



POLICIES & PROCEDURES

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Section 1: General Information

Alcohol	5
Americans with Disabilities Act	5
Amusement Rides	5
Animals	5
Attendance Capacity	5
Contracted Space Parameters	5
Damages	5
Decorations	5
Drilling/Nails/Staples	6
Emergency Situations	6
Exit Access	6
Exterior Doors	6
Floor Plans	6
Fog/Smoke Machines	6
Freight	6
Gratuities	7
Helium Balloons	7
House lighting, ventilation, or air conditioning	7
Lobby Furniture	7
Lost and Found	7
Medical Personnel	7
Parking	7-8
Security	8
Service Contractors	8
Smoking	9
Tape Removal	9
Taxes	9
Traffic Management	9
Vehicles	9
Water Displays	9

Section 2: Booking Policies

Food and Beverage Service	10
Insurance	10
Event Contract	10
Meetings and Conferences	10
Meeting Planner's Checklist	11-12

Section 3: Operational Policies

Compressed Gases	13
Cooking Demonstrations	13
Delivery Storage and Return Shipping	13
Electrical Services	13-14
Floor Covering	14
Hazardous Materials	14
Labor	14-15
Musical Entertainment	15
Permits	15
Signs and Banners	15
Sign and Banner Labor and Equipment	15
Sign and Banner Restrictions and Disclaimer	15-16
Signage – Exterior	16

Section 4: Services and Equipment

Audio Visual and Computer Equipment	17
Deadlines for Services	17
Equipment Rental and Miscellaneous Rates	17
Fork Lift & Scissors Lift	17
Golf Cart	17
Food and Beverage	17
Housekeeping Services for Trade or Consumer Shows	17
Ice and Water Service	17
Locks and Keys	18
Ordering Services for Exhibits	18
Payment for Services	18
Special Services	18
Trash Removal	18

Section 5: Exhibitor Guidelines

Cleaning and Custodial Services	19
Damages	19
Exclusive Services	19-20
General Safety Requirements	20-21
Load-in / Load-out Installation / Dismantling	21-22
Motorized Vehicles	22
Operating Specifications	23
Parking	23
Personnel	24
Security	24
Shipping and Receiving	24

Welcome to the Tinley Park Convention Center

Our goal at the Tinley Park Convention Center is to provide the best available service and event facilities. This Guide is designed to inform you of our policies and to assist you in the basics for planning your event at the Tinley Park Convention Center.

We look forward to seeing you at the Convention Center and to the success of your Event.

Section 1 General Information

Alcohol

No alcoholic beverages may be brought into, or taken from the Tinley Park Convention Center. No alcoholic beverages may be consumed in any of the TPCC parking lots unless it is being served by TPCC staff. All staff members will enforce proper alcohol management. Exhibitors that will be selling or dispensing alcoholic beverages to the public as an integral part of their event must have Village permits and appropriate State licenses. It will be the exhibitors responsibility to contact the Village to apply for the permits.

Americans with Disabilities Act

The Tinley Park Convention Center makes every effort to accommodate patrons with disabilities and adhere to all requirements of the Americans with Disabilities Act of 1990. Our staff will happily work with you to assist patrons and address any questions or issues that arise.

Amusement Rides

Amusement rides that are installed inside or outside of the building must be State certified with proper documentation displayed.

Animals

With the exception of ADA service animals, animals are not permitted in the Facility without written authorization from the Tinley Park Convention Center. The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability.

Attendance Capacity

Room Capacity is determined by Federal, State, and Municipal fire and safety regulations and enforced by the TPCC personnel. No one shall admit into the leased space, a larger number of persons that can freely and safely move therein. Check with your Sales Manager for room capacities.

Contracted Space Parameters

No event related equipment, freight, decorations, and miscellaneous items will be accepted prior to the commencement of the Customer's contract. In addition, the aforementioned items must be removed from the Premises at the expiration of the Customer's contract. Items left beyond this time will be treated as abandoned equipment and disposed of as the facility sees fit.

Damages

Sometimes, bad things happen to good facilities. We hope they don't, but when they do, the customer is responsible for all damages. You will be informed of all damages which occur during your event and the damages will be documented with written reports and photographs. A final walk-thru with your Event Manager will take place at the conclusion of your event.

Decorations

Decorations may not be taped, nailed, tacked or otherwise attached to Facility surfaces or fixtures (i.e. ceilings, glass, doors, columns, walls, etc.). Items such as glitter, confetti, rice, birdseed, sand, dirt, moss and mulch are not permitted on any carpeted areas.

All decorations, including but not limited to, drapes, curtains, table coverings, skirts, carpet, signs, banners, acoustical materials, hay, straw, moss, bamboo, plastic cloth fabric, linen and similar decorative materials must be rendered flame retardant. Proof of satisfactory flame retardant treatment (certificate) is required, and must be maintained within the specific exhibit area for inspection. If proof of satisfactory flame retardant treatment is not present, the decorative materials will be removed from the facility.

Items that cannot be treated to meet requirements, such as, but not limited to, oilcloth, tar paper, nylon, plastic cloth, and certain other plastic materials, are prohibited.

Candles may be used only on tables when securely supported on substantial noncombustible bases so located as to avoid danger of ignition of combustible materials. The candle flame shall be protected.

Drilling / Nails / Staples

Drilling, nailing or stapling into any Facility surfaces or equipment is strictly prohibited. Customer will be billed for any damages resulting from non-adherence to this requirement.

Emergency Situations

In the event of a serious medical emergency, call 911 to report it immediately, and then dial "0" on any house phone to notify staff. For all other emergency situations and concerns, dial "0" on any house phone to notify building personnel. The operator answering your call will follow up with the appropriate emergency services agency.

Exit Access

Exit signs must be visible at all times. If a booth blocks visibility of an exit sign the customer will be required to provide temporary signage to the exit. Access to restrooms, concession stands, and janitorial closets shall be maintained at all times.

Exterior Doors

Exhibitors should only use entranceways designated for loading exhibit materials in and out. For security reasons, other exterior doors may not be propped open for any reason.

Floor Plans

Floor plans of all large consumer or tradeshow events as determined by the Tinley Park convention center must be submitted to the Convention Services Manager no less than 21 days prior to the first day of event move-in. The plans shall include the following information:

- Name of event
- Width and location of all aisles
- Labeled location of all exits. Note: Under no circumstances is an exit door to be blocked or covered at any time.
- Booths, concession stands, seating areas
- Location and identification of any special equipment

Three copies of the plans should be submitted. One reviewed copy will be returned to the Customer.

