EXHIBITOR SERVICE KIT

Information and Order Forms

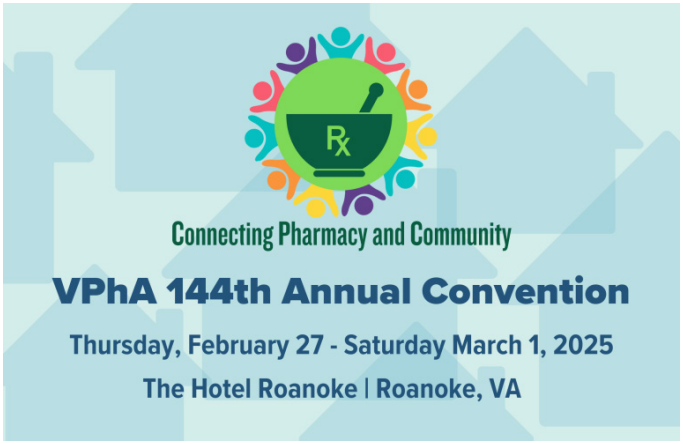
HOLLINS
EXPOSITION SERVICES

Mailing Address:
P. O. Box 7001
Roanoke, Virginia 24019

Street Address:
7615 Williamson Road, N.W.
Roanoke, Virginia 24019

Phone: (540) 362-3940
Fax: (540) 362-8698

www.hollins-expo.com



February 27 - March 1, 2025
The Hotel Roanoke & Conference Center
Roanoke, Virginia

Table of Contents

General Information
General Information 2, 3
Payment Policy & Credit Card Charge Authorization 4

Material Handling
Material Handling Freight Services General Information 5
Material Handling Rate Schedule and Order Form 6
Material Handling Limits of Liability 7
Material Handling Special Handling Definitions 8
Material Handling Shipping Addresses and Notification 9
Shipping Labels 10

Additional Forms
Hotel Services Order Form ..... Attached

HOLLINS
EXPOSITION SERVICES

Mailing Address:
P. O. Box 7001
Roanoke, VA 24019
Phone: (540) 362-3940

Street Address:
7615 Williamson Rd. N.W.
Roanoke, VA 24019
Fax: (540) 362-8698

General Information

HOLLINS Exposition Services is pleased to have been selected as the Official Service Contractor for the **VPhA 2025 Annual Conference**. We recognize that your participation in this event is a vital part of your firm's marketing program. Be assured we will do everything possible to insure a profitable and rewarding experience. To facilitate the reading of this "Exhibitor Service Kit", HOLLINS Exposition Services will hereafter be referred to as HOLLINS except in those instances where the full trading name is required.

We are enclosing our service order forms for your information, completion and response. Your immediate attention to and return of the appropriate forms, to the address shown on each, will insure the best service and lowest cost to you. Orders placed at the show will be honored on a limited basis and contingent upon the availability of specific furnishings and equipment.

All orders placed with HOLLINS are subject to the terms and conditions as set forth on the enclosed "Payment Policy and Credit Card Charge Authorization Form". Completed and signed Authorization Form must accompany your order. Please Note: You may choose to pay by check drawn on a U. S. Funds Account, MasterCard, VISA, or American Express; however, we require your credit card authorization to be on file with HOLLINS. ***PURCHASE ORDERS ARE NOT CONSIDERED PAYMENT***.

Booth Equipment

Each booth will be provided with:

- 8 ft. high back wall drape
- 3 ft. high side divider drape
- one 7 in. x 44 in. booth identification sign
- one 2 ft. x 6 ft. skirted table
- two chairs
- one wastebasket

Important Dates

- **Advance Shipments may begin arriving at Warehouse:**
  February 7, 2025
- **Exhibitor Appointed Contractor (EAC) Deadline Date**:
  February 18, 2025
- **Deadline Date to order materials at Discount Rate with payment:**
  February 18, 2025
- **Last day for Advance Shipments to arrive without surcharge:**
  February 25, 2025
- **Direct Shipments may begin arriving at the Show Site:**
  February 27, 2025
- **Exhibitor move-in:**
  Thursday, February 27, 2025: 3:00 p.m. - 5:00 p.m.
  Friday, February 28, 2025: 7:00 a.m. - 10:00 a.m.
- **Exhibit Hours:**
  Friday, February 28, 2025: 10:00 a.m. - 4:00 p.m.
  Saturday, March 1, 2025: 9:30 a.m - 3:00 p.m.
- **Exhibitor Move-out:**
  Saturday, March 1, 2025: 3:00 p.m. - 4:00 p.m.
- **Outbound Freight will be re-routed:**
  Saturday, March 1, 2025: 4:00 p.m.

Discount Rates

To qualify for Discount Rates, we must receive your order with full payment by February 18, 2025, unless otherwise indicated. Orders received after February 18, 2025, orders without payment and orders processed at the show will be processed at Standard Rates.

Utility Services

Utility services must be ordered directly from The Hotel Roanoke & Conference Center using the attached form. Do not return orders or payments for hotel services to HOLLINS.

Material Handling

ADVANCE RECEIVING AT THE WAREHOUSE - HOLLINS will accept crated, boxed or skidded material up to 30 days in advance of the show set-up. The warehouse will receive shipments Monday through Friday during the hours of 8:00 a.m. - 4:30 p.m. Freight arriving at the advance warehouse AFTER February 7, 2025 will be subject to additional handling surcharges. Refer to the Material Handling Rate Schedule for additional information.

DO NOT SHIP ADVANCE FREIGHT TO THE HOTEL ROANOKE & CONFERENCE CENTER. The Hotel Roanoke & Conference Center is under no obligation to receive advance freight, has no storage facilities for advance freight, accepts no responsibility for freight, and may refuse it. Should any freight be received by the The Hotel Roanoke & Conference Center, it will be consigned to HOLLINS and subject to the prevailing drayage rate plus any additional hotel/convention center fees.

DIRECT SHIPMENTS TO THE SHOW SITE - HOLLINS will receive direct shipments to the show site beginning at 11:00 a.m. Thursday, February 27, 2025. All show site shipments must arrive no later than 6:00 p.m.

