



## EXHIBITOR SERVICE MANUAL

Save Time and Money! Pre-Order by Jan. 30<sup>th</sup>  
and receive substantial discounts!

828 East Ferry Street - Buffalo, NY 14211  
Phone: (716) 896-6170 | Fax: (716) 896-8908 | Toll Free: (800) 333-4253  
[www.haleexpo.com](http://www.haleexpo.com) | email: [csr@haleexpo.com](mailto:csr@haleexpo.com)

### WNY Home & Outdoor Living Show

Hamburg Event Center

February 20-23, 2025

Hale Expo Services, LLC. is pleased to have been selected as the official service contractor for the **WNY Home & Outdoor Living Show** to be held at the Hamburg Event Center. This exhibitor service manual contains information and order forms for many of the services we offer. We have found it most efficient if this manual gets to the person who is responsible for what happens in your booth. Please take time to read through it, complete the necessary forms and return them to us. Our goal is to help make your show participation a success.

Please contact Hale's Customer Service Department with any questions at [csr@haleexpo.com](mailto:csr@haleexpo.com) or 800-333-4253 and we will do our best to assist you with all your show needs. We appreciate the opportunity to serve you.

#### SHOW SCHEDULE

**\*\*All exhibitors are required to schedule a move in time. Please review your selected time in your portal at <https://events.eriepromotions.com/portal/login/> \*\***

##### MOVE-IN DATE AND TIME

Tuesday, February 18, 2025	10:00 AM - 5:00 PM
Wednesday, February 19, 2025	9:00 AM - 6:00 PM
Thursday, February 20, 2025	8:00 AM - 11:00 AM

##### SHOW DATES AND TIMES

Thursday, February 20, 2025	2:00 PM – 8:00 PM
Friday, February 21, 2025	12:00 PM - 8:00 PM
Saturday, February 22, 2025	10:00 AM - 8:00 PM
Sunday, February 23, 2025	11:00 AM - 4:00 PM

##### MOVE-OUT DATE AND TIMES

Sunday, February 23, 2025	4:00 PM - 7:00 PM
Monday, February 24, 2025	8:00 AM - 12:00 PM (All freight MUST be off the floor by 12 NOON)

#### ONLINE ORDERING IS NOW AVAILABLE

Please send an email to [csr@haleexpo.com](mailto:csr@haleexpo.com) with the show name, company name and an email address that you would like a link to be sent to and our Customer Service Department will send a command to our online ordering server to send a secure email link and temporary password to the email address provided.

#### EXHIBIT SPACE DETAILS

Each 10'x10' booth will be defined by 8' tall **WHITE/BLACK/WHITE** back drape with 32" tall **WHITE** dividing drape and 1- 7" x 44" Identification Sign. Aisles are carpeted.

#### DISCOUNT PRICE DEADLINE DATE

Ordering in advance enables you to take advantage of special discounted pricing. The deadline for the pre-order discount pricing is **January 30<sup>th</sup>, 2025**.

## **HALE SERVICE DESK**

Hale Expo Services, LLC. will have a service desk staffed with a customer service representative to handle any last-minute equipment needs or questions you may have. The desk will be operating during set-up, show hours and dismantling of the show and will be located on the exhibit floor of the facility.

Please note: Orders can be accepted by mail, fax (716-896-8908) or may be scanned and emailed to [csr@haleexpo.com](mailto:csr@haleexpo.com). Full payment must accompany your order to qualify for the advance order discount.

We hope this will be a successful marketing event and encourage you to call if we can help in any way!

Yours Very Truly,

HALE EXPO SERVICES, LLC.  
Exhibitor Services Department



**PAYMENT POLICY**  
Save Time and Money! Pre-Order by Jan. 30<sup>th</sup>  
and receive substantial discounts!

828 East Ferry Street - Buffalo, NY 14211  
Phone: (716) 896-6170 | Fax: (716) 896-8908 | Toll Free: (800) 333-4253  
[www.haleexpo.com](http://www.haleexpo.com) | email: [csr@haleexpo.com](mailto:csr@haleexpo.com)

**WNY Home & Outdoor Living Show**  
Hamburg Event Center  
February 20-23, 2025

**PLEASE BECOME FAMILIAR WITH THIS POLICY  
BEFORE ORDERING ANY SERVICES**

## GENERAL INFORMATION

Telephone orders will not be accepted. Please mail, fax (716-896-8908) or scan and email your order to [csr@haleexpo.com](mailto:csr@haleexpo.com).

Payment MUST accompany your order.

If you have any questions or special requirements, please contact our Exhibitor Services Department at [csr@haleexpo.com](mailto:csr@haleexpo.com).

Items cancelled at show site will be charged 50% of the original price. Refunds cannot be processed until 24 hrs. after the original charge.

Failure to pay within the terms of this Payment Policy will cause service charges to be assessed on all unpaid balances. The service charge rate is 2% per month or 24% per annum. In the event of default the customer agrees to pay all costs of collections, including attorney fees and court costs.

## PAYMENT FOR SERVICES

Hale Expo Services, LLC. requires payment at the time services are ordered. Hale also requires that all exhibitors using our services provide a credit card authorization with their initial order. The credit card authorization will be used to cover all services not paid for by the initial payment and balances left unpaid at the closing of the show. This may include labor, material handling and/or other onsite services.

## METHOD OF PAYMENT

Hale Expo Services, LLC. accepts company checks, Visa, MasterCard, American Express, Discover and ACH. There is a 4% credit card processing fee for any charges and/or services paid with the accepted credit card(s) previously listed. A service charge of \$55.00 will be assessed to individuals or companies for returned checks or chargebacks.

