

# Exhibitor Ordering Guide

JOHN B. HYNES VETERANS MEMORIAL CONVENTION CENTER

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Prepared Exclusively for:



*Signature*  
**BOSTON™**

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# Introduction

## **On behalf of the Massachusetts Convention Center Authority, welcome to Boston!**

We are excited to have you exhibit at our state-of-the-art facilities and look forward to working together to help you achieve your most ambitious goals. We are proud to offer the service, technology, and resources that will help you bring your vision to life. Our Exhibitor Services Team is an invaluable resource to assist you with transforming your ideas into an unforgettable event for your guests.

World-class customer service has become our signature as a meetings destination, which is why we have given our meetings and conventions experience a new name: Signature Boston. Unique and personal, a signature represents a promise that defines who we are and what we stand for. It speaks to our unwavering commitment to making every event we host in our city a success beyond your expectations.

This Ordering Guide is designed to make planning and ordering easy for all exhibitors. Each service section contains the following:

- Description of Services & Equipment and Pricing;
- Installation & Connection Information;
- Terms & Conditions, and;
- Frequently Asked Questions.

In addition to the orderable services listed in this guide, the MCCA also offers the following services for you to take advantage of on-site:

- Exhibitor Service Desk with assigned Event Associate
- Internet Support Services
- Free Wireless Internet Service
- FedEx Business Center

If you have any unanswered questions, please contact Exhibitor Services at 1.617.954.2230 or [exhibitorservices@SignatureBoston.com](mailto:exhibitorservices@SignatureBoston.com), and we will be happy to assist you!

# General Information

## ORDERING POLICIES & PROCEDURES

### Pricing

Discount, Standard and On-Site rates are available for most services. To qualify for the discount rate, order requests and payment must be received 21 days prior to the show opening. Standard rates will apply to orders received after this discount cut-off date and be effective until move-in begins. On-site rates will apply to orders received once move in has begun.

### Ordering

Exhibitors are encouraged to submit orders online at our secure and easy-to-use website, [www.SignatureBoston.com](http://www.SignatureBoston.com). Credit card payment is required for all online orders. Exhibitors who prefer to mail in their orders and pay by check will find our Service Order Forms in the Appendix of this guide. No telephone orders will be accepted.

### Exhibitors should be aware of the following when placing orders:

- All payments must be in US currency;
- The date payment is received determines the applicable rate (see Pricing above);
- Incomplete order or payment information will delay processing;
- Booth number(s) must be identified on all order forms.

### Payments

Payment for services must be received in advance. Service will be delivered only after payment is received. All outstanding charges must be paid before the close of the show. Please note that there will be no additional taxes added to service charges.

### Refunds

Claims for refunds must be submitted by the exhibitor to Exhibitor Services prior to event close. Credit will not be given for services installed and not used. Refunds are issued in the same manner in which payment was received.

### General Terms & Conditions

- All booth number changes must be communicated by the exhibitor to Exhibitor Services prior to exhibitor move-in. Additional charges may result, if services must be moved after initial set-up.
- All equipment and material furnished by the MCCA shall remain the property of the MCCA and shall be removed only by MCCA personnel.
- Standard wall outlets and other permanent building outlets (e.g., electrical, telephone, plumbing, etc.) are not part of the booth space and may not be used by anyone other than MCCA personnel or designated service provider.
- Service connections must be made by MCCA personnel or designated service provider.
- Connection services generally cover the installation of service to the booth area in the most convenient manner to the MCCA.
- All equipment must comply with state and local safety codes. MCCA will refuse connection to any equipment that constitutes a safety hazard.
- Unless otherwise directed, MCCA personnel are authorized to cut floor coverings to permit installation of services.

# Electrical Services

The MCCA offers a variety of electrical services through our experienced in-house team of electricians.

SPECIAL CONNECTIONS (208 volt & 480 volt power)	DISCOUNT	STANDARD	ON-SITE
Unless otherwise indicated in parentheses ( ), all special power connections will be hard-wire connected. To order Three Phase 100 amp service and higher, please contact MCCA exhibitor services for availability.			
208v single phase 30 amp (nema l21-30p)	\$400.00	\$495.00	\$590.00
208v single phase 60 amp	\$760.00	\$940.00	\$1,135.00
208v single phase 100 amp	\$1,165.00	\$1,455.00	\$1,745.00
208v three phase 30 amp (nema l21-30p)	\$715.00	\$895.00	\$1,075.00
208v three phase 60 amp	\$1,085.00	\$1,355.00	\$1,635.00
<b>Note: Any 100+ amp connection must be approved by MCCA Exhibitor Services. Please call 617.954.2230.</b>			
208v three phase 100 amp	\$1,725.00	\$2,160.00	\$2,590.00
208v three phase 200 amp	\$3,290.00	\$4,115.00	\$4,940.00
208v three phase 400 amp	\$5,815.00	\$7,265.00	\$8,720.00
480v three phase 30 amp	\$1,095.00	\$1,365.00	\$1,645.00
480v three phase 60 amp	\$1,905.00	\$2,380.00	\$2,860.00
480v three phase 100 amp	\$3,510.00	\$4,395.00	\$5,275.00
480v three phase 200 amp	\$6,975.00	\$8,720.00	\$10,470.00

STANDARD CONNECTIONS (120 volt power)	DISCOUNT	STANDARD	ON-SITE
<b>500 watt box</b> One 5 amp circuit and one receptacle or plug point	\$145.00	\$175.00	\$205.00
<b>1000 watt box</b> One 10 amp circuit and two receptacles or plug points	\$185.00	\$225.00	\$275.00
<b>2000 watt box</b> One 20 amp circuit and a minimum of three receptacles or plug points	\$225.00	\$280.00	\$340.00
<b>4000 watt box</b> Two 20 amp circuits and a minimum of three receptacles or plug points	\$265.00	\$330.00	\$390.00

ADDITIONAL ELECTRICAL SERVICES & EQUIPMENT	DISCOUNT	STANDARD	ON-SITE
<b>25' round extension cords</b> 25' round, yellow extension cords for use in exhibit booths. Each cord has three, three-prong receptacles on the end.  w	\$40.00	\$45.00	\$55.00
<b>6 Port Power Strip Purchase</b>	\$30.00	\$30.00	\$35.00
<b>24 hour power</b> If booth equipment requires electricity 24 hrs a day (for example, a Refrigerator), then the exhibitor should order 24 hr power.  In general, electrical service begins half an hour before the show and ends one hour after the show closes.	<b>Add 50% to Initial Connection Rate</b>		

## OVERHEAD POWER

Overhead power is available upon approval by the MCCA:

- At the Hynes Convention Center, overhead 120v electrical service is available in Halls A, B, C and certain areas of Hall D and Auditorium.
- If an overhead sign, truss, banner or other rigged item requires overhead 120v power, the MCCA can provide this service in any area of the Hynes.
- If an overhead sign, truss, banner or other rigged item requires overhead 208v or 480v power, the MCCA can provide this service in limited areas of the Hynes. Please contact the MCCA Exhibitor Services team for availability.
- Overhead power must accompany a rigging order.

## Installation & Distribution

- MCCA Electricians will provide the initial electrical power source.
- Electrical Service is brought from the nearest column or floor port into the booth. The electrical outlets or boxes are placed in the rear of the booth along the pipe & drape line.
- Electrical boxes are left accessible inside floor ports for island booths with no pipe and drape lines and no columns in their booth space.
- For 208V & 480V connections, we require floor plans so that we may provide the electrical service in a convenient location within the booth.
- Exhibitors are responsible for distributing their own 120V electrical cords and plugging in their booth equipment. Exhibitors may choose to:
  - » Hire labor from the General Service Contractor;
  - » Hire a third-party Installation & Dismantle (I&D) team to perform the distribution work;
  - » Bring their own company electrician to perform distribution and hardwire connections as long as he/she is a full time employee of the exhibiting company.

## Terms & Conditions

- The MCCA is the exclusive provider of electrical service. All electrical equipment shall remain the property of the MCCA and may not be installed or removed by anyone other than MCCA personnel.
- All services listed include labor to install and remove said service. Rates do not include connecting of equipment, tracing of malfunctions, special wiring, or repairs. If an exhibitor requires additional electrical labor outside of the standard service, services will be billed at an hourly rate with a minimum of one hour. Labor rates are based on current wage and benefit rates and are subject to change without notice:
  - » Hourly Rate (All times) \$100.00
- The use of open clip sockets, duplex or triplex attachment plugs, latex or lamp cord is prohibited. All cords must be of the 3 wire grounded type and UL approved. Cords can be no smaller than 12 wire or 12 gauge. Any exposed non-current carrying metal parts of fixed equipment must be grounded.
- Electrical equipment must be properly tagged and wired with complete information as to type of current, voltage, phase, cycle, horsepower, etc.
- The MCCA cannot be responsible for voltage variations of the power company.

## FREQUENTLY ASKED QUESTIONS

**If the MCCA doesn't run my electrical cords, and I can't do it myself, who should I send my electrical layout plan to?**  
 If you have booth floor plans that include electrical layouts, you should share that information with your preferred setup personnel. If you are working with a third-party exhibit company, they may run the cords for you. If you need to hire labor to run cords for you, the show's General Service Contractor can help you. Typically, the General Service Contractor will include an Electrical Cord Labor Form in the Exhibitor Kit. The MCCA is happy to keep any floor plans on file for reference. In fact, we recommend that you forward your electrical layouts to Exhibitor Services for all 208V and 480V connections so that we may place the initial drop in the most convenient location possible.

**How do I know if I need a 208V or 480V connection?**

Most exhibitors do not require special connections like a 208V or 480V connection. Many times, these types of electrical services are required for heavy equipment and/or specialized machinery. Kindly consult with the equipment manufacturer, name plate rating or installation technician for specific details. Exhibitors who bring their own distribution panels may need one of these special connections.

**How do I know how much power I need to order?**

When determining how much power to order for a booth, it is helpful to know how much total power is required for the equipment in your booth space. Below, we have outlined some standard electrical requirements (requirements may vary).

- Standard Laptop . . . . . 250-550 watts
- Lead Retrieval . . . . . 300-500 watts
- Standard Plasma TV . . . . . 300-400 watts

Items like laptops, standard booth lights, and televisions may be grouped together on one circuit provided they do not exceed the overall limit of the circuit or the surge protection device. There is some equipment that requires its own circuit to run properly. For example, a microwave or refrigerator requires its own dedicated circuit, so a laptop and refrigerator should not use the same power source.

**I am an International Exhibitor and my equipment requires a converter to step down from 220V to 208V. Can I rent a converter from the MCCA?**

The MCCA does not rent or supply power conversion equipment. Exhibitors are required to bring their own to the show.

**I can't find 208V or 480V overhead service listed on your online ordering site. How can I order this service?**

208V & 480V overhead services are limited in our convention centers. All requests for such connections must be approved by an MCCA electrician; please contact MCCA Exhibitor Services for more information.

# Telephone Services

The MCCA offers a variety of telephone services through our experienced in-house technicians.

STANDARD TELEPHONE SERVICES	DISCOUNT	STANDARD	ON-SITE
<b>Single-Line Phone Service</b> Service includes one phone number and rental of one hard wired digital display phone. Equipment must be returned at the close of show.	\$315.00	\$385.00	\$475.00
<b>Multi-Line Phone Service</b> Service includes one phone number with multiple line appearances and rental of one hard wired digital display phone. Equipment must be returned at the close of show.	\$460.00	\$565.00	\$685.00
<b>Vonage Single Line App Service</b> Service includes one phone number, no handset. This is an app based service available by downloading the Vonage app on a personal mobile device. Available for iPhone and Android	\$190.00	\$235.00	\$285.00
<b>Vonage Multi-Line App Service</b> Service includes one phone number, no handset. This is an app based service available by downloading the Vonage app on a personal mobile device. Available for iPhone and Android	\$265.00	\$340.00	\$395.00

ADDITIONAL TELEPHONE SERVICES AND EQUIPMENT	DISCOUNT	STANDARD	ON-SITE
<b>Call Forward (per phone line)</b> Allows user to send calls to another phone.	\$55.00	\$70.00	\$90.00
<b>Voicemail (per phone line)</b> Allows user to setup a custom greeting and receive messages from incoming callers.	\$50.00	\$65.00	\$80.00
<b>Call Waiting (per phone line)</b>	\$55.00	\$70.00	\$90.00
<b>Unreturned Device Fee</b> Phone device delivered with service. Only charged if not returned post show.	\$175.00	\$175.00	\$175.00



## INSTALLATION & CONNECTIONS

- MCCA technicians typically provide a line that is long enough to run anywhere in your booth. Exhibitors may have their preferred setup personnel run their phone cord(s) under the carpet to desired locations, or they may hire the General Service Contractor to do so.
- All telephone equipment can be picked up at the MCCA Exhibitor Services Desk.