Shipping Addresses

- **ADVANCE SHIPMENTS TO WAREHOUSE**
  Company Name and Booth Number
  Hollins Exposition Services
  7615 Williamson Road NW
  Roanoke, VA 24019
  ☑ **Shipments must arrive by February 25, 2025.**

- **DIRECT SHIPMENTS TO SHOW SITE**
  Company Name and Booth Number
  c/o Hollins Exposition Services
  The Hotel Roanoke & Conference Center
  110 Shenandoah Avenue
  Roanoke, VA 24016
  ☑ **Shipments will be accepted beginning February 27, 2025.**

HOLLINS
EXPOSITION SERVICES

Mailing Address:
P. O. Box 7001
Roanoke, VA 24019
Phone: (540) 362-3940

Street Address:
7615 Williamson Rd. N.W.
Roanoke, VA 24019
Fax: (540) 362-8698

General Information

Tax

Tax (5.3%) will be added to all rentals and materials. If you are federal tax exempt organization or tax exempt in the state of Virginia, a copy of your exemption certificate must accompany your order; otherwise, we must add tax.

Third Party Billing

If you have arranged for a third party to handle your display and be billed for services, please complete, sign and return the "Third Party Billing Authorization Form" no later than February 18, 2025; otherwise, third party billing will not be processed. Kindly note, you are ultimately responsible for payment of HOLLINS charges regardless of third party billing authorization. In the event a third party fails to pay our invoice charges before the close of the show, such charges will automatically revert to you. HOLLINS will not process any split billing between you and your display house, or with another exhibitor.

Questions And Adjustments

Concerns about a possible discrepancy in items ordered versus items received as well as complaints or questions about services must be reported to the HOLLINS Service Desk on the show floor. Every effort will be made to immediately resolve issues on site and make appropriate adjustments to your account. Credits and/or adjustments will NOT be made after the close of the show. Some items, services and labor are subject to cancellation fees. Rental items not ordered, yet found in your booth, will be invoiced to you at Standard Rates.

Safety

- Standing on tables, chairs or other rental furniture is PROHIBITED. This furniture is not designed to support your standing weight.
- HOLLINS forklifts and carts are for use by HOLLINS employees only.
- Be aware of forklifts moving throughout the aisles or docks. Keep the aisles free and clear at all times.

Damage

No signs or other items are to be pinned, stapled, taped or otherwise attached to drape or material/equipment provided by HOLLINS with one exception: you may pin or attach by velcro - signs, pictures and/or publications to our Tack/Velcro Display Panels. Exhibitors shall be responsible for any damage to or loss of rented materials from the time they are placed on the show floor until they are returned to HOLLINS.

Tipping

HOLLINS requests that exhibitors do not tip our employees. They are paid at an appropriate wage scale denoting a professional status, and tipping is not allowed. This applies to all HOLLINS employees.

We look forward to serving you and your firm. Should you have any questions regarding the enclosed information, please contact our Exhibitor Services Department at (voice) 540-362-3940 or (e-mail) service@hollins-expo.com.

Convenient on-line ordering is available at:
www.hollins-expo.com

If you require additional assistance, please contact Exhibitor Services at (540) 362-3940.

HOLLINS
EXPOSITION SERVICES

Mailing Address:
P. O. Box 7001
Roanoke, VA 24019
Phone: (540) 362-3940

Street Address:
7615 Williamson Rd. N.W.
Roanoke, VA 24019
Fax: (540) 362-8698

Payment Policy & Credit Card Authorization

Please Type or Print Mail or fax to us as indicated above. Retain a copy for your files.

PAYMENT POLICY

A signed credit card authorization form must accompany your order.

Payment may be made by check drawn on a U.S. Funds Account, MasterCard, VISA or American Express; however, we require your credit card authorization to be on file with HOLLINS. For your convenience, we will use this authorization to charge your credit card for any additional amounts incurred as a result of show site orders placed by you or your representative for this event.

ADVANCE ORDERS: For your order to be processed, and to receive Discount Rates, full payment must accompany your order.

SHOW SITE ORDERS: Show site orders will be subject to Standard Rates and processed only with full payment when placed.

SHIPPING FREIGHT AND/OR ORDERING RIGGING LABOR OR INSTALLATION & DISMANTLE LABOR: Unless you have corrections that are brought to our attention at the HOLLINS Service Desk, or choose to pay your invoice by check, your order will be processed as indicated for payment on your credit card. NOTE: If rigging or dismantle labor is needed on move-out, these charges will be put on your credit card and your copy of the receipt and invoice will be e-mailed to you within ten (10) days of the close of the show.

CREDIT CARD AUTHORIZATION **(Information Must Be Provided)**

❑ MasterCard ❑ VISA ❑ American Express

Account Number

VERIFICATION CODE (back of card) | *EXPIRATION DATE*

❑ Corporate ❑ Personal

X

PRINT CARDHOLDER NAME **SIGNATURE OF CARDHOLDER**

UNPAID BALANCES - Should there be any unpaid balance after the close of the show, terms will be net, due and payable upon receipt of invoice. Effective 30 days after invoice date, any unpaid balance will bear a FINANCE CHARGE at the lesser of the maximum rate allowed by applicable law, or 1.5% per month, which is an ANNUAL PERCENTAGE RATE of 18%. If any finance charge hereunder exceeds the maximum rate allowed by applicable law, the finance charge will automatically be reduced to the maximum rate allowed, and any excess finance charge received by HOLLINS will be either applied to reduce the principle unpaid balance or refunded to you. This Payment Policy agreement shall be governed by and construed in accordance with the LAWS OF THE STATE OF VIRGINIA.

Calculation of Orders

To simplify payment, send one check payable to HOLLINS EXPOSITION SERVICES for your entire order or note the amount to be charged to your credit card.

PURCHASE ORDER IS NOT CONSIDERED PAYMENT.

	TOTAL
Carpet and Padding	$
Display Tables and Risers	$
Seating and Accessories	$
Custom Furniture Rental	$
Display Panels	$
Special Drapery	$
Custom Signs and Graphics	$
Custom Booth Rental	$
Audio Visual Rental	$
Cleaning Services	$
Installation and Dismantle Labor	$
Material Handling	$
FULL PAYMENT in U.S. funds drawn on a U.S. Bank	**$**

Charge my credit card in the amount of $

Check No. _____ Date _____ In the amount of $

ALL EXHIBITORS MUST FILL OUT COMPLETE INFORMATION BELOW: PLEASE TYPE OR PRINT

NAME OF EVENT ***VPhA 2025***

EXHIBITING FIRM _____ BOOTH NO. _____

ADDRESS _____

CITY AND STATE _____ ZIP CODE _____

AUTHORIZED BY _____ X _____
(Please Type or Print) (Signature)

TELEPHONE NO. _____ DATE _____

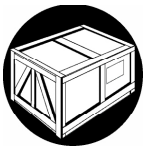
☞ ***FOR PAYMENT RECIEPTS BY E-MAIL, PRINT E-MAIL ADDRESS HERE:*** _____

HOLLINS
EXPOSITION SERVICES

Mailing Address:
P. O. Box 7001
Roanoke, VA 24019
Phone: (540) 362-3940

Street Address:
7615 Williamson Rd. N.W.
Roanoke, VA 24019
Fax: (540) 362-8698

Freight Services Information



As the official service contractor, HOLLINS is the exclusive provider of freight services. Material handling includes unloading your exhibit material, storing up to 30 days in advance at the warehouse address, delivering to the booth, the handling of empty containers to and from storage, and removing of material from the booth for reloading onto outbound carriers. It should not be confused with the cost to transport your exhibit material to and from the convention or event. You have two options for shipping your advance freight — either to the warehouse or directly to show site.