## PRE-ORDER DISCOUNTED PRICING – SAVE TIME & MONEY!

To qualify for the pre-order prices, your forms must be received on or before the pre-order date with payment in full. Late orders and orders without payment will be charged standard prices and placed on hold until payment is received.

## TAX EXEMPT

If your company is tax exempt, a copy of your Tax Exempt Certificate (*not* Resale Certificate) must accompany your order. Your exemption MUST be issued in the state the show takes place in.

## QUESTIONS AND ADJUSTMENTS

Any discrepancy in items ordered and items received or any complaint or question concerning services must be reported to the Hale Service Desk immediately. Your problems will be resolved and any valid adjustments in your account will be made at that time. Credits and adjustments will not be made based on information received after the show closes.



**ORDER SUMMARY**  
 Save Time and Money! Pre-Order by Jan. 30<sup>th</sup>  
 and receive substantial discounts!

828 East Ferry Street - Buffalo, NY 14211  
 Phone: (716) 896-6170 | Fax: (716) 896-8908 | Toll Free: (800) 333-4253  
[www.haleexpo.com](http://www.haleexpo.com) | email: [csr@haleexpo.com](mailto:csr@haleexpo.com)

**WNY Home & Outdoor Living Show**  
 Hamburg Event Center  
 February 20-23, 2025

Company Name: \_\_\_\_\_ Booth No.(s): \_\_\_\_\_  
 Phone No.: \_\_\_\_\_ Cell: \_\_\_\_\_ Booth Dimensions: \_\_\_\_\_  
 Order Contact: \_\_\_\_\_ Email: \_\_\_\_\_

**Credit Card Authorization** (Will be used for Hale services only)

**A CREDIT CARD IS REQUIRED TO BE ON FILE BEFORE ANY ORDER IS PROCESSED.**

Please fill out the credit card information as requested below. This will authorize Hale Expo Services, LLC. to charge the amount of your order and any additional charges incurred as a result of show site orders placed by you or your representative to your credit card account.

We accept:



**PLEASE PRINT LEGIBLY OR TYPE ALL INFORMATION**

Card Type:  Master Card  Visa  Discover  American Express  
 Billing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Credit Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ Code: \_\_\_\_\_  
 Name On Card: \_\_\_\_\_ Signature: \_\_\_\_\_

V-Code Location: MasterCard, Visa, Discover = 3-digit code on back, American Express = 4-digit code on front

Please note that your signature above signifies your acceptance of Hale Expo Services, LLC.'s Payment Policy and Hale's Terms & Conditions of Contract. **By filling out this credit card authorization form, the card holder is authorizing Hale Expo Services, LLC. to charge for all services that were not charged during initial payment and any unpaid balance at the close of the show.** Charges may include (but are not limited to) onsite labor ordered, material handling charges for shipments received onsite and or any other services that were ordered by the exhibitor onsite. Any charges made to your credit card by Hale Expo Services, LLC. will appear on your credit card statement as a charge from **Hale Expo Services, LLC.**

**\*\*\* PLEASE ENSURE THAT YOUR COMPANY NAME APPEARS ON ALL FORMS AND ENTER ALL PAGE TOTALS HERE \*\*\***

BOOTH CARPET & SPECIAL BACK DRAPE	\$
FURNITURE & ACCESSORIES	\$
SPECIAL SIGNS	\$
BANNERS	\$
SIGN HANGING	\$
BOOTH CLEANING	\$
INSTALLATION & DISMANTLING LABOR & FORKLIFT SERVICE	\$
SHIPPING INFORMATION / MATERIAL HANDLING	\$
(Actual weights will be billed at show close)	
SUBTOTAL	\$
ADD 8.75% SALES TAX	\$
TOTAL	\$

Important: There is a charge for sending your freight/ boxes/packages to the Advance Warehouse or Direct to Show Site. Please see the Shipping & Material Handling form for details.

\*Exempt customers must provide a tax exempt certificate for the state the show takes place in. Resale certificates will not qualify for sales tax exempt status. Orders can be accepted by mail, fax (716-896-8908) or may be scanned and emailed to [csr@haleexpo.com](mailto:csr@haleexpo.com)



**BOOTH CARPET & SPECIAL BACK DRAPE**  
**Save Time and Money! Pre-Order by Jan. 30<sup>th</sup>**  
**and receive substantial discounts!**

828 East Ferry Street - Buffalo, NY 14211  
 Phone: (716) 896-6170 | Fax: (716) 896-8908 | Toll Free: (800) 333-4253  
[www.haleexpo.com](http://www.haleexpo.com) | email: [csr@haleexpo.com](mailto:csr@haleexpo.com)

**WNY Home & Outdoor Living Show**  
 Hamburg Event Center  
 February 20-23, 2025

Company Name: \_\_\_\_\_  
 Order Contact: \_\_\_\_\_

Booth No.(s): \_\_\_\_\_  
 Phone No.: \_\_\_\_\_

**Standard Booth Carpet**

Standard inline exhibit booth carpet will be taped on the aisle sides only. Additional taping can be ordered below.  
 Note: Variations in dye lot of carpet may occur in a combination of standard sizes.