Fog/Smoke Machines

For public safety, fog/smoke machine usage is restricted to water-based chemicals. Prior approval must be obtained from the TPCC.

Freight

All advanced & outbound shipping must be arranged by the client. The TPCC is not responsible for lost or misplaced freight. All shipments made directly to the Tinley Park Convention Center on a move-in day for an exhibit hall must be routed to the attention of the decorator or show management. A specific delivery location will be assigned by your Convention Services Manager prior to your event. Materials to be used in meeting rooms or the ballroom should be sent to a representative of the event sponsor. A representative MUST be present to receive all shipments unless otherwise agreed to by the Convention Services Manager.

All non-building equipment, freight, decorations, and miscellaneous items must be removed from the premises at the expiration of the Event contract. Items left beyond this time will be treated as abandoned equipment and disposed of as the facility sees fit. The TPCC is not responsible for any materials left unattended.

Gratuities

Services provided by Tinley Park Convention Center employees will be performed in a timely and efficient manner without the need for extra incentives. Our employees and subcontractors are not allowed to accept gratuities except for cash bars and concessions. TPCC employees may not accept free samples or product giveaways. Please help us avoid embarrassing moments by refraining from offering gratuities or samples to employees or management representatives. If you feel this policy is not being followed, please contact our Director of Sales & Marketing at (708) 342-5485. Any such communications will be held in strict confidence.

Helium Balloons

Helium balloons are allowed in the Ballroom and Meeting Rooms with a \$100 deposit. If any balloons become loose & require retrieval by the TPCC staff, a \$25 removal fee will be charged for the first balloon and \$5 for each balloon thereafter.

House Lighting, Ventilation, or Air Conditioning

House lighting, ventilation, heating and/or air conditioning of all rented spaces are provided by the Tinley Park Convention Center for one hour prior to and during actual hours the event is open. Air conditioning during move-in, move-out, and non-show hours is available upon request, at a cost; a written request should be given to your Convention Services Manager prior to the event. Work lighting will be provided in the exhibit halls during move-in and move-out.

Lobby Furniture

Lobby furniture in the Tinley Park Convention Center will be permanently located in common areas for all our guests to use. If lobby furniture must be moved to accommodate an event, there will be a labor charge associated with moving the furniture from its permanent location.

Lost and Found

You should bring all lost items to the Event Manager at the end of the event. The item will be tagged with the location found, along with the date, and who found the item. Lost items may be picked up at the front desk of the Holiday Inn. If you have lost an item, please notify the Event Manager. We will keep unclaimed items up to 30 days and then they will be disposed of.

Medical Personnel

The Tinley Park Convention Center recognizes that the safety, health and well being of convention center guests is our top priority. To deal effectively with emergency situations and protect public safety, medical personnel may be required for some events based on the nature of the event, space being utilized and associated risks.

Parking

The Tinley Park Convention Center operates a parking lot on the premises with 1,200 parking spaces. Portions of the lot are available for rental by facility clients depending upon the amount of building space contracted and dates parking spaces are needed. Your Convention Services Manager can provide additional information if you are interested in renting a portion of the parking lot adjacent to the TPCC.

Valet service is available for appropriate events at the Tinley Park Convention Center. Please consult your Convention Services Manager for further information regarding Valet Service for your event. No other Valet Service has privileges on site with exception of those sanctioned by the Tinley Park Convention Center as they are licensed and bonded as our exclusive vendor.

The TPCC also has a remote parking lot with 200 spaces that can be used if scheduled prior to the event. Shuttles can be provided for an appropriate cost.

For contractual events, where attendance may impede the flow of traffic entering and exiting the parking lot, traffic management is required.

1. For events with attendance of 1,000 or more, parking signs are placed in the parking lot to direct all attendees to the back lot.

2. Additionally, two to three employees are scheduled in the parking lots to assist in directing traffic and to make sure the outer drive is not blocked.
3. For these large events, the assistance of the Tinley Park Police Department is requested. Charges incurred for traffic management are the responsibility of the client.

Stipulations for the above are stated clearly in contractual agreements between Tinley Park Hotel & Convention Center and said client. Tinley Park Hotel & Convention Center approves the use of only licensed and bonded Security firms in its facility. The Tinley Park Police Department will be notified whenever an event is scheduled that may require additional police protection, traffic control or other services and information will be given to the client to contact the police department to arrange for services. Cost for any of the above mentioned services will be included in contractual agreements. Contracts are contingent upon the client accepting these conditions.

Security

Security is a high priority for the Tinley Park Convention Center. The Tinley Park Convention Center management staff is committed to working closely with city, county, state and federal law enforcement and public safety and emergency management officials. TPCC in-house security reserves rights to deny access of any persons to any facility space.

The TPCC may require staffing during move-in, move-out, and show hours to monitor traffic flow on the dock. Those costs will be passed on to the customer. Your Convention Services Manager will coordinate with our in-house staff for these purposes.

No one other than an on-duty Village of Tinley Park, State of Illinois or Cook County law enforcement officer may possess a weapon on Tinley Park Convention Center property.

The TPCC may, in its sole discretion, require that additional security be provided for your event. If additional security is required, you will be notified prior to the event of the need for additional security and the cost. Contractual events held in the Convention Center are required to provide ample Security to ensure this policy is met. The need for Security personnel is determined on an individual basis at the discretion of the Tinley Park Convention Center in accordance to the attendance and/or noise level of the event taking place. Security would normally be provided for public assembly and entertainment events. When the TPCC determines that security is required, it will follow the following guidelines:

1. Security officers must be present at all times during the event.
2. The officers must be identified by means of a badge or the word Security on their uniform.
3. For events with attendance from 2,500 – 3,000, a total of four Security officers should be present. For events from 1,000 - 2,500, three officers should be provided. It will be decided on a discretionary basis if groups of a lesser size will need security coverage.
 - a. Two officers are to be stationed on both sides of the room to ensure a clear pathway is kept at all times.
 - b. The third officer is to be stationed in back of the room to ensure all doors are kept clear.
 - c. The fourth officer is to be stationed to monitor the entrances.
4. Charges incurred for Security management are the responsibility of the client.

Service Contractors

All Service Contractors are required to carry general liability, auto insurance and workmen's comp.