How are material handling rates calculated?

MATERIAL HANDLING RATES are calculated based on the Show Move-in and Move-out Times, as follows:

ST/ST: If freight is handled into and out of the show during straight time hours.
ST/OT: If freight is handled one way during straight time hours and one way during overtime hours.
OT/OT: If freight is handled into and out of the show during overtime hours.
DT/OT: If freight is handled one way during double time hours and one way during overtime hours.

How do I ship to the warehouse?

- We will accept freight beginning 30 days prior to show move-in.
- To check on your freight arrival, contact Exhibitor Services at (540) 362-3940.
- To ensure timely arrival of your materials at show site, freight should arrive by the deadline date listed in the forms "General Information". Your freight will still be received after the deadline date, but additional charges will be incurred.
- The warehouse will receive shipments Monday through Friday, except holidays. Refer to the forms "General Information" for warehouse hours. No appointment is necessary.
- The warehouse will accept crates, cartons, skids, trunks/cases and carpets. Loose or pad-wrapped material must be sent directly to show site.
- All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise and weight.
- Certified weight tickets must accompany all shipments.
- Warehouse freight will be delivered to the booth prior to exhibitor set up.
- Please call the number located in the forms "General Information" if you want to ship oversized material that requires special equipment to the warehouse.

How do I ship to show site?

- Freight will be accepted only during exhibitor move-in. Please refer to the forms "General Information" for the specific exhibitor move-in dates and times.
- All shipments must have a bill of lading or delivery slip indicating the number of pieces, type of merchandise and weight.
- Certified weight tickets must accompany all shipments.

What about prepaid or collect shipping charges?

- Collect shipments will be returned to the delivering carrier.
- To ensure that your freight does not arrive collect, mark the bill of lading "prepaid".
- "Prepaid" designates that the transportation charges will be paid by the exhibitor or a third party.

How should I label my freight?

- The label should contain the exhibiting company name, the booth number and the name of the event.
- The specific shipping address for either the warehouse or show site is located in the forms "General Information".

How do I estimate my Material Handling charges?

- Charges will be based on the weight of your shipment. Each shipment received is considered separately. The shipment weight will be rounded up to the next 100 pounds. Each 100 pounds is considered one "CWT" (one hundred weight). All shipments are subject to reweigh.
- On the Calculation Form, select whether the freight will arrive at the warehouse or be sent directly to show site.
- Next, select the category that best describes your shipment. There are three categories of freight:

  Crated: material that is skidded or is in any type of shipping container that can be unloaded at the dock with no additional handling required.

  Special Handling: material delivered by the carrier in such a manner that it requires additional handling, such as ground unloading, stacked and constricted space unloading, designated piece unloading, loads mixed with pad-wrapped material, loads failing to maintain shipping integrity, carpet and/or pad-only shipments, and shipments that require additional time, equipment or labor to unload. **Federal Express and UPS are included in this category due to their delivery procedures.**

  Uncrated: material that is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting bars or hooks.
- Add the late delivery charge listed on the Calculation Form if the shipment is accepted at the warehouse or at show site after the deadline date listed in the forms "General Information".
- The above services, whether used completely or in part, are offered as a package and the charges will be based on the total inbound weight of the shipment.
- Shipments received without receipts or freight bills, such as Federal Express and UPS, will be delivered to the booth without guarantee of piece count or condition.

What happens to my empty containers during the show?

- Pick up "Empty Labels" at the Service Desk. Place a label on each container. Labeled containers will be picked up periodically and stored in non-accessible storage during the show.
- At the close of the show, the empty containers will be returned to your booth in random order. Depending on the size of the show, this process may take several hours.

How do I protect my materials after they are delivered to the show or before they are picked up after the show?

Consistent with trade show industry practices, there may be a lapse of time between the delivery of your shipment(s) to your booth and your arrival. The same is true for the outbound phase of the show — the time between your departure and the actual pick-up of your materials. During these times, your materials will be left unattended. We recommend that you arrange for a representative to stay with your materials or that you hire security services to safeguard your materials.

How do I ship my materials after the close of the show?

- Each shipment must have a completed Material Handling Agreement in order to ship materials from the show. All pieces must be labeled individually.
- To save time, complete and submit the Outbound Shipping Bill of Lading in advance, or you may contact the Service Desk at show site for your shipping documents. The Bill of Lading and labels will be processed and available prior to show closing.
- After materials are packed, labeled, and ready to be shipped, the completed Bill of Lading must be turned in at the Service Desk.
- Call your designated carrier with pick-up information. Please refer to the forms "General Information" for specific dates and times. In the event your selected carrier fails to show on final move-out day, your shipment will either be rerouted on HOLLINS's carrier choice or delivered back to the warehouse at the exhibitor's expense.
- For your convenience, show recommended carriers will be on site to handle outbound transportation.

Where do I get a forklift?

- Forklift orders to install or dismantle your booth after materials are delivered may be ordered in advance or at show site. We recommend that you order in advance to avoid additional charges at show site. Refer to the Order Form for available equipment.
- Advance and show site orders for equipment and labor will be dispatched once a company representative signs the labor order at the Service Desk.
- Requested start times cannot be guaranteed; however, every effort will be made to meet all requests.

Do I need insurance?

- Be sure your materials are insured from the time they leave your firm until they are returned after the show. It is suggested that exhibitors arrange all-risk coverage. This can be done by riders to your existing policies.
- All materials handled by HOLLINS are subject to the enclosed Limits of Liability/ Terms and Conditions.