Size	Pre-Order Price	Standard Order Price	Quantity	Total
9' x 10'	\$100.00	\$135.00	_____	_____
9' x 20'	\$180.00	\$270.00	_____	_____
Additional Taping: Total Feet _____		X \$.45/ft.= _____		
<b>Standard Booth Carpet Subtotal:</b>				_____

**Please check CARPET color choice**

Black                       Gray  
 Speckled Blue            Red  
 Burgundy                    Forest Green

**Bulk Booth Carpet**

Size	Pre-Order Price	Standard Order Price	Quantity	Total
9' x 30'	\$270.00	\$405.00	_____	_____
9' x 40'	\$360.00	\$540.00	_____	_____
18' x 20'	\$360.00	\$540.00	_____	_____

**Carpet Padding**

Size	Pre-Order Price	Standard Order Price	Quantity	Total
9' x 10'	\$78.00	\$90.00	_____	_____
9' x 20'	\$156.00	\$179.50	_____	_____
9' x 30'	\$234.00	\$269.00	_____	_____
9' x 40'	\$312.00	\$360.00	_____	_____
18' x 20'	\$312.00	\$360.00	_____	_____
Clear Packing Tape	\$12.50	\$15.00	_____	_____
Double-face Tape	\$25.00	\$28.25	_____	_____
<b>Carpet Padding Subtotal:</b>				_____

**Masking Drape to Finish Off Exposed Back Wall (Show Colors Only)**

Item	Pre-Order Price	Standard Order Price	Quantity	Total
5' of drape	\$25.00	\$25.00	_____	_____
10' of drape	\$50.00	\$50.00	_____	_____

**Special Back Drape (includes bases, 8' posts and crossbars)**

Please note, 3' high or 8' high drape may be available at show site in show colors only. If another color is required, it must be ordered in advance.

Size	Pre-Order Price	Standard Order Price	Linear Ft. Req'd	Total
3' High Drape	\$6.50 / ft.	\$7.50 / ft.	_____	_____
8' High Drape	\$9.00 / ft.	\$10.50 / ft.	_____	_____
12' High Drape	\$16.00 / ft.	\$18.50/ft.	_____	_____
<b>Special Back Drape Subtotal:</b>				_____

**Please check DRAPE color choice**

Beige     Burgundy     Lime     Red  
 Black     Dusty Rose     Orange     Silver  
 Blue     Forest Green     Peach     White  
 Brown     Gold     Purple

**Booth Carpet & Special Back Drape Page Total:** \_\_\_\_\_



**FURNITURE & ACCESSORIES**  
 Save Time and Money! Pre-Order by Jan. 30<sup>th</sup>  
 and receive substantial discounts!

828 East Ferry Street - Buffalo, NY 14211  
 Phone: (716) 896-6170 | Fax: (716) 896-8908 | Toll Free: (800) 333-4253  
[www.haleexpo.com](http://www.haleexpo.com) | email: [csr@haleexpo.com](mailto:csr@haleexpo.com)

**WNY Home & Outdoor Living Show**  
 Hamburg Event Center  
 February 20-23, 2025

Company Name: \_\_\_\_\_ Booth No. (s): \_\_\_\_\_  
 Order Contact: \_\_\_\_\_ Phone No.: \_\_\_\_\_

<u>Description (indicate selection)</u> Color selection is below	Rental Price on or Before Jan. 30 <sup>th</sup>	Rental Price After Jan. 30 <sup>th</sup>	Quantity	TOTAL
<b><u>4' TABLES</u></b>				
TABLE - 4'L x 24"W x 30"H UNSKIRTED	\$14.00	\$19.00		
TABLE - 4'L x 24"W x 30"H SKIRTED w/ Vinyl Topper	\$40.00	\$51.00		
TABLE - 4'L x 24"W x 42"H UNSKIRTED	\$32.00	\$40.00		
TABLE - 4'L x 24"W x 42"H SKIRTED w/ Vinyl Topper	\$55.00	\$69.00		
<b><u>6' TABLES</u></b>				
TABLE - 6'L x 24"W x 30"H UNSKIRTED	\$19.00	\$24.00		
TABLE - 6'L x 24"W x 30"H SKIRTED w/ Vinyl Topper	\$49.00	\$60.00		
TABLE - 6'L x 24"W x 42"H UNSKIRTED	\$34.00	\$44.00		
TABLE - 6'L x 24"W x 42"H SKIRTED w/ Vinyl Topper	\$60.00	\$75.00		
<b><u>8' TABLES</u></b>				
TABLE - 8'L x 24"W x 30"H UNSKIRTED	\$24.00	\$30.00		
TABLE - 8'L x 24"W x 30"H SKIRTED w/ Vinyl Topper	\$55.00	\$69.00		
TABLE - 8'L x 24"W x 42"H UNSKIRTED	\$35.00	\$45.00		
TABLE - 8'L x 24"W x 42"H SKIRTED w/ Vinyl Topper	\$65.00	\$84.00		
<b><u>ADDITIONAL ACCESSORIES</u></b>				
FOLDING SAMSONITE CHAIRS	\$2.00	\$3.00		
STOOL WITH PADDED BACK	\$35.00	\$45.00		
WASTEBASKET	\$10.00	\$15.00		

**Please check SKIRT color choice:**

<input type="checkbox"/> Black	<input type="checkbox"/> Red	<input type="checkbox"/> Forest Green	<input type="checkbox"/> Silver	<input type="checkbox"/> Purple	<input type="checkbox"/> Teal	<input type="checkbox"/> Orange
<input type="checkbox"/> Blue	<input type="checkbox"/> White	<input type="checkbox"/> Lime Green	<input type="checkbox"/> Gold	<input type="checkbox"/> Burgundy	<input type="checkbox"/> Plum	<input type="checkbox"/> Peach

