(s).

A finance charge of 1 1/2% per month (18% per annum) will be added to any outstanding invoices.

► PLEASE PRINT CLEARLY OR TYPE. This form must be signed and accompany your order.

Company Name:		
Street Address:		
City:	State:	Zip:
Authorized Person (please print):		Title:
Signature:	Phone:	Fax:



Travel South USA
 Renasant Convention Center
 December 3-6, 2023

Discount Price Deadline: November 30, 2023

Return Via Email: rhonda@hicksconventions.com

EXHIBIT SHIPPING INFORMATION & DRAYAGE RATE SCHEDULE
Ship Prepaid Only -Collect Shipments will be Refused
 ANY ADVANCE SHIPMENTS RECEIVED AFTER November 30, 2023 WILL BE REFUSED AND SHOULD BE REROUTED FOR DELIVERY TO THE SHOW SITE.
 Loose and Uncrated Materials will be Received at Show Site Only
 All Charges are Based on In-Bound Weights Only

ADVANCE SHIPMENT Rates Include:

- Unloading crated material
- Storing at Hicks warehouse for up to 30 days
- Reloading onto trucks and delivery to exhibit site
- Unloading materials and delivery to your booth
- Removing of empty shipping containers from your booth, storing and returning at close of show
- Reloading materials onto outbound transportation

Advantage:

- 30 Day window for receipt of materials
- Materials in your booth prior to your arrival
- Ability to trace freight in advance of exhibition
- Advance notification in the event of visible damage to materials.

SHOW SITE SHIPMENT Rates Include:

- Unloading materials when received and delivery to your booth
- Removal of empty shipping containers from your booth, storing and returning at close of show
- Reloading materials onto outbound transportation

Important Factors:

- Materials must be received only on designated date(s)
- Limited control of delivery time schedule
- Unloading will occur on a "first come, first serve" basis as offloading area(s) become available
- Tracing capabilities diminish
- Limited time for repair/replacement in the event of damage

Exhibitors should label and consign shipments as follows:
 Your company name: _____
 Your booth#: _____
Show: Travel South USA
Hick Convention Services
935 Rayner St.
Memphis, TN 38114

Warehouse: \$90.00 per CWT
 with a 200 lb. minimum (CWT=100 lbs.)
 Charges for these services will be based on the inbound weight per shipment and will be rounded up to the nearest hundred weight.

Exhibitors should label and consign shipments as follows:
 Your company name: _____
 Your booth#: _____
Show: Travel South USA
C/O: Hicks Convention Services
Renasant Convention Center
255 N. Main St.
Memphis, TN 38103

Show Site: \$75.00 per CWT
 with a 200 lb. minimum (CWT=100 lbs.)
 Charges for these services will be based on the inbound weight per shipment and will be rounded up to the nearest hundred weight

_____ lbs. x \$90.00 per CWT = \$ _____ _____ lbs. x \$75.00 per CWT = \$ _____

Due to insurance & liability reasons, the use of forklifts, dollies, hand trucks and moving equipment is strictly prohibited and will require the use of Hicks Labor. Please contact your Hicks Representative at 800-798-0262. **SCHEDULE OF RATES: ALL WAREHOUSE SHIPMENTS RECEIVED AFTER November 30, 2023 WILL BE SUBJECT TO A 25% LATE HANDLING CHARGE.**

SURCHARGES: Fed-Ex, UPS, DHL, loose, uncrated, or improperly packaged materials, or those delivered by a carrier not providing supporting paperwork will be assessed a 25% special handling fee. A surcharge will be assessed for special trips, handling of shipments arriving at the warehouse after initial installation date, or for shipments arriving at Show Site after scheduled set-up times.
 Hicks Convention Services will not be responsible for damage to uncrated and/or un-skidded exhibit material, nor will we be responsible for concealed damage to material.

SHIPPING INSTRUCTIONS AT CLOSE OF SHOW			
Consign To:			
Street Address:			
City		State	
Zip			
Carrier:	Motor Freight	Air	Van Line
If Prepaid, Bill To:			
City, State and Zip:			