Other available services (may not be available in all locations)

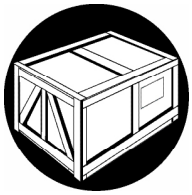
- Cranes
- Accessible storage
- Exhibit transportation services
- Vehicle Spotting
- Scissor lifts, condors
- Security storage at show site
- Marshalling Yard
- Short-term and long-term warehouse storage

HOLLINS
EXPOSITION SERVICES

Mailing Address:
P. O. Box 7001
Roanoke, VA 24019
Phone: (540) 362-3940

Street Address:
7615 Williamson Rd. N.W.
Roanoke, VA 24019
Fax: (540) 362-8698

Material Handling Rate Schedule and Order Form



Please Type or Print Mail or fax to us as indicated above. Retain a copy for your files.

Deadline Date For Return of this Form: ***February 18, 2025***

Advance Shipments to HOLLINS Warehouse: Deadline Date - February 25, 2025

Receive ONLY crated, boxed or skidded shipments at the warehouse and store up to thirty (30) days prior to the show. Deliver to the booth, remove, store and return empty crates/boxes/skids. Includes removal of material from the booth and loading on outbound carrier at the facility loading dock. Certified weight tickets required. Warehouse receving hours are Monday through Friday, 8:00 a.m. - 4:30 p.m. Closed Saturdays, Sundays and Holidays. Shipments arriving at the advance warehouse after the deadline date are subject to a 25% late surcharge, per shipment.

Description	Total Weight Rounded up to the next hundred (200 lb. minimum per shipment)	÷ 100 =	x Rate	OR Minimum Charge per Shipment	TOTAL
Advance Warehouse Shipments: OT/ST			$ 70.00	$ 140.00	$

Show Site Shipments - VIA COMMON CARRIER: Will be accepted beginning February 27, 2025

Receive ONLY crated, boxed or skidded shipments at the show site DURING SET-UP PERIOD. Deliver to the booth, remove, store and return empty crates/boxes/skids. Includes removal of material from the booth and loading on outbound carrier at the facility loading dock. Certified weight tickets required. Subject to any additional fees charged by the facility. Shipments arriving at the show site after the show opens are subject to a 25% late surcharge, per shipment.

Description	Total Weight Rounded up to the next hundred (200 lb. minimum per shipment)	÷ 100 =	x Rate	OR Minimum Charge per Shipment	TOTAL
Show Site Shipments Via Common Carrier: OT/ST			70.00	140.00	$

Special Handling Shipments: VIA VAN LINE, POV, COMPANY TRUCK, OR SPECIALIZED CARRIER, including Federal Express/UPS Shipments

Receive Federal Express and UPS at the advance warehouse or show site. Receive special handling shipments at the show site DURING SET-UP PERIOD. Deliver to the booth, remove, store and return empty crates/boxes/skids or packing material. Includes removal of material from the booth and loading on outbound carrier at the facility loading dock. Federal Express and UPS are included in this category due to their delivery procedures.

Description	Total Weight Rounded up to the next hundred (200 lb. minimum per shipment)	÷ 100 =	x Rate	OR Minimum Charge per Shipment	TOTAL
Advance Warehouse Special Handling Shipments - Van Line, Federal Express or UPS: OT/ST			75.00	150.00	$
Show Site Shipments Requiring Special Handling: Crated, Boxed or Skidded Shipments, including Federal Express or UPS: OT/ST			80.00	160.00	$
Show Site Shipments Requiring Special Handling: Loose, Uncrated or Pad-Wrapped Shipments, including shipments via Van Line, POV or Company Truck: OT/ST			85.00	170.00	$

Billed weight is based on incoming weight only, whether the above services are used in whole or in part. The weight is taken from the INBOUND Bill of Lading and/or the Certified Weight Ticket. Shipments arriving without a specified weight on the Bill of Lading will be assigned an approximate weight by HOLLINS. This estimate will prevail.

OTHER SERVICES AND FEES

SHIPMENTS RETURNED TO WAREHOUSE - **Shipments returned to the warehouse will be charged $60 per first piece and $30 per additional pieces. $60 minimum. Each skid/crate $100 per piece returned.**

STORAGE FEES - Storage will be charged if shipments are not picked up after four (4) days. Storage fees prior to thirty (30) days before the show, and/or after four (4) days following the show will be an additional $5.00 per one-hundred pounds (100 lbs.) per day ~ $50.00 minimum.

CONTAINER STORAGE - Show site container storage for freight not brought in by HOLLINS will be $30.00 per piece.

BANDING - $1.00 per ft. plus labor (half hour minimum).

SHRINKWRAP - $38.50 per skid plus labor (half hour minimum).

Small Package *Maximum weight is 40 lbs. per shipment*

Cartons and envelopes received at the warehouse or show site without documentation will be delivered without guarantee of piece count or condition.

Description	Rate	TOTAL
First Carton - per shipment, per delivery	60.00	$
Each Add'l Carton - per shipment, per delivery	30.00	$

Sub Total	**$**	
5.3% State Tax	**$**	**N/A**
TOTAL	**$**	

❑ *YES, I have completed and enclosed the payment form.*

PAYMENT POLICY: We require your credit card authorization to be on file with HOLLINS. Payment in full, including tax, must accompany your order to qualify for "Discount Rates". Payment may be made by check drawn on a U.S. Funds Account, MasterCard, VISA or American Express, and is subject to the terms and conditions as set forth in the enclosed "Payment Policy & Credit Card Charge Authorization Form". Completed and signed Authorization Form must accompany your order.

PLEASE TYPE OR PRINT

NAME OF EVENT ***VPhA 2025***

EXHIBITING FIRM _____ BOOTH NO. _____

ADDRESS _____

CITY AND STATE _____ ZIP CODE _____

AUTHORIZED BY _____ X _____
(Please Type or Print) (Signature)

TELEPHONE NO. _____ DATE _____

☞ ***FOR PAYMENT RECIEPTS BY E-MAIL, PRINT E-MAIL ADDRESS HERE:*** _____

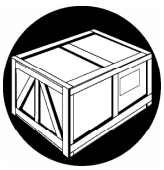
HOLLINS
EXPOSITION SERVICES

Mailing Address:
P. O. Box 7001
Roanoke, VA 24019

Street Address:
7615 Williamson Rd. N.W.
Roanoke, VA 24019

Phone: (540) 362-3940 Fax: (540) 362-8698

Material Handling Terms & Conditions Limits of Liability



YOU ARE ENTERING A CONTRACT WHICH LIMITS YOUR POSSIBLE RECOVERY IN CASE OF LOSS OR DAMAGE.