Service Contractors (i.e. decorators, AV services providers, display companies, etc.) may only have access to the Facility for set-up and tear down in accordance with the dates and times specified in the Event Contract. Customer is responsible for contracting enough move in/out time for set-up and tear down by Customer's contractors.

All service Contractors are required to sign-in at the TPCC Sales Office or Security Office prior to working on property.

Any costs (i.e. damage, equipment rental, etc.) incurred by Customer's service contractors will be the ultimate responsibility of the Customer.

Smoking

For the benefit of our patrons, guests, exhibitors, and employees, and in compliance with state and local laws, the Tinley Park Convention Center is a non-smoking facility. Smoking is not permitted anywhere in the TPCC. We do not restrict smoking in outdoor areas of our premises, and are grateful for everyone's cooperation in preventing litter and inconvenience to others. Our goal is to create a pleasant and healthy environment for everyone, and we ask your help in informing exhibitors and patrons about this policy.

Tape Removal

Customer or its contractor is responsible for the removal of all tape and residue marks from the exhibit hall and pre-function floors. The repair cost for any damage caused to a surface by the use of inappropriate cleaning chemicals or tools will be billed to the Customer.

The use of high residue tape is prohibited on any carpeted, tiled, concrete or hardwood surface floors. Only low residue carpet tape (e.g., Polyken 105C or Renfrew #174) and low residue safety tape (e.g., Asiachem SST-736 or approved equivalent). Tape or residue left on any surface will be removed by the TPCC and cost of removal will be billed at prevailing rates to the Customer.

Taxes

It will be the Customer's sole responsibility to collect and pay all applicable sales and amusement taxes to the Village of Tinley Park, the State of Illinois and Cook County. This includes items or tickets sold during the Customer's event held at the Tinley Park Convention Center. For additional information and for tax forms, call the Village of Tinley Park Office of the Treasurer at 708-444-5000.

Traffic Management

For contractual events, where attendance may impede flow of traffic entering and exiting the parking lot, traffic management is required.

- For events with attendance of 1,000 or more, parking signs are placed in the parking lot to direct all attendees to the back lot.
- Additionally, two to three employees are scheduled in the parking lots to assist in directing traffic and to make sure the outer drive is not blocked.
- For these large events, the assistance of the Tinley Park Police Department is requested. Charges incurred for traffic management are the responsibility of the client.

Vehicles

Display Vehicles

Vehicles, which are part of a display, are permitted within the exhibit halls. Customer is responsible for ensuring that all such vehicles meet the guidelines set forth in the "*General Safety Section*" and the *Motorized Vehicle* section under exhibitor guidelines of this document.

These displays will require additional protection of the carpeted areas (i.e. visqueen, additional carpeting, etc...). Contact your Convention Services Manager for details.

Move-In / Move-Out Vehicles

Vehicles are not permitted within the Facility for loading and unloading without the prior authorization of your Convention Service Manager. All approved vehicles must be attended while in the Facility and may not have the motors running while stationary. All such vehicles must be removed prior to the opening of the event and may not return until the event has closed and all attendees have vacated the area.

Water Displays

All fountains or other decorative water containers must be waterproof and of sufficient density to avoid leaks. Plastic must be placed underneath the display for additional protection.

Section 2 Booking Policies

Food and Beverage Service

The Tinley Park Convention Center can serve anything from elegant hors d'oeuvres and full course banquets to quality concessions. Food and beverages may not be brought onto the premises to be sold, used, or given away without the written consent of the Tinley Park Convention Center.

Insurance

All events in the Tinley Park Convention Center require certain types of insurance. Please refer to your Event Contract for insurance requirements. For Contractors, Show Management and Production Companies, please refer to Section 5; Exhibitor Guidelines

Event Contract

The Event Contract is your contract with the Tinley Park Convention Center to provide specified facilities and services on the dates of your event. This "Policies and Procedures" is incorporated into and made part of that contract.

Meetings/Conferences

Meeting room rental includes the initial set-up and tear down of the room set, including tables, chairs, head table on a riser, one podium one daily cleaning, standard 120V AC electrical power from permanent outlets, and complimentary water service at the head table and podium. Additional set-up costs including changeovers and alterations to original room set-up will apply.

Meeting Planner's Checklist

Once you have signed and returned your event contract and first deposit, the account will be turned over to our Convention Services Manager who will work with you in the logistical planning of your event. Although you may continue to have dialogue with your Sales Manager (modifying space needs, etc.), the Convention Services Manager will be your primary point of contact with the facility until your event begins at which time you will be assigned to an Event Manager who will serve as your liaison for all facility related services (i.e. room set requirements, event security & staffing, utilities, parking, HVAC, etc.) The Convention Services Manager will also assist you in working with food & beverage, A/V and telecommunications.

This checklist is designed to assist you in your planning process. Adhering to this schedule is critical to ensuring a successful event.

6-12 Months Out

- Review Facility Rules & Regulations.
- Request any information for inclusion in your Exhibitor Service Kits.
- Provide information on any potential outside service suppliers to your Convention Services Manager, such as:
 - Meeting Planner
 - Exposition Service Contractor / Decorator
 - Security Consultant
 - AV / Production Company
 - Transportation
 - Registration

3-6 Months Out

- Schedule a site visit / planning meeting with your Convention Services Manager.
- Submit two (2) copies of your preliminary exhibit and registration floor plans to your Convention Services Manager for review. This should be done prior to assigning any booth space.
- Review food and beverage needs with your Convention Services Manager.

2 Months Out

- Submit your schedule of events and set-up requirements to your Convention Services Manager for review.
- Submit a copy of your Exhibitor Service Kit.
- Discuss your event security & staffing needs (including First Aid) with your Convention Services Manager.
- Submit rigging plans to your Convention Services Manager for consideration.
- Discuss your transportation plan (buses, shuttles, parking, etc.) with your Convention Services Manager.
- Submit your utility services requests.
- Submit your telecommunications requests to our exclusive telecommunication services provider, with a copy to your Convention Services Manager.
- Lock in equipment rental rates with your Sales Manager.
- Identify if any compressed gases, as defined on Page 13, or hazardous material, as defined on Page 14, are to be used. If so, requests to use such materials or gases must be submitted to the Convention Center Services Manager with simultaneous copy to the Tinley Park Fire Chief no later than 30 days prior to the event.
- Identify any exhibit booths that are enclosed and / or multi-story and submit plans to the Convention Center Services Manager with copies to the Tinley Park Building Department.
- Apply for Business License if food is to be cooked on premises and sold or sampled by the public. Submit a copy of the application.
- Apply for all applicable permits referred to in these Policies and Procedures. Submit copies of all applications.

