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# EXHIBITOR SERVICE MANUAL

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**NEW ENGLAND  
HOME CARE & HOSPICE**  
CONFERENCE AND TRADE SHOW

DoubleTree by Hilton Manchester  
Downtown  
Manchester, NH  
May 4-6, 2026

**CAPITAL**  
convention contractors

153 Northboro Road, Suite 6 | Southborough, MA 01772  
capitalconventions.com | Fax: 508-481-1150

877-335-3700

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**New England Home Care & Hospice Conference and Trade Show**

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Manchester, NH

**May 4-6, 2026**

Dear Exhibitor:

Capital Convention Contractors is pleased to have been selected as the Official Service Contractor for the upcoming **New England Home Care & Hospice Conference and Trade Show**. In our commitment to a productive and smooth-running event, we have prepared the Exhibitor Service Manual with all the products and services necessary to plan a successful event.

Please carefully review all the information within this Exhibitor Manual and take advantage of advance order pricing by submitting your orders by the posted deadlines. In addition to Capital services, we have included all other ancillary service order forms that pertain to this event. Note that some of these forms are to be returned to the specific contractors and/or facilities who have jurisdiction over these services. Capital forms can be returned to our office by using the contact information listed at the bottom of each Capital order form.

For your convenience, please refer to the Event Quick Facts page for important event-specific information. If you have any additional questions about Capital's services or equipment, please do not hesitate to contact us at 877-335-3700 or [help@capitalconventions.com](mailto:help@capitalconventions.com).

A Capital Exhibitor Service Desk will be available on-site at the show and staffed during all move-in and move-out hours to answer any question or assist with any last-minute requirements.

Capital understands that your participation in this event is an important part of your company's marketing strategy, and we will work with you to make the event a complete success for you and your company!

Sincerely,



## EVENT QUICK FACTS

### BOOTH INFORMATION

Your allotted space is 10' x 8'.

Each space includes:      8' high back drape      6' draped table  
   3' high side drape      (2) chairs  
   Exhibitor ID sign      wastebasket

Show colors:              Royal Blue/White

### EXHIBIT HALL CARPET

Exhibit Hall is Not Carpeted – Carpet Not Permitted in the Armory

### MATERIAL HANDLING

#### ADVANCE SHIPMENTS

Please use enclosed freight labels

Receiving hours: M-F 9:00 am to 4:00 pm

**Must arrive between: April 3, 2026-April 27, 2026**

To:              Exhibitor Name & Booth # (if available)

For:              New England Home Care & Hospice  
                         Conference and Trade Show

c/o              Capital Convention Contractors  
                         153 Northboro Road - Suite 6  
                         Southborough, MA 01772

#### DIRECT SHIPMENTS

Please use enclosed freight labels

Received only during exhibitor move-in hours

**Only on: May 3, 2026**

To:              Exhibitor Name & Booth # (if available)

For:              New England Home Care & Hospice  
                         Conference and Trade Show

c/o              Capital Convention Contractors  
                         DoubleTree by Hilton Manchester Downtown  
                         700 Elm Street  
                         Manchester, NH 03101

Official Show Carrier: ABF Freight **800-654-7019** or email [tradeshow@arcb.com](mailto:tradeshow@arcb.com)

### ADVANCE ORDER DISCOUNT DATE

Capital Equipment and Service Orders received with full payment by **April 20, 2026** enjoy the discounted Advance Price as shown in this Manual. Standard pricing will prevail for all orders received after this date.

For non-Capital services, please refer to the specific contractors' order forms enclosed within this manual for pricing policies.

### SHOW SCHEDULE

Exhibitor Set-up:	Sunday	May 3	1:00 p.m. – 4:00 p.m.
	Monday	May 4	7:30 a.m. – 12:00 p.m.
Exhibit Hours:	Monday	May 4	12:00 p.m. – 5:00 p.m.
Reception:	Monday	May 4	5:00 p.m. – 6:30 p.m.
Exhibit Hours	Tuesday	May 5	7:30 a.m. – 12:00 p.m.
Breakfast in the Ballroom	Wednesday	May 6	7:30 a.m. – 8:30 a.m.
Exhibit Hours	Wednesday	May 6	7:30 a.m. – 12:00 p.m.
Final Break	Wednesday	May 6	10:50 a.m. – 11:50 a.m.
Exhibitor Dismantle:	Wednesday	May 6	12:00 p.m. – 2:00 p.m.

Drivers for all carriers must be checked in at the Capital Exhibitor Service Desk for pickup of freight by: **May 6, 2026 2:00 PM.**

## EASY & SECURE ONLINE ORDERING

Hassled by printing forms and faxing, or scanning and emailing them? If so, take advantage of ***Online Ordering!***

If you prefer to order your *Capital Conventions* products and services online, we have a fully secure and easy to use Online Ordering system specifically tailored to this event.

Your secure login credentials will be emailed to you, with all the information you need to get started. Even better, you can use your same login information for multiple shows with *Capital Convention Contractors*; no more keeping track of multiple logins for multiple events.

All the *Capital* products and services that you find on the following Exhibitor Service Manual forms are available at our secure storefront.

[Click Here to Access Online Ordering](#)

If you haven't yet received your credentials, email us at [help@capitalconventions.com](mailto:help@capitalconventions.com)

Of course, you can still fax or email your orders to us if you prefer:

- Fax orders to 508.481.1150
- Email orders to [help@capitalconventions.com](mailto:help@capitalconventions.com)



## CREDIT CARD AUTHORIZATION FORM

**WE ACCEPT:** American Express VISA MasterCard Discover

**Exhibitor** \_\_\_\_\_ **Booth #** \_\_\_\_\_

### CREDIT CARD BILLING INFORMATION

**Credit Card Billing Address** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip Code** \_\_\_\_\_

**Contact Person** \_\_\_\_\_ **Email** \_\_\_\_\_

**Phone ( )** \_\_\_\_\_ **Fax ( )** \_\_\_\_\_

**Credit Card Number** \_\_\_\_\_ **Expiration** \_\_\_\_\_ **CVV\*** \_\_\_\_\_

\*(3 digit MC/Visa 4 digit Amex)

**Card Holder Name** (please print) \_\_\_\_\_ **Signature** \_\_\_\_\_

Cardholder hereby authorizes Capital to charge credit card described herein for all charges incurred by Exhibitor and has read, understands and agrees to all forms in the exhibitor manual and agrees to pay all charges as described in the Cardholder Agreement. All estimated charges must be paid in ADVANCE, and a valid credit card must be on file with Capital authorizing payment for modified and/or additional charges. All charges must be paid by the end of the show.

**IMPORTANT: PLEASE PROVIDE YOUR BOOTH REPRESENTATIVE WITH A COPY OF THIS CREDIT CARD AUTHORIZATION FORM TO  
AVOID ANY MISUNDERSTANDING.**

### CREDIT CARD PAYMENT POLICY

**NO SERVICES WILL BE RENDERED UNTIL THIS DOCUMENT IS COMPLETED, SIGNED  
AND RETURNED TO CAPITAL**

**ADVANCE FLOOR ORDERS:** All orders require advance payment for initial estimate of charges for services AND a VALID CREDIT CARD with proper authorization be provided to Capital. You may prepay with a company check, but a credit card is required by Capital to ensure any unexpected charges, such as additional freight, clean-up cost, etc. that are paid at the time the show closes.

**THIRD PARTY ORDERS:** If you choose to contract work to a Display or Exhibit House/company and/or require services from Capital, the payment information presented above shall apply. Capital must be notified, in writing, from exhibiting company or any other Display or Exhibit Company involved in the set-up or dismantle of exhibits.

**DRAYAGE TO WAREHOUSE OR SHOW SITE AND/OR LABOR:** Capital's Payment Policy must be adhered to by exhibitor prior to any freight being shipped to Capital. All charges for freight, assembling, disassembling, shipping, handling and any other must be prepaid. If adjustments or additional charges are required at Show Close, they will be charged to the enclosed Credit Card provided, unless Exhibitor disputes charges in writing. Capital is **not responsible** for any damage or loss of your freight; please secure round trip insurance from your company insurance carrier.