Acceptance of said terms and conditions will be construed when any of the following conditions are met: Exhibitor's materials are delivered to HOLLINS's warehouse or to an event site for which HOLLINS is the Official Show Contractor; or an order for labor and/or rental equipment is placed by Exhibitor with HOLLINS.

1. DEFINITIONS. For purposes of this Contract, "HOLLINS" means HOLLINS Exposition Services and its employees, directors, officers, agents, assigns, affiliated companies, and related entities. The term "Exhibitor" means the Exhibitor, its employees, agents, representatives, any Exhibitor Appointed Contractors ("EAC"), and any persons receiving services from HOLLINS.

2. PACKAGING/CRATES AND STORAGE. HOLLINS shall not be responsible for damage to loose or uncrated materials, pad wrapped or shrink-wrapped materials, glass breakage, concealed damage, carpets in bags or poly, or improperly packed or labeled materials. HOLLINS shall not be responsible for crates and packaging which are unsuitable for handling, in poor condition, or have prior damage. Crates and packaging should be of a design to adequately protect contents for handling by forklift and similar means. HOLLINS will not accept any crates or packaging containing hazardous materials. Goods requiring cold storage and those in accessible storage are stored at Exhibitor's own risk. HOLLINS ASSUMES NO RESPONSIBILITY OR LIABILITY FOR LOSS OR DAMAGE TO GOODS IN COLD STORAGE OR ACCESSIBLE STORAGE.

3. EMPTY CONTAINERS. Empty container labels will be available at the show site service desk. Affixing labels to the containers is the sole responsibility of Exhibitor or his or her representative. All previous labels must be removed or obliterated. HOLLINS assumes no responsibility for: error in the above procedures; removal of containers with old empty labels and without HOLLINS labels; or improper information on empty labels. HOLLINS WILL NOT BE LIABLE FOR LOSS OR DAMAGE TO CRATES AND CONTAINERS OR THEIR CONTENTS WHILE SAME ARE IN EMPTY CONTAINER STORAGE.

4. INBOUND/OUTBOUND SHIPMENTS. There may be a lapse of time between the delivery of shipment(s) to the booth and the arrival of Exhibitor, or a lapse of time between the completion of packing and the actual pickup of materials from the booths for reloading onto a carrier and during such times, Exhibitor materials will be left unattended. HOLLINS IS NOT RESPONSIBLE OR LIABLE FOR ANY LOSS, DAMAGE, THEFT, OR DISAPPEARANCE OF EXHIBITOR's MATERIALS AFTER THEY HAVE BEEN DELIVERED TO EXHBITOR's BOOTH AT SHOW SITE OR BEFORE THEY HAVE BEEN PICKED UP FOR RELOADING AT THE CONCLUSION OF THE EVENT. HOLLINS recommends the securing of security services from Facility or Show Management. All MHA's submitted to HOLLINS by Exhibitor will be checked at the time of pickup from the booth and corrections will be made where discrepancies exist between the quantities of items on any form submitted to HOLLINS and the actual count of such items in the booth at the time of pickup.

5. DELIVERY TO THE CARRIER FOR RELOADING. HOLLINS assumes no responsibility for loss, damage, theft, or disappearance of Exhibitor's materials after same have been delivered to Exhibitor's appointed carrier, shipper, or agent for transportation after the conclusion of the show. HOLLINS loads the materials onto the carrier under directions from the carrier or driver of that carrier. Any loading onto the carrier will be understood to be under the exclusive supervision and control of the carrier or driver of that carrier. **HOLLINS ASSUMES NO RESPONSIBILITY FOR LOSS, DAMAGE, THEFT OR DISAPPEARANCE OF EXHIBITOR's MATERIALS THAT ARISES OUT OF IMPROPERLY LOADED OR LABELED MATERIALS.**

6. DESIGNATED CARRIERS. HOLLINS shall have the authority to change the Exhibitor's designated carrier if that carrier does not pick up the shipment(s) at the appointed time. Where no disposition is made by Exhibitor, materials may be taken to a warehouse to await Exhibitor's shipping instructions and Exhibitor agrees to be responsible for charges relating to such rerouting and handling. In no event shall HOLLINS be responsible for any loss resulting from such rerouting designation.

7. FORCE MAJEURE. HOLLINS' performance hereunder is subject to, and HOLLINS shall not be responsible for loss, delay, or damage due to, strike, lockouts, work stoppages, natural elements, vandalism, Acts of God, civil disturbances, power failures, explosions, acts of terrorism or war, or for any other cause beyond HOLLINS's reasonable control, nor for ordinary wear and tear in the handling of materials.

8. CLAIM(S) FOR LOSS. Exhibitor agrees that any and all claims for loss or damage must be submitted to HOLLINS immediately at the show site, and in any case not later than thirty (30) business days after the conclusion of the show or exposition. (For purposes of claim reporting, the "conclusion" of the show shall be construed as the time when Exhibitor's materials are delivered to the carrier for transportation from the show site or from HOLLINS's warehouse). All claims reported after thirty (30) days will be rejected. In no event shall a suit or action be brought against HOLLINS more than two (2) years after the date of loss or damage occurred.

a. PAYMENT FOR SERVICES MAY NOT BE WITHHELD. In the event of any dispute between the Exhibitor and HOLLINS relative to any loss, damage, or claim, Exhibitor shall not be entitled to and shall not withhold payment, or any partial payment, due HOLLINS for its services as an offset against the amount of any alleged loss or damage. Any claims against HOLLINS shall be considered a separate transaction and shall be resolved on their own merits.

b. MAXIMUM RECOVERY. If found liable for any loss, HOLLINS's sole and exclusive MAXIMUM liability for loss or damage to Exhibitor's materials and Exhibitor's sole and exclusive remedy is limited to $.50 (USD) per pound per article with a maximum liability of $100.00 (USD) per item, or $1,500.00 (USD) per shipment whichever is less. All shipment weights are subject to correction and final charges determined by the actual or re-weighed weight of the shipment.

c. LIMITATION OF LIABILITY. IN NO EVENT SHALL HOLLINS BE LIABLE TO THE EXHIBITOR OR TO ANY OTHER PARTY FOR SPECIAL, COLLATERAL, EXEMPLARY, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER SUCH DAMAGES OCCUR EITHER PRIOR OR SUBSEQUENT TO, OR ARE ALLEGED AS A RESULT OF, TORTIOUS CONDUCT, FAILURE OF THE EQUIPMENT OR SERVICES OF HOLLINS OR BREACH OF ANY OF THE PROVISIONS OF THIS CONTRACT, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT OR IN TORT, INCLUDING STRICT LIABILITY AND NEGLIGENCE, EVEN IF HOLLINS HAS BEEN ADVISED OR HAS NOTICE OF THE POSSIBILITY OF SUCH DAMAGES. SUCH EXCLUDED DAMAGES INCLUDE BUT ARE NOT LIMITED TO LOST PROFITS, LOSS OF USE, AND INTERRUPTION OF BUSINESS OR OTHER CONSEQUENTIAL OR INDIRECT ECONOMIC LOSSES.