21 Days Out

- Execute your Final **Banquet Event Order**. Event Orders which will be prepared by the Convention Services Manager should include no less than the following information which you will need to provide:
 - Final Floor Plans (exhibits, registration, large productions, etc.)
 - Final Exhibit Hall Schedule (move in, carpet laying, final walk through, show hours, daily cleaning times, move out) and any set up requirements
 - Final Meeting Room & Ballroom schedule and set-up requirements
 - Any other ancillary service or equipment requests (scissor lift request, over night lights, extra A/C for move in, etc...)
 - Food and beverage requirements
 - A/V requirements
- Finalize your event security & staffing plan with your Convention Services Manager, subject to approval by the Tinley Park Convention Center Security Manager.
- Finalize menu selection
- Certificate of **Insurance** is due **21 days** prior to move in.
- Schedule pre-convention and post-convention meetings with your Convention Services Manager.

10 Days Out

- Service Order Forms and deposit for estimated **ancillary service charges** are due **10 days** prior to move in.
- Return executed Exhibitor Guidelines.

7 Days Prior to Move In

- Guarantee guest count for food & beverage services with your Convention Services Manager.

3 Days Prior to Move In

- At Pre-Con:
 - Review Final Event Schedule
 - Discuss any last minute modifications
 - Meet Event Manager who will take over your event services to completion.
 - Provide copies of all permits and licenses issued by the Village of Tinley Park in accordance with the requirements of these policies and procedures. Please note that failure to obtain the required permits and licenses might prohibit exhibitors from operating their booths and exhibits.

On Day of Move In

- Receive Keys Needed for event

Post Event Activities

- Final Walk-thru
- Post Convention meeting if requested by customer.

Section 3 Operational Policies

Compressed Gases

Compressed flammable gases are prohibited inside Facility without the prior written approval of the TPCC and the Fire Chief. This includes acetylene, hydrogen, propane and butane. All requests to use such gasses must be submitted to your Convention Services Manager by no later than 30 days prior to the event.

Vehicles or equipment fueled by LP gas, such as forklifts, may be used during move in and move out only. The vehicles may not be operated during event hours. Vehicles used must comply with NFPA # 58.

Cooking Demonstrations

Cooking demonstrations or commercial cooking must first be approved in writing by Tinley Park Convention Center management. Once permission has been obtained, the following policies should be adhered to:

All cooking devices shall comply with NFPA, Life Safety Code 2000 Edition. All cooking appliances shall be equipped with ventilating hoods and equipment as deemed necessary by the TPCC. Cooking equipment shall be placed on a noncombustible surface, such as metal, hardwood boards or glass and be separate from other equipment by a minimal horizontal distance of 2 feet. Countertop fryers not exceeding 288 square inches and single well may be used without the necessary ventilating hood and surface protection equipment provided there is two (2) ten (10) lb B.C. extinguishers positioned on each side of said fryer. All cooking appliances shall be listed by a National Testing Agency, i.e. Underwriters Laboratory or Factory Mutual.

All cooking equipment shall have regulator(s) at appliance and gas cylinder(s). All supply lines (tubing or hoses) shall be lead-tight and in good repair. Hoses shall be listed for the type of product it supplies.

Cooking that is done for consumption must comply with the following:

- An Exhibitor's employee must be on site that has a State of Illinois Sanitation Certificate (copy must be on site).
- Copy of Exhibitors last health inspection and Business License.
- If food cooked on premises is to be sold or sampled by the public, the Exhibitor must have a license issued by the Village of Tinley Park.

Delivery, Storage, and Return Shipping

Without specific prior approval from your Convention Services Manager, show and exhibitor signage should be delivered only under the event specific contracted time period.

Exhibitors and show managers need to make prior arrangements to have signage and other materials packed and shipped out after an event. The Tinley Park Convention Center does not pack, store, or return-ship signage or banners, and will not guarantee the return or the condition of any signage or banners left on our premises after an event has moved out and all signage has been removed.

Electrical Services

All service connections and overload protection equipment must be installed and removed by the Tinley Park Convention Center. All equipment and material furnished shall remain the property of the Tinley Park Convention Center and shall be removed only by the TPCC at the close of the show. Written requests should be made to your Convention Services Manager for installation of special equipment requiring company engineers or technicians for assembly, servicing, preparatory work and operation without Tinley Park Convention Center electricians. Such arrangements require the written permission of the TPCC.

Electrical service for exhibit booth space, staging, lighting or other production lighting must be ordered through TPCC. All electrical equipment must be properly tagged or marked as to the type and amount of

current, voltage, phase, frequency, horsepower, etc. The use of open clip sockets, latex or lamp cord wire, unapproved duplex or triplex attachment plugs is prohibited. All extension cords must be 120 Volt three pronged, grounded cords. All exposed non-current carrying metal parts of fixed equipment must be grounded. All equipment, regardless of power source, must comply with local, state, and national safety codes. All power must be obtained from the Tinley Park Convention Center.

Rates quoted for all booth connections cover the cost of bringing one electrical service connection to the back wall of the exhibit booth or other location determined convenient by the Tinley Park Convention Center. These rates do not include connecting equipment, wiring or taping electrical cords to meet safety requirements; these services are available at nominal costs. Anything requiring 24-hour current must be ordered in advance and clearly marked on the Electrical Service Order Form. The Tinley Park Convention Center reserves the right to refuse any connection or equipment that its electricians deem unsafe.

Floor Covering

Displays including, but not limited to, those utilizing soil, humus, water or other landscaping materials, those using human hair, dyes, shampoos and perm solutions and displays containing live animals must take appropriate steps to protect the facility surfaces and equipment. A protective coating must be used on the floor such as heavy plastic, visqueen or similar strength material.

Hazardous Materials

These include, but are not limited to: open flames, hot coals, natural gas hook-ups, compressed gas cylinders (such as propane, butane, hydrogen and acetylene), gasoline, radioactive material, and / or any flammable, combustible or toxic liquid, solid or gas. The use of hazardous materials is not permitted without the written approval of the Tinley Park Convention Center and the Village of Tinley Park Fire Chief. All requests to use such gasses materials must be submitted to your Convention Services Manager by no later than 30 days prior to the event. Once approval is obtained, only a limited supply of the material to be demonstrated is allowed in the building. Excess fuel must be done with safety cans. All compressed gas cylinders must be securely anchored. Aerosol cans and other products containing flammable or combustible ingredients are not permitted in the exhibit area unless empty.