**Furniture & Accessories Total:** \_\_\_\_\_



**SPECIAL SIGNS**  
 Sign Orders received after Jan. 30<sup>th</sup>  
 add 50% to the listed Price.

828 East Ferry Street - Buffalo, NY 14211  
 Phone: (716) 896-6170 | Fax: (716) 896-8908 | Toll Free: (800) 333-4253  
[www.haleexpo.com](http://www.haleexpo.com) | email: [csr@haleexpo.com](mailto:csr@haleexpo.com)

**WNY Home & Outdoor Living Show**  
 Hamburg Event Center  
 February 20-23, 2025

Company Name: \_\_\_\_\_ Booth No.(s): \_\_\_\_\_  
 Email Address: \_\_\_\_\_ Contact Name: \_\_\_\_\_

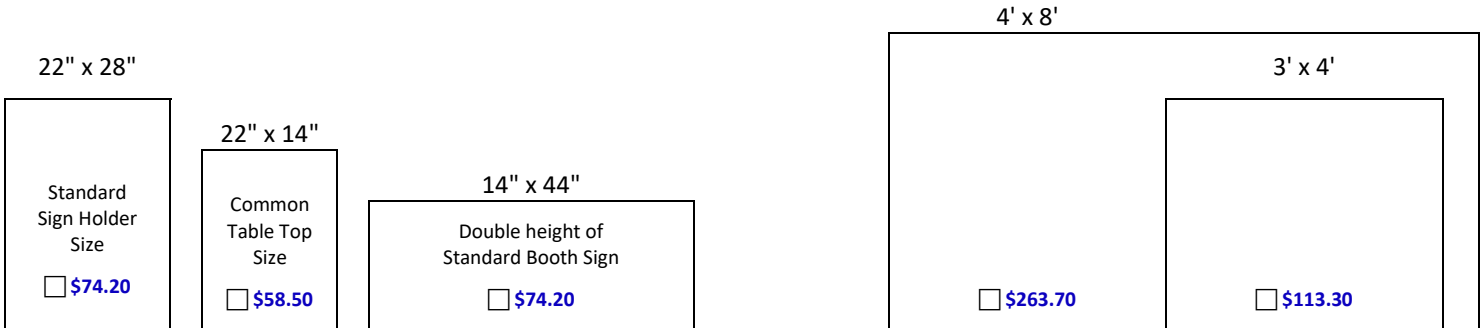
**SIGNS ARE A TERRIFIC WAY TO GET YOUR MESSAGE OUT!**

With our wide selection of fonts, colors, graphics and backing material, we can make a terrific looking sign to meet your specific needs. Hale's Sign and Banner Department also has the ability to add your logo to your order or our in-house graphic artists can work with you to reproduce a logo or create one! Add clipart or specific images to give a more eye-catching look. Proofs will be sent back via email for your review and approval.

All sign prices below include up to two (2) color copies with simple text with no more than twenty-four (24) words on your choice of white backing material.

Logos, graphics, additional background colors, specialized design work, heavy copy or different sizes will be quoted upon request.

**EXAMPLES OF STANDARD SIZES**



Copy Color	Orientation	Description	Pre-Order Price	Quantity	Total
Color 1: _____	<input type="checkbox"/> Landscape	22" x 28" Sign	\$74.20	_____	_____
Color 2: _____	<input type="checkbox"/> Portrait	22" x 14" Sign	\$58.50	_____	_____
		14" x 44" Sign	\$74.20	_____	_____
		4' x 8' Sign	\$263.70	_____	_____
		3' x 4' Sign	\$113.30	_____	_____
		Grommets (ea.)	\$2.00	_____	_____
		Easel Back	\$2.75	_____	_____

**Subtotal:** \_\_\_\_\_

**Double Sided** Add 75% to Subtotal: \_\_\_\_\_

**Subtotal 2:** \_\_\_\_\_

**Ordered After Jan. 30<sup>th</sup>** Add 50% to Subtotal 2: \_\_\_\_\_

**Please Indicate Sign Copy Here:**  
 \_\_\_\_\_

**Special Sign Page Total:** \_\_\_\_\_



**BANNERS**  
Banner Orders received after Jan. 30<sup>th</sup>  
add 50% to the listed Price.

828 East Ferry Street - Buffalo, NY 14211  
Phone: (716) 896-6170 | Fax: (716) 896-8908 | Toll Free: (800) 333-4253  
[www.haleexpo.com](http://www.haleexpo.com) | email: [csr@haleexpo.com](mailto:csr@haleexpo.com)

**WNY Home & Outdoor Living Show**  
Hamburg Event Center  
February 20-23, 2025

Company Name: \_\_\_\_\_  
Email Address: \_\_\_\_\_

Booth No.(s): \_\_\_\_\_  
Contact Name: \_\_\_\_\_



All banners come standard with grommets spaced every two feet for easy hanging. If needed, pockets can be created on the top hem and the bottom hem instead of grommets.