**ALL CHARGES:** All charges/costs requested by Exhibitor MUST be **PAID IN FULL** before services are rendered, and any adjustment and/or additional charges must be paid by Show Close. Such costs will be charged to Exhibitor's credit card provided unless prior arrangements have been made. All Checks must be drawn on a US bank, and there will be a minimum charge for each NSF check written to Capital. Declined credit cards are subject to a \$35.00 service fee.

**ADJUSTMENTS:** Exhibitors are responsible for ensuring services rendered as ordered prior to Show Opening. All requests for adjustments must be made on site prior to the Show Closing. Capital will not be responsible for adjustments after the Show Closes unless prior arrangements have been made in writing to Capital.

**SALES TAX:** Applicable city, county and state taxes will apply. If any Exhibitor is exempt from paying sales tax, it is the Exhibitor's responsibility to provide Capital with its tax exempt certificate prior to the Show Opening.

**COLLECTION POLICY:** In the event this contract is turned over to an attorney for collection or dispute, Capital will be entitled to reasonable attorney fees.

If you have any questions, please feel free to contact Exhibitor Services at the number below.

**EMAIL, MAIL OR FAX FORM TO:**

Capital Convention Contractors · 153 Northboro Rd · Suite 6 · Southborough, MA 01772  
Phone 877-335-3700 · Fax 508-481-1150 · Email [help@capitalconventions.com](mailto:help@capitalconventions.com)

### THIRD PARTY PAYMENT POLICY

**Capital Convention Contractors will invoice third parties for payment of services rendered to exhibitors provided the following conditions are met:**

1. The payment record of the third party is acceptable to *Capital*.
2. This completed form is signed by both parties and returned to *Capital* at least 14 days prior to move-in.
3. **A completed Credit Card Authorization Form MUST accompany this form from each party.**
4. Capital's prepayment policy is adhered to; i.e. orders must be received with payment by the deadline dates.
5. If there is any doubt which party is to be invoiced for a service, the exhibiting firm accepts responsibility for payment upon presentation of invoice at show site.
6. The exhibiting firm is ultimately responsible for payment of all charges by show conclusion.
7. Both parties have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

**Please indicate which of the following items/services are to be invoiced to the third party:**

☐ All Capital Services

☐ Freight Handling

☐ Furniture/Accessories

☐ Labor

☐ Other (specify) \_\_\_\_\_

**We understand and agree that we, the exhibiting firm, are ultimately responsible for payment of charges incurred. In the event the named third party does not make payment upon presentation of invoice at show site, such charges will be presented to the exhibiting firm for payment before the close of the show.**

#### Exhibiting Firm

Company Name \_\_\_\_\_ Booth # \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip Code \_\_\_\_\_

Phone (     ) \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

#### Display House 3<sup>rd</sup> Party

Display House 3<sup>rd</sup> party \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip Code \_\_\_\_\_

Phone (     ) \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

## ORDER SUMMARY

**Payment Policy:** All orders faxed or mailed to Capital must be accompanied by a Credit Card Authorization Form. Payment in full is due at show site. Absolutely no show site orders will be executed prior to full payment of all customer bills.

**Calculate your order total:**

Service	Amount Due
Exhibitor Booth Labor*	\$ _____
Material Handling*	\$ _____
Furnishings & Accessories	\$ _____
Miscellaneous	\$ _____
NH Tax 0.00%	\$ _____
<b>TOTAL ESTIMATED CHARGES</b>	<b>\$ _____</b>
*indicates nontaxable services	

### PLEASE BE AWARE OF OUR PAYMENT AND PRICING POLICIES

**ALL CHARGES MUST BE PAID PRIOR TO THE CLOSE OF THE SHOW**

**ORDERS RECEIVED WITHOUT FULL PAYMENT OR CREDIT CARD INFORMATION WILL NOT  
BE PROCESSED**

**MAKE CHECKS PAYABLE TO: CAPITAL CONVENTION CONTRACTORS**

Checks must include exhibiting firm name and booth number

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_

Address \_\_\_\_\_ City/State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

Authorized Signature \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.

**EMAIL, MAIL OR FAX FORM TO:**

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## LIABILITY AND INSURANCE BULLETIN

*Capital Convention Contractor's liability shall be limited to the physical loss or damage to the specific article, which is lost or damaged as described below:*

1. Capital Convention Contractors shall not be responsible for damage to uncrated materials; materials improperly packed or concealed damage.
2. Capital Convention Contractors shall not be responsible for loss, theft, or disappearance of exhibitor's materials after same have been delivered to exhibitor's booth.
3. Capital and its subcontractors shall not be responsible for loss, theft, and disappearance of exhibitor's materials before it is picked up from exhibitor's booth for reloading after the close of the show. Outbound Bills of Lading are available at the Capital Exhibitor Service Desk. Outbound Bills of Lading will be checked at the time of actual pickup of freight from the booth. Piece counts will be adjusted and corrections will be made to the Bill of Lading where discrepancies may occur.
4. Capital and its subcontractors will not be responsible for ordinary wear and tear in handling of equipment. Neither will they be responsible for loss, damage or delay of shipments due to fire, theft, water, vandalism, acts of God, strikes, lockouts, work stoppages of any kind or any other circumstances beyond their control.
5. Capital and its subcontractors' liability shall be limited to physical loss or damage to the specific article which is lost or damaged, and in any event Capital's maximum liability shall be limited to \$.30 per pound per article with a maximum liability of \$50.00 per item or \$1,000.00 per shipment, whichever is less.
6. If Capital is found negligent for the damage of materials, the exhibitor's sole remedy will be to have Capital repair or replace the defective materials with that of like kind and quality. In no event shall Capital be liable for incidental or consequential damages, which may result or arise out of the damaged materials. This shall include those losses or damages, which may arise out of the inability of an exhibitor to show their product.
7. The consignment for delivery of a shipment to Capital by an exhibitor, or by any shipper on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth in this notice. It is understood that Capital and its subcontractors are not insurers. Insurance, if any, shall be based on the value of the material handling services and the scope of liability is unrelated to the value of the exhibitor's property being handled. It is suggested that exhibitors insure all shipments from the time they leave your company until they are returned from the show. If a shipment must be re-routed due to incorrect or unclear shipping instructions on the Outbound Bill of Lading, Capital assumes no liability as a result of such rerouting or handling.
8. Capital and its subcontractors shall not be liable to any extent whatsoever for any actual, potential or assumed loss of profits or revenues or for any collateral costs, which may result from any loss or damage to an exhibitor's materials, which may make it impossible or impractical to, exhibit same.
9. Loss or damage must be submitted to Capital prior to the close of the show on which the loss or damage occurred or shall be considered waived. No suit or action shall be brought against Capital or its subcontractors more than one (1) year after the accrual of the cause of action therefore.
10. Shipment received without receipts, freight bills or specified unit counts on receipts or freight bills such as UPS or van lines will be delivered to the exhibitor's booth without guarantee of piece count or condition. No liability will be assumed by Capital for such shipments.
11. Empty container labels are available at the service desk. Affixing the labels is the sole responsibility of the exhibitor or his/her representative. All previous labels should be removed or completely covered. Capital assumes no responsibility for errors to the aforementioned procedure, removal of containers with old empty labels and without Capital's labels, improper information on empty labels, or valuables stored in containers with empty labels.
12. Freight handling charges are the responsibility of the exhibitor to whom the shipments have been consigned. Also, charges for loading out freight shipments are the responsibility of the exhibitor from whose shipments are made. Exhibitors may not assign this responsibility to suppliers or customers.  
  
The exhibitor agrees, in the event of a dispute with Capital relative to any loss or damage to any of their materials or equipment that they will not withhold payment of any amount due to Capital for drayage or any other service provided by Capital as an offset against the amount of the alleged loss or damage. Instead, they shall agree to pay Capital at the close of the show for all such charges, and they further agree that any claim they may have against Capital shall be pursued independently by them as a completely separate transaction to be resolved on its own merits.
13. Where an exhibitor indicates choice of carrier for pickup, it is the exhibitor's responsibility to arrange with such carrier for said pickup service. If the carrier does not pick up within the time limited for the removal of exhibitor's materials at the Exhibit Hall, we reserve the right to forward such materials by the shipping method of our choice or to remove said materials to our warehouse for disposition, at an additional charge to the exhibitor in accordance with prevailing rates for the service performed.
14. Materials left behind without orders placed at the Service Desk may be classified as abandoned. The Service Contractor shall not be responsible for same. We are not responsible for any delay of rush shipments. We will expedite such rush shipments to the best of our ability, but will not assume any financial responsibility for shipments, which do not arrive at their destination at a dated time.