### Terms & Conditions

- The MCCA is the exclusive provider of all telephone services. All telephone equipment shall remain the property of the MCCA and may not be installed or removed by anyone other than MCCA personnel.
- The MCCA does not offer any analog phone line services.
- All MCCA telephone equipment must be returned to the Exhibitor Service Desk prior to the close of the show. Failure to return MCCA phones will result in a replacement fee.
- All services listed include labor to install and remove said service. Rates do not include connecting of equipment, tracing of malfunctions, special wiring, or repairs. If an exhibitor requires additional telephone labor outside of the standard service, services will be billed at an hourly rate with a minimum of one hour. Labor rates are based on current wage and benefit rates and are subject to change without notice:
  - » Telephone Tech Rep (All times) \$100.00

## FREQUENTLY ASKED QUESTIONS

### How do I receive my phone number, dialing instructions, and phone equipment?

Please visit the MCCA Exhibitor Services desk onsite to pick up your equipment. At this time you will receive assigned phone numbers and dialing instructions. This information can also be provided ahead of time if requested through Exhibitor Services.

### How can I place international calls on my phone line?

All phone lines will have the ability to place local, US and International calls.

# Internet & Technical Services

*The MCCA offers a variety of Internet and Technical services through our experienced in-house team of technicians.*

## Wired Internet Connections

Exhibitors who order wired internet drops are provided with one internet connection and assistance, as needed, from our internal IT Support Services staff. All MCCA Internet services include one initial line regardless of how many IPs are ordered with the service. To have more than one computer connected at one time, exhibitors may bring their own switch or hub device and cables, or they may purchase a switch from the MCCA. Exhibitors are asked to read through the following service descriptions closely to ensure that the purchased service level is sufficient to meet their bandwidth requirements during the entirety of the show. Below are basic guidelines for ordering wired Internet services.

All services are delivered DHCP. Public IP addresses are available upon request with all of our managed services listed below. Public IP addresses are not available with our Basic Service Package. Managed Services requesting public IP addresses require manual configuration to each machine.

Custom orders for bandwidth above listed service levels below can be ordered on a case-by-case basis through the MCCA's Exhibitor Services Department at **617-954-2230** or **exhibitorservices@signatureboston.com**.

<b>MANAGED SERVICES</b> Manually configured services require entry of IP addresses into the device before the device may access the internet.	<b>DISCOUNT</b>	<b>STANDARD</b>	<b>ON-SITE</b>
<b>Basic Service Package</b> The Basic Service Package includes a private VLAN and subnet. This level is sufficient if the main use is for a basic internet connection, such as for e-mail or internet browsing. The Basic Service package may not be fast enough for streaming video or multi-purpose use. Public IP addresses are not available with this service.	\$1,045.00	\$1,110.00	\$1,335.00
<b>1.54 Mbps Managed Service</b> The 1.54 Mbps Managed Service Package includes a private VLAN and subnet. This level is sufficient if the main use is for a basic internet connection, such as e-mail, internet browsing, or standard definition video streaming. It may not be fast enough for multi-purpose use. Public IP addresses available upon request.	\$2,115.00	\$2,510.00	\$3,000.00
<b>3 Mbps Managed Service</b> The 3 Mbps has more bandwidth than the 1.54 Mbps service and includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for basic e-mail and web browsing, standard definition video streaming, or can accommodate multiple Internet connections.	\$5,150.00	\$5,910.00	\$7,090.00
<b>6 Mbps Managed Service</b> The 6 Mbps has more bandwidth than the 3 Mbps service and includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 4 standard definition video streams, or a single HD video stream, or can accommodate multiple Internet connections.	\$8,710.00	\$10,030.00	\$12,040.00
<b>10 Mbps Managed Service</b> The 10 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 6 standard definition video streams, a single HD video stream, or can accommodate multiple Internet connections.	\$11,655.00	\$13,380.00	\$16,055.00

<b>15 Mbps Managed Service</b> The 15 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 2 HD video streams, or a single 4K stream, or can accommodate multiple Internet connections.	\$17,170.00	\$19,735.00	\$23,680.00
<b>20 Mbps Managed Service</b> The 20 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 3 HD video streams, or a single 4K stream, or can accommodate multiple Internet connections.	\$22,810.00	\$26,235.00	\$31,480.00
<b>25 Mbps Managed Service</b> The 25 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 4 HD video streams, or a single 4K stream, or can accommodate multiple Internet connections.	\$28,335.00	\$32,610.00	\$39,135.00
<b>30 Mbps Managed Service</b> The 30 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 5 HD video streams, or up to two 4K video streams, or can accommodate multiple Internet connections.	\$33,720.00	\$38,800.00	\$46,555.00
<b>35 Mbps Managed Service</b> The 35 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 5 HD video streams, or up to two 4K video streams, or can accommodate multiple Internet connections.	\$39,250.00	\$45,155.00	\$54,185.00
<b>40 Mbps Managed Service</b> The 40 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 6 HD video streams, or up to two 4K video streams, or can accommodate multiple Internet connections.	\$44,395.00	\$51,060.00	\$61,275.00

ADDITIONAL INTERNET SERVICES & EQUIPMENT	DISCOUNT	STANDARD	ON-SITE
<b>Copper Patch/ Booth to Booth Connection</b> Copper Patch is a method of connecting computers or network equipment that may be in different locations in the facility. Copper patches can transmit data, audio, and video. This is not available with the shared service.	\$370.00	\$475.00	\$565.00
<b>Fiber Patch/ Booth to Booth Connection</b> Fiber Patch is a method of connecting computers or network equipment that may be in different locations in the facility. Fiber patches can transmit data, audio, and video.	\$525.00	\$650.00	\$785.00
<b>Switch-8 Port</b> This switch can connect up to 7 computers or devices together, giving all access to the internet service ordered.	\$110.00	\$155.00	\$185.00
<b>Switch-16 Port</b> This switch can connect up to 15 computers or devices together, giving all access to the internet service ordered.	\$155.00	\$185.00	\$225.00
<b>Switch-24 Port</b> This switch can connect up to 23 computers or devices together, giving all access to the internet service ordered.	\$385.00	\$500.00	\$595.00
25' CAT 5e Cable	\$50.00	\$65.00	\$75.00
50' CAT 5e Cable	\$70.00	\$90.00	\$105.00
100' CAT 5e Cable	\$110.00	\$135.00	\$160.00
Ethernet Cable Coupler	\$19.00	\$23.00	\$30.00

TECHNICAL SERVICES	DISCOUNT	STANDARD	ON-SITE
<b>Cable TV Service</b> Cable TV service is basic business cable service provided by Comcast Cable. Service is provided to booths from floor boxes or columns.	\$275.00	\$340.00	\$410.00

\* For advanced Technical Service offerings, consult the online ordering site or contact MCCA Exhibitor Services.

## INSTALLATION & CONNECTIONS

- MCCA technicians will provide one initial network cable.
- Internet Service is brought from the nearest column or floor port into the booth.
- All MCCA internet services come with one initial line regardless of how many IPs are ordered with the service. To have more than one computer connected at one time, exhibitors may bring their own routing device and cables or may purchase a switch and purchase cables from the MCCA.
- Exhibitors are required to distribute their own internet cables.
- Exhibitors may choose to:
  - » Hire labor from the General Service Contractor or;
  - » Hire a third-party Installation & Dismantle (I&D) team to perform the distribution work.

## Terms & Conditions

- The MCCA is the exclusive provider of internet services.
- All services listed include labor to install and remove said service. Services do not include connecting of equipment, tracing of malfunctions, special wiring, or repairs. If an exhibitor requires additional internet labor outside of the standard service, services will be billed at an hourly rate with a minimum of one hour. Labor rates are based on current wage and benefit rates and are subject to change without notice:
  - » Tech Rep (All times) \$135.00
  - » Network Engineer (All times) \$165.00
- The MCCA will provide an Ethernet connection to a shared data network attachment for the use of Exhibitor's directors, officers, employees and guests during the official dates of specified show.
- Exhibitor will be responsible for providing all hardware, software and other equipment and facilities needed to connect to the Ethernet and to use network attachment.
- The network attachment provided by the MCCA may be used only by the Exhibitor's directors, officers, employees and guest, agents, or consultants. The MCCA network

will facilitate communications between the company's authorized users and entities reachable through the national internet.

- The Exhibitor will promote efficient use of provided networks to minimize and avoid unnecessary network traffic and interference with the work of other users on interconnected networks.
- Users of MCCA networks shall not disrupt any of the MCCA networks or any other MCCA associated networks.
- MCCA networks shall not be used to transmit any communication where the meaning of the message, or its transmission or distribution, would violate any applicable law or regulation or would be highly offensive to the recipient or recipients thereof. Mass distribution of any message, including advertising, may not be broadcast or otherwise sent on an intrusive basis to any user of the MCCA network or any directly or indirectly attached network. When requested by a user of the networks, product information and other commercial messages are permitted to be transmitted. Discussion of a product's relative advantages and disadvantages by users of the product and vendors' response to those who pose questions about their products may be made available over the MCCA networks. Interpretation application and possible modification shall be within the sole discretion of MCCA.
- MCCA does not make any express or implied warranty of any kind specifically. There is no express or implied warranty of merchantability or fitness for a particular purpose for the services to be provided. The protocol used on the MCCA network call for end to end verification of the accuracy of any message and such verification is the sole responsibility of the purchasing company. Similarly, these protocols provide for end to end verification of the receipt of all the data that is transmitted. MCCA will not be responsible for any loss of data from delays, non-deliveries, incorrect deliveries, service interruptions, including those caused by the negligence, errors or omissions of the MCCA, or other losses or damages. Use of information obtained via the services provided hereunder is at purchasing company's own risk. Exhibitor is responsible for (a) the accuracy and/or quality of the information obtained or data transmitted through the MCCA network and (b) assuring that each message purchasing company sends or receives has been received.

- MCCA shall not be liable to Exhibitor for any damage arising from any event that is out of the control of the MCCA. Neither shall the MCCA be liable to Exhibitor for indirect, special, incidental, exemplary, consequential or any other form of money damage, including, but not limited to, lost profits, or of the loss of data or information of any kind, however caused, and arising out of or in connection with the performance of MCCA, or the provision of services or performance hereunder, whether based in contract, tort, or any other legal theory, and whether or not MCCA has been made aware of the possibility of such damages.
- In no event shall liability exceed a refund of amounts actually paid to MCCA by Exhibitor for this network attachment.
- The network attachment shall be made available to Exhibitor by MCCA before the beginning through the end of the specified conference.
- The MCCA will provide a network attachment via an Ethernet connection at the Exhibitor's booth. At its own expense, the Exhibitor is responsible for providing the computer, attachment to Ethernet, electric power and all other hardware and software required to use the network attachment.

## FREQUENTLY ASKED QUESTIONS

### **I ordered a Managed Service that required IP Addresses.**

#### **How and when do I receive this information?**

When you are onsite and ready to configure your computers, please visit the Exhibitor Services desk to retrieve your IP Information.

### **Do you have wireless internet?**

The MCCA offers free wireless internet service throughout meeting rooms, lobbies, and expo halls; just open your internet browser and look for the Hynes Wireless Network. This service is designed for casual users and not guaranteed. If you are relying on the internet to showcase your product or services we strongly recommend a wired internet connection for guaranteed service.

### **I see that you don't offer hubs for sale. What is the difference between a hub and a switch? Can I bring my own hub or switch?**

The MCCA offers switch devices for sale instead of hubs because switches are known to provide better performance with a lower failure rate. Exhibitors are welcome to provide their own hub or switch for all internet services.

### **What is bandwidth and how do I know how much I need?**

Bandwidth is the "size of the pipe" that data can traverse. The bigger the bandwidth, the faster data can be transferred. To find out how much bandwidth you require, please consult with a technical representative in your company or look for program specifications listed with any demonstrations or downloads you plan to run.

### **I need to access my company's network while I'm exhibiting at your facility. Which service will allow me to do this?**

Exhibitors who need to connect remotely to their company's network using a VPN (Virtual Private Network) with authentication information like passwords, certificates, or "tokens" can do so with any of our services, however they should confirm with their IT department for the use of DHCP or public IP address requirements.

### **What is a VLAN?**

A VLAN (Virtual Local Area Network) allows a network of computers to behave as if they are connected to the same service even though they may actually be physically located in different areas around the facility. One of the biggest advantages of a VLAN is that when a computer is physically moved to a different location, it can stay on the same VLAN without any hardware reconfiguration.

### **I ordered a switch and cables, how and when do I get them?**

When you are ready for your switch and internet cables, please visit the Exhibitor Services Desk.

# Rigging Services

*The MCCA provides rigging and overhead lighting services through our service contractor, JCALPRO.*

## Planning Ahead for Rigging & Lighting Services

Diagrams and booth layouts are essential for planning rigging and lighting services. In order to ensure efficient delivery of required services, Exhibitors must submit rigging plots, drawing, blueprints, or engineers' certification with their orders. Diagrams must include the location, dimensions and weight, and the height from the floor to the top of the suspended item. Diagrams must also show booth outline with aisles or neighboring booths marked for reference and orientation.