Font Color	Orientation	Description	Pre-Order Price	Quantity	Total
Color 1: _____	<input type="checkbox"/> Horizontal	2' x 8' Banner	\$144.72	_____	_____
Color 2: _____	<input type="checkbox"/> Vertical	3' x 8' Banner	\$198.28	_____	_____
		Custom Size	Call For Pricing	_____	_____
		Add Logo	Call For Pricing	_____	_____
		Grommets Every 2'	Standard	_____	_____
		Add'l Grommets (ea.)	\$2.00	_____	_____
		Background Color Other Than White	\$25.00	_____	_____
			<b>Subtotal:</b>	_____	_____
			Double Sided	Add 75% to Subtotal:	_____
			<b>Subtotal 2:</b>	_____	_____
			<b>Ordered After Jan. 30<sup>th</sup></b>	Add 50% to Subtotal 2:	_____
			<b>Banner Page Total:</b>	_____	_____

**Acceptable File Formats For Artwork**

**Vectorized Artwork** – is the preferred format for artwork containing logos and fonts because it allows for exact reproduction without any loss of quality. These files are commonly produced with programs such as Adobe Illustrator or Corel Draw. Common file extensions for Vectorized artwork are: .eps, .pdf, .ai or .cdr

Please note, .eps and .pdf can also contain raster images as well (less preferred).

**Rasterized Artwork** – is the preferred choice for photo reproduction. Raster images can be resized only with the amount of information contained within the image. Higher resolution images will scale up better than low resolution images. **To prevent unsatisfactory results, Hale Expo Services, LLC, will not use web images for reproduction on signage.** Common file extensions for rasterized images are: .psd, .tif, .jpg (although .eps and .pdf can also contain raster images)

If you need a quote for specific services or would like to speak with one of our graphic artists, please call us at 800-333-4253 and ask for the Sign Department

**Files Upload Info:** FTP Server: [ftp.haleexpo.com](ftp://ftp.haleexpo.com) User: **upload-user** Password: **upload-to-hale**

**It's our business to make your business look good!**





**SIGN HANGING**  
Save Time and Money! Pre-Order by Jan. 30<sup>th</sup>  
and receive substantial discounts!

828 East Ferry Street - Buffalo, NY 14211  
Phone: (716) 896-6170 | Fax: (716) 896-8908 | Toll Free: (800) 333-4253  
[www.haleexpo.com](http://www.haleexpo.com) | email: [csr@haleexpo.com](mailto:csr@haleexpo.com)

**WNY Home & Outdoor Living Show**  
Hamburg Event Center  
February 20-23, 2025

Company Name: \_\_\_\_\_ Booth No.(s): \_\_\_\_\_  
Order Contact: \_\_\_\_\_ Phone No.: \_\_\_\_\_

**TO GUARANTEE SIGN HANGING, SIGNS/BANNERS MUST BE ON SHOWSITE BY:**  
**Monday, February 17, 2025**  
Banners not received by this date will be installed at the discretion of the decorator.  
Failure to adhere to this deadline date may result in an inability to have your sign/banner installed.

**HANGING SIGN RATES & RESTRICTIONS**

**Pre-Order Deadline Date: January 30<sup>th</sup>. Orders received after January 30<sup>th</sup> are Standard Orders.**

**PRE-ORDER PRICE: \$325.00**  
Circular & Box Signs \$75 Additional

TO INSTALL AND TAKE DOWN YOUR FIRST SIGN  
**\*Circular Signs & Box Signs – Additional \$75 Per Sign.**  
EACH ADDITIONAL SIGN TO BE HUNG IN THE SAME BOOTH WILL COST \$100.00

**STANDARD ORDER PRICE: \$375.00**

TO INSTALL AND TAKE DOWN YOUR FIRST SIGN  
EACH ADDITIONAL SIGN TO BE HUNG IN THE SAME BOOTH WILL COST \$130.00

Hale Expo Services, LLC. is responsible for the installation of all signs hung from the ceiling beams. No exhibitor or I & D company will be allowed to hang signs. A sketch of your sign with dimensions and weight must be sent to Hale no later than one week prior to the first day of setup.

All signs to be hung from the ceiling must be delivered to show site on the first day of setup, or other arrangements may be made by calling our office.

In addition to all of the above, your hanging sign must comply with show management rules and regulations. If you are in doubt regarding compliance, please contact show management before completing and returning this form to Hale Expo Services, LLC.

Please complete the following information:

Number of feet from floor to top of sign : \_\_\_\_\_ ft.  
Number of feet in from left side: \_\_\_\_\_ ft.  
Number of feet in from front aisle: \_\_\_\_\_ ft.

Does your sign require electrical connection?:  NO  YES  
(If YES, please complete the Electrical form included in this packet.)

**PAGE SUMMARY**  
**Total Services: \$ \_\_\_\_\_**  
Please enter the total on the  
Order Summary  
(Applicable taxes not included)

**Restrictions**

Installation and removal times will be established by Hale Expo Services, LLC. per the availability of the hall and access to area under the location of the sign to be hung.



**BOOTH CLEANING**  
 Save Time and Money! Pre-Order by Jan. 30<sup>th</sup>  
 and receive substantial discounts!

828 East Ferry Street - Buffalo, NY 14211  
 Phone: (716) 896-6170 | Fax: (716) 896-8908 | Toll Free: (800) 333-4253  
[www.haleexpo.com](http://www.haleexpo.com) | email: [csr@haleexpo.com](mailto:csr@haleexpo.com)

**WNY Home & Outdoor Living Show**  
 Hamburg Event Center  
 February 20-23, 2025

Company Name: \_\_\_\_\_ Booth No.(s): \_\_\_\_\_  
 Order Contact: \_\_\_\_\_ Phone No.: \_\_\_\_\_

