BEST WESTERN ROYAL PLAZA HOTEL
MATERIAL HANDLING PROCEDURES

CAPITAL CONVENTION CONTRACTORS

Capital Convention Contractors is the exclusive provider for package management services (material handling) for the Best Western Royal Plaza Hotel. This includes all packages, cartons, pallets, and containers larger than envelope size. Due to lack of storage space, the hotel **DOES NOT** accept any event materials.

Event Planners with Exhibitors/Vendors:
If you have **exhibitors/vendors** participating in the event, please instruct them to fill out the attached Shipping Notification Form and Credit Card Authorization form, and return to Capital Convention Contractors via email at help@capitalconventions.com or fax to 508–481–1150. Each exhibitor/vendor must also fill out the attached Shipping Labels and apply them to all items being shipped.

Event Planners with Conference Materials only (NO Exhibitors/Vendors):
If you are an Event Planner with **no** exhibitors/vendors, but still need to ship conference materials/hand-outs, you must fill out the attached Shipping Notification Form and Credit Card Authorization form, then return to Capital Convention Contractors via email at help@capitalconventions.com or fax to 508–481–1150. We also recommend that you use the attached Shipping Labels and apply them to all items being shipped.

Capital will receive and log all shipments as they arrive. It is important that the event name and company name is included on the label. It is VERY important to use the attached Shipping Labels on all shipments to expedite the delivery of your materials in a timely manner.

COST TO RECEIVE & DELIVER THE MATERIALS:

UPS / FedEx small packages up to 10 lbs.	$25.00 per shipment
Packages / Boxes 10 lbs. – 50 lbs.	$35.00 per shipment
Packages / Boxes 51 lbs. – 100 lbs.	$65.00 per shipment
Shipments over 101 lbs.	$45.00 per 100 lbs. (cwt)

- A Shipment is defined as receiving the materials in a single delivery. Packages received on different days will be charged as separate shipments.
- *Capital's* Credit Card Authorization Form **must** be completed and payment is required in full before the materials are delivered. Fax or email completed forms to 508-481-1150 or email help@capitalconventions.com
- This is a one-way service. *Capital* **does not** handle any outbound shipping. If outbound shipping is needed it is the exhibitor's responsibility to coordinate a pick-up by their chosen carrier. If the show closes after normal business hours and the carrier cannot pick-up, outbound materials can be returned to *Capital's* warehouse for a pick-up the next day; $50.00 or $7.00/cwt. - whichever is greater. Please notify *Capital* if you require next-day pick-up from our warehouse. It is the responsibility of the exhibitor to arrange a pick-up by their chosen carrier from *Capital's* warehouse on the next business day.
- *Capital* will not assume any responsibility to deliver event materials in a timely manner unless all of the above procedures are followed.

CAPITAL
convention contractors
153 Northboro Road, Suite 6 | Southborough, MA 01772
capitalconventions.com | Fax: 508-481-1150
877-335-3700

Event: _____

Shipper: _____

Date to be Delivered to Royal Plaza Hotel: _____

CREDIT CARD AUTHORIZATION FORM

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

Exhibitor _____ **Booth #** _____

CREDIT CARD BILLING INFORMATION

Credit Card Billing Address _____

City _____ **State** _____ **Zip Code** _____

Contact Person _____ **Email** _____

Phone (**)** _____ **Fax (** **)** _____

Credit Card Number **Expiration** **CVV***

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

Card Holder Name (please print) _____ **Signature** _____

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

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

CREDIT CARD PAYMENT POLICY

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

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

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

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

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

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

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

ADVANCE SHIPPING
Labels to the Capital warehouse

From: _____
Organization

To: Capital
Convention Contractors

153 Northboro Road
Suite 6
Southborough, MA 01772

Event Name: _____

Event Dates: _____

Shipper: _____

Piece #: _____ OF _____

RUSH
Event Materials-RP HOTEL
Contact Capital at 877-335-3700

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Labels to the Capital warehouse

From: _____
Organization

To: Capital
Convention Contractors

153 Northboro Road
Suite 6
Southborough, MA 01772

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Event Dates: _____

Shipper: _____

Piece #: _____ OF _____

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Event Dates: _____

Shipper: _____

Piece #: _____ OF _____

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Event Materials-RP HOTEL
Contact Capital at 877-335-3700

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

SHIPPING NOTIFICATION FORM
BEST WESTERN ROYAL PLAZA HOTEL
CAPITAL CONVENTION CONTRACTORS

If you are shipping any materials to *Capital Convention Contractors* for delivery to the Best Western Royal Plaza Hotel, please complete this form along with a completed Credit Card Authorization form and either email it to help@capitalconventions.com or fax to 508-481-1150.

If you have any questions, please call Exhibitor Services at 877-335-3700.

Event Name: _____

Company Name: _____

Contact Name: _____

Contact Telephone: _____

Contact Email: _____

Shipment Information: Please provide all known information below:

Carrier	Piece Count	Est. Weight	Arrival Date	Tracking Number

Outbound Shipping Information:

- If outbound shipping is needed it is the exhibitor's responsibility to coordinate a pick-up by their chosen carrier. *Capital* does NOT handle outbound shipping.
- If the show closes after normal business hours and the carrier cannot pick-up, outbound materials can be returned to *Capital's* warehouse for a pick-up the next day; $50.00 or $7.00/cwt. - whichever is greater.
- Please contact *Capital's* Exhibitor Services at 877-335-3700 if you require next-day pick-up from *Capital's* warehouse. It is the responsibility of the exhibitor to arrange a pick-up by their chosen carrier from *Capital's* warehouse the next business day. All materials MUST be properly labeled. Materials not labeled properly may result in accrued charges.
- All next day pick-ups from Capital's warehouse must be picked up between the hours of 9:00am-4:00pm Monday-Friday from: 153 Northboro Road, Suite 6 – Southborough, MA 01772

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

CAPITAL
convention contractors

Important

Outbound Shipment Information & Instructions

- Capital must be notified in advance of any shipments that are to be returned to the Capital warehouse for a pick-up by a carrier at the conclusion of your event. Capital is not responsible for any shipment that is left at the hotel for pick-up without any notification or proper paperwork and labels.
- Each piece of your outbound shipment must be labeled. If using FedEx or UPS, you must provide the appropriate labels. Capital does not supply labels for UPS or FedEx.
- A Capital Bill of Lading must be filled out for any outbound shipment. Failure to complete a Bill of Lading will result in a ½ hour labor charge in addition to the return to warehouse fee.
- For any questions or if you need a Bill of Lading, please contact us via email at help@capitalconventions.com or call 877-335-3700 Monday through Friday from 9:00am – 4:00pm EST.

Thank you!