<b>PACKAGE RIGGING SOLUTIONS</b> The MCCA offers package rigging solutions for exhibitors with basic and straight forward sign hanging needs. To qualify for the packages, exhibitors must be flexible with regards to days and times of load-in and take-down.	DISCOUNT	STANDARD	ON-SITE
<b>Basic Rigging Package</b> This package includes all lifts, labor, and rigging equipment (cables, pipes, and hardware) necessary to install and take down one sign/banner weighing less than 150 lbs, measuring less than 20' in length, less than 15' diameter, and less than 175 square feet.	\$1,910.00	\$2,387.00	\$2,864.00
<b>Electrical Rigging Package</b> This package includes the Basic Rigging Package plus labor to connect electrical service to an Exhibitor sign/banner. Overhead electrical service for rotator, motor or lighted sign must be ordered separately. Please see Electrical services section for details.	\$2,190.00	\$2,737.00	\$3,284.00
<b>Cable Bridge Package</b> This package includes all lifts, labor, and equipment for a truss cable bridge for overhead power orders 60 amps and above, and for all 480 v overhead power. This package does <b>NOT</b> include the electrical service. Service must be added separately. The package service is provided during standard service hours, Monday-Saturday 7am – 12am, except holidays.	\$3,485.00	\$4,182.00	\$5,018.00
<b>Overtime Charges</b> Exhibitors may request rigging services on weekends, holidays or outside the package service hours (Monday-Friday 8AM – 5PM). In this case, an Overtime Charge must be added for each rigging package ordered.		\$458.00	

## Custom Rigging & Lighting Solutions

The MCCA/JCALPRO also offers customized rigging and lighting solutions for Exhibitors with more complex or unique requirements. This option is best suited for Exhibitors with larger signs, multiple signs, and/or overhead lighting needs.

Custom Rigging and Lighting Solutions still require flexibility in load in and load out time. If you require a specific load in or load out day and/or time, hourly rates may apply (see Terms and Conditions – Page 15).

**Custom Rigging & Lighting solutions may only be ordered with a pre-arranged quote.**

Please contact JCALPRO at 1.617.954.2345 to initiate this process. Quotes will be issued in an easy-to-order format, and will typically include a base Rigging Package for labor charges and some combination of the following items as necessary.

CUSTOM RIGGING SOLUTIONS	DISCOUNT	STANDARD	ON-SITE
<b>Truss</b> A truss is an aluminum structure used to create a lower “ceiling” to hang lighting or other suspended items. Additional lengths available as needed.			
Truss 5’ Section – Silver 12”x12” Box	\$33.00	\$41.25	\$49.50
Truss 8’ Section – Silver 12”x12” Box	\$52.80	\$66.00	\$79.20
Truss 10’ Section – Silver 12”x12” Box	\$66.00	\$82.50	\$99.00
Truss 5’ Section – Black 12”x12” Box	\$43.00	\$52.00	\$61.00
Truss 8’ Section – Black 12”x12” Box	\$68.00	\$83.00	\$99.00
Truss 10’ Section – Black 12”x12” Box	\$87.00	\$103.00	\$123.00
Truss 5’ Section – Silver 20.5”x20.5” Box	\$55.00	\$65.00	\$79.00
Truss 8’ Section – Silver 20.5”x20.5” Box	\$90.00	\$106.00	\$126.00
Truss 10’ Section – Silver 20.5”x20.5” Box	\$110.00	\$132.00	\$159.00
<b>Corner Block</b> A corner block is an aluminum piece that attaches to truss to create a right angle.			
Corner Block – Silver 12”x12” Box	\$61.00	\$72.00	\$90.00
Corner Block – Black 12”x12” Box	\$79.00	\$96.00	\$114.00
Corner Block – Silver 20.5”x20.5” Box	\$87.00	\$103.00	\$123.00
<b>Base Plate</b> A base plate is used as a stand for ground supported truss or poles.			
Base Plate	\$43.00	\$52.00	\$61.00
<b>Rotator</b> A rotator is a motor used to rotate a hanging sign.			
Rotator	\$182.00	\$220.00	\$265.00
<b>Motor</b> A motor is a motorized hoist that is rigged to the ceiling and attached to truss to achieve a desired height. Motors are also used to safely suspend heavier items that cannot be supported by cables alone. Motors are available in ¼ ton, ½ ton, and 1 ton capacities.			
Motor	\$182.00	\$220.00	\$265.00

<b>Cheeseboro - Silver</b> A cheeseboro is a clamp used to attach two pieces of truss or pipe together.	\$7.00	\$8.00	\$10.00
<b>Cheeseboro - Black</b> A cheeseboro is a clamp used to attach two pieces of truss or pipe together.	\$9.00	\$12.00	\$15.00
<b>Grapple</b> A grapple is a connector that allows you to make a 90 degree connection between trusses.	\$13.00	\$16.00	\$20.00

<b>CUSTOM LIGHTING SOLUTIONS</b> Lighting kits include a combination of Lekos, and Source 4 Pars based on layout and design requirements. Price includes fixtures, fixture accessories and all necessary cables. Dimmer/control and labor are not included and must be ordered separately. Special Orders for larger kits including moving lights and LEDs are available upon request.	DISCOUNT	STANDARD	ON-SITE
<b>Small Lighting Kit (4-6 lights). Requires truss and motors</b>	\$225.00	\$275.00	\$325.00
<b>Medium Lighting Kit (7-11 lights) Requires truss and motors</b>	\$395.00	\$480.00	\$570.00
<b>Large Lighting Kit (12-15 lights) Requires truss and motors</b>	\$550.00	\$660.00	\$795.00
<b>X-Large Lighting Kit (16-20 lights) Requires truss and motors</b>	\$675.00	\$810.00	\$970.00

<b>DIMMER RACKS &amp; LIGHTING CONTROLS</b> These items are optional with small lighting kits, but mandatory with larger lighting kits. The dimmer rack is a large “outlet” that all lights plug into to create a central control location. A dimmer rack, depending upon size, can be placed in a booth or attached to the truss and kept in the air. The lighting console/control plugs into the dimmer rack to dim or control individual lights, groups of lights, or all lights at once.  Electrical service is not included and must be ordered separately.	DISCOUNT	STANDARD	ON-SITE
<b>Dimmer Control 1.2 x 4</b>	\$100.00	\$120.00	\$145.00
<b>Dimmer Control 2.4 x 12</b>	\$180.00	\$220.00	\$265.00
<b>Dimmer Control 2.4 x 24</b>	\$390.00	\$470.00	\$565.00



## Terms & Conditions

- JCALPRO is the exclusive rigging vendor at the Hynes Convention Center if a sign requires a motor, electrical rigging, and/or truss, otherwise, the exhibitor may hire the general service contractor to hang signage.
- If an Exhibitor requires specific load-in/load-out dates and/or times, then a base rigging package may not be applicable. In this case, a special quote for required crew and lift equipment will be prepared using the following hourly labor and weekly lift rental rates:

HOURLY LABOR ITEMS	MON-FRI 7AM-5PM (EXCEPT HOLIDAYS)	WEEKENDS & HOLIDAYS 7AM-5PM MON-FRI 5PM-12AM	WEEKENDS AFTER 5PM EVERYDAY 12AM-7AM
Crew Chief	\$122.00	\$183.00	\$244.00
Head Rigger	\$122.00	\$183.00	\$244.00
Rigger	\$107.00	\$160.50	\$214.00
Dept Head	\$94.00	\$141.00	\$188.00
Stagehand	\$86.00	\$129.00	\$172.00

WEEKLY LIFT RENTAL ITEMS	RATE
24'- 32' Scissor Lift	\$890.00
40'- 45' Boom Lift	\$1,285.00
60' Boom Lift	\$1,780.00

- All rigging must conform to the rules, regulations, and facility limitations of the MCCA and any show management regulations.
- All equipment, signs, products, etc. must be designed to suspend safely. Care must be taken to use only rated rigging hardware when designing, constructing or purchasing such items. Any equipment, signs, products etc. deemed to be unsafe for overhead suspension by MCCA/JCALPRO will be substituted or denied.
- The use of any type of tape/adhesive for attaching signs, banners, or decorations to the building walls or decorative surfaces is not permitted.
- All assembly of equipment, signs, products necessary prior to hanging, etc., will be the responsibility of the Exhibitor.
- Failure by Exhibitor to submit accurate diagrams prior to load-in will delay set-up and could incur additional cost.

## FREQUENTLY ASKED QUESTIONS

### How do I know if I qualify for the Basic Rigging Package Rate?

Find out the dimensions and weight of your sign. If your sign weighs less than 150 pounds and is less than 20' in length and less than 175 square feet and does not require electrical rigging, truss, or motors, you will qualify for the Basic Rigging Package. If your sign is motorized or needs electrical rigging (for example a rotating sign or a sign with lights), you qualify for the Electrical Rigging Package.

### Can I order lighting to be suspended from the ceiling?

If you would like to order lights to brighten up your booth or illuminate specific objects, you will need to get a **quote** from JCALPRO. In most cases, lights cannot be attached to our ceilings. Instead we can provide you with truss, using motors, to create a lower "ceiling" and then hang lights from that truss. We will require a diagram showing your booth layout and exactly what you want illuminated in order to put together a quote.

### Do I ship my sign to you to put it together?

No. Although JCALPRO provides labor to hang the sign, the General Service Contractor (GSC) handles all shipments. You may build your sign or hire the GSC to put it together for you. When the sign has arrived at the building and has been assembled, we will hang it for you. Be sure to keep this in mind when making your time and day requests for sign hanging.

### Can I request load in and load out times?

Yes, the Rigging Order Form has a space for you to indicate your preferred up and down times. Please note that your preferred timing is not guaranteed; however, we do try our best to cater to your requests. If you absolutely need a specific install or take down time, additional charges will apply. If you do not provide a diagram or layout prior to load-in, then you may experience set-up delays and additional cost.

### What type of diagrams should I send?

The most useful diagrams are on a proportioned grid to show the dimensions of the booth, the exact desired placement of hanging items, and orientation of the booths around yours. As a general rule, pictures from previous shows and pictures of the sign only are not as helpful as current diagrams of the entire booth space with the placement, height, and weight of the sign(s) or hanging item(s).

# Plumbing Services

The MCCA offers a variety of plumbing services through our experienced in-house team of plumbers.

WATER AND DRAIN SERVICES	DISCOUNT	STANDARD	ON-SITE
<b>Water – Individual Connection</b> Water service is available at approximately 75 PSI with up to ¾” supply line. Water flows at five gallons per minute. Please note that this is cold water.	\$360.00	\$465.00	\$555.00
<b>Additional Water Connections</b> Clients requiring more than an individual water connection should order each additional connection as needed.	\$215.00	\$270.00	\$320.00
<b>Drain – Individual Connection</b> The MCCA can provide waste drain connections up to ¾” line size.	\$360.00	\$465.00	\$555.00
<b>Additional Drain Connections</b> Clients requiring more than an individual drain connection should order each additional connection as needed.	\$200.00	\$245.00	\$295.00
<b>Fill and Drain 0-100 Gallons</b> Clients that need equipment to be filled with water at the beginning of a show and emptied at the end of a show should order a Fill and Drain service. Please contact your MCCA Event Services Manager when equipment is ready to be filled.	\$190.00	\$230.00	\$280.00
<b>Each Additional 500 Gallons</b>	\$120.00	\$165.00	\$195.00

SINK RENTALS	DISCOUNT	STANDARD	ON-SITE
<b>Cold Water Sink Rental</b> Cold water sink rental includes a single-tub basin (20”L x 24”W x 34”H), one water connection, and one drain connection. Legs allow the units to sit 34” above the floor.	\$725.00	\$895.00	\$1,075.00
<b>Small Hot &amp; Cold Water Sink Rental</b> Small Hot & Cold water sink rental includes a single-tub basin (20”L x 24”W x 34”H), a hot water heater (6 gallon capacity), dedicated power, two water connections, and one drain connection.	\$990.00	\$1,225.00	\$1,475.00
<b>Large Hot &amp; Cold Water Sink Rental</b> Large Hot & Cold water sink rental includes a 3-tub basin (57”L x 24.5”W x 43”H), a hot water heater (6 gallon capacity), dedicated power, two water connections, and one drain connection. This service is available in specific areas of the exhibition hall. Please contact your MCCA Event Services Manager for more information.	\$1,225.00	\$1,540.00	\$1,850.00

COMPRESSED AIR AND GASSES	DISCOUNT	STANDARD	ON-SITE
<b>Compressed Air – Individual Connection</b> Compressed Air is delivered at approximately 110 psi and a dew point of 35 degrees F (medical instrument quality).	\$455.00	\$555.00	\$670.00
<b>Additional Connection</b> Clients who require more than an individual connection should order additional connections as needed.	\$230.00	\$290.00	\$345.00
<b>Other Compressed Gases</b> The MCCA provides a variety of bottled gases. The most commonly ordered gases are listed below. If other gases not listed are required, the client should contact their MCCA Event Services Manager. Flammable gases are not permitted in MCCA facilities.			
20 Lbs Dry or Liquid CO <sub>2</sub>	\$190.00	\$225.00	\$275.00
50 Lbs Dry or Liquid CO <sub>2</sub>	\$210.00	\$245.00	\$295.00
Dry Nitrogen 300 ft <sup>3</sup>	\$250.00	\$305.00	\$365.00

## INSTALLATION & CONNECTIONS

- Plumbing Service is brought from the nearest column or floor port into the booth.
- Air and Water connections are available in limited locations on the exhibit floor. Connection sizes and booth locations all factor into planning to supply air and water to exhibitors. Please provide a floor plan of the exhibit space indicating locations that require air or water service as well as connection requirements well in advance of exhibitor move-in.