Demonstrations using hazardous materials must be approved by the Fire Chief at least five days prior to the event. These include, but are not limited to: welding, brazing, laser cutting, LP gas cooking and heater demonstrations. Plexiglass shields or other protections must be utilized wherever sparks may be emitted or injury to bystanders could occur.

Vehicles used must comply with NFPA #58. See other guidelines in this section under Motorized Vehicles.

Labor

The Tinley Park Convention Center maintains an "open loading dock" policy, which provides both show management and exhibitors significant freedom to unload equipment from trucks, and to set up and dismantle exhibits and other show equipment. Events that use a decorator should be aware of how the decorator contract may affect the exercise of this policy. See Loading Dock Policy under "Exhibitor Guidelines" for details.

Required Labor

For some tasks or in some situations, TPCC labor must be used as follows:

- Electricians:** Exclusively responsible for supplying all electrical service connections and the installation and dismantling of anything that uses electricity as a power source, and distribution of power to multiple sources. TPCC will provide the power source to your booth / exhibit, but the customer can make final connections (plug-in) of their equipment.
- Engineers:** Exclusively responsible for the installation of all utility connections (water and drain) to exhibits, for climate control within the facility, and for maintaining HVAC, plumbing, and other mechanical systems.

Maintenance: Exclusively responsible for the set-up and tear down of Tinley Park Convention Center equipment such as tables, chairs, and risers. Maintenance personnel perform daily general cleaning of the facility; additional maintenance labor charges apply to turnovers, booth cleaning, and more frequent or extensive housekeeping services.

Parking: Exclusively responsible for parking lot attendants, security and valet services.

Security: Exclusively responsible for all security including but not limited to: dock, building, parking lot, and all event security.

Rate and Time Definitions

Regular Time: In general, any eight-hour shift. (Management makes every attempt to schedule labor on a multiple job basis to ensure work is done in regular time.)

Overtime In general, any time incurred after an eight-hour shift is overtime.

Changeovers: Any time an existing room set-up must be changed during the event, a changeover fee will apply. This is based on the labor hours needed to complete the changeover, plus applicable equipment charges. This policy does not apply to changeovers for food functions. Please consult your Convention Services Manager regarding changeover costs before firmly establishing your meeting schedule.

Musical Entertainment

If your event includes live or recorded musical performances open to the public, you must have your music providers provide copies of their current License Agreements with SESAC, ASCAP and BMI.

Permits

It will be the sole responsibility of the Customer and the Customer's Contractor to obtain necessary permits and licenses from the Village of Tinley Park as follows;

- Tents, canopies or temporary exterior structures of over 400 SF.
- Business license for selling merchandise or food
- Raffle License for raffles, prizes or giveaways.
- Class D; One-day Liquor License, for selling alcoholic beverages
- Temporary sign permit for posting signs in non right of away locations in the Village

Please call the Village of Tinley Park at 708-444-5000 for information and forms.

Appropriate Business License and permits must be displayed by Exhibitors.

Signs and Banners

The Tinley Park Convention Center does not provide banners for events. Handwritten signs are not permitted in the Tinley Park Convention Center.

Sign and Banner Labor and Equipment

Only rigging labor scheduled by the Tinley Park Convention Center may affix signage and banners to the convention center premises. Please consult your Convention Services Manager for more detailed information about sign and banner hanging labor and equipment costs.

Sign and Banner Restrictions and Disclaimer

Free standing signs, easels, banners, decorations and similar materials may be used and should be placed so they do not cause a traffic or fire hazard. Signs may not be taped, nailed, stapled, hung or affixed to any surface at the Tinley Park Convention Center. Adhesive labels, decals, and similar promotional items may not be used or distributed in the building. Painting is not permitted within the building or outside of the building or in the parking lot.

Holes may not be drilled, cored, or punched, and fasteners may not be attached to the floor, walls or parking lot surface without prior written approval of the TPCC. All work must be done by Tinley Park Convention Center personnel or under their direction.

Damage or expenses resulting from practices contrary to these policies will be charged to customer. The Tinley Park Convention Center is not liable for any accidents caused by any banner or signage. We reserve the right to alter any of these procedures in consideration of weather, traffic, or safety conditions.

Signage – Exterior

The TPCC operates two (2) electronic message signs. Please contact your Convention Center Services Manager for information on advertising your event on the signs.

If you are interested in posting temporary signs in the Village, a temporary sign permit will be required from the Village.

Section 4 Services & Equipment

Audio Visual and Computer Equipment

Audio visual and computer equipment is provided by the Tinley Park Convention Center's in-house audio visual department. The TPCC offers a wide range of equipment, services and support, with an on-site staff of professionals available to aid in the selection and operation of A/V equipment. No outside A/V providers will be allowed without the written permission of the TPCC

Internet access and/or data networking services must be arranged with the Convention Services Manager for any networked computer use.

Some A/V equipment may require a dedicated operator provided by the Tinley Park Convention Center at our standard labor rates.

Deadlines for Services

Service orders and payment in full must be received by your Sales Manager a minimum of ten (10) days prior to the first schedule move-in-date of a show. Orders submitted without full payment and orders received after the 10-day cut-off dates are subject to "regular" & "day of" prices.

All order form information must be completed in full to avoid processing and installation delays. Incomplete orders may be subject to regular prices.

Equipment Rental and Miscellaneous Rates

The initial set-up with theater style, classroom style, or banquet style seating, one skirted head table at the front of the room and water service are included in most meeting room rentals. Any alternative room set-up will be charged for equipment and labor used.

Food and Beverage

The Tinley Park Convention Center will provide, at a cost, in-house catering for all events. Please contact your Convention Services Manager for menus, pricing and more information.

Fork Lift and Scissor Lift

Fork and scissors lifts are available for rent. The rental rate includes our operator. The equipment can be rented by the hour. If you bring in your own lift, you must use trained personnel with a current valid operator's license and insurance in accordance with Section 5 and you will be responsible for any damage.

Golf Cart

The Convention Center has a four (4) passenger golf cart with storage compartment which is available for rent by the hour. The rental rate includes our operator.

