

EXHIBITOR INFORMATION

Disney's Grand Floridian Resort and Spa
July 20-22, 2023

Exhibit Hours: Thursday: July 20- 7 a.m. – 12:45p.m.
Friday: July 21 – 7 a.m. – 12:30 p.m.
Saturday: July 22 – 7 a.m. – 12:30 p.m.

Exhibit Setup: Exhibits may be set up Wednesday, July 19 before 1:00 p.m. or Thursday, July 20 from 6 a.m. – 7 a.m.

Space Assignment: All exhibits will be in Salon 5 and 6 at the Grand Floridian. Breakfast and breaks will also be served in this area. Nemours reserves the right to make changes in exhibit locations and amenities at any time.

Exhibit Description: Included in the cost of each exhibit is a 6' x 30" table with two chairs. Additional tables are available through the conference upon request, based on space availability and for an additional fee. Freestanding displays are permitted if dimensions have been submitted to conference staff in advance of the conference and approved.

Electricity, AV equipment, wired Internet and phones are available for an additional fee through PSAV. Order form and information attached.

Exhibit Breakdown: Exhibits must be broken down and cleared no later than 12:30 p.m. on the last day of your exhibit. Please attach a completed air bill to your boxes to be shipped and **in-house Ricoh staff** will pick up and arrange to send on to their destinations.

Exhibitor Access: Exhibitors are allowed two representatives per booth. Exhibitors will be allowed access into the exhibit area each day 30 minutes before the start of registration. If you would like to send additional representatives to the conference, please contact Ivy Gato-Gomez at Ivy.Gato-Gomez@nemours.org. The exhibitor badge will allow access to the conference, and to breakfast and breaks.

Giveaways: Customary descriptive product literature and other items of a modest nature may be distributed. No giveaway with a value of more than \$25 must be approved by Hot Topics staff. No giveaways of over \$100 will be allowed. No contests, lotteries and/or games of chance allowed.

Food: Any significant food and beverage provided at your exhibit must be ordered through Disney's Grand Floridian Resort and Spa. It is permitted to bring in bite-size candy, for example, from the outside, but it is not permitted to bring in more significant food items. If you would like to order food or beverage for your exhibit space through Disney, there is additional information in the exhibitor prospectus.

Cancellation Policy: This agreement may be cancelled no later than one month prior to the above mentioned event without penalty upon giving written notice to Nemours conference management (Ivy.Gato-Gomez@nemours.org). Cancellation after this date will result in forfeit of the exhibitor's fee.

Shipping:

- Please see the attached **Ricoh** flyer for more information on shipping your exhibit and materials.
- No hotel staff will unload or load any vehicle.
- Items will be accepted a maximum of 4 business days prior to arrival. Items received prior to this will be charged a double rate. Please plan to ship to arrive no earlier than Wednesday, July 19, 2023, if possible.
- You can stop by the **Ricoh Business Center** in the Disney's Grand Floridian Resort and Spa Conference Center to arrange pickup of your packages. Please plan to ship in boxes/cases that are manageable by no more than two people.
- Mailing instructions: **(do not send to the attention of any hotel employee)** Please see shipping label in **Ricoh flyer**.

Disney's Grand Floridian Resort and Spa Audio/Visual Request Form

CUSTOMER INFORMATION				
PLEASE PRINT OR TYPE				
Company:				
Address:				
City:	State:	Zip:		
Phone:	Fax:			
Contact:				
Email:				
Wi-Fi	Complimentary public Internet access throughout Walt Disney World® Resort theme parks and hotels			
AV EQUIPMENT	Qty	Daily Rate	# of Days	Total
(2) Powered Speakers with Mixer		\$399++		\$
Wireless Microphone		\$220++		\$
(1) Powered Speaker with Mixer		\$237++		
Direct Box		\$55++		\$
Flipchart		\$70++		\$
DISPLAY EQUIPMENT	Qty	Daily Rate	# of Days	Total
24" Flat Screen Monitor (floor stand not available)		\$235++		\$
32" Flat Screen Monitor (floor stand not available)		\$280++		\$
46" Flat Screen Monitor		\$575++		\$
55" Flat Screen Monitor		\$790++		\$
Monitor Floor Stand		\$132++		\$
Laptop		\$285++		\$
HDMI Video Cable 25'		\$32++		\$
Wireless Mouse/Slide Advancer		\$65++		\$