9. DECLARED VALUE. Declarations of Declared Value are between the Exhibitor and the selected Carrier ONLY, and are in no way an extension of HOLLINS's maximum liability stated herein. HOLLINS will use commercially reasonable efforts to transmit the Declared Value instructions to the selected Carrier; however, HOLLINS WILL NOT BE LIABLE FOR ANY CLAIM ARISING FROM THE TRANSMITTAL OF, OR FAILURE TO TRANSMIT, DECLARED VALUE INSTRUCTIONS TO THE CARRIER NOR FOR FAILURE OF THE CARRIER TO UPHOLD THE DECLARED VALUE OR ANY OTHER TERM OF CARRIAGE.

10. JURISDICTION / Hotel Roanoke Hotel. THIS CONTRACT SHALL BE CONSTRUED UNDER THE LAWS OF THE STATE OF VIRGINIA WITHOUT GIVING EFFECT TO ITS CONFLICT OF LAWS RULES. EXCLUSIVE Hotel Roanoke Hotel FOR ALL DISPUTES ARISING OUT OF OR RELATING TO THIS CONTRACT SHALL RESIDE IN A COURT OF COMPETENT JURISDICTION IN ROANOKE COUNTY, VIRGINIA.

11. INDEMNIFICATION. Exhibitor agrees to indemnify and forever hold harmless HOLLINS and its employees, directors, officers, and agents from and against any and all demands, claims, causes of action, fines, penalties, damages (including consequential), liabilities, judgments, and expenses (including but not limited to reasonable attorneys' fees and investigation costs) arising out or contributed to by Exhibitor's negligent supervision of any labor secured through HOLLINS; Exhibitor's negligence, willful misconduct, or deliberate act, or the negligence, willful misconduct, or deliberate act of Exhibitor's employees, agents, representatives, customers, invitees and/or any Exhibitor Appointed Contractors (EAC) at the show or exposition to which this Contract relates, including but not limited to the misuse, improper use, unauthorized alteration, or negligent handling of HOLLINS's equipment; Exhibitor's violation of Federal, State, County or Local ordinances; and/or Exhibitor's violation of Show Regulations and/or Rules as published and set forth by Facility and/or Show Management.

12. LIEN. Exhibitor grants HOLLINS a security interest in and a lien on all of Exhibitor's goods (including without limitation all equipment) that is from time to time in the possession of HOLLINS and all the proceeds thereof, including without limitation insurance proceeds (the "Collateral"), to secure the prompt and full payment and performance of all Exhibitor's indebtedness for monies paid, by HOLLINS on its behalf, services performed, materials and/or labor from time to time provided by HOLLINS to or for the benefit of Exhibitor ("Obligations"). HOLLINS shall have all the rights and remedies of a secured party under the Uniform Commercial Code, as may be amended from time to time ("UCC"), and any notice that HOLLINS is required to give under the UCC of a time and place of a public sale or the time after which any private sale or other intended disposition of any Collateral is to be made shall be deemed to constitute reasonable notice if such notice is mailed by registered or certified mail at least five (5) days prior to such action. HOLLINS may hold and not deliver any of the Collateral to Exhibitor for so long as there are any Obligations that remain unpaid or unsatisfied.

13. WAIVER & RELEASE. Exhibitor, as a material part of the consideration to HOLLINS for material handling services, waives and releases all claims against HOLLINS with respect to all matters for which HOLLINS has disclaimed liability pursuant to the provisions of this Contract.

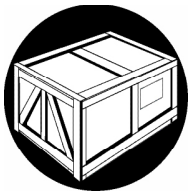
14. DRIVER LIABILITY WAIVER. IN CONSIDERATION OF HOLLINS PERMITTING ENTRANCE TO THE PREMISES, YOU, YOUR EMPLOYER, THE OWNER OF THE TRUCK AND/OR EQUIPMENT THAT YOU ARE OPERATING (TRUCK OWNER) AND YOU AS AGENT OF YOUR EMPLOYER AND THE TRUCK OWNER, HEREBY ASSUME ALL RISK OF INJURY OR HARM TO YOURSELF AND OTHERS AND DAMAGE TO YOUR PROPERTY AND PROPERTY BELONGING TO YOUR EMPLOYER OR OTHERS ARISING FROM YOUR ACTIVITIES WHILE BEING PERMITTED TO ENTER THE PREMISES. YOU AGREE TO ENTER AT YOUR OWN RISK. YOU HAVE FULL KNOWLEDGE OF ANY RISK INVOLVED IN THIS ACTIVITY. YOU RECOGNIZE THE HAZARDS AND ARE AWARE OF ALL THE RULES FOR SAFE OPERATION. YOUR EMPLOYER, THE TRUCK OWNER, AND YOU AGREE TO INDEMNIFY AND HOLD HARMLESS HOLLINS, ITS EMPLOYEES, OFFICERS, DIRECTORS, AGENTS, ASSIGNS, AFFILIATED COMPANIES AND RELATED ENTITIES, AGAINST ANY AND ALL LIABILITY, ACTIONS, CLAIMS, AND DAMAGES OF ANY KIND WHATSOEVER ARISING FROM YOUR ACTIVITIES WHILE BEING PERMITTED TO ENTER THE PREMISE.

HOLLINS
EXPOSITION SERVICES

Mailing Address:
P. O. Box 7001
Roanoke, VA 24019
Phone: (540) 362-3940

Street Address:
7615 Williamson Rd. N.W.
Roanoke, VA 24019
Fax: (540) 362-8698

Material Handling
Special Handling
Definitions



Special handling applies to shipments that are loaded by cubic space and/or packed in such a manner as to require additional labor/handling, such as ground unloading, constricted space unloading, designated piece unloading, carpet/pad only shipments or stacked shipments. Also included are shipment integrity, alternate delivery locations, mixed shipments, and shipments without individual bills of lading. Shipments loaded in this manner require additional time, labor, or equipment, to unload, sort and deliver.