### Terms & Conditions

- The MCCA is the exclusive provider of all plumbing services. All plumbing equipment shall remain the property of the MCCA and may not be installed or removed by anyone other than MCCA Personnel.
- Exhibitors are not permitted to fill or drain their own equipment, use individual air compressors, or bring their own compressed gases from an outside vendor.
- All services listed include labor to install and remove said service. Rates do not include connecting of equipment, tracing of malfunctions, special wiring, or repairs. If an

exhibitor requires additional plumbing labor outside of the standard service, services will be billed at an hourly rate with a minimum of one hour. Labor rates are based on current wage and benefit rates and are subject to change without notice:

» Hourly Rate (All times) \$100.00

## FREQUENTLY ASKED QUESTIONS

### Do all water connections need a drain?

While most water connections do require a drain service, there are some cases where the drain is unnecessary. When the water provided is being consumed or evaporated, a drain is not needed. For example, exhibitors using water service for a coffee machine do not need to order a drain because the water is being consumed.

### Will you provide the fittings and hoses for my water and drain connections?

To ensure that your booth's equipment runs properly we ask that you supply your own regulators, filters, and hoses.

**When would I need to order a Fill and Drain Service?**

Some of the most common reasons exhibitors order fill and drain are for items like fish tanks, pools, tubs for display, or running water displays. We use large hoses to fill vessels requiring water and then use existing drains in the floor to remove the water at the end of the show. Exhibitors are not permitted to bring their own water or use MCCA sinks to fill their own equipment.

**My booth requires a sprinkler system. What plumbing service should I order?**

If your booth requires a sprinkler system, you will need to order an individual water connection specifically for this purpose.

**My exhibitor kit says I need to order a hand washing unit because I am planning to prepare food in my booth. Do you provide these units?**

Levy Restaurants, our exclusive in-house catering company, can provide a hand washing unit that includes a small hand washing sink, paper towels, soap, and a discard bucket. Please consult your exhibitor kit for Levy Restaurants information or contact them directly at the Hynes (617.954.2284).

**Do you allow Exhibitors to bring Helium balloons into your buildings?**

No, unfortunately we do not allow exhibitors to bring helium balloons into the buildings.

# Security Services

The MCCA is the “preferred” provider of security booth coverage for exhibitors. If your event designates another security vendor for booth coverage, you may choose to order through the event’s preferred provider as detailed in your exhibitor kit.

SECURITY GUARD (BOOTH)	DISCOUNT	STANDARD	ON-SITE
<b>Per Hour Per Officer</b> The MCCA offers uniformed public safety officers to cover shows and events. Officers are scheduled at a 4-hour minimum and are available from move-in to move-out, around the clock. Orders need to be placed 21 days in advance of the show/event opening in order to guarantee your requested coverage. Any orders received after the 21 day cut-off are subject to approval and are not guaranteed.	\$35.50	\$42.75	\$51.50
<b>Per Hour Per Supervisor</b>	\$42.25	\$54.50	\$66.00

## FREQUENTLY ASKED QUESTIONS

### When do you recommend ordering security for an exhibitor booth?

Our public safety department strongly suggests ordering security for booths planning to have VIP celebrity appearances, book signings etc., to monitor crowd control and escort as needed. Also, exhibitors with expensive or rare equipment in their booths may consider security for the overnight hours between show end and the next day’s show start.

### Is there general overnight security in the exhibit hall?

The MCCA provides 24 hour security coverage for the facility; however, security coverage for the exhibit hall is determined by the show organizer and may vary from event to event.

## **APPENDIX – SERVICE ORDER FORMS**

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## **APPENDIX –**

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**Exhibitor Order Form  
Electrical Services**

Effective January 1, 2023

By submitting this order form, Exhibitor acknowledges and accepts all Policies, Terms & Conditions for service as set forth in the MCCA Exhibitor Ordering Guide available at <http://www.signatureboston.com/hynes/hynes-ordering-guide.aspx>.  
**To qualify for discount rate, request and payment must be received 21 days prior to show/event opening.**

**\*Overhead electrical services must accompany a rigging order.**

*Incomplete information will delay processing.*

Event or Show:		Booth no. (s)			
Event or show date(s):		Exhibiting firm:			
Billing address:	City:	State:	Zip:	Country:	
Phone:		Email:			
Ordered by/title:		Show site contact:			
Date:		Contact phone:			

**STANDARD ELECTRICAL CONNECTIONS: 120 VOLT**

Description	Regular Service			Additional Services Available as Add-Ons					Total Due: \$
	QTY	Discount Rate	Standard Rate	QTY	24-Hour Service	QTY	Overhead Service*	QTY	
500 Watt Box (5 amps)		\$145.00	\$175.00		+50% rate		\$175.00		\$265.00
1000 Watt Box (10 amps)		\$185.00	\$225.00		+50% rate		\$225.00		\$340.00
2000 Watt Box (20 amps)		\$225.00	\$280.00		+50% rate		\$280.00		\$415.00
4000 Watt Box (20 amps x 2)		\$265.00	\$330.00		+50% rate		\$330.00		\$490.00

**STANDARD ELECTRICAL CONNECTIONS: 208 VOLT & 480 VOLT**

Description	Regular Service			Additional Services Available as Add-Ons					Total Due: \$
	QTY	Discount Rate	Standard Rate	QTY	24-Hour Service	QTY	Overhead Service*	QTY	
208V Single Phase 30 Amp		\$400.00	\$495.00		+50% rate		\$495.00		\$745.00
208V Single Phase 60 Amp		\$760.00	\$940.00		+50% rate		\$940.00		\$1,415.00
208V Single Phase 100 Amp		\$1,165.00	\$1,455.00		+50% rate		\$1,455.00		\$2,185.00
208V Three Phase 30 Amp		\$715.00	\$895.00		+50% rate		\$895.00		\$1,345.00
208V Three Phase 60 Amp		\$1,085.00	\$1,355.00		+50% rate		\$1,355.00		\$2,035.00
208V Three Phase 100 Amp		\$1,725.00	\$2,160.00		+50% rate		\$2,160.00		\$3,240.00
208V Three Phase 200 Amp		\$3,290.00	\$4,115.00		+50% rate		\$4,115.00		\$6,175.00
208V Three Phase 400 Amp		\$5,815.00	\$7,265.00		+50% rate		\$7,265.00		\$10,905.00
480V Three Phase 30 Amp		\$1,095.00	\$1,365.00		+50% rate		\$1,365.00		\$2,050.00
480V Three Phase 60 Amp		\$1,905.00	\$2,380.00		+50% rate		\$2,380.00		\$3,570.00
480V Three Phase 100 Amp		\$3,510.00	\$4,395.00		+50% rate		\$4,395.00		\$6,585.00
480V Three Phase 200 Amp		\$6,975.00	\$8,720.00		+50% rate		\$8,720.00		\$13,080.00
25' Round Extension Cord		\$40.00	\$45.00						
6 Port Power Strip Purchase			\$30.00						

**Total Due: \$**

To pay with a Discover, MasterCard, Visa or American Express, you may order online at [www.signatureboston.com](http://www.signatureboston.com).

To pay with a check, send a check payable to Massachusetts Convention Center Authority and this form to:

EXHIBITOR SERVICE CENTER | MASSACHUSETTS CONVENTION CENTER AUTHORITY | 415 SUMMER STREET | BOSTON, MASSACHUSETTS 02210  
 617-954-2230 EXHIBITORSERVICES@SIGNATUREBOSTON.COM TAX ID#: 042768982

**FOR MCCA USE ONLY**

Date Received:	Received by:	Check Number:	Discover/MC/Visa/Amex:
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**Exhibitor Order Form  
Telephone Services**

Effective January 1, 2023

By submitting this order form, Exhibitor acknowledges and accepts all Policies, Terms & Conditions for service as set forth in the MCCA Exhibitor Ordering Guide available at <http://www.signatureboston.com/hynes/hynes-ordering-guide.aspx>. **To qualify for discount rate, request and payment must be received 21 days prior to show/event opening.**

*Incomplete information will delay processing.*

Event or Show:		Booth no. (s)		
Event or show date(s):		Exhibiting firm:		
Billing address:	City:	State:	Zip:	Country:
Phone:		Email:		
Ordered by/title:		Show site contact:		
Date:		Contact phone:		

STANDARD TELEPHONE SERVICES	QTY	DISCOUNT RATE	STANDARD RATE	TOTAL DUE: \$
Single-Line Phone Service		\$315.00	\$385.00	
Multi-Line Phone Service		\$460.00	\$565.00	
Vonage Single Line App Service		\$190.00	\$235.00	
Vonage Multi-Line App Service		\$265.00	\$340.00	

ADDITIONAL TELEPHONE SERVICES & EQUIPMENT	QTY	DISCOUNT RATE	STANDARD RATE	TOTAL DUE: \$
Call Forward (per phone line)		\$55.00	\$70.00	
Voicemail (per phone line)		\$50.00	\$65.00	
Call Waiting (per phone line)		\$55.00	\$70.00	

**Total Due: \$**

SIGNATURE \_\_\_\_\_

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To pay with a check, send a check payable to Massachusetts Convention Center Authority and this form to:

 EXHIBITOR SERVICE CENTER | MASSACHUSETTS CONVENTION CENTER AUTHORITY | 415 SUMMER STREET | BOSTON, MASSACHUSETTS 02210  
 617.954.2230 EXHIBITORSERVICES@SIGNATUREBOSTON.COM TAX ID#: 042768982

FOR MCCA USE ONLY			
Date Received:	Received by:	Check Number:	Discover/MC/Visa/Amex:



## Exhibitor Order Form Internet & Technical Services

Effective January 1, 2023

By submitting this order form, Exhibitor acknowledges and accepts all Policies, Terms & Conditions for service as set forth in the MCCA Exhibitor Ordering Guide available at <http://www.signatureboston.com/hynes/hynes-ordering-guide.aspx>.  
**To qualify for discount rate, request and payment must be received 21 days prior to show/event opening.**

*Incomplete information will delay processing.*

Event or Show:		Booth no. (s)		
Event or show date(s):		Exhibiting firm:		
Billing address:	City:	State:	Zip:	Country:
Phone:		Email:		
Ordered by/title:		Show site contact:		
Date:		Contact phone:		

WIRED INTERNET CONNECTIONS: MANUAL CONFIGURATION	QTY	DISCOUNT RATE	STANDARD RATE	TOTAL DUE: \$
<b>Basic Service Package</b> (includes a private VLAN and subnet, public IP addresses not available)		\$1,045.00	\$1,110.00	
<b>1.54 Mbps Managed Service</b> (includes a private VLAN and subnet, public IP addresses available upon request)		\$2,115.00	\$2,510.00	
<b>3 Mbps Managed Service</b> (includes a private VLAN and subnet, public IP addresses available upon request)		\$5,150.00	\$5,910.00	
<b>6 Mbps Managed Service</b> (includes a private VLAN and subnet, public IP addresses available upon request)		\$8,710.00	\$10,030.00	
<b>10 Mbps Managed Service</b> (includes a private VLAN and subnet, public IP addresses available upon request)		\$11,655.00	\$13,380.00	
<b>15 Mbps Managed Service</b> (includes a private VLAN and subnet, public IP addresses available upon request)		\$17,170.00	\$19,735.00	
<b>20 Mbps Managed Service</b> (includes a private VLAN and subnet, public IP addresses available upon request)		\$22,810.00	\$26,235.00	
<b>25 Mbps Managed Service</b> (includes a private VLAN and subnet, public IP addresses available upon request)		\$28,335.00	\$32,610.00	
<b>30 Mbps Managed Service</b> (includes a private VLAN and subnet, public IP addresses available upon request)		\$33,720.00	\$38,800.00	
<b>35 Mbps Managed Service</b> (includes a private VLAN and subnet, public IP addresses available upon request)		\$39,250.00	\$45,155.00	
<b>40 Mbps Managed Service</b> (includes a private VLAN and subnet, public IP addresses available upon request)		\$44,395.00	\$51,060.00	

CONTINUED ON PAGE 25

ADDITIONAL SERVICES & EQUIPMENT		QTY	DISCOUNT RATE	STANDARD RATE	TOTAL DUE: \$
Copper Patch / Booth to Booth Connection			\$370.00	\$475.00	
Fiber Patch/ Booth to Booth Connection			\$525.00	\$650.00	
Switch	8 port		\$110.00	\$155.00	
	16 port		\$155.00	\$185.00	
	24 port		\$385.00	\$500.00	
25' CAT 5e Cable			\$50.00	\$65.00	
50' CAT 5e Cable			\$70.00	\$90.00	
100' CAT 5e Cable			\$110.00	\$135.00	
Ethernet Cable Coupler			\$19.00	\$23.00	

TECHNICAL SERVICES		QTY	DISCOUNT RATE	STANDARD RATE	TOTAL DUE: \$
Cable TV Service			\$275.00	\$340.00	
					Total Due: \$

SIGNATURE \_\_\_\_\_

To pay with a Discover, MasterCard, Visa or American Express, you may order online at [www.signatureboston.com](http://www.signatureboston.com).