## **DOUBLETREE BY HILTON MANCHESTER DOWNTOWN LABOR GUIDELINES & NON-OFFICIAL CONTRACTOR RULES FOR EXHIBITOR PARTICIPATION**

To assist you in planning for your participation in this upcoming exposition, we are certain you will appreciate knowing in advance that labor is required for certain aspects of your exhibit handling. To help you understand, we ask that you read the following:

### **MATERIAL HANDLING**

Regulations require that the official material handling contractor off-load all equipment and display materials for **ALL** trucks, including box rental trucks of any size, and all rental vans using the loading dock. **The use of fork trucks, pallet jacks and lift gates are only permitted by personnel of Capital Convention Contractors.**

Exhibitors are allowed to perform their own material handling, provided they meet all of the following criteria:

- Personnel performing the work must be **bonafide, full-time employees** of the exhibiting company.
- Exhibitors may load/unload uncrated materials from a mini-van, car, station wagon or pick-up truck owned by the exhibiting company.
- Exhibitors may use **only** hand-operated equipment, which they have provided; two-wheeled hand trucks and four-wheeled flat carts are permitted.
- Exhibitors choosing to handle their own materials are responsible for their own storage during the show.

### **EXHIBIT INSTALLATION AND DISMANTLING**

Full time employees of the exhibiting companies may set their own exhibits without assistance. Any labor services that may be required beyond what your regular full time employees can provide must be rendered by the General Contractor. Labor can be ordered in advance by returning the Labor Order Form, or at show site, at the service desk. Proof of full time employment status may be requested by the Contractor.

### **NON-OFFICIAL CONTRACTOR RULES**

Non-Official Installation and Dismantling Contractors must use labor supplied by Capital Convention Contractors. Supervision by Non-Official is allowed.

The following is required:

- Non-Officials must furnish Show Management the names and addresses and telephone numbers of key executives for emergency contact.
- All personnel must be properly identified with a badge at show site.

This statement and insurance rider **is not** required by the exhibitors who plan to set-up and dismantle their own booths or equipment with their own employees.

All Non-Official Installation and Dismantle Contractors (supervisors) will be allowed on the exhibit floor **only** during official installation and dismantle hours, and must be identified with a temporary work pass, either supplied by Show Management or the Official Service Contractor.

### **TIPPING**

CAPITAL CONVENTION CONTRACTORS requests that exhibitors do not tip our employees. They are paid at an excellent wage scale denoting a professional status, and we feel that tipping is not necessary. This applies to all employees. Any request for such should be brought to the attention of a Capital representative at the service desk or correspondence may be directed to the attention of the General Manager at the Capital office.

### **SAFETY**

Standing on chairs, tables, or other rental furniture is prohibited. This furniture is not engineered to support standing weight. CAPITAL CONVENTION CONTRACTORS cannot be responsible for injuries or falls caused by the improper use of this furniture. If assistance is required in assembling your booth, please order labor on the Labor Order Form and the necessary ladders and tools will be provided.

## **DOUBLETREE BY HILTON MANCHESTER DOWNTOWN LABOR GUIDELINES & NON-OFFICIAL CONTRACTOR RULES FOR EXHIBITOR PARTICIPATION CONTINUED**

Capital Convention Contractors is the official drayage company for your show. Please be sure to use them for all your drayage needs. Please note: should the hotel receive any materials from show exhibitors, the materials will be held for pickup by Capital Convention Contractors during established exhibitor set up hours. All fees will be due and payable on site to Capital Convention Contractors, floor order pricing will apply. This policy adheres to all exhibitors – even those that are hotel guests. Please refer to the enclosed drayage forms for rates and terms.

### **LOADING IN/OUT**

Exhibitor unloading is permitted into the Expo Center from:

- parking garage, level 3 - clearance 7'
- loading dock, located in the rear of the hotel off Pleasant St. - Dock height is 4'

Exhibitor unloading is permitted into the Armory from the overhead door located on Pleasant St.

Exhibitors are required to provide all necessary unloading equipment: pallet jacks, 4 wheelers, etc. The hotel is not permitted to assist in unloading or able to provide equipment for unloading. **UNLOADING IS NOT PERMITTED** from the Hotel Drive by the front doors of the Expo from the hours of 7am-5pm. Limited access will be permitted after 5pm on a prearranged basis. Parking in the rear lot is allowed by **PERMIT ONLY**. All other vehicles will be towed. Only oversized vehicles will be allowed permission to remain in the lot. Please contact show manager should oversize parking be needed. No vehicular access is allowed in either space for unloading purposes.

### **SETUP/BREAKDOWN**

All exhibitors are required to adhere to the show management approved set up and breakdown hours. It is the exhibitor's responsibility to remove all booth materials within the designated time frame. Please note: The DoubleTree by Hilton Manchester Downtown will pick up all recyclable paper products, please be sure to break down all boxes and place in the aisle for pick up.

**Please note: Carpet is not allowed to be affixed to the Armory floor**

The DoubleTree by Hilton Manchester Downtown is not responsible for providing booth setup items: please refer to the show decorator information for your booth needs.

### **MISCELLANEOUS**

The City of Manchester Health department requires all exhibitors involved in the preparation and sampling of food be pre-approved. Written permission may be obtained by calling 603-624-6466. Please note: food products may only be distributed by an exhibitor if it is the principle primary product of the exhibitor.

- nothing should be nailed, stapled or taped to walls or floors
- helium balloons are not permitted in the Armory Exhibit area
- smoke, fog or other flammable substances will not be permitted under any circumstances

For questions or information please contact The DoubleTree by Hilton Manchester Downtown Sales office: 603-206-4208.

## CART LOAD SERVICE ORDER FORM

**Advance Order Price Deadline: April 20, 2026**

**Cart Load Service is available for Personally Owned Vehicles (POV) such as automobiles or vans/mini-vans only.**

Exhibitors who would like assistance with the unloading and re-loading of their show materials at the loading dock may order Cart Load Service through Capital at the rates listed below:

Load Description	Advance Rate	Floor Rate	Total
Up to ten (10) CARTONS/ITEMS	\$139.00	\$168.00	
Over ten (10) CARTONS/ITEMS	\$172.00	\$210.00	

### Cart Load Service Guidelines

- Cart Load Service is only available during designated Exhibitor Move-in and Move-out hours.
- For ALL loaded trailers towed by a car or van and ALL loaded straight trucks a minimum labor charge of two (2) men for one (1) hour will apply. Please refer to our Advanced Labor Order Form to place orders for this service.
- Cart Load service pricing includes both load-in and load-out.
- Cart Load service is provided on a first-come, first serve basis for non-skidded and non-pallet items unloaded from and loaded into non-commercial vehicles.
- Cart Load service is for loose items only, NO MACHINERY.
- Cart Load service is provided from the loading dock to the exhibit booth only.
- Cart loaders are not available to assist with booth set-up or booth tear down, please order labor separately.

#### **ADVANCE DISCOUNT ORDER PAYMENT MUST BE RECEIVED 14 DAYS PRIOR TO MOVE-IN.**

- ❖ Cart Load Service orders are a prepaid service.
- ❖ Cancellation requires a written 24-hour notice for a refund.
- ❖ This is a round trip service. No refunds will be provided should the exhibitor decide not to use the full service.

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_  
 Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_ Signature \_\_\_\_\_  
 Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.

**EMAIL, MAIL OR FAX FORM TO:**

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## US FIRE DEPARTMENT REGULATIONS

### For Exhibits, Exhibitions and Trade Shows – Public & Private

**Booth Construction** – Booths, platforms and space dividers shall be of materials that are flame-retardant or rendered so, satisfactory to the Fire Department representatives. Coverings for counters or tables used within or as part of the booth shall be flame-retardant. All electrical wiring and apparatuses will be of a wire UL type approved.