DELIVERY INFORMATION	
Convention Name:	
Booth #:	Email:
On-Site Contact/Cell:	
Delivery:	Pick-Up:
Date:	Date:
Time:	Time:

RENTAL POLICY
<ul style="list-style-type: none"> All equipment to be in operating condition upon delivery. If a malfunction is experienced in operation, the problem must be reported immediately. We will replace or repair the equipment. We are not responsible for problems reported after the rental period. Clients are responsible for all items while in their use; this includes damage, loss, theft, or vandalism. Repair or replacement costs will be charged. Cancellation of Equipment: 48 hour notice of cancellation is required for rental equipment or a fee of 50% of the normal one day rental rate will be charged. If equipment is delivered, client will be charged the normal one-day rate. Prices are based on current rates and are subject to change without notice. All equipment is on a daily rate per-room/booth basis.

PAYMENT INSTRUCTIONS	
Please indicate method of payment. This section must be completed before your order can be processed. A credit authorization is requested as a deposit against additional services and/or labor. Payment of any balances may be made by company check upon presentation of statement while at the event. However, a credit card authorization must be on file. Any balances outstanding as of move-out will be charged to your account. You may phone or fax your credit card information, please do not e-mail credit card information.	
Card Type: ___Amer. Express ___Visa ___MasterCard	
Card #	
Exp. Date:	
Card holder name:	
Signature:	
Total Equipment Rental	\$
25% Service Fee	\$
6.5% FL Sales Tax	\$
TOTAL	\$

To place order call (407) 938-0442 or
fax (407) 938-0480

- ++ indicates service charge (currently 25%, which is taxable) and sales tax (currently 6.5%). Pricing, service charge and taxes are subject to change without notice.
- Applicable service charge and sales tax are not included in the pricing notated above.
- Equipment listed does not reflect our total inventory; please call for additional information and pricing.

Disney's Grand Floridian Resort and Spa Electrical Pricing Guide/Order Form

CUSTOMER INFORMATION									
Show Name:						Show Dates:			
Company Name:									
Onsite Contact:						Booth #:			
Address:									
City:				State:			Zip:		
Phone:			Cell:			Fax:			
Email:									
Print Name:						Signature:			
PAYMENT MUST ACCOMPANY ALL ORDERS 10 DAYS PRIOR TO SHOW SET UP FOR ADVANCE PRICE TO APPLY									
For Outdoor Events 20 AMP minimum Required- Electrical Outlets (Approximately 120V A.C. 60 Cycle)									
ELECTRICAL OUTLETS-Approximately 120v A.C. 60 Cycle					EXTENSION CORDS				
120 VOLTS	Qty	Advanced Price	Standard Price	Cost	Electrical Outlets not Included	Qty	Standard Price	Cost	
0-500 WATTS (5AMPS)		\$100++	\$135++	\$	25' Extension Cord		\$22++	\$	
500-1000 WATTS (10AMPS)		\$120++	\$160++	\$	Power Strip (6 Outlets)		\$22++	\$	
1501-2000 WATTS (20AMPS)		\$170++	\$230++	\$					
Labor charge required for island booths, single phase and three phase power. Call for additional pricing.					SUBTOTAL				
SPECIAL INSTRUCTIONS - AISLE # _____					Electrical Costs*				
To Order Send or Fax to : Audio Visual Department, Disney's Grand Floridian P.O. Box 10,000, Lake Buena Vista, FL 32830 (P) (407) 824-3268 (F) (407) 938-0480 Exhibits.Grandfloridian@encoreglobal.com ISLAND BOOTHS - A scaled floor plan must accompany orders showing locations of electrical outlets, connections, and lighting equipment. Aisle # (Rear) _____ Standard Booth _____					25% Service Charge				
					6.5% Florida Sales Tax				
					TOTAL DUE				
					FULL PAYMENT DUE PRIOR TO SHOW OPENING				
All Tax Exempt clients must send a copy of their Tax Exempt Form									

You may phone or fax your credit card information, please do not e-mail credit card information.