Housekeeping Services for Trade or Consumer Shows

Cleaning is provided by our staff in the aisles, lobbies and restrooms during show hours, with one general cleaning after show hours at a time scheduled with your Event Manager. This does not include booths or show offices. If more frequent or extensive cleaning is desired, consult our Event Manager about services and rates.

Ice and Water Service

Complimentary ice and water service is available for your attendees at meeting room tables, head tables and podiums. Please arrange this service with your Convention Services Manager.

Locks and Keys

The Tinley Park Convention Center's Security Department provides all locks for securing contracted space. There are two types of keys/locks for each room:

- Standard keys use the lock cores that are currently in place. Building personnel will have access to rooms on standard cores. The TPCC will provide up to two (2) standard keys per room at no charge. For additional keys, a \$10 charge will be incurred for each key.
- Secure core keys use lock cores that have been changed specifically for that room. After a core has been changed to secure status, show management will have the only access to the room. The TPCC charges \$75 per lock change for a secure core. This fee includes two (2) keys per room. Additional keys will be provided at \$10/each.
- If the key is misplaced, damaged or lost there will be a charge of \$50 for each key that needs to be replaced.

Ordering Services for Exhibits

Order forms are available for your use and the use of your exhibitors and vendors. A form is attached to this document and additional forms are available by calling the TPCC or by visiting the website; www.tinleyparkconventioncenter.net.

Payment for Services

Advance payment should be included with the service order and is required for all services and equipment. Payment may be made via Visa, MasterCard, American Express, Discover or certified check. Deposits and/or payment arrangements are required upon ordering "time & materials", where the final amount due may be unknown. In such cases, payment in full must be rendered before the end of the show.

Special Services

For Exhibit Hall events and some Ballroom events, specific Special Services staffing positions are required during move-in, move-out and show hours to monitor traffic flow on the dock.

- Dock Manager
 - A Dock Manager is required during all move-in, move-out, and show hours, including decorator/staff set-up days.
- Dock Control
 - This position is required to monitor all event access to the dock area during move-in and move-out of Exhibit Hall events.

Special Services staffing is an exclusive service of the Tinley Park Convention Center.

Trash Removal

Daily exhibit hall, common area, and restroom cleaning is included with the exhibit hall rental price. This includes placing trash cans throughout the exhibit hall and emptying them as necessary during show hours. Tinley Park Convention Center staff will empty individual exhibit booth trash cans, vacuum individual exhibit booths, or vacuum aisle carpet for a fee. Please see Service forms for Exhibit Booth Cleaning.

During or following the show, it will be necessary for the facility's trash container (located in the dock area) to be emptied. The client will be charged a fee for each trash pull per show. A "heavy trash" show may result in the container being emptied more than one time, with the client being charged accordingly.

Section 5 Exhibitor Guidelines

These guidelines apply to all Contractors, Show Management and Production Companies working in the Tinley Park Convention Center. Please read the entire document and sign the last page and return at least ten (10) days prior to your first load-in. Thank you for your cooperation.

Cleaning and Custodial Services

It is the responsibility of the Contractor, Show Management or Production Company to clean any area that they used and remove any tape residue, used tape or large stains. A walk through at the end of the show will be done by an Event Manager.

Trash removal is the responsibility of the Contractor, Show Management or Production Company. The Convention Center will provide trash removal for a fee.

At the conclusion of the convention or show, the Convention Center, ballrooms, meeting space and loading docks used by a Contractor, Show Management or Production Company must be returned as they were received prior to leaving the property. Fees will be assessed if the facility is found to be left with trash or improper cleaning.

It is the responsibility of the Contractor, Show Management or Production Company for the removal from the building of all trash, crates, lumber, packaging materials and show refuse prior to the show opening, during the show and following the show move out. Removal of trash by the Tinley Park Convention Center will involve a charge for labor and trash hauls (charges to be determined on an individual basis).

The Contractor, Show Management or Production Company has the option to remove all trash, crates, lumber, packaging materials and show refuse from the building, loading dock or Convention Center grounds by taking said items with them or by ordering a dumpster and disposing these items in said dumpster. All dumpster orders will need to be communicated in advance to the Convention Services Manager. Dumpster charges can be obtained from the Convention Services Manager.

Damages

An inspection of the meeting and convention space is to be made prior to installation and upon completion of load-out by the Contractor, Show Management or Production Company. This inspection will be done with the Event Manager.

Damages to furniture, fixtures, property, landscaping and equipment are the responsibility of the Contractor, Show Management or Production Company.

An acknowledgement of damages, if any, will be presented to the Contractor, Show Management or Production Company at the end of the show.

All claims for damages will be submitted to the Contractor, Show Management or Production Company in writing within ten (10) business days following the final walk through.

To prevent damage, furniture will not be removed from public areas for meeting room purposes.

Exclusive Services

It is understood that Tinley Park Convention Center retains the right to operate all food and beverage operations as well as operating an exclusive service contract on all electrical, utilities, telecommunications, and rigging services. Should the group requirements for any of the above exceed the Convention Center capabilities, the Convention Center must approve any exhibitor appointment contractor service agreements in advance of show operation.

Exhibitors are not authorized to sell food and beverage for consumption on Convention Center property, this is an exclusive service.

The Tinley Park Convention Center is the sole operator of coat check services. This is an exclusive service. No other entity can operate coat check service on Tinley Park Convention Center property regardless if there is a charge for the service or not.

General Safety Requirements

All curtains, drapes and decorations must be constructed of flameproof material, or treated with an approved flame proofing solution. (Treatment shall be renewed as often as may be necessary to maintain the flame proofing effect).

All exits, hallways and aisles are to be kept clear and unobstructed at all time.

All cartons, crates, containers and packing materials that are necessary for re-packing shall be removed from the show floor. The Tinley Park Convention Center inspects all exhibits to ensure compliance.

Crates, packing materials, wooden boxes and other highly combustible materials may not be stored in the Tinley Park Convention Center. Consideration will be given for the storage of crates outside the facility.

No exit doors shall be locked, bolted or otherwise fastened or obstructed at any time the Tinley Park Convention Center is open to the public. Moreover, it shall be unlawful to obstruct or reduce passageway or other means of egress. Additionally, all required exits shall be so located as to be discernible and accessible with unobstructed access thereto.

All saw dust and shavings shall be thoroughly treated with an approved flame retardant product, stored and maintained in a manner approved by the Tinley Park Convention Center. Hay and straw are not allowed in the Tinley Park Convention Center.