To pay with a check, send a check payable to Massachusetts Convention Center Authority and this form to:

EXHIBITOR SERVICE CENTER | MASSACHUSETTS CONVENTION CENTER AUTHORITY | 415 SUMMER STREET | BOSTON, MASSACHUSETTS 02210  
 617.954.2230 [EXHIBITORSERVICES@SIGNATUREBOSTON.COM](mailto:EXHIBITORSERVICES@SIGNATUREBOSTON.COM) TAX ID#: 042768982

FOR MCCA USE ONLY			
Date Received:	Received by:	Check Number:	Discover/MC/Visa/Amex:


**Exhibitor Order Form  
Rigging Services**

Effective January 1, 2023

By submitting this order form, Exhibitor acknowledges and accepts all Policies, Terms & Conditions for service as set forth in the MCCA Exhibitor Ordering Guide available at <http://www.signatureboston.com/hynes/hynes-ordering-guide.aspx>. **To qualify for discount rate, request and payment must be received 21 days prior to show/event opening.**

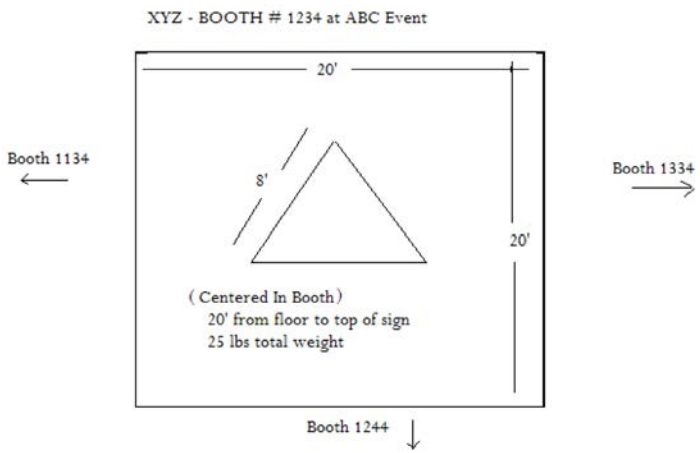
*Incomplete information will delay processing.*

Event or Show:		Booth no. (s)		
Event or show date(s):		Exhibiting firm:		
Billing address:	City:	State:	Zip:	Country:
Phone:		Email:		
Ordered by/title:		Show site contact:		
Date:		Contact phone:		

ITEM DESCRIPTION & INFORMATION				
**Description of Item (Sign, Banner, Truss, etc.)				
Quantity:	Size:	Weight:	Height desired from floor to top of suspended item:	
Do any items require Electrical service (circle one)? <b>YES NO</b>		Indicate Service Ordered on Electrical Form:		
Date When Your Item Will Be Ready for Hanging:		Preferred Move-Out Date:		
PACKAGE RIGGING SOLUTIONS				
Service Description	QTY	Discount Rate	Standard Rate	Total Due: \$
Basic Rigging Package (Per Sign/Banner)		\$1,910.00	\$2,387.00	
Electrical Rigging Package (Per Sign/Banner)		\$2,190.00	\$2,737.00	
Cable Bridge Package		\$3,485.00	\$4,182.00	
CUSTOM RIGGING SOLUTIONS - RIGGING EQUIPMENT RENTAL (REQUIRES QUOTE*)				
*For any of the services below, please contact JCALPRO at 617.954.2345.				
Equipment Description	QTY	Discount Rate	Standard Rate	Total Due: \$
Silver 12" x 12" Box Truss	5' Section		\$33.00	\$41.25
	8' Section		\$52.80	\$66.00
	10' Section		\$66.00	\$82.50
Black 12" x 12" Box Truss	5' Section		\$43.00	\$52.00
	8' Section		\$68.00	\$83.00
	10' Section		\$87.00	\$103.00
Silver 20.5" x 20.5" Box Truss	5' Section		\$55.00	\$65.00
	8' Section		\$90.00	\$106.00
	10' Section		\$110.00	\$132.00
Corner Block	Silver 12" x 12" box		\$61.00	\$72.00
	Black 12" x 12" box		\$79.00	\$96.00
	Silver 20.5" x 20.5" box		\$87.00	\$103.00
Base Plate		\$43.00	\$52.00	
Rotator		\$182.00	\$220.00	
Motor		\$182.00	\$220.00	
Cheeseboro - Silver		\$7.00	\$8.00	
Cheeseboro - Black		\$9.00	\$12.00	
Grapple		\$13.00	\$16.00	

CONTINUED ON PAGE 27

CUSTOM LIGHTING SOLUTIONS – LIGHTING EQUIPMENT RENTAL (REQUIRES QUOTE*)				
*For any of the services below, please contact JCALPRO at 617.954.2345.				
Lighting Kits	QTY	Discount Rate	Standard Rate	Total Due: \$
Small Lighting Kit		\$225.00	\$275.00	
Medium Lighting Kit		\$395.00	\$480.00	
Large Lighting Kit		\$550.00	\$660.00	
X-Large Lighting Kit		\$675.00	\$810.00	
Dimmer Racks & Lighting Controls	QTY	Discount Rate	Standard Rate	Total Due: \$
Dimmer Control 1.2 x 4		\$100.00	\$120.00	
Dimmer Control 2.4 x 12		\$180.00	\$220.00	
Dimmer Control 2.4 x 24		\$390.00	\$470.00	
<b>Total Due: \$</b>				



We require diagrams and booth layouts for all rigging and lighting orders. See sample on left.

SIGNATURE \_\_\_\_\_

To pay with a Discover, MasterCard, Visa or American Express, you may order online at [www.signatureboston.com](http://www.signatureboston.com).  
 To pay with a check, send a check payable to Massachusetts Convention Center Authority and this form to:

EXHIBITOR SERVICE CENTER | MASSACHUSETTS CONVENTION CENTER AUTHORITY | 415 SUMMER STREET | BOSTON, MASSACHUSETTS 02210  
 617.954.2230 [EXHIBITORSERVICES@SIGNATUREBOSTON.COM](mailto:EXHIBITORSERVICES@SIGNATUREBOSTON.COM) TAX ID#: 042768982

FOR MCCA USE ONLY			
Date Received:	Received by:	Check Number:	Discover/MC/Visa/Amex:


**Exhibitor Order Form  
Plumbing Services**

Effective January 1, 2023

By submitting this order form, Exhibitor acknowledges and accepts all Policies, Terms & Conditions for service as set forth in the MCCA Exhibitor Ordering Guide available at <http://www.signatureboston.com/hynes/hynes-ordering-guide.aspx>.  
**To qualify for discount rate, request and payment must be received 21 days prior to show/event opening.**

*Incomplete information will delay processing.*

Event or Show:		Booth no. (s)				
Event or show date(s):		Exhibiting firm:				
Billing address:	City:	State:	Zip:	Country:		
Phone:		Email:				
Ordered by/title:		Show site contact:				
Date:		Contact phone:				

**WATER AND DRAIN SERVICES**

Service	Description	QTY	Size	Discount Rate	Standard Rate	Total Due: \$
Water Approx 75 PSI Up to ¾" line	Individual Connection			\$360.00	\$465.00	
	Additional Connection			\$215.00	\$270.00	
Drain Up to ¾" line	Individual Connection			\$360.00	\$465.00	
	Additional Connection			\$200.00	\$245.00	
Fill & Drain	0-100 Gallons			\$190.00	\$230.00	
	Each additional 500 gallons			\$120.00	\$165.00	

**SINK RENTALS**

Service	Description	QTY	Size	Discount Rate	Standard Rate	Total Due: \$
Cold Water Sink Rental	Includes: sink, one water and one drain connection			\$725.00	\$895.00	
Small Hot & Cold Water Sink Rental	Includes: sink, hot water heater (6 gallon cap.), dedicated power, 2 water and one drain connection			\$990.00	\$1,225.00	
Large Hot & Cold Water Sink Rental	Includes: 3-tub basin, hot water heater (6 gallon cap.), dedicated power, 2 water and one drain connection			\$1,225.00	\$1,540.00	

**COMPRESSED AIR AND GASSES\***

Service	Description	QTY	Size	Discount Rate	Standard Rate	Total Due: \$
Air Approx 110 PSI	Individual Connection			\$455.00	\$555.00	
	Additional Connection			\$230.00	\$290.00	
CO2	20 lb Cylinder (Dry or Liquid)			\$190.00	\$225.00	
	50 lb Cylinder (Dry or Liquid)			\$210.00	\$245.00	
Nitrogen	300 ft3 Tank (Dry)			\$250.00	\$305.00	

SIGNATURE \_\_\_\_\_

Total Due: \$

 To pay with a Discover, MasterCard, Visa or American Express, you may order online at [www.signatureboston.com](http://www.signatureboston.com).

To pay with a check, send a check payable to Massachusetts Convention Center Authority and this form to:

 EXHIBITOR SERVICE CENTER | MASSACHUSETTS CONVENTION CENTER AUTHORITY | 415 SUMMER STREET | BOSTON, MASSACHUSETTS 02210  
 617.954.2230 EXHIBITORSERVICES@SIGNATUREBOSTON.COM TAX ID#: 042768982

**FOR MCCA USE ONLY**

Date Received:	Received by:	Check Number:	Discover/MC/Visa/Amex:
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**Exhibitor Order Form  
Security Services**

Effective January 1, 2023

By submitting this order form, Exhibitor acknowledges and accepts all Policies, Terms & Conditions for service as set forth in the MCCA Exhibitor Ordering Guide available at <http://www.signatureboston.com/hynes/hynes-ordering-guide.aspx>. **To qualify for discount rate, request and payment must be received 21 days prior to show/event opening.**

*Incomplete information will delay processing.*

Event or Show:		Booth no. (s)			
Event or show date(s):		Exhibiting firm:			
Billing address:	City:	State:	Zip:	Country:	
Phone:		Email:			
Ordered by/title:		Show site contact:			
Date:		Contact phone:			

SECURITY SERVICES						
Date	# Of Officers	Scheduled hrs. (4 hr. min.)	Total Man hrs.	Discount Rate (per man hrs.)	Standard Rate (per man hrs.)	Total Due: \$
				\$35.50	\$42.75	
				\$35.50	\$42.75	
				\$35.50	\$42.75	
				\$35.50	\$42.75	
				\$35.50	\$42.75	
				\$35.50	\$42.75	
				\$35.50	\$42.75	
				\$35.50	\$42.75	
				\$35.50	\$42.75	
				\$35.50	\$42.75	
				\$35.50	\$42.75	
				\$35.50	\$42.75	
				\$35.50	\$42.75	
				\$35.50	\$42.75	
			<b>Total Man Hours:</b>			<b>Total Due: \$</b>

SIGNATURE \_\_\_\_\_

To pay with a Discover, MasterCard, Visa or American Express, you may order online at [www.signatureboston.com](http://www.signatureboston.com).  
To pay with a check, send a check payable to Massachusetts Convention Center Authority and this form to:

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FOR MCCA USE ONLY			
Date Received:	Received by:	Check Number:	Discover/MC/Visa/Amex:

# Exhibitor Guidelines, Information and Regulations

## EXHIBITOR PARTICIPATION REGULATIONS

### ACCESS CONTROL AND CREDENTIALING

Exhibitors accessing the Hynes – including exhibitors traveling to the Hynes, unloading exhibitor-related cargo, and parking at the Hynes – must be credentialed by the Hynes Public Safety Department before entering the facility. Issued Exhibitor Credentials must be worn on the outermost garment (or on the right wrist if an ID band is issued) of the exhibitor (employees and contractors) at all times while inside the facility.

Exhibitors should check in with the General Service Contractor (GSC) before entering the facility. Upon request and as a requirement to be issued a MCCA ID, all employees and contractors working within an MCCA facility must identify themselves with a current and valid, government-issued photo identification (preferably a valid state-issued motor vehicle operator's license). Once positively identified by MCCA Public Safety, the exhibitor will be referred to the Licensee in order to register and receive event credentials.

ESCA identification badges are required for all General Service Contractors (GSC). Temporary MCCA credentials will not be issued to GSC employees and they will be turned away.

Lost/missing credentials must be reported to, and recorded by, MCCA Public Safety. The MCCA, in its sole discretion, reserves the right to revoke credentials for violations of law, facility policies and procedures, and/or injuries against persons or property, and/or when the revocation of those credentials is in the best interests of the MCCA.

### AFFIXING TO THE FACILITY STRUCTURE

The MCCA does not allow exhibitors to:

- Rig cable/hanging devices or affix any materials to the ceiling, electrical bus ducts and conduits, sprinkler pipes, ventilation equipment, windows, columns or any other physical structure at the Hynes
- Cause or permit any nails, staples, hooks, tacks, screws, or the like to be driven into the facility structure (including, but not limited to, any wall, ceiling, column, stone, window, drape, painted, carpeted or concrete surfaces of the premises)
- Erect any decorations or use adhesive materials, including tape that can deface the walls, ceilings, floors, facilities and equipment contained on the premises
- Paint or permanently cover walls, floors, ceilings, or other areas of the facility or its furnishings or fixtures

### BOOTH SET-UP AND DISMANTLE

The unpacking, assembling, dismantling and packing of displays and equipment may be done by full-time employees of an exhibiting company. Exhibitors are allowed to set-up and/or dismantle their own booths, provided that they use their own bona fide, full-time employees. It is acceptable for exhibitors to safely use power tools to set-up and/or dismantle their own booths.