All credit cards processed by Encore Global: ☐ MasterCard ☐ Visa ☐ AMEX ☐ Discover

☐ Check- Make all checks payable to Encore Global

Credit Card #: _____ CCID# _____ EXP Date: _____

Card Holder's Name (PRINT) _____ Authorized Signature: _____

***ELECTRICAL SERVICE CONNECTION FEE** required for all island and 208v power drops. Please contact your Disney Representative for a custom quote. See sample pricing below. (approximately 208v A.C. 60 Cycle).

*Connection fee includes minimum labor charge of 1.5 hours for hook up and 1 hour to disconnect		208 VOLTS SINGLE PHASE		Advanced Price	Standard Price
ST M-F 8am-5pm (Except Holidays)	\$105.00+	20 AMPS		\$400++	\$480++
		30 AMPS		\$495++	\$595++
		60 AMPS		\$670++	\$805++
OT M-F 5pm-12am (Sat/Sun/Holidays)	\$157.50+	208 VOLTS THREE PHASE		Advanced Price	Standard Price
		20 AMPS		\$550++	\$660++
		30 AMPS		\$720++	\$865++
DT M-F 12am-8am (Sat/Sun/Holidays)	\$210.00+	208 VOLTS SINGLE PHASE		Advanced Price	Standard Price
		20 AMPS		\$400++	\$480++
		30 AMPS		\$495++	\$595++

- ALL ORDERS MUST BE PAID IN ADVANCE ON U.S. BANKS
- Rental rates quoted cover any portion of a seven (7) day consecutive period.
- + indicates sales tax (currently 6.5%). ++ indicates service charge (currently 25%, which is taxable) and sales tax (currently 6.5%). Pricing, service charge and taxes are subject to change without notice.
- Applicable service charge, electrical service fees and sales tax are not included in the sample pricing.

Disney's Grand Floridian Resort and Spa Booth Diagram

Please mark the grid, using the legend, to designate each location of the outlets ordered. Please designate total square footage (below grid). If power is only ordered for the rear of booth please disregard this form.

Please check Booth Type: ☐ Island ☐ Peninsula ☐ Inline



Neighbor Booth/Aisle # _____

[illegible]

Neighbor Booth/Aisle # _____

Specify the scale used: 1 = _____ square feet | Specify total square footage _____

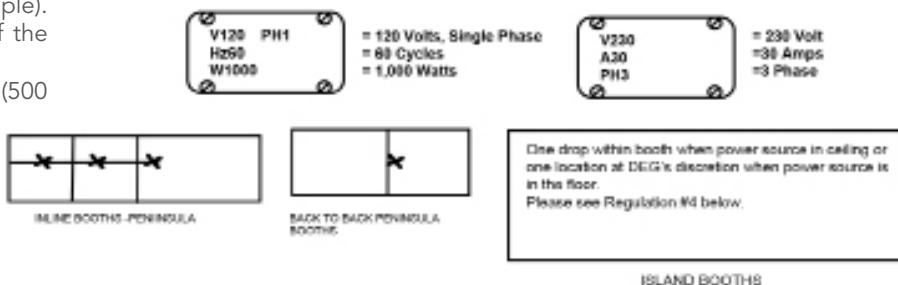
Regulation and General Information

1. Calculate your lighting needs by adding wattage in each location.
2. For other equipment, read the ratings from the metal plate attached to the unit (See Example). If the rating is in watts, order in wattage. If the rating is in amps, order in amperage.
3. Separate locations require separate outlets (500 watt min.).

Where will my outlet be located?

Your outlet will be located as depicted, unless floor plan is received indicating otherwise.