Compressed cylinders shall be used, handled and stored in accordance with applicable fire code requirements.

No unauthorized persons are to alter, remove, deface or tamper with any required fire safety equipment contained within the Tinley Park Convention Center. These items include the fire sprinkler system, fire alarm system, emergency lights or exit signs, portable fire extinguishers, exit doors or other related safety equipment.

The use of liquefied petroleum gases (LPG) inside building, tents or other areas is strictly prohibited, except for demonstration purposes when approved by the Tinley Park Convention Center. Maximum LPG allowed for exhibition purposes is a 16 oz. non-refillable cylinder. There may be a maximum of 24 containers stored in any one location.

All standpipe and fire hose cabinets shall be kept clear and unobstructed at all times.

All hydrants and fire department connections shall be unobstructed at all times.

The Tinley Park Convention Center shall check egress of the facilities before it is occupied for any use. If such inspection reveals that any element of the required means of egress is obstructed, inaccessible, locked, fastened, or otherwise unsuited for immediate use, admittance to the building shall not be permitted until necessary corrective action has been completed.

There shall be no obstruction blocking exit doors from the outside of the Tinley Park Convention Center, such as vehicles parked in front of doorways or barricades across sidewalks, etc.

No curtains, drapes or decorations shall be hung in such a manner as to cover any exit signs.

No vehicles shall be parked in fire lanes outside the Tinley Park Convention Center.

No person shall interfere with the Village Fire Rescue Department when performing emergency and non-emergency functions at the Tinley Park Convention Center. All orders issued by a member of the Fire Rescue Department shall be obeyed immediately.

No overcrowding of any area of the Tinley Park Convention Center will be allowed. Persons shall not be in excess of posted occupant loads, nor can persons stand in aisles, or block exits.

Explosives and blasting agents shall be prohibited. Ammunition and pyrotechnics may be allowed under certain conditions: but only with the advance approval of the Tinley Park Convention Center and the Tinley Park Fire Chief's office. If pyrotechnic materials are used / fired within the building a fireworks permit will be required with the following parameter:

- 15-day minimum application period (State Law)
- Licensed explosive handler required
- \$1,000,000 liability insurance

Written authorization from Tinley Park Convention Center and the Village of Tinley Park Fire Chief is required for the following:

- Exhibit booths which have enclosed ceilings, upper decks or any large overhead advertising device in excess of 100 square feet; these require the use of perforated or porous materials that will not obstruct fire sprinkler protections. The Village of Tinley Park Fire Chief requires such booths to be equipped with portable fire extinguishers, as well an automatic smoke detection system.
- Display and operation of any heater, heat producing or open flame devices such as barbeques, candles, lanterns, torches, fireplaces, etc. Candles may be used on tables if securely supported on substantial noncombustible bases so located as to avoid danger of ignition of combustible materials and only if approved by the Tinley Park Convention Center. The candle flame shall be protected.
- Display and operation of any electrical, mechanical or chemical devices which may be deemed hazardous by the Village of Tinley Park Fire Chief.
- Use or storage of flammable liquids, compressed gas or dangerous chemicals.

Load-in / Load-out Installation / Dismantling

The Contractor, Show Management or Production Company will work with the Convention Services Manager to outline the exact days and times for both load-in and load-out. These times must be adhered to.

The installation and construction of wooden stages may not be done unless visqueen is installed under the entire area that the stage is going to encompass. No nails or bracing wires used in production set-ups may be attached to the building. No painting, mixing of chemicals or explosive materials are allowed inside the Tinley Park Convention Center.

The schedule of time and number of vehicles used for load-in / out, production or entertainment events must be submitted in writing to the Event Manager a minimum of ten (10) days prior to move-in. There can never be more than five (5) vehicles in the Tinley Park Convention Center at one time unloading.

Any tape applied to floors, carpets, etc., must be approved by Management in advance. Tinley Park Convention Center property must be returned to the condition in which the Contractor, Show Management or Production Company received it. This includes the removal of all refuse. All charges for cleaning and repair will be the responsibility of the Contractor, Show Management or Production Company. The use of packaging tape, duct tape and electrical tape is prohibited on floor surfaces or walls.

All outside contractors hired by Show Management and Exhibitors will adhere to all applicable rules and regulations. Any damage incurred in their specific work area will be the responsibility of the Show Management and Exhibitors.

The Contractor, Show Management or Production Company is responsible for the traffic control of vehicles scheduled by them for load-in/out. Parking of trucks and trailers overnight at the loading docks or on Tinley Park Convention Center property is prohibited without prior consent of the Event Manager. Unless a trailer is being loaded or unloaded, it must be removed from Convention Center property.

For all load-in & load-out, the presence of the Convention Center's dock master will be required.

All forklifts, or any other mechanical lifts are required to run on propane or electrical power, no combustible engines will be allowed to run in the Convention Center or ballroom spaces. All lifts are encouraged to have white tires to minimize markings on the floor. All lifts are to be operated by trained personnel, with a current valid operators licenses.

No pallet and / or pallet jacks are allowed unless proper protection is in place and all wheels have been checked and cleaned from any type of dirt, oil or grease that may have been transported with the equipment. The assigned Event Manager can assist in determining what includes proper protection.

Heavy visqueen would be considered proper protection for all transportation and placement of pallets, skids, or any other material that may cause damage or abuse to the Convention Center's carpeting.

It is the Contractor / Show Management's responsibility to remove the protective layer (i.e. visqueen covering etc) and dispose of them properly once the move out has been completed.

All production equipment delivered to meeting rooms will be transported through service corridors. Equipment or road boxes are not to be transported through the public areas.

No equipment is allowed in the foyer areas without consent from the Event Manager.

Failure to remove all items from the Convention Center, foyers, dock space, parking lot and all other areas of the Tinley Park Convention Center by the end of the contracted lease time will result in financial damages charged back to the Contractor, Show Management or Production Company.

Foyer doors are to remain closed while loading is occurring in order to prevent noise, fumes and climate change in the public foyer space.

Motorized Vehicles

Motorized vehicles are defined as any vehicle which is propelled by an internal combustion engine, such as, but not limited to automobiles, trucks, motorcycles, aircraft and watercraft.

All motorized vehicles which are displayed shall have the battery(ies) disconnected at the "HOT" lead. The lead shall be safely secured.

Fuel tanks in vehicles on display must be less than 5 gallons or one quarter (1/4) full which ever is less or completely empty and purged of all fumes. Fuel tanks can not be filled or emptied inside the Convention Center. Fuel tank levels will be checked upon entering the building.