**Fire Department** – A permit shall be required for the following:

1. Display or operate any heater, barbecue, heat-producing or open flame device, candles, lamps lanterns, torches, etc.
2. Display or operate any electrical, mechanical, or chemical device, which may be deemed hazardous by the fire department.
3. Use or storage of inflammable liquids and dangerous chemicals.
4. Display any internal combustion engine (*special requirements available upon request*).
5. Use of compressed gases. (Permit available for 32CF bottles ½ or less full).

**Obstructions** – Aisle and exits, as designated on approved show plans, shall be kept clean, clear and free of obstacles. Booth construction shall be substantial and fixed in position in specified areas for the duration of the show. Easels, signs, etc., shall not be placed beyond the booth area into aisles. Firefighting equipment shall be provided and maintained in accessible, easily seen locations and may be required to be posted with designating signs.

**Fire-Retardant Treatment** – All decorations, drapes, signs, banners, acoustical materials, cotton, paper, hay straw, moss, split bamboo, plastic cloth, and similar materials shall be flame-retardant to the satisfaction of the Fire Department. Booth identification banners and signs shall be flame-retardant unless smaller than 1232 square inches (28" x 44") if separated from other combustibles by a minimum of 12" horizontally and 24" vertically. Oil cloth, tar paper, nylon and certain other plastic materials cannot be made flame-retardant, and their use is prohibited.

**Combustibles** – Literature on display shall be limited to reasonable quantities (one-day supply). Reserve supplies shall be kept in closed containers and stored in a neat and compact manner in a location approved by the Fire Department. All exhibit and display empty cartons must be stored in an approved drayage area. If the show is under a 24-hour approved manned security program, automobiles are allowed to retain 1 gallon or less of fuel, gas caps must be taped. Batteries are to be disconnected and taped.

**STORAGE BEHIND BOOTH BACKWALL IS STRICTLY PROHIBITED.**

## TABLE/DRAPE ORDER FORM

**Advance Order Price Deadline: April 20, 2026**

	QTY	DESCRIPTION	Advance Price	Floor Price	Amount
<b>TABLES-DRAPED</b>		4' X 2' – 30" HIGH	\$134.00	\$167.00	
		6' X 2' – 30" HIGH	\$158.00	\$197.00	
		8' X 2' – 30" HIGH	\$171.00	\$213.00	
<b>COUNTER HEIGHT TABLES-DRAPED</b>		4' X 2' – 40" HIGH	\$158.00	\$197.00	
		6' X 2' – 40" HIGH	\$183.00	\$228.00	
		8' X 2' – 40" HIGH	\$208.00	\$260.00	
<b>TABLES-UNDRAPED</b>		4' X 2' – 30" HIGH	\$74.00	\$92.00	
		6' X 2' – 30" HIGH	\$92.00	\$116.00	
		8' X 2' – 30" HIGH	\$104.00	\$129.00	
<b>COUNTER HEIGHT TABLES-UNDRAPED</b>		4' X 2' – 40" HIGH	\$85.00	\$105.00	
		6' X 2' – 40" HIGH	\$97.00	\$122.00	
		8' X 2' – 40" HIGH	\$110.00	\$137.00	
<b>TABLES-COCKTAIL FINISHED TOP</b>		30" ROUND – 30" HIGH	\$122.00	\$152.00	
		30" ROUND – 40" HIGH	\$134.00	\$168.00	
<b>SPANDEX COVER FOR COCKTAIL TABLE – Black, White, or Blue Only</b>		30" ROUND – 30" or 40"	\$80.00	\$101.00	
<b>TABLE RISERS</b>		4' X 10" HIGH	\$86.00	\$108.00	
		6' X 10" HIGH	\$98.00	\$123.00	
<b>TABLES-4<sup>TH</sup> SIDE DRAPE</b>		6' OR 8' TABLE	\$80.00	\$100.00	
		6' OR 8' COUNTER	\$80.00	\$100.00	
<b>CUSTOM BOOTH DRAPE</b> 6ft, 8ft & 10ft increments		8' HIGH PER LINEAR FT	\$14.00	\$19.00	
		3' HIGH PER LINEAR FT	\$10.00	\$12.00	

**\*\*IF YOU DO NOT INDICATE COLOR CHOICE -SHOW COLOR WILL BE PROVIDED\*\***

**CIRCLE COLOR CHOICE:** ROYAL BLUE      SILVER      BURGUNDY      HUNTER GREEN  
WHITE      RED      BLACK

**ADVANCE DISCOUNT ORDER PAYMENT MUST BE RECEIVED 14 DAYS PRIOR TO MOVE-IN.**

- ❖ No credit will be issued on equipment ordered and placed in your booth, either unused or after the close of the show. There is a 50% cancellation charge for orders cancelled at show-site.
- ❖ All materials are on a rental basis and remain the property of Capital.
- ❖ The undersigned is responsible for all items ordered and for its condition at close of show.

**SUB TOTAL** \$ \_\_\_\_\_  
**NH TAX 0.00%** \$ \_\_\_\_\_  
**GRAND TOTAL** \$ \_\_\_\_\_

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_  
Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_ Signature \_\_\_\_\_  
Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.

**EMAIL, MAIL OR FAX FORM TO:**

Capital Convention Contractors · 153 Northboro Rd · Suite 6 · Southborough, MA 01772  
Phone 877-335-3700 · Fax 508-481-1150 · Email [help@capitalconventions.com](mailto:help@capitalconventions.com)

## BOOTH FURNISHINGS ORDER FORM

**Advance Order Price Deadline: April 20, 2026**

	QTY	DESCRIPTION	Advance Price	Floor Price	Amount
<b>CHAIRS</b>		UPHOLSTERED BAR STOOL	\$107.00	\$134.00	
		PADDED ARM CHAIR	\$85.00	\$108.00	
		PADDED SIDE CHAIR	\$67.00	\$84.00	
		FOLDING CHAIR	\$23.00	\$29.00	
<b>ACCESSORIES</b>		6' DISPLAY CASE W/SHELVES	\$460.00	\$576.00	
		STANDARD COUNTER 41.5"W X 21.75"D X 42"H	\$245.00	\$308.00	
		4' X 8' DISPLAY BOARD	\$190.00	\$238.00	
		LITERATURE RACK	\$104.00	\$130.00	
		CHROME 22" x 28" SIGN HOLDER	\$84.00	\$105.00	
		BAG RACK	\$92.00	\$116.00	
		GARMENT RACK	\$92.00	\$116.00	
		TRIPOD EASEL	\$43.00	\$54.00	
		RAFFLE DRUM	\$86.00	\$108.00	
		7 GALLON WASTEBASKET	\$22.00	\$28.00	
		8' ALUMINUM BACK POST W/BASE	\$37.00	\$47.00	
		6'-10' ADJUSTABLE CROSS BAR	\$25.00	\$31.00	

<b>SUB TOTAL</b>	\$ _____.
<b>NH TAX 0.00%</b>	\$ _____.
<b>GRAND TOTAL</b>	\$ _____.

**ADVANCE DISCOUNT ORDER PAYMENT MUST BE RECEIVED 14 DAYS PRIOR TO MOVE-IN.**

- ❖ No credit will be issued on equipment ordered and placed in your booth, either unused or after the close of the show. There is a 50% cancellation charge for orders cancelled at show-site.
- ❖ All materials are on a rental basis and remain the property of Capital.
- ❖ The undersigned is responsible for all items ordered and for its condition at close of show.

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_  
 Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_ Signature \_\_\_\_\_  
 Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.

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## Chairs



Upholstered Bar Stool



Padded Arm Chair



Padded Side Chair



Folding Chair

## Draped Tables



30" High draped table



40" High draped table



30" High cocktail table



40" High cocktail table

- Draped tables are available in lengths of 4, 6 and 8 ft. and heights of 30 or 40 inches.

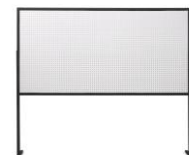
## Accessories



Display Case



Standard Counter



Display Board



Literature Racks



Chrome Sign Holder



Bag Rack



Garment Rack



Tripod Easel



Raffle Drum

### Please Note:

- Actual available products may vary. Please contact our Exhibitor Services Department to ensure the availability of specific items.
- All colors depend upon dye lots and lighting.