**PLEASE NOTE: SHOW MANAGEMENT PROVIDES CLEANING OF AISLES ONLY**

**\* OPENING DAY CLEANING IS NOT INCLUDED IN BOOTH PACKAGE \***

Booth Size	Cost for Opening Day Cleaning Only	Cost for Daily Cleaning Includes Opening Day	Total
10' x 10'	\$30.00	\$150.00	
10' x 20'	\$60.00	\$300.00	
10' x 30'	\$90.00	\$450.00	
10' x 40'	\$120.00	\$600.00	
20' x 20'	\$120.00	\$600.00	
20' x 30'	\$180.00	\$900.00	
20' x 40'	\$240.00	\$1,200.00	

**Booth Cleaning Page Total:** \_\_\_\_\_



**INSTALLATION & DISMANTLING LABOR & FORKLIFT SERVICE**

828 East Ferry Street - Buffalo, NY 14211  
 Phone: (716) 896-6170 | Fax: (716) 896-8908 | Toll Free: (800) 333-4253  
[www.haleexpo.com](http://www.haleexpo.com) | email: [csr@haleexpo.com](mailto:csr@haleexpo.com)

**WNY Home & Outdoor Living Show**  
 Hamburg Event Center  
 February 20-23, 2025

Company Name: \_\_\_\_\_ Booth No.(s): \_\_\_\_\_  
 Order Contact: \_\_\_\_\_ Phone No.: \_\_\_\_\_

**Installation & Dismantling Labor** (Please select if labor will be supervised by the onsite show representative or if Hale personnel will supervise the setup)

**Straight Time Rate: \$60.75** (M-F 8 AM – 4 PM) **Overtime Rate: \$91.13** (M-F before 8 AM, after 4 PM - Weekends, Holidays)

SUPERVISED BY EXHIBITOR PERSONNEL – Starting time can be guaranteed only in those instances where men are requested to start at 8 AM unless the beginning of the show set-up time is later in the day. We will make every effort to accommodate later starting times; however, it is impossible to gauge the completion of previously-assigned jobs. Exhibitors must sign labor out at the service desk to avoid continuation of charges. Labor will be billed in one (1) hour increments with a minimum of one (1) hour.

	<u>Date of Service</u>	<u>Start Time</u>	<u>No. of Workers</u>	<u>Approx. Hours</u>		<u>Total Hours Per Person</u>		<u>Hourly Rate</u>		<u>Estimated Total Cost</u>
Installation	_____	_____	_____	X	=	_____	@	_____	=	_____
Installation	_____	_____	_____	X	=	_____	@	_____	=	_____
Dismantle	_____	_____	_____	X	=	_____	@	_____	=	_____
Dismantle	_____	_____	_____	X	=	_____	@	_____	=	_____

Onsite Supervisor Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_

**Straight Time Rate: \$60.75** (M-F 8 AM – 4 PM) **Overtime Rate: \$91.13** (M-F before 8 AM, after 4 PM - Weekends, Holidays)

SUPERVISED BY HALE EXPO SERVICES PERSONNEL – Supervision will be provided by Hale Expo Services, LLC. and **all pertinent information should be forwarded with this order, including blueprints, set-up instructions, photographs and shipping information.** Labor will be billed in one (1) hour increments with a minimum of one (1) hour. An additional charge of 30% will be added for Hale supervision.

	<u>Date of Service</u>	<u>Start Time</u>	<u>No. of Workers</u>	<u>Approx. Hours</u>		<u>Total Hours Per Person</u>		<u>Hourly Rate</u>		<u>Estimated Total Cost</u>
Installation	_____	_____	_____	X	=	_____	@	_____	=	_____
Installation	_____	_____	_____	X	=	_____	@	_____	=	_____
Dismantle	_____	_____	_____	X	=	_____	@	_____	=	_____
Dismantle	_____	_____	_____	X	=	_____	@	_____	=	_____

**Add 30% For Hale Supervision (Total x 1.3):** \_\_\_\_\_

**Forklift Service** (Price includes forklift and operator)

**Straight Time Rate: \$120.75** (M-F 8 AM – 4 PM) **Overtime Rate: \$181.13** (M-F before 8 AM, after 4 PM - Weekends, Holidays)

Check in at the Hale Service Desk before your requested scheduled time. Please note, requested times are projections and Hale Expo Services, LLC. will make every effort to meet those requested times, but in some circumstances, forklifts may be occupied doing other tasks. Due to liability risks, forklifts may only be operated by authorized and insured Hale Expo Services, LLC. employees. Forklift Service will be charged with a one hour minimum and then in half (1/2) hour increments thereafter during a single use period.

	<u>Date of Service</u>	<u>Start Time</u>	<u>No. of Workers</u>	<u>Approx. Hours</u>		<u>Total Hours Per Person</u>		<u>Hourly Rate</u>		<u>Estimated Total Cost</u>
Installation	_____	_____	_____	X	=	_____	@	_____	=	_____
Installation	_____	_____	_____	X	=	_____	@	_____	=	_____
Dismantle	_____	_____	_____	X	=	_____	@	_____	=	_____
Dismantle	_____	_____	_____	X	=	_____	@	_____	=	_____

**Plastic Banding** (Per pallet and includes labor): **\$32.00**

**Shrink Wrap** (Per pallet and includes labor): **\$32.00**

If Labor must be cancelled, Hale Expo Services, LLC. requires 24-hour notice. A one-hour, per man, no-show charge will be assessed if cancellations are not called in 24 hours prior to the date & time requested.

**Installation & Dismantling Labor & Forklift Service Page Total:** \_\_\_\_\_

**PLEASE MAKE SURE EVERY PIECE TO SHIP IS LABELED & EXHIBITOR INFORMATION IS COMPLETE**

These labels are provided for your shipping convenience. Place one on each piece to be shipped to ensure proper delivery (please note that one label is for the Advance Warehouse, and one is for Direct to Show Site). If more labels are needed, copies are acceptable. Shipments arriving without this information will not be accepted by Hale Expo Services, LLC. at the Advance Warehouse or on Show Site.