EXAMPLES OF HOW TO READ METAL PLATES ON EQUIPMENT



1. Orders must be received with payment a minimum of ten (10) business days prior to scheduled event set-up for discount rates. Orders received less than ten (10) business days prior to scheduled event set-up or without payment will be charged at the floor order rates.
2. The Disney Event Group (DEG) is not responsible for voltage fluctuations or power failure due to temporary conditions. For your protection, you should install a surge protector on your computer(s). All electrical installations and connections to all electrical service should be made by our electrician. We will not be responsible for any damage or loss of equipment, component, computer hardware, or software and/or damage or injury to any person caused by the installation, connection, or plugging into any electrical outlet by person other than our electrician.
3. A separate outlet must be ordered for each location where electricity is needed.
4. Rates listed for all connections including bringing the service to booth in the most convenient manner for DEG and DOES NOT INCLUDE connecting equipment, materials, special wiring, or labor. Normally, all electrical outlets will be placed on the floor in back of booth. Island booth outlets may be brought to one (1) location at our discretion if no information is provided and this charge is on a time and material basis.
5. A minimum charge of one and one half (1½) hour labor for installation and one (1) hour to dismantle will apply and time will commence upon exhibitor's request. Failure to start labor at requested time will result in a one (1) hour charge per electrician requested, unless 24-hour advance notice is provided in writing.
6. Additional service charges and labor charges may be assessed for installations.
7. All equipment regardless of source of power, must comply with Federal, State, and local codes. DEG reserves the right to inspect all electrical devices and connections to ensure compliance with all codes. DEG is required to refuse connections where the exhibitor wiring is not in accordance with local Electrical Code.
8. Standard wall and other permanent building utility outlets or sockets are not part of booth space and may not be used by exhibitors. A separate outlet must be ordered at regular price for each piece of equipment to be connected.
9. All electrical equipment must be properly tagged and wired with complete information as to the type of current required for operation, voltage, phase, cycle, horsepower, etc.
10. All exhibitor's cords must be minimum of 14/3 with ground. ALL exposed noncurrent carrying metal parts of fixed equipment, which are liable to be energized, shall be grounded.
11. Material and equipment furnished by DEG for this service order is furnished on a rental basis, remains our property, and shall be removed ONLY by DEG. Price also includes all necessary disposable supplies.
12. DEG employees are authorized to cut floor coverings when essential for installation of service otherwise indicated.
13. Claims will not be considered or adjustments made unless filed in writing by the exhibitor prior to close of event and this claim must be verified by DEG prior to close of event.
14. Credit will not be given for service installed and not used.
15. Exhibitor holds DEG harmless for any and all losses of power Exhibitor holds DEG harmless for any and all losses of power beyond DEG's control, including but not limited to losses due to utility company failure, permanent power distribution failure, power failure caused by vandalism, faulty exhibitor equipment, or overloads caused by exhibitor.
16. As the official Electrical Contractor, we will be responsible for:
 - All under carpet distribution of electrical wiring.
 - All motor and equipment hook-ups requiring hardware connection.
 - The above items require electrical labor, which may be ordered in the Electrical Labor sections on the preceding page.
17. In the interest of public safety, exhibits in the convention facilities may be inspected to determine if any violations exist. If they are found, qualified electricians are available to correct the problems. This work will be performed on a time and materials basis. If the exhibitor does not wish to have the fault corrected, electrical service to the offending booth will not be connected. If an exhibitor is not informed or does not understand basic safety standards for electrical wiring, an electrician should be consulted. Serious risks are involved which can be eliminated by understanding basic requirements of safe wiring inside your booth. For the safety of you and the public, remember these points:
 - All wiring must have a 3-wire grounded cord with a minimum of #14 gauge.
 - The use of clip-on sign sockets, latex, or lamp cord wire in displays, or the use of 2-wire clamp-on fixtures, is prohibited by order of fire prevention bureaus at trade shows and conventions.
 - Zip cords or 2-wire cords are ungrounded and could result in safety hazards. Their use is forbidden to all convention facilities.
18. Electricity will be turned on within 30 minutes of show openings and turned off within 30 minutes after the closing.