## LABOR ORDER FORM

**DEADLINE ORDER DATE: April 20, 2026**

Labor is available for installation and dismantling of exhibits, shrink-wrapping and banding of materials.

### RATES:

- ☐ **Straight Time: \$ 107.00 per man-hour** - 8:00 a.m. to 4:30 p.m. Monday through Friday. One hour minimum.
- ☐ **Overtime: \$ 160.50 per man-hour** - before 8:00 a.m. and after 4:30 p.m., and all hours on Saturday, Sunday and observed holidays, where applicable. One hour minimum.

### CALCULATE ESTIMATED LABOR

DATE	TIME	# OF MEN	TOTAL HOURS	RATE PER MAN HOUR	ESTIMATED COST
INSTALLATION:	AM				
	PM	X	X	\$	= \$
DISMANTLE:	AM				
	PM	X	X	\$	= \$

**FINAL COSTS WILL BE CALCULATED AFTER COMPLETION OF SERVICES. COSTS ARE BASED ON OPTIONS AND ACTUAL LABOR TIME.**

**ORDERS PLACED AFTER April 20, 2026 WILL BE CHARGED AN ADDITIONAL 30%**

### Labor Options (choose one)

☐

Exhibitor Supervised Labor

☐

Capital Supervised Labor

### EXHIBITOR SUPERVISION

All labor is performed under the direction of the exhibitor. Exhibitor must meet the scheduled labor at the Capital Service Desk. Failure to check in at the scheduled time will result in a one-hour minimum charge per person requested. Starting times are guaranteed only in those instances where labor is requested for the start of the workday. Twenty-four-hour notice is required for cancellation of labor services.

**Company Representative:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

### CAPITAL SUPERVISION

This plan allows for exhibits to be set up prior to exhibitor's arrival. The charge for this service is **50% of the exhibitor's total labor bill**, with a minimum of \$45.00 on installation and \$45.00 on dismantles. In order to perform this service without the exhibitor's representative present, Capital must have detailed set-up instructions (blueprints/floor plans, etc.) with this labor order. **Please see the next page for outbound shipping instructions.**

### Set Up Information Required:

Booth display being shipped to: ☐ Warehouse ☐ Show site Scheduled delivery date \_\_\_\_\_

Shipment consists of: ☐ Crates ☐ Cartons ☐ Carpets/pads

If no carpet is being shipped, is carpet ordered through Capital? ☐ Yes ☐ No

Blueprints & Exhibit instructions: ☐ Attached ☐ Shipped with Display (Please supply advance instructions with order)

**Any claims of material damage for either Exhibitor Supervised or Capital Supervised Labor must be submitted to us in writing no later than 5 days after the close of the event. After 5 days any claim shall be considered waived.**

### ADDITIONAL OPTIONS

☐ Steel banding at \$2.00 per linear foot, including labor. \$54.00 MINIMUM (include on Order Summary page)

☐ Shrink wrap at \$38.00 per skid \_\_\_\_\_ # x \$38.00 = \_\_\_\_\_ (include on Order Summary page)

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_ Signature \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.

### EMAIL, MAIL OR FAX FORM TO:

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 Phone 877-335-3700 · Fax 508-481-1150 · Email [help@capitalconventions.com](mailto:help@capitalconventions.com)

**LABOR ORDER FORM (CONTINUATION)**

Only Exhibitors hiring Capital to dismantle their booth should complete this form.

**OUTBOUND SHIPPING INSTRUCTIONS FOR CAPITAL SUPERVISED LABOR ONLY**

At the close of the show, exhibitor freight will be shipped to the **following address**:

If your freight is being shipped to another tradeshow, be sure to include the show name and your booth number.

Company Name: \_\_\_\_\_ Booth #: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Attention: \_\_\_\_\_

**SELECT SHIPPING METHOD**

☐ **Exhibitor Carrier Choice:** \_\_\_\_\_

☐ **Official Show Carrier:** ABF \*Must arrive by: \_\_\_\_\_

**PLEASE NOTE:** If an exhibitor is using a carrier of his/her choice (not using the official show freight carrier) the exhibitor is responsible for arranging for the carrier to pick up at the close of the show. Shipping costs are not included and are the responsibility of the exhibitor. Capital cannot guarantee pick up time for exhibitor appointed carriers, all shipments are moved out of the exhibit hall at Capital's discretion.

**BILLING INFORMATION****Bill Shipping Charges to (if different from above):**

Shipper (signature) \_\_\_\_\_ Print Name: \_\_\_\_\_

Freight Charges Billed to:

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

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Attention: \_\_\_\_\_ Phone: \_\_\_\_\_

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_ Signature \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.

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## EXHIBITOR-APPOINTED NON-OFFICIAL CONTRACTOR AUTHORIZATION

If your company plans to use a Contractor other than Capital, please read, complete and submit this form to Capital Convention Contractors.

### **Official Service Contractors are appointed to perform and provide necessary services and equipment.**

The Official Service Contractor will provide all usual trade show services, including labor.

Exceptions are:

- Supervision may be provided by the exhibitor.
- The exhibitor may appoint the official contractor for supervision.
- The exhibitor may appoint a qualified non-official contractor.

### **Official Service Contractors are appointed to:**

- Ensure the orderly and efficient installation and removal of exhibits.
- Assure the distribution of labor to all exhibitors according to need.
- Provide sufficient labor to satisfy the requirements of exhibitors and for the show itself.
- See that the proper type and limits of insurance are in force.
- Avoid any conflicts with local union regulations and requirements.

### **SHOULD THE EXHIBITOR WISH TO EMPLOY THE SERVICES OF A CONTRACTOR OTHER THAN THE OFFICIAL CONTRACTOR, THE FOLLOWING CONDITIONS MUST BE MET:**

1. The exhibitor must inform Capital Convention Contractors of the name and address of the contractor and the work performed. This information must be received in writing no later than 30 days prior to the show in Capital's office. If this information is **not** received 30 days prior to the show, Capital labor must be used for all work. The non-official contractor will be permitted to supervise only.
2. The non-official contractor to be used by the exhibitor must do the following:
  - a. Provide a certificate of insurance with at least the following limits: Comprehensive General Liability not less than \$1,000,000 with respect to injuries to any one person in any occurrence; and \$500,000 with respect to damage of property; Workers' Compensation Insurance, including employee liability coverage, in a minimum amount of not less than \$1,000,000 of individual and/or aggregate coverage, and naming Capital Convention Contractors as additional insured.
  - b. Agree to abide by all the rules and regulations of the show.
  - c. Agree to abide by all union rules and regulations.
  - d. Information must be received in the Capital office no later than 30 days prior to the show.
  - e. Identification badges must be worn at all times. Temporary labor badges will be provided. Badges will be issued only to persons actually used to supervise, install, dismantle and maintain exhibit-related equipment.

*For services such as electrical, plumbing, telephone, cleaning and drayage, no other contractor other than the official contractor will be approved. This regulation is made necessary because work is done on equipment and facilities owned by parties other than the exhibitor. The exhibitor shall provide only the material and equipment that he owns and that is to be used in his exhibit space.*

### **INCOMPLETE OR UNSIGNED FORMS WILL NOT BE ACCEPTED.**

**Return this form, along with Certificate of Insurance and name and addresses of employees who are working in your booth by April 3, 2026 to Capital.**

ACKNOWLEDGED AND AGREED TO: Signature of Exhibitor: \_\_\_\_\_  
Date: \_\_\_\_\_ Booth # \_\_\_\_\_  
Name of Service Contractor: \_\_\_\_\_  
Contractor Street Address \_\_\_\_\_  
City/State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Contractor Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.

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## **MATERIAL HANDLING DEFINITIONS**

### **What is Additional Handling?**

Material delivered in such a manner that it requires additional handling, such as (but not limited to) shipments that are loaded by cubic space, ground loading/unloading, stacked or constricted space loading/unloading, designated piece loading/unloading, alternate delivery location, loads mixed with pad wrapped material, carpet/pad, multiple shipments, pad wrapped shipments, uncrated shipments, no documentation (including weight tickets), and inaccurate or missing weights which require shipment to be re-weighed on the dock. Shipments loaded in this manner require additional time, equipment and/or labor. Courier type companies (such as Federal Express, UPS, and DHL), airfreight and local cartage companies, POVs & company trucks are included in this category due to their delivery procedures.