What is Ground Loading/Unloading?
Vehicles that are not dock height, preventing the use of loading docks such as; U-hauls, drop deck flat bed trailers, drop floor van trailers, company vehicles with trailers that are not dock level, etc.

What is Constricted Space Loading/Unloading?
Trailer loaded "high and tight" shipments that are not easily accessible. Freight is loaded to full capacity of trailer – top to bottom, side to side. One example of this is freight that is loaded down one side of a trailer that must be bypassed to reach targeted freight.

What is Designated Piece Loading/Unloading?
Drivers that require the loading crew to bring multiple pieces of the freight to the rear of the trailer to select the next piece, having to remove freight from the trailer then reload to fit, or the trailer must be loaded in a sequence to ensure all items fit.

What are Stacked Shipments?
Shipments loaded in such a manner requiring multiple items to be removed to ground level for delivery to booth. Stacked or "cubed out" shipments, loose items placed on top of crates and/or pallets constitute special handling.

What is Shipment Integrity?
Shipment integrity involves shipments on a carrier that are intermingled, or delivered in such a manner that additional labor is needed to sort through and separate the various shipments on a truck for delivery to our customers.

What is Alternate Delivery Location?
Alternative delivery location refers to shipments that are delivered by a carrier that requires us to deliver some shipments to different levels in the same building, or to other buildings in the same facility.

What are Mixed Shipments?
Mixed shipments are defined as shipments of mixed crated and uncrated goods, where the percentage of uncrated is minimal and does not warrant the full uncrated rate for the shipment, but does require special handling. HOLLINS defines special handling for mixed loads as having less than 50% of the volume as uncrated.

What does it mean if I have "No Documentation"?
Shipments arrive from a small package carrier (including, among others, Federal Express and UPS) without an individual Bill of Lading, requiring additional time, labor and equipment to process.

What about carpet only shipments?
Shipments that consist of carpet and/or carpet padding only require special handling because of additional labor and equipment to unload.

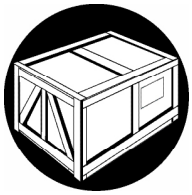
What is the difference between Crated and Uncrated Shipments?
Crated shipments are those that are packed in any type of shipping container that can be unloaded at the dock with no additional handling required. Such containers include crates, fiber cases, cartons, and properly packed skids. An uncrated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

HOLLINS
EXPOSITION SERVICES

Mailing Address:
P. O. Box 7001
Roanoke, VA 24019
Phone: (540) 362-3940

Street Address:
7615 Williamson Rd. N.W.
Roanoke, VA 24019
Fax: (540) 362-8698

Material Handling Shipping Addresses and Notification



Please Type or Print Mail or fax to us as indicated above. Retain a copy for your files.

Advance Shipments to HOLLINS Warehouse: *Use the following address.*

To: Company Name and Booth #
For: VPhA 2025
c/o: HOLLINS Exposition Services
7615 Williamson Road NW
Roanoke, VA 24019

Deadline date for Advance Shipments:
February 25, 2025

Advance Shipments to HOLLINS Warehouse

List advance shipments below. Attach separate forms for additional shipments.

Advance Shipments	Number of Pieces	Est. Weight	Description	Carrier(s)	Tracking Number (Please provide PRO number)	Estimate Date of Arrival
# 1						
# 2						
# 3						
# 4						

Show Site Shipments: *Use the following address.*

To: Company Name and Booth #
For: VPhA 2025
c/o: HOLLINS Exposition Services
The Hotel Roanoke & Conference Center
110 Shenandoah Avenue
Roanoke, VA 24016

Show Site shipments will be accepted beginning:
February 27, 2025

Show Site Shipments

List show site shipments below. Attach separate forms for additional shipments.

Show Site Shipments	Number of Pieces	Est. Weight	Description	Carrier(s)	Tracking Number (Please provide PRO number)	Estimate Date of Arrival
# 1						
# 2						
# 3						
# 4						

PLEASE TYPE OR PRINT

NAME OF EVENT *VPhA 2025*

EXHIBITING FIRM _____ BOOTH NO. _____

ADDRESS _____

CITY AND STATE _____ ZIP CODE _____

AUTHORIZED BY _____ X _____
(Please Type or Print) (Signature)

TELEPHONE NO. _____ DATE _____

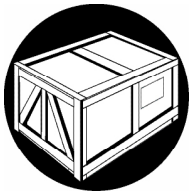
☞ ***FOR PAYMENT RECIEPTS BY E-MAIL, PRINT E-MAIL ADDRESS HERE:*** _____

HOLLINS
EXPOSITION SERVICES

Mailing Address:
P. O. Box 7001
Roanoke, VA 24019
Phone: (540) 362-3940

Street Address:
7615 Williamson Rd. N.W.
Roanoke, VA 24019
Fax: (540) 362-8698

Material Handling Shipping Labels



Use these labels as they will expedite handling. Copies are acceptable if more labels are needed. Please Type or Print.

HOLLINS
EXPOSITION SERVICES

R U S H

Advance Warehouse

DEADLINE DATE: February 25, 2025

TO: _____
(Name of Exhibiting Company)

C/O: **HOLLINS Exposition Services**
7615 Williamson Road NW
Roanoke, VA 24019

Event: **VPhA 2025**

Booth No. _____ No. ____ Of _____ Pcs.

Carrier _____

CERTIFIED WEIGHT TICKETS ARE REQUIRED FOR ALL SHIPMENTS.

HOLLINS
EXPOSITION SERVICES

R U S H

Advance Warehouse

DEADLINE DATE: February 25, 2025

TO: _____
(Name of Exhibiting Company)

C/O: **HOLLINS Exposition Services**
7615 Williamson Road NW
Roanoke, VA 24019

Event: **VPhA 2025**

Booth No. _____ No. ____ Of _____ Pcs.

Carrier _____

CERTIFIED WEIGHT TICKETS ARE REQUIRED FOR ALL SHIPMENTS.

HOLLINS
EXPOSITION SERVICES

R U S H

Show Site Shipment

NOT ACCEPTED BEFORE: February 27, 2025

TO: _____
(Name of Exhibiting Company)

C/O: **HOLLINS Exposition Services**
The Hotel Roanoke &
Conference Center
110 Shenandoah Avenue
Roanoke, VA 24016

Event: **VPhA 2025**

Booth No. _____ No. ____ Of _____ Pcs.