Please do not return label to Hale Expo Services, LLC.

**ADVANCE TO WAREHOUSE**

SHIPMENTS ARRIVING BETWEEN **MONDAY, FEBRUARY 3 – MONDAY, FEBRUARY 17, 2025**

Materials arriving at the advance warehouse after or prior to these dates will be refused.

**FREIGHT LABEL**

**SHIP TO:**

Hale Expo Services, LLC.  
c/o WNY Home & Outdoor Living Show 2025  
828 East Ferry Street  
Buffalo, NY 14211

**SHOW INFORMATION**

**WNY Home & Outdoor Living Show**

Hamburg Event Center  
February 20-23, 2025

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

Exhibitor Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone#: \_\_\_\_\_

**DIRECT TO SHOW SITE**

SHIPMENTS MAY ARRIVE ON OR AFTER **TUESDAY, FEBRUARY 18, 2025**

Materials arriving at the event center prior to this date will be refused by the facility.

**FREIGHT LABEL**

**SHIP TO:**

The Hamburg Event Center  
c/o Hale, WNY Home & Outdoor Living Show 2025  
5820 South Park Ave.  
Hamburg, NY 14075

**SHOW INFORMATION**

**WNY Home & Outdoor Living Show**

Hamburg Event Center  
February 20-23, 2025

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

Exhibitor Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone#: \_\_\_\_\_



**MATERIAL HANDLING**

828 East Ferry Street - Buffalo, NY 14211  
 Phone: (716) 896-6170 | Fax: (716) 896-8908 | Toll Free: (800) 333-4253  
[www.haleexpo.com](http://www.haleexpo.com) | email: [csr@haleexpo.com](mailto:csr@haleexpo.com)

**WNY Home & Outdoor Living Show**  
 Hamburg Event Center  
 February 20-23, 2025

Company Name: \_\_\_\_\_ Booth No.(s): \_\_\_\_\_  
 Billing Address: \_\_\_\_\_ City/State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Phone No.: \_\_\_\_\_ Cell: \_\_\_\_\_ Email: \_\_\_\_\_  
 Print name as it appears on card: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Account#: \_\_\_\_\_ Exp. Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ V-Code: \_\_\_\_\_  
 V-Code: MasterCard, Visa, Discover = 3-digit code on back, American Express = 4-digit code on front

**\*\*\* MATERIAL HANDLING NEEDS MUST BE COMMUNICATED IN ADVANCE \*\*\***

Shipments arriving at either the Advance Warehouse or Direct to show site without prior notification will not be released until payment is received and an authorized signature from the exhibitor is obtained, regardless of having a credit card on file.

**Inbound Shipping & Material Handling**

	No. of Pieces	Est. Total Weight	Carrier(s)	Minimum Rate 25 lbs. Single Package Minimum or 26 lbs. – 200 lbs. Min. Shipment Rate	How to Calculate Total Material Handling Charges
<b>Advance Warehouse Rate</b> For Shipments Arriving <b>(February 3 - 17, 2025)</b>				\$90.00 / hundredweight Min. 200 lbs. Per Shipment <b>Minimum Charge = \$180.00</b>	(Total Weight / 100) x \$90.00 <b>Minimum Charge = \$180.00</b>
<b>Direct to Show Site Rate</b> For Shipments Arriving on or after <b>(February 18, 2025)</b>				\$75.00 / hundredweight Min. 200 lbs. Per Shipment <b>Minimum Charge = \$150.00</b>	(Total Weight / 100) x \$75.00 <b>Minimum Charge = \$150.00</b>
<b>Small Package Rate</b> <b>For Direct to Show Site ONLY</b> For Single Package 25 lbs. and Under				\$35.00 / per package (Single Package Shipment Only) <b>Minimum Charge = \$35.00</b>	\$35.00 Single Package Only

**BILLED WEIGHT is based on incoming weight, whether the above services are used completely or in part. The weight is rounded up to the nearest one hundred pounds (100 lbs.) and is taken from the INBOUND BILL OF LADING and/or the Certified Weight Ticket. Shipments arriving without a specified weight on the Bill of Lading will be assigned an approximate weight by Hale. This weight will prevail. THERE IS A 200 lbs. MINIMUM CHARGE ON ALL SHIPMENTS OVER 25 lbs.**

Inbound Advance Warehouse pricing includes:

- Signing and accepting shipment on behalf of exhibitor at Advance Warehouse.
- Loading and transport from Advance Warehouse to Show Site.
- Unloading at Show Site loading dock and delivery to exhibit space.
- Pickup, storage and return of empty shipping containers during the show.
- Transport from exhibit space to loading dock and loading of shipment onto carrier of choice after the show.

All other inbound pricing includes:

- Signing and accepting shipment on behalf of exhibitor at Show Site.
- Unloading at Show Site loading dock and delivery to exhibit space.
- Pickup, storage and return of empty shipping containers during the show.
- Transport from exhibit space to loading dock and loading of shipment onto carrier of choice after the show.