### **What is a Cartage Company?**

Freight forwarders, as well as other carriers, will often outsource the delivery of their freight to third party cartage companies. Cartage companies provide local pick-up and delivery services to and from the event venue, as well as other locations. In most cases cartage companies will consolidate shipments from multiple carriers onto a single truck. Due to their loading/unloading procedures, these shipments may fall into the additional handling category.

### **What is The Difference Between Crated and Uncrated Shipments?**

Crated shipments are those that are packed in any type of shipping container that can be unloaded at the dock with no additional handling required. Such containers include crates, fiber cases, cartons, and properly packed skids. An uncrated shipment is material that is shipped loose or pad-wrapped, and/or unskidded without proper lifting bars and hooks.

### **What are Stacked Shipments?**

Shipments loaded in a manner that requires pieces to be moved to ground level for delivery to booth. Stacked or "cubed out" shipments, and loose items placed on top of crates and/or pallets constitute additional handling.

### **What is Ground Loading/Unloading?**

Applies to facilities where there is no loading dock and to vehicles that are not dock height and therefore cannot be loaded/unloaded at a loading dock. Examples are U-Hauls, flat bed trailers, double drop trailers, and company vehicles with trailers.

### **What are Mixed Shipments?**

Mixed shipments are those that include both crated and uncrated goods. Where the percentage of uncrated is minimal and does not warrant the full uncrated rate for the shipment Capital will charge additional handling. Capital defines additional handling for mixed loads as more than 30% of the volume uncrated.

### **What is Constricted Space Loading/Unloading?**

Freight that is loaded "high and tight" in the trailer and is not easily accessible, or freight that is loaded to full capacity of the trailer (top to bottom, side to side). An example of this is freight that is loaded down one side of a trailer that must be bypassed to reach targeted freight.

### **What is Designated Piece Loading/Unloading?**

Drivers that require loading of specific pieces in a certain order to ensure all items fit on the trailer, or having to remove freight from the trailer and then reload to fit on the trailer.

### **What is Alternate Delivery Location?**

Shipments that are delivered by a carrier and require pieces to be delivered to different areas/levels in the same building, or to other venues (such as a hotel near an event venue).

### **What are Multiple Shipments?**

Any carrier delivering more than (1) one shipment for more than (1) one exhibitor, booth, location, or venue will be charged additional handling due to additional labor that is needed to sort, separate and deliver the various shipments.

### **What does it Mean if I Have "No Documentation"?**

Shipments that arrive from a small package carrier (including Federal Express, UPS, and DHL) without an individual Bill of Lading, requiring additional time, labor or equipment to process.

### **What about Carpet/Pad Only Shipments?**

Shipments that consist solely of carpet and/or carpet padding require additional handling due to additional time, labor and equipment needed to load/unload.

## ESTIMATED MATERIAL HANDLING ORDER FORM

## INBOUND SHIPPING INFORMATION

## ADVANCE SHIPMENTS

Please use enclosed freight labels

Receiving hours: M-F 9:00 am to 4:00 pm

**Must arrive between: April 3, 2026-April 27, 2026**

To: Exhibitor Name/ Booth #

For: New England Home Care &amp; Hospice

Conference and Trade Show

c/o Capital Convention Contractors

153 Northboro Road - Suite 6

Southborough, MA 01772

## DIRECT SHIPMENTS

Please use enclosed freight labels

Received only during exhibitor move-in hours

**Only on: May 3, 2026**

To: Exhibitor Name/ Booth #

For: New England Home Care &amp; Hospice

Conference and Trade Show

Capital Convention Contractors

c/o DoubleTree by Hilton Manchester Downtown

700 Elm Street

Manchester, NH 03101

	NUMBER OF PIECES	EST. WEIGHT	CARRIER(S)	TRACKING # (Please provide Pro Number)	EST. DATE OF ARRIVAL	EST. COST (Of Material Handling) (200 lb. min. per shipment)
ADVANCE SHIPMENTS Warehouse						
DIRECT SHIPMENTS Showsite/ Exhibit Hall						

If shipment is greater than 3,000 lbs., what is the weight of the single heaviest piece being shipped? \_\_\_\_\_

Please provide contact information for person in charge of your move-in that will be on site:

CONTACT NAME \_\_\_\_\_ PHONE # ( ) \_\_\_\_\_

## OUTBOUND SHIPPING INFORMATION

- **OUTBOUND CAPITAL BILLS OF LADING** must be completed and turned in at the Capital Service Desk. Any freight left on the show floor without a completed Bill of Lading will result in a service fee equal to ½ hour of labor.
- **DO NOT LEAVE YOUR BILL OF LADING IN YOUR BOOTH!**
- **A credit card is required for material handling services.** Exhibitor is responsible for all shipping charges regardless of carrier. Payments must be in US FUNDS. Please complete credit card information on the CREDIT CARD Authorization form.
- **Drivers MUST check in at the loading dock by 2:00 PM on May 6, 2026 or the shipment will be re-routed to the show carrier.**
- **Return to Warehouse Fee:** Shipments returned to Capital's warehouse will be assessed a \$11.00 per cwt or a \$80.00 minimum charge, whichever is greater.

**CHECK** appropriate arrangements:

- ☐ Freight arrangements will be handled by Capital Convention Contractors common carrier, collect.
- ☐ Freight arrangements will be handled by exhibitor. NAME OF CARRIER: \_\_\_\_\_

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Material Handling Rate Schedule as well as the Liability and Insurance Bulletin as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_ Signature \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_

If you have any questions, please feel free to contact Exhibitor Services at the number below.

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Phone 877-335-3700 · Fax 508-481-1150 · Email help@capitalconventions.com

## MATERIAL HANDLING RATE SCHEDULE

## Rate Classifications

- Crated - Material that arrives as a single shipment on a dedicated truck that is skidded and/or crated or in any type of shipping container that can be unloaded at the dock with no additional handling required.
- Additional Handling - Material delivered in such a manner that it requires additional handling, such as (but not limited to) shipments that are loaded by cubic space, ground loading/unloading, stacked or constricted space loading/unloading, designated piece loading/unloading, alternate delivery location, loads mixed with pad wrapped material, carpet/pad, multiple shipments, pad wrapped shipments, uncrated shipments, no documentation (including weight tickets), and inaccurate or missing weights which require shipment to be re-weighed on the dock. Shipments loaded in this manner require additional time, equipment and/or labor. Courier type companies (such as Federal Express, UPS, and DHL), airfreight and local cartage companies, POVs & company trucks are included in this category due to their delivery procedures.
- Uncrated - Material that is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting bars or hooks.
- Small Packages - A shipment of any number of pieces with a combined weight not to exceed 25 lbs that is received on the same day, from the same shipper and delivered by the same carrier.

## Additional Fees May be Applicable

- Off-Target: Direct shipments that do not arrive on the date or time assigned.
- Late to Warehouse Fee: Shipments arriving after April 27, 2026.
- Early Shipments to Warehouse: Any shipment arriving prior to April 3, 2026.
- Shipments Returned to Warehouse: Shipments returned to the warehouse at close of the show will be charged an additional fee of \$11.00 per cwt or \$80.00 minimum charge, whichever is greater. Shipments not picked up from the warehouse within 72 hours will be charged for storage by Capital Convention Contractors.
- Additional charges will apply for any shipment left on floor without a Capital Bill of Lading form completed and turned into the Capital Service Desk. One half hour minimum Capital supervised labor fee will be charged.

## Overtime

Overtime is Monday through Friday prior to 8 a.m. and after 4:30 p.m.; all day Saturday, Sunday and observed union holidays.

- Overtime will be applied to all freight received at or moved from the warehouse and/or show site during above listed times.
- Your shipment is moved into or out of showsite on overtime due to scheduling beyond Capital's control.