Internet & Telephone Request Form

CUSTOMER INFORMATION		
PLEASE PRINT OR TYPE		
Company:		
Address:		
City:	State:	Zip:
Phone:	Fax:	
Contact:		
Email:		

Telephone Internet Equipment (subject to service fee)	#	Event Advance Rate	Event On-Site Rate	Total
Wired VoIP Telephone One time fee, per unit		daily/weekly \$140++/ \$280++	daily/weekly \$168++/ \$336++	\$
8 Port switch One time fee.		\$100++	\$120++	\$
Wired Line Ethernet for Internet dedicated Access. One time Fee. One User, basic, DHCP.		daily/weekly \$220++/ \$440++	daily/weekly \$264++/ \$528++	\$
Add On: Additional Wired Line Ethernet for Internet dedicated Access. One time Fee. One User, basic, DHCP.		daily/weekly \$110++/ \$220++	daily/weekly \$132++/ \$264++	\$
Private Static Address w/ VLAN Configuration.		\$650++	\$780++	\$
Public Static IP Address w/ VLAN Configuration.		\$760++	\$912++	\$
Add On: VLAN Configuration DHCP/Bypass Splash Page.		\$515++	\$618++	\$

For additional custom quotes or for questions, contact:
Phone 407-939-3050 | Fax: 407-938-0440
Email: exhibits.coronado@encoreglobal.com

- ++ indicates service fee (currently 25%, which is taxable) and sales tax (currently 6.5%). Prices, service fee, and taxes are subject to change without notice.
- Equipment listed does not reflect our total inventory; please call for additional information and pricing.

DELIVERY INFORMATION	
Convention Name:	
Exhibit Hotel Name:	
Booth #:	
On-Site Contact/Cell:	
Delivery:	Pick-Up:
Date:	Date:
Time:	Time:
Notes:	

RENTAL POLICY
<ul style="list-style-type: none"> All equipment to be in operating condition upon delivery. If a malfunction is experienced in operation, the problem must be reported immediately. We will replace or repair the equipment. We are not responsible for problems reported after the rental period. Clients are responsible for all items while in their use; this includes damage, loss, theft, or vandalism. Repair or replacement costs will be charged. Cancellation of Equipment: 48 hour notice of cancellation is required for rental equipment or a fee of 50% of the normal one day rental rate will be charged. If equipment is delivered, client will be charged the normal event rate. Prices are based on current weekly rates and are subject to change without notice. All equipment is on an event rate per-booth basis.

PAYMENT INSTRUCTIONS	
Please indicate method of payment. This section must be completed before your order can be processed. A credit authorization is requested as a deposit against additional services and/or labor. Payment of any balances may be made by company check upon presentation of statement while at the event. However, a credit card authorization must be on file. Any balances outstanding as of move-out will be charged to your account. You may phone or fax your credit card information, please do not e-mail credit card information.	
Card Type:	___Amer. Express ___Visa ___MasterCard
Card #	
Exp. Date:	
Card holder name:	
Signature:	
Total Equipment Rental	\$
25% Service Fee	\$
6.5% FL Sales Tax	\$
TOTAL	\$

Shipping Information

Contact: Business Center
Phone: 407-824-2996
Email: gf@ricohbc.com

Printing Information

Contact: Printing Specialist
Phone: 321-436-1355
Email: ps@ricohbc.com &
dpc@ricohbc.com

RICOH is a world class organization delivering great results for your Disney program. We provide a Full Service Print Production Center on Walt Disney World property for any or all of your printing needs.

We offer You, Your Attendees and Exhibitors a top-notch competitive and customized printing service on-site which:

- Avoid the stress by accommodating tight deadlines
- Saves you the usual 10%-15% cost of printing overruns
- Avoids the stress of lost or damaged materials
- Eliminates the cost of shipping
- Allows you to travel light and avoid shipping hassles by using our Print-On-Demand capabilities
- Supports green initiatives by reducing waste and lowering your carbon footprint

Print ahead with proofs for your approval and have all of your conference printing waiting for you upon arrival. Discounted pricing for Business Center services will apply if you print with us as well as discounts for package handling fees.