Prior to entering the building, the Contractor or Production Manager must contact the Event Manager or Dock Master for a visual inspection. All vehicles entering the building must be clean and free of dirt, oil or grease.

Upon entering, visqueen must be laid under the place where the vehicle is to be located. The visqueen must remain under the vehicle during the time it stays in the building.

Operating Specifications

Outside Contractors, Show Management or Production Companies can work within the Tinley Park Convention Center under the following circumstances:

- Current Certificate of Insurance on file with the Tinley Park Convention Center.
 - Comprehensive general liability insurance including contractual liability and liability for personal injury, bodily injury, property damage and completed operations liability with coverage not less than \$1,000,000 per occurrence and \$1,000,000 general aggregate.
 - The Tinley Park Convention Center, Mid-Con Hospitality, The Holiday Inn, Tinley Park and the Village of Tinley Park and each of their respective subsidiaries, affiliates, officers, directors, employees, and agents named as an additional insured.
 - The certificate must provide coverage for all risks including workers compensation.
- Hold harmless agreement from the Contractor, Show Management or Production Company is on file absolving the Tinley Park Convention Center from any claim of damage resulting from equipment used or labor provided by the Contractor, Show Management or Production Company.
- A Copy of these guidelines signed and on file with the Convention Center.
- All Local, State, Federal and Convention Center codes and regulations are followed.
- All connections to the building's power sources are handled strictly by Tinley Park Convention Center personnel. Show Management, Exhibitors, Contractors or Production Companies are responsible for all charges for connecting to and usage of the hotel and Convention Center's power source.
- All ceiling hanging (structural steel or ceiling tile tracks) must be conducted by the Tinley Park Convention Center personnel. Show Management, Exhibitor, Contractors or Production Companies are responsible for all charges.
- The Tinley Park Convention Center has no storage facilities for equipment. This is the responsibility of the Contractor, Show Management or Production Company. Maximum allowed storage for combustible materials in the Convention Center will be limited to 100 square feet and no more than 10' tall. Storage areas are required to be noted on the floor plan for approval.
- All connections to the house sound system must be conducted by the Tinley Park Convention Center's Audio Visual Department. Show Management, Exhibitors, Contractors or Production Companies are responsible for all charges for connecting to and usage of the Convention Center's sound system.
- The Contractor, Show Management or Production Company is encouraged to provide walkie-talkies or direct in-house phone extension to Convention Center Operators to establish direct link communications in the event that a problem arises with the equipment or personnel.
- Water, chemical or dry ice fog/haze machines are not permitted inside the Convention Center without prior written permission from Event Management. Request to utilize fog or haze machines are not guaranteed and are required to be submitted 60 days prior to the first day of the event. Fog / haze machines will require additional fire watch services.
- The Contractor, Show Management or Production Company accepts responsibility for any costs assessed to inspect or replace sprinkler heads or smoke sensors that have been discharged in the course of an event. The Contractor, Show Management or Production Company will be held responsible for any costs or fines assessed by the Fire Department for a false alarm resulting from the unauthorized discharge of pyrotechnics or smoke.
- A Material Safety Data Sheet (MSDS) is required for any chemicals utilized by a Contractor, Show Management or Production Company.

Parking

The Convention Center parking lot is not to be used for storage of any oversized vehicles, to include but not limited to trailers and semi-trucks longer than 32 feet. Unless a such-sized trailer or truck is being loaded or unloaded, it must be removed from Convention Center property. All other oversized vehicles (shorter than 32 Ft) must be parked on the Southeast parking lot, not taking up more than two (2) spaces at the time.

Personnel

Smoking is prohibited within the entire facility. Eating and drinking is prohibited within the facility during load-in/out. Catered meals are allowed, per the client's request at a cost. Beverages will be restricted to

non-alcoholic during set up and tear down. Food and beverages staged or stored in Convention Center service corridors are Tinley Park Convention Center property and are not to be touched by Contractor, Show Management or Production Companies.

The possessions or use of intoxicants on Tinley Park Convention Center property or job sites is prohibited. Possession or use of drugs is prohibited, other than medicine prescribed by the employee's physician. Violation will result in immediate removal of the individual from the premises and possible legal action.

The possession of guns, explosives or weapons of any kind is prohibited. Fighting, physical violence, creating a disturbance, horseplay, disorderly conduct or use of abusive language is a violation of the Tinley Park Convention Center policy and will result in immediate removal of the individual from the premises and possible legal action.

Gambling is not permitted within the facility.

Theft, attempted theft, misappropriation of property or the aiding of such acts will result in immediate removal and possible criminal prosecution.

No food is to be consumed in the Tinley Park Convention Center other than catered meals. Crews shall not break in public corridors or other public spaces of the Convention Center.

Security

The Contractor, Show Management or Production Company is responsible for the security of its own equipment at all times. When contracting outside security firms, that firm must first have the approval of the Event Manager prior to their work beginning.

The Tinley Park Convention Center requires on file:

- Certificate of Insurance
- Hold Harmless Agreement
- License & Bond

All security personnel must be in uniform with acceptable grooming standards.

Smoking is not permitted in the facility. No eating in public areas.

No firearms are permitted in the facility.

No sitting when visible in public areas.

All meal breaks are to be taken in designated areas.

Shipping and Receiving

Advance shipments will not be accepted by the Convention Center. Shipping and receiving must be arranged through the Event Manager.

All shipments arriving at the Convention Center loading dock are subject the Convention Center's shipping, receiving and handling charges. Contractors retrieving shipments at the Convention Center loading dock are only allowed to do so if the shipments are in care of the Contractor.

Acknowledgment

I have read Section 5 of the Tinley Park Convention Center Policies and Procedures entitled "Exhibitors Guidelines" and will enforce them when working at the Tinley Park Convention Center. I understand that failure to enforce the Guidelines may result in financial penalties, as well as failure to comply with the Guidelines will delay the event opening until compliance is obtained.

Printed Name: _____

Signature: _____

Title: _____

Company Name: _____

Phone: _____ Fax: _____

Address: _____

Show Name: _____

Date: _____

**Contractor, Show Management or Production Company
RETURN A SIGNED COPY OF THIS PAGE VIA FAX TO:**

**Tinley Park Convention Center
Sales & Marketing Office
Attention: Convention Services Manager
Fax: 708-342-6221**