## Rate Classifications:

## ■ Advance Shipments to Warehouse (200 lb minimum) - Advance Freight Deadline Date: April 27, 2026

	Price Per CWT	200 lb. minimum
Crated/Skidded . . . . .	\$ 110.00	\$ 220.00
Additional Handling . . . . .	\$ 138.00	\$ 276.00
Crated Overtime Inbound/Outbound* . . . . .	\$ 38.50	\$ 77.00
Additional Handling Overtime Inbound/Outbound* . . . . .	\$ 48.30	\$ 96.60
**Uncrated shipments will NOT be accepted at the Advance Warehouse.		
■ Additional Surcharges		
Early/Late Shipments to Warehouse Crated* . . . . .	\$ 38.50	\$ 77.00
Early/Late Shipments to Warehouse Additional Handling* . . . . .	\$ 48.30	\$ 96.60

## ■ Direct Shipments to Show Site (200 lb minimum) - Direct Freight Acceptance: May 3, 2026

Crated/Skidded . . . . .	\$ 108.00	\$ 216.00
Additional Handling . . . . .	\$ 135.00	\$ 270.00
Uncrated . . . . .	\$ 146.00	\$ 292.00
Crated Overtime Inbound/Outbound* . . . . .	\$ 37.80	\$ 75.60
Additional Handling Overtime Inbound/Outbound* . . . . .	\$ 47.25	\$ 94.50
Uncrated Overtime Inbound/Outbound* . . . . .	\$ 51.10	\$ 102.20
■ Additional Surcharges		
Off-Target Fee Crated* . . . . .	\$ 37.80	\$ 75.60
Off-Target Fee Additional Handling* . . . . .	\$ 47.25	\$ 94.50
Off-Target Fee Uncrated* . . . . .	\$ 51.10	\$ 102.20
Shipments Returned to Warehouse* . . . . .	\$ 11.00 per cwt	\$ 80.00 minimum
	<u>First Piece</u>	<u>Additional Pieces</u>
	\$ 38.00	\$ 25.00

- Small Packages (direct shipments only, 25 lbs. or less combined, received on the same day, same shipper, same carrier).

\*In addition to above charges.

**MONEY SAVING TIPS** - Consolidate shipments when total weight is less than 200 lbs.

For example, if the rate is \$110.00 per 100 lbs.:

## 3 Separate Shipments:

54 lbs. charged @ 200 lbs. \$220.00

59 lbs. charged @ 200 lbs. \$220.00

72 lbs. charged @ 200 lbs. \$220.00

**Total: 185 lbs. Total Cost: \$660.00**

## 1 Consolidated Shipment:

3 pieces (1 shipment)

185 lbs. @ 200 lbs. = \$220.00

**Total Savings: \$440.00**

Sub-Total: \$ \_\_\_\_\_

Total: \$ \_\_\_\_\_

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Material Handling Rate Schedule as well as the Liability and Insurance Bulletin as stated on the enclosed sheets.

Company Name \_\_\_\_\_ Contact Person \_\_\_\_\_ Booth # \_\_\_\_\_

Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_ Signature \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email address \_\_\_\_\_



## MATERIAL HANDLING POLICY

### CERTIFIED WEIGHT TICKETS

In the event that no weight tickets or inaccurate weight tickets are indicated on the delivery documents presented, Capital shall estimate the weight or re-weigh, and charges shall be based upon the estimates. The estimated weight shall be final and binding if actual scale weight figures are not submitted prior to the close of the show. All shipments received at the warehouse and show site are subject to re-weigh.

### OVERTIME

An overtime surcharge per cwt, for each occurrence, will apply if:

- Shipments are received on overtime.\*
- Overtime will be applied to all freight received at the warehouse and/or show site that must be moved into or out of booth during below listed times.
- Shipment is moved into or out of show site on overtime due to scheduling beyond Capital's control.

\*Overtime is:

- Monday through Friday before 8:00 a.m. and after 4:30 p.m.
- All day Saturday, Sunday, and observed union holidays

### INBOUND SHIPMENT(S)

All charges are based upon inbound weight certificates and are quoted on a round-trip basis whether services are utilized completely or not. All charges are per cwt (100 lbs.), rounded up to the next 100 lbs., with a 200 lb. minimum. Capital will receive advance crated shipments at the warehouse and will provide up to 30 days free storage prior to the show. Capital will receive direct shipments at showsite on scheduled move-in day(s). Capital will provide delivery to booth, storage of empty packing materials, and return outbound shipments to the loading dock. All shipments must be accompanied by certified weight tickets. Capital reserves the right to re-weigh your Shipment(s) to determine actual weight. Consistent with trade show industry practices, there may be a lapse of time between the delivery of shipment(s) to the booth and the arrival of exhibitor or his/her representative. During this time the materials will be left unattended. Capital Convention Contractors will not be responsible or liable for any loss, damage, theft, or disappearance of exhibitor's material after it has been delivered to the exhibitor's booth.

Capital recommends hiring security services from the facility or Show Management. **NOTE: Capital does NOT accept any ADVANCE Materials labeled and/or designated as HAZARDOUS or FLAMMABLE. Please CALL us with any questions.**

### OUTBOUND SHIPMENT(S)

Consistent with trade show industry practices, there may be a lapse of time between the completion of packing and actual pick up of materials from the booths for loading onto a carrier. During this time the materials will be left unattended. Capital Convention Contractors will not be responsible or liable for any loss, damage, theft, or disappearance of exhibitor's material between the time it is packed and when it is picked up and loaded. Capital highly recommends hiring security services from facility or Show Management. All Material Handling Agreements submitted to Capital by the exhibitor will be checked at the time of pick up from the booth, and corrections will be made where discrepancies exist between the quantities of items on the form submitted to Capital and the actual count of such items in the booth at the time of pick up. Capital shall not be responsible for loss, damage, or delay due to fire, acts of God, strikes, lockouts, or work stoppages of any kind or for any causes beyond its control. If found liable for any loss, CAPITAL'S sole and exclusive MAXIMUM liability for loss or damage to EXHIBITOR'S materials and EXHIBITOR'S sole and exclusive remedy is limited to \$.30 (USD) per pound per article with a maximum liability of \$50.00 (USD) per item, or \$1,000.00 (USD) per shipment, whichever is less. Capital shall not be liable to any extent whatsoever for any actual, potential, or assumed loss of profits or revenues or for any collateral costs that may result from any loss or damage to an exhibitor's materials that may make it impossible or impractical to exhibit same. The consignment or delivery of a shipment to Capital by an exhibitor or by any shipper on behalf of the exhibitor shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth in this bulletin. It is suggested that exhibitors insure all shipments from the time that they leave exhibitor's company until they are returned from the show. Your insurance carrier can add a rider to your current policy. Shipments left on the floor without forwarding instructions will be shipped out or returned to our Warehouse pending re-routing. No liability will be assumed as a result of such re-routing or handling.

**ALL CHARGES ARE THE RESPONSIBILITY OF THE EXHIBITING COMPANY FOR WHOM  
MATERIALS HAVE BEEN RECEIVED AND HANDLED.**

CAPITAL RESERVES THE RIGHT TO SHIP MATERIALS WITH THE OFFICIAL SHOW CARRIER IF EXHIBITOR  
CARRIER DOES NOT CHECK IN BY THE APPOINTED DATE AND TIME: **May 6, 2026 2:00 PM.**

If you have any questions, please feel free to contact Exhibitor Services at the number below.  
Capital Convention Contractors · 153 Northboro Rd · Suite 6 · Southborough, MA 01772  
Phone 877-335-3700 · Fax 508-481-1150 · Email [help@capitalconventions.com](mailto:help@capitalconventions.com)



Use these labels **only** if shipping in  
**advance** to warehouse

From: \_\_\_\_\_  
Exhibiting Company/Organization

To: **Capital**  
**Convention Contractors**  
153 Northboro Road - Suite 6  
Southborough, MA 01772

Show: New England Home Care & Hospice  
Conference and Trade Show

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

Carrier \_\_\_\_\_

Piece # \_\_\_\_ of \_\_\_\_

**LATE TO WAREHOUSE**  
**CHARGES APPLY AFTER:**  
**April 27, 2026**



Use these labels **only** if shipping in  
**advance** to warehouse

From: \_\_\_\_\_  
Exhibiting Company/Organization

To: **Capital**  
**Convention Contractors**  
153 Northboro Road - Suite 6  
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Conference and Trade Show

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

Carrier \_\_\_\_\_

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

Carrier \_\_\_\_\_

Piece # \_\_\_\_ of \_\_\_\_

**LATE TO WAREHOUSE**  
**CHARGES APPLY AFTER:**  
**April 27, 2026**

**NOTE:** Please review the Liability and Insurance Bulletin. The consignment or delivery of a shipment to Capital Convention Contractors, Inc., by an exhibitor, or by any other shipper on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth in this bulletin.