No one under the age of 18 is permitted on the loading docks, in truck bays or in the loading dock yard. Additionally, no one under the age of 18 is permitted in the exhibit halls during move-in or move-out operations. The Licensee will determine age restrictions, if any, for hours when the exhibit hall is open for attendees

### BOOTH STAGING

1. In addition to equipment and furniture placed within a booth space, subject to show management limitations, exhibitors are allowed to stage the following items:



- a. Boxed or loose product, materials or literature
  - b. Fiber cases used to ship pop-up displays
  - c. Personal items such as luggage, purses, briefcases or coats
2. The following restrictions must be observed when staging these additional items:
- a. The amount of product, materials or literature that may be staged within a booth space must not exceed a one day supply.
  - b. Items may be placed either in a display case, on a counter, on a shelving unit, in a closet, on a table, under a table or stacked neatly within the booth space.
  - c. Items that are stacked must not create a tripping hazard or hamper easy movement within the booth space.
  - d. Items may not be placed on or within six inches of floor ports, electrical wiring or cabling.
  - e. Pallets, empty crates, cartons and boxes may not be stored in the booth space.
  - f. Staging will not be allowed behind the back wall of the booth and behind the drape within the booth or exhibit area.

### CABLING

No cables (telephone, Internet, electrical, audio, video, etc.) should be run in front of any doorways at any time. If cables must cross a doorway, cables must be flown — cable trays are not an acceptable substitute.

### CAUTION TAPE

Use of 'Caution Tape' is prohibited. Yellow or red plastic tape with black stripes, or printed with 'Caution,' 'Do Not Enter' or other warning messages may only be placed by the MCCA to warn individuals of a hazardous condition. The MCCA prohibits the use of yellow or red plastic tape to restrict access to an event or exhibit display. Rope and stanchion may be available from the General Service Contractor.

### COOKING DEMONSTRATIONS

If cooking or heating appliances will be used, the MCCA prefers they are powered by electricity, use UL listed/approved equipment and be adequately ventilated.

An exhibitor may use butane for cooking purposes with prior approval of the MCCA Public Safety Department.

Quantity inside the facility is limited to: two (2) 1-pound UL listed/approved non-refillable canisters per cooking device; one canister attached to the cooking device; and one spare canister. To prevent excessive amounts of butane within the facility, exhibitors may only use butane canisters purchased directly through the MCCA's exclusive food provider, Levy Restaurants.

Single-well cooking equipment (deep fryer type device) using combustible oils and solids shall:

1. Have lids available for immediate use
2. Be limited to 288 sq. in. (.19 sq. m) of cooking surface
3. Be placed in noncombustible surface materials
4. Be separated from each other by a minimum horizontal distance of 2 ft. (61 cm); multiple single-well cooking units may be placed together if the aggregate cooking surface does not exceed 288 sq. in. (.19 sq. m)
5. Be kept a minimum horizontal distance of 2 ft. (61 cm) from any combustible material

Exhibitor must provide a UL listed/approved fire extinguisher no less than 30 feet (9.15 meters) from the cooking device.

Exhibitor shall provide a 6 liter, Class K fire extinguisher for hazards where there is a potential for fires involving combustible cooking media (vegetable oils, animal oils or fats in cooking appliances) for each device.

Fire extinguishers must be mounted in a visible location and accessible at all times. All extinguishers shall be currently inspected and tagged by a licensed fire extinguisher company.

Open flames, cooking or other sources of heat are prohibited under any tent, canopy or tarp.

### EXCLUSIVE SERVICES

The MCCA will be the exclusive provider of the following services: food & beverage, electrical, business center, telephone, Internet, rigging, the operation of ground-supported crank-ups, the operation and provision of lifts for theatrical purposes, plumbing, the use of the house sound system, and the supply of compressed airs and gases.

The MCCA is the preferred provider of security booth coverage for exhibitors. If your event designates another security vendor for booth coverage, you may choose to order through the event's preferred provider as detailed in your exhibitor kit.

## EXHIBITOR PRODUCT

Exhibitors are prohibited from offering or selling any product(s) to any employee, agent, contractor or subcontractor working at the MCCA.

At the conclusion of the event, all products must be either:

- Removed from MCCA facilities by the exhibitor;
- Properly disposed of;
- Donated to a previously identified nonprofit organization; or
- Sold to an established business, with sales receipts supplied and produced on demand.

Any MCCA employee, agent, contractor or subcontractor working in MCCA facilities who is determined to be removing and/or accepting event-related product(s) is subject to immediate termination of employment or prohibition from working at all MCCA facilities.

*All persons, vehicles, bags, containers, etc. are subject to search.*

## FIRE SAFETY REGULATIONS

Exhibits and decorative materials must meet the requirements of the Code of Massachusetts Regulations – 780 CMR EIGHT EDITION (Building Code). The Massachusetts Department of Public Safety (DPS) has jurisdiction over all safety matters of the MCCA. The DPS, in conjunction with the City of Boston Fire Department (BFD), provide guidance to the MCCA for a safe venue for all guests and employees at our facilities.

Prior to the show opening or at any time during the event, the MCCA Public Safety Department or other agency may inspect booths and other assembly areas to ensure these requirements are met. If they are not, adjustments can be costly – if a display is determined to be a hazard it may be ordered removed from the facility at the exhibitor's expense.

These requirements shall apply whether the event is open or closed to the public. The below topics are the minimum fire safety requirements for all events and are designed to provide an overview; the MCCA Public Safety Department reserves the right to make any final decision for life safety issues. Our sole effort is to ensure the success of your event and safeguard the safety and experience of all our visitors.

## FIRE SAFETY LIMITATIONS

The following limitations apply to all exhibits located in the exhibition halls in the Hynes:

1. The following items are fire hazards and are prohibited for use in the Hynes:
  - a. Compressed flammable gases. Exception: Butane for cooking purposes with prior approval of the MCCA Public Safety Department (see Cooking Demonstrations)
  - b. Pyrotechnics, flammable/combustible liquids, hazardous chemicals/materials, blasting agents and explosives
  - c. Cut Christmas trees, cut evergreens or similar trees
  - d. Fireplace logs, charcoal and similar materials
  - e. Untreated mulch and Spanish moss or similar vegetation
  - f. Untreated hay or straw
2. Any interior finish, either permanent or temporary, will be required to meet the requirements of the Code of Massachusetts Regulations – 780 CMR EIGHT EDITION (Building Code).
3. The following rules apply regarding flame-retardant treatments:
  - a. All curtains, drapes, banners, decorations and acoustical material (including but not limited to cotton, hay, paper, straw, moss, split bamboo and wood chips) must be flame-retardant treated to the satisfaction of the Massachusetts Department of Public Safety. Material that cannot be treated for flame retardancy shall not be used. The GSC or individual exhibitor must have on-site a copy of the Certificate of Flame Resistance for all floor covering, curtains and rigged signage. The use of carpet on walls, ceilings, seating products or as decorative material is prohibited.
  - b. Combustible materials, an inch or more in thickness, glass or asbestos cloth may be used without flame-retardant treatment.
  - c. The use of oilcloth, tarpaper, sisal paper, nylon, Orlon®, and certain other plastic materials that are not flame-retardant is prohibited.
4. Open flame devices may be permitted when they are

a necessary part of the exhibit, with prior approval of the MCCA Public Safety Department. Devices must be isolated from attendees by either four (4) feet or a barrier; be placed on a non-combustible surface; be separated from other devices by five (5) horizontal feet; and have a 10 lb. ABC fire extinguisher present within the exhibit. Fire extinguishers must be mounted in a visible location and be accessible at all times. All extinguishers shall be currently inspected and tagged by a licensed fire extinguisher company.

5. The hanging or rigging of signs, displays or banners, etc. shall not interfere with the building fire sprinkler system.
6. Exhibitors are prohibited from covering displays with drop cloths, sheets, table cloths or other non-flame resistant material.
7. Storage of combustible materials in meeting rooms, ballrooms or service corridors is prohibited.
8. Exhibitors shall move, remove or arrange with the General Service Contractor to remove wooden pallets, shipping crates, cardboard boxes and other packing materials from the exhibit hall area as soon as possible. These items are not permitted in the exhibit halls during events. See Booth Staging.

#### EXHIBIT HALL LIFE SAFETY EQUIPMENT

Fire extinguishers and fire hoses are located on the perimeter wall of the exhibit halls and main floor of the auditorium. General Service Contractors (GSC) and exhibitors are required to maintain a minimum unobstructed path of no less than 48 inches (122 cm), 24 inches (61 cm) on center for fire extinguishers.

Fire extinguishers shall not be removed or temporarily relocated by any exhibitor, the Licensee or the GSC. The GSC is responsible for ensuring that egress paths, emergency exits, fire extinguishers, fire pull stations, fire department value boxes, fire alarm flashers and AEDs are not obstructed or obscured from view at any time in the facility. Anyone found responsible for moving, removing or blocking fire safety equipment is subject to a fine.

#### FLAME-RETARDANT TREATED MATERIALS

The following rules apply regarding flame-retardant treatments:

1. All decorations, drapes, signs, banners, acoustical materials, hay, straw, moss, split bamboo, plastic cloth, and similar decorative materials shall be flame-retardant to the satisfaction of the Boston Fire Department and State Fire Marshal.
2. Combustible materials, inch or more in thickness, glass or asbestos cloth may be used without flame-retardant treatment.
3. The use of oilcloth, tarpaper, sisal paper, nylon, Orlon®, and certain other plastic materials that are not flame-retardant, is prohibited.
4. Table coverings used in exhibit halls must be flame-retardant treated, unless they lie flat, and have an overhang of no more than six (6) inches.
5. All materials must be certified by the Boston Fire Department within six (6) months of the event. The Boston Fire Department does not accept certificates from other jurisdictions. Materials may be sent directly to the Boston Fire Department for testing.
6. The City of Boston Fire Code prohibits the use of:
  - Fabric attached to a ceiling or used to cover any portion of an exhibit
  - Carpet on ceilings, walls, seating products, or as decorative material

#### LASERS

The use of lasers for exhibit demonstrations or visual effects for entertainment must be approved by the Licensee and the MCCA Public Safety Department. All lasers must comply with Code of Massachusetts Regulations 105 CMR 120.000, and be registered and approved by the Massachusetts Department of Public Health. Regulations and applications are available from the Massachusetts Department of Public Health.

#### FOOD & BEVERAGE SAMPLES

The MCCA prohibits any food or beverages from being brought into the building, except by Levy Restaurants, the exclusive food & beverage service provider. The distribution of food and beverages, regardless of type and/or quantity, is the sole responsibility of Levy Restaurants.

Levy Restaurants is the official caterer for all food and beverage services within the Hynes. All arrangements for the service of food and/or beverages must be made through the catering office. Food and beverage sampling in conjunction

with specific exhibits may be permitted, but only to the extent approved in writing, in advance, by a Levy Restaurants Catering Sales Manager.

In order to obtain authorization from your Catering Sales Manager to distribute food and beverage items, one of the following conditions must exist:

- (1) The party interested in distributing food and/or beverage must be the manufacturer of said product. The interested party must only distribute sample sizes (2 ounces of pre-packaged food items or 4 ounces of non-alcoholic beverages) of his/her product, and cannot participate in cash sales of said product during the show.

-OR-

- (2) The party interested in distributing food and/or beverage items must pay a fee, which is based on a percentage of retail pricing for the item and is subject to all applicable administrative fees and taxes, in order to waive its right to exclusivity under the MCCA/Hynes License Agreement.

If a party brings unauthorized food and/or beverage items into the Hynes and does not subsequently meet one of the conditions listed above, the party must immediately remove the unauthorized item(s) from their exhibit or meeting space.

### Temporary Food Service Permit Application

The City of Boston Inspectional Services Division requires a temporary food service permit for any food & beverage served at the Hynes that is not sourced through Levy Restaurants. Permit fees begin at \$30.00 for a one-day permit, with \$5.00 for each additional day of sampling (example: a 3-day permit costs \$40.00).

### GLITTER, CONFETTI, POPCORN AND OTHER MATERIALS

The use of glitter, confetti, sand, or simulated snow types of material is not permitted in the Hynes. Additionally, adhesive-backed decals may not be given away or utilized.

Popcorn is not permitted without prior written approval from the MCCA. Additional cleaning charges may apply.

### GRATUITIES POLICY

It is against the MCCA's policy for any employee or service contractor to accept gratuities or gifts from the Licensee and/or any exhibitors. Offering of tips and gratuities to personnel employed by the MCCA, or its contractors, agents or suppliers, is not necessary and strictly prohibited. If you are

approached or solicited by any MCCA or service contractor personnel for gratuities, please report this violation to the Chief of Public Safety at 617.954.2111.