ALL SHIPMENTS MUST ARRIVE PREPAID

- 1) Shipments must be consigned to Hicks Convention Services, as the hotel and convention site do not have the facilities to receive such shipments and may refuse them.
- 2) Hicks Convention Services will not be responsible for piece count or condition of shipments that are delivered without supporting bill of lading or delivery slip (i.e. FedEx, UPS).
- 3) It is understood that Hicks Convention Services and its subcontractors do not automatically insure materials, that insurance, if any, shall be arranged by the Exhibitor and the amounts payable to Hicks for drayage services are based on the value of the material handling services and the scope of Hicks liability as herein set forth. The amounts payable to Hicks are unrelated to the value of the Exhibitors property being handled by Hicks Convention Services or its subcontractor. It is impractical and extremely difficult to fix the value of each shipment handled by Hicks Convention Services or its subcontractors. It is agreed therefore that if Hicks Convention Services or its subcontractors should be found liable for loss or damage to Exhibitors materials, the liability shall be limited to the specific article that was physically lost or damaged. Such liability shall be limited to a sum equal to 30 cents per pound per article, with a maximum liability of \$500 per item, or \$1,000 per shipment, whichever amount shall be less, as agreed upon damages and not as a penalty, and such agreed upon damages shall be the Exhibitors exclusive remedy. Exhibits left on exhibit floor without return instructions will be returned to our warehouse and held for disposition at an additional charge. Hicks Convention Services will not be responsible for condition, count or content until such time as exhibits or materials are picked up for removal after the close of the exhibition.
- 4) Make certain all your material is properly insured against fire, theft and all hazards while in transit to and from your booth and for the duration of the exhibition.
- 5) Exhibitor routings on outbound shipments will be honored when possible. However, we reserve the right to reroute as necessary. All outbound shipments must be tendered with a Bill of Lading. In the event the designated carrier fails to pick up by the specified time, such shipments will be rerouted by Hicks Convention Services. **Specified (freight force) time can be obtained at the Hicks Service Desk or by calling customer service.**
- 6) All shipments requiring special handling for any reason, or due to length, width or height, will be handled on a time and material basis.
- 7) Hicks Convention Services, as the Drayage Contractor, shall have control over all freight docks, doors, elevators and crate storage areas. Any shipment not handled by Hicks Convention Services, but for which Hicks Convention Services is required to handle the storage of the empty shipping containers, a charge will be assessed.
- 8) To avoid confusion, remove all expired shipping labels before shipment.
- 9) Collect shipments will not be accepted unless written authorization is furnished by the shipper to accept the shipment. There will be a 25% surcharge (\$15.00 minimum) based on the amount advanced by Hicks Convention Services.

HICK CONVENTION SERVICES WILL ROUTE ALL SHIPMENTS UNLESS SPECIAL ADVANCE ARRANGEMENTS ARE MADE . . .

INSURANCE

Hicks Convention Services will not be responsible for the count or content of material after it has been placed in the exhibit area, before or during installation time, or at the conclusion of the event, or prior to taking physical count and possession in preparation to moving such materials.

You agree to hold harmless Hicks Convention Services for responsibility for concealed and/or apparent damage to uncrated and/or un-skidded exhibit material.

Company Name	Address
Attention of	City/State
Signature	Title

To assure the orderly processing of your material-handling service requirements it is absolutely essential that this form be READ, COMPLETED and SIGNED by an officer of your organization, and RETURNED PROMPTLY TO:

**Hicks Convention Services
935 Rayner St. Memphis, TN 38114**

EXHIBITOR MATERIALS

From (Shipper): _____

To: _____

(Exhibitor Name)

Show: Travel South
C/O Hicks Convention Services
935 Rayner St.
Memphis, TN 38114

ADVANCE FREIGHT MUST BE DELIVERED BY:
November 30, 2023

Booth # (optional): _____

No. _____ of _____ pieces

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EXHIBITOR MATERIALS

From (Shipper): _____

To: _____

(Exhibitor Name)

Show: Travel South USA
C/O Hicks Convention Services
935 Rayner St.
Memphis, TN 38114

ADVANCE FREIGHT MUST BE DELIVERED BY:
November 30, 2023

Booth # (optional): _____

No. _____ of _____ pieces

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EXHIBITOR MATERIALS

From (Shipper): _____

To: _____

(Exhibitor Name)

Show: Travel South USA
C/O Hicks Convention Services
Renasant Convention Center
255 N. Main St.
Memphis, TN 38103

WE WILL START ACCEPTING SHOW SITE FREIGHT ON:
December 3, 2023

Booth # (optional): _____

No. _____ of _____ pieces

EXHIBITOR MATERIALS

From (Shipper): _____

To: _____

(Exhibitor Name)

Show: Travel South USA
C/O Hicks Convention Services
Renasant Convention Center
255 N. Main St.
Memphis, TN 38103

WE WILL START ACCEPTING SHOW SITE FREIGHT ON:
December 3, 2023

Booth # (optional): _____

No. _____ of _____ pieces