Use these labels **only** if shipping  
**Direct to Show Site**

From: \_\_\_\_\_  
Exhibiting Company/Organization

To: **Capital**  
**Convention Contractors**  
c/o DoubleTree by Hilton Manchester  
Downtown  
700 Elm Street  
Manchester, NH 03101

Show: New England Home Care & Hospice  
Conference and Trade Show

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

Carrier \_\_\_\_\_

Piece # \_\_\_\_ of \_\_\_\_

**DELIVERY DATE:**  
**May 3, 2026 ONLY**



Use these labels **only** if shipping  
**Direct to Show Site**

From: \_\_\_\_\_  
Exhibiting Company/Organization

To: **Capital**  
**Convention Contractors**  
c/o DoubleTree by Hilton Manchester  
Downtown  
700 Elm Street  
Manchester, NH 03101

Show: New England Home Care & Hospice  
Conference and Trade Show

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

Carrier \_\_\_\_\_

Piece # \_\_\_\_ of \_\_\_\_

**DELIVERY DATE:**  
**May 3, 2026 ONLY**

Use these labels **only** if shipping  
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Booth# \_\_\_\_\_

Carrier \_\_\_\_\_

Piece # \_\_\_\_ of \_\_\_\_

**DELIVERY DATE:**  
**May 3, 2026 ONLY**

**NOTE:** Please review the Liability and Insurance Bulletin. The consignment or delivery of a shipment to Capital Convention Contractors, Inc., by an exhibitor, or by any other shipper on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth in this bulletin.

## MOVE OUT GUIDE – Page 1

Please review both pages of this **Move Out Guide** to answer any questions you may have about the breakdown at the end of the show. Dismantling may **NOT** take place prior to the close of the show.

### **PAYMENT**

All accounts must be paid prior to move out. If you have not provided us with the credit card authorization form, please do so prior to the conclusion of the event. There is no billing of services.

### **RETURNING OF EMPTY CONTAINERS**

Proceeding at the close of the show, we will begin the process of returning your empty containers to your booth for those exhibitors who have stored them with us. This process may take up to an hour depending on the number of exhibitors. ***Please keep all aisles clear to enable us to complete this process in an expeditious manner.***

### **OUTBOUND SHIPMENT OPTIONS (3)**

#### **1-All exhibitors planning to ship-out freight using Capital Convention's show carrier ABF must:**

1. Visit the Capital Conventions Exhibitor Service Desk to obtain a Bill of Lading and shipping labels.
2. The Bill of Lading must be completed (all grey shaded sections are required).
3. Once all your freight items are packed, taped and properly **labeled**, please bring the completed Bill of Lading to the Capital Conventions Service Desk. DO NOT leave the Bill of Lading at your booth.
4. Please leave all freight at your booth – see the note below for small/valuable items.

#### **2-All exhibitors planning to ship-out freight using an alternative carrier must:**

1. Contact your shipper prior to the close of show to arrange for a pick-up. The shipper must check in with Capital Conventions by: **May 6, 2026 2:00 PM.**
2. Visit the Capital Conventions Service Desk to obtain a Bill of Lading.
3. The Bill of Lading must be fully completed (all grey shaded sections are required).
4. Once all your freight items are packed, taped and properly **labeled**, please bring the completed Bill of Lading back to the Capital Conventions Service Desk. DO NOT leave the Bill of Lading at your booth.
5. Please leave all freight at your booth – see the note below for small/valuable items.

*continued*

## MOVE OUT GUIDE – Page 2

### 3-Exhibitors using UPS or FedEx for outbound shipping must:

1. Contact UPS or FedEx prior to the close of show to arrange for a pick-up. The shipper must check in with Capital Conventions by: **May 6, 2026 2:00 PM**. Note that **FedEx Ground** pickups CANNOT be called in the same day as the pickup. You must call the day prior to schedule the pickup.
2. Exhibitors must supply their own prepaid FedEx or UPS labels.
3. Visit the Capital Conventions Service Desk to obtain a Bill of Lading.
4. The Bill of Lading must be fully completed (all grey shaded sections are required).
5. Once all your freight items are packed, taped and properly **labeled**, please bring the completed Bill of Lading back to the Capital Conventions Service Desk. DO NOT leave the Bill of Lading at your booth.
6. Please leave all freight at your booth – see the note below for small/valuable items.

**Please Note: If your carrier fails to show up for your shipment, Capital will either re-route your shipments via ABF or bring your shipments back to our warehouse. Return to warehouse charges will apply.**

**REMEMBER: Small and/or valuable items should not be left unattended during the often hectic move out process. Please be sure to remove or secure these items! If you are concerned about leaving small items in your booth, please bring them to the Capital Service desk at Move-Out.**

*Thank you!*

# Official Transportation Provider

via the ABF Freight® network

Let ArcBest® make your next trade show the easiest you have attended!

We have over 100 years of experience in the freight industry and a dedicated Trade Show division with service through North America through the ABF Freight® network.

Choose guaranteed, expedited shipping solutions – air or ground – with special discounted rates for your inbound and outbound shipments.

For personalized quotes, please call

**800.654.7019**

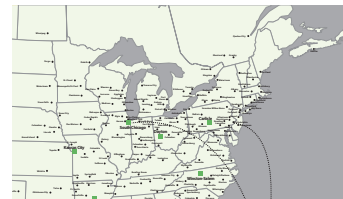
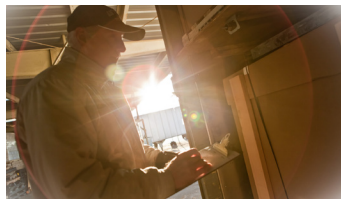
## Our Services Include:

Priority handling of your inbound and outbound shipments

Guaranteed expedited air and ground services

LTL ground transportation

International transportation



Trust your important trade show shipment to the leader in exhibition transportation services

**ArcBest®**





# REQUEST FOR INFORMATION

## ArcBest® Trade Show Shipping

Exhibiting Company \_\_\_\_\_ Contact Name \_\_\_\_\_

Title \_\_\_\_\_ Email \_\_\_\_\_ Phone \_\_\_\_\_

### SHIPPER INFORMATION

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Pickup Date/Time \_\_\_\_\_

### FREIGHT INFORMATION

Piece Count and Type \_\_\_\_\_

Total Weight \_\_\_\_\_

Dimensions (L) \_\_\_\_\_ (W) \_\_\_\_\_ (H) \_\_\_\_\_

### SHIP TO: Warehouse ☐ Show Site ☐

Show Name \_\_\_\_\_

Booth No. \_\_\_\_\_

Contractor \_\_\_\_\_

Show Dates \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Delivery Date \_\_\_\_\_

### ADDITIONAL INFORMATION

Residential Pickup ☐ Inside Pickup ☐

Liftgate ☐ Dock ☐

Would you like an ArcBest Trade Show Coordinator to contact you with a quote or information? ☐ YES ☐ NO

If you are faxing this form, please print a copy, complete the requested information, and then fax to 479.785.8701.

If you are completing electronically, you can either print and fax your request or click on the submit button to send your request to one of our Trade Show specialists.

ArcBest • Trade Show Shipping • P.O. Box 10048 • Fort Smith, AR 72917-0048

**SUBMIT**

# 800-654-7019

tradeshow@arcb.com | arcb.com



**ENCORE LINK FOR ONLINE ORDERING**

Please follow the link below to access the Encore online ordering system, where you can order such items as:

- Electrical
- Internet/Telephone
- Audio Visual

<https://eventnow.encoreglobal.com/landingpage/newexhibit/index/>



1-800-966-4498