### GUARDRAILS AND STAIRS

Any platforms exceeding 30" in height will require a Massachusetts-State-building-code-compliant guardrail system. The guardrail shall be 42" in height, with balusters or solid material such that a sphere with a four-inch (4") diameter cannot pass through any opening.

The guardrails shall not have an ornamental pattern that would provide a ladder effect. This includes a guardrail on stairs.

The guardrail system shall be capable of withstanding a load of 200 pounds (minimum).

Stair construction shall meet Massachusetts State building code for riser height of 7" maximum and a tread depth of 11" minimum. These stairs shall have a handrail that shall be continuous, without interruption by newel posts, other structure elements or obstructions. Handrails shall not be less than 34" or more than 38". The handrail ends shall be returned to a wall or post. All stairway handrails shall have a circular cross section with an outside diameter of at least 1-1/4" and not greater than 2".

Stair width shall be a minimum of 36". Many multi-level displays are designed without risers, which is not permitted by the Massachusetts State building code as the stairway is part of a means of egress. The easiest way to address this issue with minimal cost is to secure a fitted piece of fire-rated plywood or sheet rock between the stringers against the back of the treads.

### HAND-CARRY POLICY

The MCCA reserves the right to restrict all freight and package deliveries to the loading dock. MCCA Public Safety personnel will be on site to direct and assist exhibitors during move-in and move-out.

For the convenience and safety of exhibitors and patrons, all freight and material handling must enter and exit the facility through the loading dock. The Licensee and its exhibitors will be allowed to hand carry one item, one time, in or out of the facility without having to access the loading dock. (Hand-carried freight is defined as one item that can be easily carried by an individual, without the need for dollies or other mechanized equipment.)

## MATERIAL HANDLING

**Exhibitors are allowed to perform their own material handling, providing all of the following criteria are met:**

- Exhibit personnel performing the work must be bona fide, full-time employees (“authorized personnel”) of said company.
- Exhibitors may choose to off-load from a company-owned truck or rental vehicle, or from a car, van or truck owned by personnel of the company provided the vehicle is co-owned or rental vehicles must be less than 24 feet in length.
- Exhibitors may use only hand-operated equipment, which they have provided; two-wheeled hand trucks and four-wheeled flat trucks are permitted as well.
- At no time can vendors (A/V, furniture design firm, etc.) unload their items. An approved General Service Contractor (GSC) or the Exclusive Rigging Service Provider (ERSP) must be hired by the Licensee to unload/re-load and push in all vendors..

No parking is allowed at the Boylston Street entrance of the facility, and the use of passenger elevators for movement of freight is not allowed. All packages are subject to inspection by facility personnel.

## LIGHTS

Only Underwriters Laboratories (UL) approved, clamp-on types of portable spotlights are allowed. All display lights must be turned off when the exhibitor leaves for the day. Only UL approved extension cords 12 gauge or greater, rated for 20 amp, are allowed. Note: Household extension cords are not permitted. These are generally 14 or 16 gauge and only rated at 15 amp.

## MEANS OF EGRESS

The travel distance within an exhibit booth or exhibit enclosure (including temporary office/meeting spaces) to an exit access aisle shall not exceed 50 feet (15 meters). There should be a minimum of two (2) separate exits from any point in the hall or room where the occupant load is less than 500 persons. Where occupant loads are between 500 and 999 persons, there shall be a minimum of three (3) separate exit

doors. Where occupant loads are 1,000 persons or greater, there shall be a minimum of four (4) separate exit doors.

Exits must be so located and exit access arranged so that exits are readily accessible at all times. Where more than one exit is required, exits must be remotely located from each other and arranged and constructed to minimize any possibility that more than one may be blocked by a fire or other emergency condition.

Where exits are not immediately accessible from an open floor area, safe and continuous unobstructed passageways, aisles or corridors leading directly to every exit must be maintained and arranged, to provide access for each occupant to at least two exits by separate ways of travel. At no time should an exit door or exit access door be locked, blocked or obstructed in a manner that will confuse or slow the movement of any people within the area. This requirement will also be in effect during the “move in” and “move out” of events.

During certain events, the total occupancy of larger meeting rooms and the ballrooms meeting room(s) being used may not require all the exit capacity provided for that area. In these cases, a special review will be done on the request to close some of the exit doors. An explanation, along with detailed drawings showing these doors, must be submitted for approval. If approved, the doors and exit signs must be covered to prevent any confusion to the occupants.

## MOVE-IN PROCEDURES

All exhibitor move-in is restricted to the Hynes loading areas. No exhibitor will be allowed access with his or her move-in materials via any other entrance to the facility. Please note the hand carry rule within the Exhibitor Participation Rules/ General Conditions Section of the Event Guide.

**MULTI-LEVEL BOOTHS AND CEILINGS/CANOPIES****Guidelines for Covered Exhibits With Less Than Three Hundred (300) Covered Square Feet**

All materials used in the construction of covered exhibits and all decorative materials within the exhibit must be non-combustible or limited combustible (flame-retardant) materials. Certification of flame retardant treatment, along with samples of said materials, must be submitted, if requested by the MCCA Public Safety Department or the Massachusetts Department of Public Safety. It is strongly recommended that certifications of flame retardant treatments be available at show site to avoid on-site testing of materials.

Fabric must pass the NFPA-701 Code for flame spread and smoke development – Class A, Flame Spread less than or equal to 25, Smoke Developed less than or equal to 450. Canopies and tarps must be fire resistant and meet CPAI 84 (Canvas Products Association International) specifications. The original flame retardant compliance tag must be attached to tent, canopy or tarp.

The use of tents inside the Convention Center requires a special permit from the Massachusetts Department of Public Safety. Please contact the MCCA Public Safety Department at 617-954-2222 for assistance.

Exhibitor must install a single station and battery operated smoke detector on the interior of each covered exhibit or structure, including enclosed storage closets, regardless of the square footage. The detector must sound an audible alarm and be installed per the manufacturer's instructions.

Exhibitor must provide at least one (1) 10 lb. ABC, dry chemical fire extinguisher. Fire extinguishers must be mounted in a visible location and accessible at all times. All extinguishers shall be currently inspected and tagged by a licensed fire extinguisher company.

A single exhibit or group of exhibits with ceilings that do not require sprinklers shall be separated by a distance of not less than 10 feet (3050 mm) where the aggregate ceiling exceeds 300 square feet (28 square meters).

Open flame, cooking or other sources of heat are prohibited under any tent, canopy or tarp.

**MULTI-LEVEL BOOTHS AND CEILINGS/CANOPIES****Guidelines for Multi-level Exhibits (regardless of the size) and Covered Exhibits With Larger Than Three Hundred (300) Covered Square Feet**

Requests for construction of multi-level exhibits (regardless of the size) must be authorized by show management before being reviewed by the MCCA Engineering and Maintenance Division and the MCCA Public Safety Department. To ensure the success of your exhibit, please read and comply with the following guidelines:

1. Plans should be submitted a minimum of 90 days before the move-in date of the event and must adhere to the following:
  - a. They must be scaled, signed and dated by a registered architect or professional engineer.
  - b. They must include the show name and dates.
  - c. They must include exhibitor's name and assigned booth number.
  - d. They must include directional information (i.e. indicate neighboring aisles and/or booth numbers).
  - e. They must indicate maximum exhibit height, within the booth. Height guidelines are established, per event, by show management.
  - f. They must include connection details for the elevated floor and stairs, and permitted loading for furnishings, storage units, work surfaces or occupants who will be permitted access to the upper level.
  - g. They must include a floor loading schedule that identifies the maximum safe floor loading, fixture loads (dead loads) and occupant loading (live loads), establishing what shall be the effective limits.
2. All materials used in the construction of multi-level and/or covered exhibits and all decorative materials within the exhibit must be non-combustible or limited combustible (flame-retardant) materials. If requested, certification of flame-retardant treatment, along with samples of said materials, must be submitted to the Massachusetts Department of Public Safety for testing. It is recommended that certifications of flame retardant treatments be available at show site.

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**MULTI-LEVEL BOOTHS AND CEILINGS/CANOPIES****Guidelines for Multi-level Exhibits (regardless of the size) and Covered Exhibits With Larger Than Three Hundred (300) Covered Square Feet**

3. Exhibits with an enclosed room or occupied second story must post notice at the bottom of the stairway, indicating maximum permitted occupancy (or total permitted weight load of the second level).
4. If second level is to be occupied and greater than three hundred (300) square feet, or is designed to hold 10 or more persons, two (2) stairways are required, remote from each other. If second level is to be occupied and less than three hundred (300) square feet, one (1) set of stairs is permitted.
  - a. Stair construction shall meet Massachusetts State building code for riser height of 7" maximum and a tread depth of 11" minimum.
  - b. These stairs shall have a handrail that shall be continuous, without interruption by newel posts, other structure elements or obstructions.
  - c. Handrails shall not be less than 34" or more than 38". The handrail ends shall be returned to a wall or post. All stairway handrails shall have a circular cross-section with an outside diameter of at least 1-1/4" and not greater than 2".
  - d. Stair width shall be a minimum of 36". Many multi-level displays are designed without risers, which is not permitted by the Massachusetts State building code as the stairway is part of a means of egress.
5. Individual areas of upper decks or covered areas must be limited to dimensions that do not exceed one thousand (1,000) square feet.
6. Exhibitor must install a single station and battery-operated smoke detector on the interior of each covered exhibit or structure, regardless of the square footage. The detector must sound an audible alarm and be installed per the manufacturer's instructions.
7. Exhibitor must provide a portable, dry chemical fire extinguisher for each level or each covered exhibit or structure. At least one (1) 10 lb. ABC portable type fire extinguisher must be provided for each three hundred (300) square feet. Fire extinguishers must be mounted in a visible location and accessible at all times. All extinguishers shall be currently inspected and tagged by a licensed fire extinguisher company.

**AUTOMATIC FIRE EXTINGUISHING SYSTEM**

1. The following shall be protected by an automatic extinguishing system:
  - a. Any home or house constructed within the exhibit hall; and it must also include smoke/fire alarms and a 10 lb. ABC fire extinguisher on each level
  - b. The lowest level of a multi-level exhibit, regardless of size, and/or a single-story covered exhibit where the covered area exceeds 300 sq. ft. (27.9 sq. m), and/or any covering over a multi-level exhibit exceeding 300 sq. ft. (27.9 sq. m)
  - c. Exception: Exhibitors installing these approved flame retardant materials as coverings may avoid the need to install a fire extinguishing system:
    - A flame retardant material with fusible seams that under low temperatures (176° F / 80° C) will split and open the canopy to allow smoke to rise, activate sprinklers and allow water through the opening
    - A flame retardant open mesh material with a minimum 70% opening
    - Ceilings that are constructed of open grate design or listed dropout ceilings in accordance with NFPA 13, Standard for the Installation of Sprinkler Systems, shall not be considered ceilings within the context of this section
    - Vehicles, boats and similar exhibited products having over 100 sq. ft. (9.3 sq. m) of roofed area shall be provided with smoke detectors (Single station and battery operated or portable smoke detectors meeting the requirements for Household Fire Warning Devices in NFPA 74 are acceptable.)
2. A temporary sprinkler system must be connected to the Convention Center's domestic water system. The MCCA maintains a list of approved, state-licensed fire sprinkler companies authorized to install temporary fire sprinkler systems. The vendor must submit a sprinkler coverage plan to the MCCA Engineering & Maintenance Department for approval.
3. To order a plumbing connection for the sprinkler system before you arrive, click on the "Exhibitor Online Ordering" link from the main MCCA Webpage ([www.massconvention.com](http://www.massconvention.com)).

4. Exhibitor must install at least one (1) single station and battery operated smoke detector on the interior of each covered exhibit or structure regardless of the square footage. The detector must have an audible alarm and be installed per the manufacturer's instructions.
5. Exhibitor must provide a portable, dry chemical fire extinguisher for each level or each covered exhibit or structure. At least one (1) 10 lb. ABC portable type fire extinguisher must be provided for each three hundred (300) square feet. Fire extinguishers must be mounted in a visible location, and be accessible at all times. All extinguishers shall be currently inspected and tagged by a licensed fire extinguisher company.

The Massachusetts Department of Public Safety does not permit the use of a fire watch ordered in lieu of a temporary fire sprinkler system as an alternative method for fire safety compliance.

#### **CREDENTIALING/POSITIVE ID REQUIRED**

All employees and contractors are required to wear MCCA or Exhibitor Services Contractor Association (ESCA) issued identification badge on their outermost garment at all times while working at an MCCA facility. Upon request and as a requirement to be issued a MCCA ID, all employees and contractors working within an MCCA facility must carry on their persons a current and valid government issued photo identification (i.e. driver's license) at all times.

ESCA identification badges are required for all General Service Contractors (GSC). Temporary MCCA credentials will not be issued to GSC employees and they will be turned away.

Exhibitor staff arriving at the facility must identify themselves with a photo ID (preferably a valid state issued motor vehicle operator's license) by the Loading Dock Officer. Once positively identified by MCCA Public Safety, the Exhibitor will be referred to the Licensee in order to register and receive event credentials.