Carrier _____

CERTIFIED WEIGHT TICKETS ARE REQUIRED FOR ALL SHIPMENTS.

HOLLINS
EXPOSITION SERVICES

R U S H

Show Site Shipment

NOT ACCEPTED BEFORE: February 27, 2025

TO: _____
(Name of Exhibiting Company)

C/O: **HOLLINS Exposition Services**
The Hotel Roanoke &
Conference Center
110 Shenandoah Avenue
Roanoke, VA 24016

Event: **VPhA 2025**

Booth No. _____ No. ____ Of _____ Pcs.

Carrier _____

CERTIFIED WEIGHT TICKETS ARE REQUIRED FOR ALL SHIPMENTS.

THE HOTEL ROANOKE & CONFERENCE CENTER

VENDOR TECHNOLOGY REQUEST FORM

Conference/Event Name: **VA Pharmacy Assoc Annual Convention**

Vendor Setup Date: Thurs, February 27 / Friday, February 28, 2025

Vendor Setup Time: Thurs - 3:00pm - 5:00pm / Fri: 7:00am - 10:00am

Vendor Breakdown Date: Saturday, March 1, 2025

Vendor Breakout Time: 3:00pm - 4:00pm

Please complete the following information:

Organization / Name of Exhibitor: _____

Contact Name: _____ **Phone:** _____

Payment Information:

Name, as it appears on card: _____

Credit Card Type: _____

Last 4 Digits of Credit Card Only: _____

E-Mail Address to send receipt: _____

NOTE: Upon receipt of the Vendor Request Form, the Accounting office will contact you for payment.

Please indicate special technology and/or electrical equipment needed.

Electrical Needs:

Equipment	QTY	COST	TOTAL
110 Power Outlet		$ 100.00	$
Power Strip (Does not include power)		$ 32.00	$
208 / 220 Outlet		$ 378.00	$
Power Box: (4) 110 Outlets and (1) 220 Outlet		$ 504.00	$
220 Pigtail (200 Amp)		$ 1,260.00	$
Propane Firepit/Heater		$ 100.00	$
Lift w/ Driver (Charged per hour)		$ 100.00	$
Chandelier Removal		$ 500.00	$
Additional Electrical as quoted by Engineer (Please List)			

Technology Requests

NOTE: Wireless Internet access can be purchased on-site with a major credit card via web interface.

Equipment	QTY	COST	TOTAL
Modem Line (Local & Toll Free Calls Only)		$ 161.66	$
Wired Internet Access (10Mbps up 10Mbps down)		$ 120.00	$
Wireless Internet Access (20Mbps up 20Mbps down)		$ 88.20	$
Wireless Internet Access (10Mbps up 10Mbps down)		$ 32.64	$
Wireless Internet Access (4Mbps up and 4Mbps down)		$ 25.08	$
Telephone with Line (Local & Toll Free Calls Only)		$ 161.66	$
5' - 8' Tripod Screen		$ 87.50	$
32" LCD TV (Limited Availability)		$ 250.00	$
65" LCD TV (Limited Availability)		$ 625.00	$
Laptop with Internet Access (Limited Availablity)		$ 375.00	$

Vendor charges are for the full event time and inclusive of all applicable servce charge and tax. All charges must be paid in advance by check or credit card. All items are subject to avilability. Please call Erika Lytell for special requests and 540-853-8219 or via e-mail at erika.lytell@hotelroanoke.com.

POLICIES AND PROCEDURES

1. Shipments: Please consult your vendor guidelines supplied by the conference for shipping information. If shipments are to be made to the hotel, they will not be accepted more than three (3) days prior to conference. Please ensure the following information appears on the outside of each parcel:

- Name of Conference
- Senders Name / Phone Number
- Organization name as listed with conference vendor registration
- Your on-site contact or receiver of parcel(s)
- Number of parcels per delivery
- Booth Number (if known)

2. Additional Usage: Any additional electrical or equipment used on site will be charge accordingly to the credit card provided. In addition, you will be responsible for any damages to hotel property or other vendor(s) property should you or your agent misuse or overload electrical connections.

3. Personal Property: In no event shall Hotel, Owners or Hilton Hotels Corporation be liable for any damage to or loss of personal property sustained by Contractor or its employees. Any items left after the exhibit hall teardown is not the responsibility of the hotel and will be discarded.

4. Indemnity: As an exhibitor, you assume entire responsibility and herby agree to protect, indemnify, defend and save The Hotel Roanoke & Conference Center, it's owners, employees and agents harmless against all claims, losses and damages to persons or property, governmental charges or fines and attorney's fees arising out of or caused by your installation, removal, maintenance, occupancy or use of the exhibition premises or a part thereof excluding and such liability caused by the sole negligence of The Hotel Roanoke & Conference Center, it's owners, employees and agents. In addition, you acknowledge The Hotel Roanoke & Conference Center does not maintain insurance covering your property and that it is your sole responsibility to obtain business interruption and property damage insurance covering such losses.

5. Exits: At no time may any egress to a designated exit be blocked or have any obstruction. No curtains, drapes, or decorations shall be hung in such as manner as to cover any exit signs. Adherence to all local fire codes will be the sole responsibility of the outside vendor. All additional "EXIT" signs must be illuminated and battery-operated. Displays or equipment may not be placed in the path of emergency fire gates or doors.

6. Parking: Trucks and vehicles may be **temporarily** parked at conference center entrance and must be removed as soon as they are emptied. Prior approval must be arranged through our Receiving Department for any loading dock usage. Outdoor display items must have prior approval; please contact the hotel contact listed below.

7. Moving Equipment: The vendor must provide their own moving equipment and packaging supplies. No moving equipment will be provided and any packaging supplies requested will be purchased at current prices. Credit card payment will be due prior to delivery of any supplies.

8. Package Pick-Up: All delivery/pick-up schedules for packages for the shipping company must be arranged with the hotel's shipping and receiving department prior to your departure. The hotel is not responsible for parcels left behind without prior arrangements made.

Authorized Signature: _____ Date: _____

FAX OR EMAIL COMPLETED FORM TO: Erika Lytell @ 540.853.8219 or erika.lytell@hotelroanoke.com
Checks can be mailed to: The Hotel Roanoke & Conference Center;
110 Shenandoah Ave; Roanoke, VA 24016; Phone: 540.853.8218