**Outbound Shipping & Material Handling Only** (If shipping inbound, this is included in pricing above – this section is not applicable)

	No. of Pieces	Est. Total Weight	Carrier(s)	Minimum Rate 25 lbs. Single Package Minimum or 26 lbs. – 200 lbs. Min. Shipment Rate	How to Calculate Total Material Handling Charges
<b>Outbound Regular Rate</b>				\$75.00 / hundredweight Min. 200 lbs. Per Shipment <b>Minimum Charge = \$150.00</b>	(Total Weight / 100) x \$75.00 <b>Minimum Charge = \$150.00</b>
<b>Small Package Rate</b> For Single Packages 25 lbs. or less				\$35.00 / per package (Single Package Shipments Only) <b>Minimum Charge = \$35.00</b>	\$35.00 Single Package Only

To insure proper handling, all outbound shipping Bills of Lading must be turned into the Hale Service Desk whether or not the Official Show Carrier will be used. If the shipment will be going outbound on a carrier other than the Official Show Carrier, exhibitors must make arrangements to have the shipment picked up before **12:00 PM, Monday, February 24, 2025**. To ensure the floor is clear for the next event, shipments not picked up by **12:00 PM, Monday, February 24, 2025**, will be forced shipped on the Official Show Carrier. Any charges resulting from a forced shipment will be the responsibility of the exhibitor.

Please note, outbound FedEx or UPS shipments must now be scheduled by the shipping party. There is a charge for FedEx and UPS to pickup outbound shipments from convention and exhibiting facilities. Failure to schedule with FedEx or UPS will result in the shipment being forced onto the Official Show Carrier and will be forwarded to the addressed recipient. Any charges resulting from a forced shipment will be the responsibility of the exhibitor.

**Shipping & Material Handling Page Subtotal: \_\_\_\_\_ x 8.75% tax = Total: \_\_\_\_\_**  
 (200 lb. Minimum Charge)



MATERIAL HANDLING LIMITS OF RESPONSIBILITY

828 East Ferry Street - Buffalo, NY 14211
Phone: (716) 896-6170 | Fax: (716) 896-8908 | Toll Free: (800) 333-4253
www.haleexpo.com | email: csr@haleexpo.com

MATERIAL HANDLING LIMITS OF LIABILITY AND RESPONSIBILITY

- 1. Hale Expo Services, LLC. shall not be responsible for damage to uncrated materials, materials improperly packed, or concealed damage.
2. Hale Expo Services, LLC. shall not be responsible for loss, damage, theft, or disappearance of exhibitor's materials after same have been delivered to exhibitor's booth and left unattended.
3. Shipments received without receipts, freight bills, or specified unit counts on receipts or freight bills (i.e., one lot, 800 cu. ft., etc.), such as UPS or van lines will be delivered to the exhibitor's booth without guarantee of piece count or condition.
4. Hale shall not be responsible for loss, damage, theft or disappearance of materials before they are picked up from exhibitor's booth for re-loading after the show.
5. Hale shall not be responsible for any loss, damage, or delay due to fire, acts of God, strikes, lockouts or work stoppages of any kind, or to any cause beyond its control.
6. Hale 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.
7. The consignment or delivery of a shipment to Hale by an exhibitor, or by any shipper to or 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.
8. Hale shall not be responsible for theft or damage while empty crates are in storage.
9. Material left behind without orders at the Material Handling Desk may be classified as abandoned.
10. EXHIBITORS ARE URGED TO CARRY ALL-RISK INSURANCE covering your materials against damage, loss and all other hazards from the time shipments are made prior to the show until shipments are received back after the show.

PAYMENT POLICY & SHIPMENTS

- Hale Expo Services, LLC. must have a valid credit card on file before freight will be delivered to your booth. Collect shipments will not be accepted. Please complete the credit card authorization provided in this kit.
All shipments must adhere to the arrival dates listed. Shipments arriving prior to move-in time must be consigned to the advance shipping warehouse.
We cannot guarantee shipment arrival times. Please be sure to request that your carrier delivers your total shipment at one time.
BILLED WEIGHT is based on incoming weight, whether the above services are used completely or in part. The weight is rounded up to the nearest one hundred pounds (100 lbs.) and is taken from the INBOUND BILL OF LADING and/or the Certified Weight Ticket.

ORDER FOR MATERIAL HANDLING SERVICES

We hereby authorize Hale Expo Services, LLC. to handle our shipment(s) in accordance with the information set forth above in the "Limits of Liability" section of this form, and we further agree to the following:

- A. We agree to the "limitations of Hale's Liability and Responsibility" as set forth above.
B. We agree that Hale's liability shall be limited to any loss or damage which results solely from Hale's negligence in the actual physical handling of the items comprising our shipment(s), and not for any other type of loss or damage.
C. With particular reference to subparagraphs A and B of the above, we agree, in connection with the receipt, handling, storage, and re-loading of our materials at the convention site (as distinct from Hale's warehouse), that Hale will provide its services as our agent, and not as Bailee or shipper.
D. Freight handling charges are the responsibility of the exhibitor to whom shipments have been consigned.
E. We agree, in the event of a dispute with Hale relative to any loss or damage to any of our materials or equipment, that we will not withhold payment of any amount due to Hale for drayage or any other services provided by Hale as an offset against the amount of the alleged loss or damage.

Show Name: WNY Home & Outdoor Living Show 2025 Company Name:
Print Name: Booth No.(s):
Signature: Date:

I have read and understand the material handling rate sheet as well as the material handling limits of liability as stated on the enclosed sheets.
THIS AUTHORIZATION MUST BE SIGNED AND RETURNED TO HALE EXPO SERVICES, LLC. BEFORE FREIGHT SHIPMENTS CAN BE HANDLED:
Return form by mail, fax (716-896-8908) or scan the completed document and email to csr@haleexpo.com