Lost/missing credentials shall be reported to, and recorded by, MCCA Public Safety. The MCCA, in its sole discretion, reserves the right to revoke credentials for violations of law, facility policies and procedures, and/or injuries against persons or property, and/or when the revocation of those credentials.

#### **PROTECT YOUR EXHIBIT AND MATERIALS**

The MCCA is not liable for, nor does the MCCA carry any insurance on, exhibitor property or fixtures. Please bear in mind that all of your exhibit material and displays are your property. Therefore, it is important that you take every precaution to protect this material. Below are some suggestions toward this end:

1. Ship your materials with a qualified carrier and be sure to lock trunks/crates.
2. If cartons are used, be sure that they are securely taped or banded and under no circumstances marked with the name or type of articles contained therein.
3. Be sure to furnish your shipping company with an accurate account and complete bill of lading.
4. Do not leave your booth unattended during the set-up period.
5. Do not leave exhibit material under tables or displays.
6. Do not include exhibit material in containers to be stored with empties.
7. At the close of the exhibit, be sure to pack as quickly as possible and under no circumstances leave your space unattended during this period.
8. If at all possible, have one of your staff remain in your space with your shipment, until it is actually picked up by the drayage contractor's personnel.
9. Promptly report any missing items or suspicious person(s) to Public Safety.
8. If at all possible, have one of your staff remain in your space with your shipment, until it is actually picked up by the drayage contractor's personnel.
9. Promptly report any missing items or suspicious person(s) to Public Safety.

#### **SMOKING**

The Hynes is a non-smoking facility. Smoking of any tobacco product or electronic cigarette ("e-cigarettes") is NOT allowed in the building at any time. Designated smoking areas are located outside the building.

#### **SOLICITATIONS**

No solicitations or collections are permitted in the Hynes.



## VEHICLES AND OTHER MOTORIZED EQUIPMENT

Vehicles that are to be brought into the Hynes must be pre-approved. In some cases, vehicles will not be allowed in the building, and there are restricted areas that vehicles cannot enter. Keys to start the vehicle, as well as any deactivation codes for security features, must be left with the Public Safety Department.

Motorized vehicles are defined as any vehicle that is propelled by an internal combustion engine, such as, but not limited to: automobiles, trucks, buses, farm equipment, construction equipment, motorcycles, snow mobiles, aircraft, watercraft and lawnmowers.

*Motorized vehicles shall:*

1. Be equipped with a locking (or taped) gas cap to prevent the escape of vapors. Fuel tanks shall not have more than three (3) gallons of fuel, or 1/8 tank, whichever is less.
  - a. Exceptions:
    - i. Recreational vehicles (RVs) may have up to 1/4 tank of fuel
    - ii. Aircraft that is on standby status and is required to have a minimal fuel level as determined by the Federal Aviation Administration (FAA) such as MedFlight®
2. Have at least one (1) battery cable used to start the engine, disconnected and the end of the disconnected battery cable, taped. It is preferred that the positive or “hot” cable be disconnected.
3. Not be moved during exhibit hours. Vehicles may not be started or operated within the exhibit hall for the first 15 minutes after the exhibit hall closes to the public for the day or final closing of the event. No vehicle may be operated on the exhibit hall without a lead person walking in front of the vehicle warning people of vehicle movement.
4. Fueling or defueling of vehicles is prohibited.

## MCCA Services

The MCCA and its contracted entities are the exclusive providers of the following services: food & beverage, electrical, business center, telephone, Internet, rigging, the operation of ground-supported truss trucks, plumbing, and the supply of compressed air and gases. Most of these services are available directly to exhibitors and can be provided through the Exhibitor Services Center. They are subject to prices and conditions detailed in our Exhibitor Ordering Guide. Our services cannot be resold or bundled as a package without prior written approval from the General Manager. Discounts may apply to some services by meeting the advance payment deadlines and conditions notes on the forms.

The MCCA is the preferred provider of security booth coverage for exhibitors. If your event designates another security vendor for booth coverage, you may choose to order through the event’s preferred provider as detailed in your Exhibitor Kit.

## ATMS

Guests will find an ATM on the lower level inside the Boylston Street entrance and inside the Prudential Center entrance.

## AUDIO/VISUAL SERVICES

The Hynes offers in-house A/V services on a preferred basis, with a preferred audio/visual provider to help provide comprehensive event support and services. All types of audio and visual display devices, screens and computer interfaces are available, along with skilled operators. The Hynes features a digital audio system and extensive use of fiber optic cabling to distribute signals throughout the facility. The Hynes has a clear line of sight to all satellites and dedicated truck parking spaces, complete with power and signal distribution. The preferred audio/visual provider is the exclusive provider for the use of the in-house sound systems. All other A/V companies must bring in a stand-alone speaker system.

## BOOTH PACKAGES

Services cannot be resold or bundled as a package without prior written approval.

## BUSINESS CENTER

The MCCA in-house vendor is the exclusive service provider of the Business Center. From simple documents to complex projects and on-going programs, the MCCA business center will provide document management solutions to meet your needs. The document solutions capabilities include: copying and digital printing, document production, supplies, computer services, electronic file submission, signage, custom printing services, document distribution, pack and ship options, express and ground service, fax service with delivery of incoming messages, and desktop/word processing.

## SATELLITE SERVICES

The Hynes has a clear line of sight to all satellites and convenient parking spots for uplink and downlink trucks. Power and signal distribution is available at all truck locations. Please contact Exhibitor Services for more details and pricing.

## Transportation

### PUBLIC TRANSPORTATION

We strongly encourage you to promote public transportation as an efficient option for your attendees and exhibitors. Public transportation in the Boston area is provided by the Massachusetts Bay Transportation Authority (MBTA or “The T”). A number of excellent public transportation options are available for service to and from the Hynes.

### TAXI INFORMATION

MCCA staff will coordinate with the individual taxicab companies and the Boston Hackney Division for the needs of each event. Assigned staff will manage taxi service logistics. There is a taxi stand outside the Boylston Street entrance for taxicab drop-off and pick-up.

Taxis will arrive at the designated taxi stand and wait in a short queue for customers as long as necessary for a passenger to board. The only limitation is that the taxis at the end of the queue do not block open lane traffic. Taxis unable to enter the designated curb lane will be required to proceed to the designated taxi pool area and will be called as service requires. For a complete list of taxi companies and their contact information, please visit the Hynes transportation website.

## PRIVATE CHARTER SERVICE

Any exhibitor wishing to pick up or drop off a private charter shuttle on-site must request a staging area from the MCCA Transportation Department. All requests must be made in advance by emailing [MCCATransportationServices@signatureboston.com](mailto:MCCATransportationServices@signatureboston.com). Requests must include the name of the event, the date & time of the trip, name of the bus company, and number of vehicles being used.

Exhibitors may contract directly with the MCCA to provide charter services. Please email [MCCATransportationServices@signatureboston.com](mailto:MCCATransportationServices@signatureboston.com) to request a quote for services.

## PARKING

There are several local parking garages/lots in the vicinity of the Hynes. The facility does not have on-site parking available.

### PARKING ON LOADING DOCK

Exhibitor staff members parking on the loading dock and displaying their loading dock parking pass on the dashboard of the motor vehicle for the purpose of unloading cargo have a limit of 20 minutes in order to do so. Exhibitor staff remaining in the loading dock area beyond the 20-minute limit, and/or who do not properly display a valid loading dock parking pass, subject themselves to towing at the vehicle owner/operator's risk and expense.

# Levy Restaurants Hynes Authorization Request

## *Sample Food and/or Beverage Distribution*

Please complete this form to receive authorization to distribute food or beverages not purchased through Levy Restaurants. Levy Restaurants has exclusive food and beverage distribution rights within the Hynes Convention Center and has the responsibility to the City of Boston to strictly regulate any food and beverage activity within the Hynes. Due to strict regulations, any vendor sampling product within the above mentioned parameters must submit a sampling form to Levy Restaurants for approval.

**The Selling of Food and/or Beverage products by any other entity is strictly prohibited.**

Sponsoring Organizations of expositions and trade shows, and/or their exhibitors, may distribute SAMPLE SIZE food and/or beverage products ONLY upon written authorization and adherence to ALL of the conditions outlined below.

### **GENERAL CONDITIONS - FOOD INDUSTRY RELATED SHOWS**

1. Items dispensed are limited to products Manufactured, Processed or Distributed by exhibiting companies.
2. All items are limited to SAMPLE SIZE and must be dispensed/distributed in accordance to Local and State Health Codes:
  - a. Non-Alcoholic Beverages limited to maximum of 4 oz. Sample Size, served in biodegradable (or plastic) cups. No cans or bottles will be permitted.
  - b. Alcoholic beverage sampling is permitted only if you are the manufacturer or distributor of the beverage. Alcoholic beverages must be "sample" sizes (2 oz. for beer/wine, .25 oz for liquor) and can only be served by a licensed Levy Restaurants bartender.
  - c. Food items are limited to "bite size", not to exceed 2 oz. portions or a 2 oz. prepackaged samples.
  - d. All food/beverage items brought in are required by the Boston Health Department to have a temporary Health Permit. This includes prepackaged food samples, samples not intended for consumption on the show floor, and bottled water.
3. Vendors are responsible for all booth rental fees, electrical, plumbing, drayage and all other Levy Restaurants and/or Hynes services.

### **IF YOU DO NOT MEET THE CONDITIONS LISTED ABOVE, THE FOLLOWING POLICIES APPLY:**

**TAKE-AWAY ITEMS AND BUY-OUT FEES.** Any Food and Beverage brought on premises without the written authorization from Levy Restaurants, the Hynes and [NAME Show] Management is strictly prohibited.

1. Take-away items will be assessed and approved on a case by case basis by Levy Restaurants. Take-away items are items that are distributed to attendees but are not intended for immediate consumption at the time of receipt.
2. Requests for all Food or Beverage Products brought on the premises for consumption at hosted banquet/booth events or that do not fall within the Sampling parameters listed above may incur a Buy-out Fee by Levy Restaurants. An appropriate buy-out fee will be determined by Levy Restaurants on a case by case basis; however, the buy-out fee will be based on a percentage of the retail pricing for the food and/or beverage item and is subject to all applicable taxes and service charges.

**UNUSED FOOD OR BEVERAGE PRODUCT** that requires pick-up or shipment after the show/event is the responsibility of the Company that is sampling the product. Absolutely NO REFUNDS of Buy-out Fees will be given for Food or Beverage Product if not consumed during show/event.

**FOOD AND BEVERAGE RELATED SERVICES** including storage, delivery, or any other service required for Food and/or Beverage products brought from the outside are not the responsibility of and will NOT be provided by Levy Restaurants.

If these services are required the following charges will be assessed:

1. \$150.00 for a small visi cooler, per day
2. \$300.00 for a large double visi cooler, per day
3. \$25.00 per drop off and per pick-up for steward
4. \$150.00 per day minimum for dry or refrigerated storage, per pallet
5. \$6.00 per 5 pound bag of ice

*Both the refrigerator and cooler require stewarding labor to drop off and retrieve the equipment. A security deposit of \$250 per piece of equipment will also apply.*

**SHIPPING/RECEIVING** Please note that only product you expect to be prepared by, stored by and delivered by Levy Restaurants should be shipped to Levy Restaurants. Please see the Shipping Label, fill it out and ensure it is used properly to ensure proper receiving of your product. You must contact Levy Restaurants prior to shipping items – items not expected will not be received. For all Food and Beverage not purchased through Levy Restaurants, all standard fees mentioned above will be charged where applicable, including 20% Administrative Fee and Applicable Sales Tax.

The Company named below acknowledges they have sole responsibility for the use, servicing or other disposition of such items in compliance with all applicable laws. Accordingly, the firm agrees to indemnify and forever hold harmless Levy Restaurants and the Hynes from all liabilities, damages, losses, costs or expenses resulting directly or indirectly from their use, serving or other disposition of such items.

**Exhibiting firm must provide Levy Restaurants with a Certificate of Insurance showing evidence of Commercial General Liability with an each occurrence limit of \$1,000,000 and naming Levy Premium Foodservice Limited Partnership and Massachusetts Convention Center Authority as additional insured. Information must be received no later than close of business (5:00 PM EST) on \_\_\_\_\_**

Event or Show:		Event or show date(s):		
Exhibiting firm:		Booth no. (s):		
Billing address:	City:	State:	Zip:	Country:
Phone:		Email:		
Ordered by/title:		Show site contact:		
Date:		Contact phone:		

**PLEASE SPECIFY: ITEM / DISTRIBUTION PURPOSE / QUANTITY / PORTION SIZE / METHOD OF DISPENSING**

Before returning this document, please sign the “Agreed” indicating you have read and you agree with all conditions.

Agreed \_\_\_\_\_ Approved \_\_\_\_\_ Date \_\_\_\_\_  
Exhibiting Firm Levy Restaurants

**PLEASE RETURN FORM TO LEVY RESTAURANTS BY \_\_\_\_\_ TO ENSURE CONFIRMATION AND APPROVAL.**

For additional services and information, please contact: Levy Restaurants | Exhibitor Catering Sales Department  
 900 Boylston Street | Boston MA 02215 | Tel. 617.954.2189 | Fax 617.954.2281