Services available:

- Conference Programs
- Training materials
- Brochures
- Handouts/Flyers
- Binders/Tabs
- Window Clings
- Adhesive Wall Vinyl
- Name Tags
- Table Tents
- Meter Boards
- Posters any size
- Retractable pull up banners
- Banners any size with or without grommets, pole pockets, and stands
- Step & Repeat Back Drops
- Wide variety of binding and finishing such as coil binding and saddle-stitch
- Fulfillment for attendee bags and other needs
- Show dailies/ convention news printing
- Equipment rentals and office supplies for your staff office

CLIENT COMMENTS

"Your flexibility, positive demeanor ,excellent customer service and quality of print was superb."

"RICOH provided great service to us. We emailed them something to print and by the time we arrived at the Business Center, our copies were ready for us."

"Although I was aware the resort outsourced services, you wouldn't even know it as RICOH's service delivery was seamless."

Exhibitor Services

If you want to have your shipment at your booth, please submit this prepayment form.

Please Print Or Type

Event Name: _____

Event Dates: _____

Company Name: _____

Booth No: _____

Phone: _____

Package Handling Fees:		Quantity:
0-5 lbs.	\$5.00	
6-20 lbs.	\$10.00	
21-40 lbs.	\$15.00	
41-69 lbs.	\$20.00	
Display Cases 0-69 lbs.	\$25.00	
70-134 lbs.	\$100.00	
Over 135 lbs.	\$.75/lb	

Payment in full must be rendered before the beginning of the show either in advance or prior to the start of the event

Form of Payment:

☐ Visa

Card No: _____

☐ MasterCard

Exp. Date: ____/____/____ Security Code (3 or 4 Digits): _____

☐ American Express

Name on Card: _____

☐ Discover

Email for Receipt: _____

Shipping Questions: Contact 407-824-2996
Email or Fax this form to: gf@ricohbc.com - 407-938-9343

**You can now save money and have peace of mind through our EXHIBITOR AND SPEAKER DISCOUNTS
which are competitive with sources you may now use.**

**For a quote on printing, posters, banners, custom print jobs, and rentals,
contact: Printing Specialist**

Cell: 321-436-1355 Email: ps@ricohbc.com

Shipping Information

Hours of Operation

Monday – Friday

7:00 am – 4:00 pm

Saturday – Sunday

8:00 am – 1:00 pm

Shipping Address:

4401 Floridian Way

Lake Buena Vista, FL 32830

Telephone (407) 824-2996

Fax: (407) 938-9343

Email: gf@ricohbc.com

The Business Center at the Grand Floridian Resort is a full service operation open 7 days a week for your convenience. We receive and ship packages via Fed-Ex, UPS, and private carriers.

To expedite the handling of your shipment upon arrival, please include in the labels all the required information: Contact Name, Event Name, Booth #, and the number of packages.

Please schedule your packages to arrive no more than 3 days prior to your event.
We cannot accept packages or freight consigned to a decorator.

There is a standard handling fee assessed (based on weight) on all inbound/outbound packages and freight shipments.

<u>Weight</u>	<u>Handling Fee</u>
0-5 lbs.	\$5.00
6-20 lbs.	\$10.00
21-40 lbs	\$15.00
41-69 lbs.	\$20.00
Display Cases 0-69 lbs.	\$25.00
70-134 lbs.	\$100.00
Over 135 lbs.	\$0.75/lb

All handling fees can be charged to your room, credit card and master account.



Business Center

Company Name/ Booth #

Recipient Name

Event

c/o Disney's Grand Floridian Resort
4401 Floridian Way
Lake Buena Vista, FL 32830



Business Center

Company Name/ Booth #

Recipient Name

Event

c/o Disney's Grand Floridian Resort
4401 Floridian Way
Lake Buena Vista, FL 32830



Business Center

Company Name/ Booth #

Recipient Name

Event

c/o Disney's Grand Floridian Resort
4401 Floridian Way
Lake Buena Vista, FL 32830



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