



On behalf of the Greater Charlotte Automobile Dealers Association (GCADA), we welcome you to the 2025 Charlotte Auto Show!

This Exhibitor's Service Kit is provided to you and your team for use prior to and during the 2025 Auto Show. This manual will cover all details regarding your exhibit and provide information that will maximize efficiency.

The Charlotte Auto Show has selected Viper Tradeshow Services as the official show decorator for the 2025 show. They have been in business since 1997 and have both a local and national reputation for excellence. Charlotte is celebrating our 32nd show and we're grateful to have you join us this year.

We request our exhibitors pay close attention to two requirements of special importance:

- **Exhibitors must provide a broad-form comprehensive general liability insurance policy.**
- **Exhibitors must provide a scale blueprint of their exhibit. Please email the Association by October 10, 2025 to the following e-mail addresses: brittany@charlotteautoshow.com, ahmad@charlotteautoshow.com, dlenhof@vipertradeshow.com**

All required show forms have been included within the Service Kit. **General Show Planning Timetables are shown on page 2 alongside Action dates. Adhering to the schedule will enhance the effectiveness of your exhibit.**

GCADA has secured special show rates with local vendors whenever possible. Each vendor is located and managed locally to provide more dependable, timely, and cost-effective services to you.

GCADA is committed to continue to produce the most outstanding Auto Show in the Southeast. It's of the utmost importance to us you can communicate with our team at any time. We are most willing to assist you in any way possible to make sure your exhibit is as successful as you want it to be.

Very truly yours,

Ahmad Halawi
Show Producer

ahmad@charlotteautoshow.com
727-385-7791 (cell)



CHECKLIST / DEADLINES

_____	Due Oct 10	Blueprints emailed to Association office - GCADA
_____	Due Oct 10	Request for Exhibitor Events - GCADA
_____	Due Oct 10	Electrical Service Order – Convention Center <i>**completing this form in advance will allow for a discount</i>
_____	Due Oct 10	Telecommunications Order – Convention Center
_____	Due Oct 17	Freight Information Form – Viper
_____	Due Oct 17	Independent Display House Contractors – Viper <i>**include Certificate of Liability Insurance</i>
_____	Due Oct 17	Method of Payment Form - Viper
_____	Due Oct 17	Furniture Rental Order Form - Viper
_____	Due Oct 17	Lounge Furniture Rental Form -Viper
_____	Due Oct 17	Specialty Tables / Chairs Forms - Viper
_____	Due Oct 17	Office Furniture Rental Form - Viper
_____	Due Oct 17	Floral / Cleaning Order Form - Viper
_____	Due Oct 17	Display Labor Order Form - Viper
_____	Due Oct 17	Forklift Order Form - Viper
_____	Due Oct 17	Material Handling Form – Viper
_____	Due Nov 10	Staff Pre-Registration – GCADA



OFFICIAL AUTO SHOW CONTRACTORS & HOTELS

SHOW PRODUCER

Greater Charlotte Automobile Dealers Association
429-B S. Sharon Amity
Road Charlotte, NC 28211
Phone: (704) 364-1078 until November 14
info@charlotteautoshow.com
www.charlotteautoshow.com

SHOW DECORATOR, DRAYAGE, FORKLIFT, LABOR & FURNITURE SERVICES

Viper Tradeshow Services
2205 b Distribution Center Dr.
Charlotte, NC 28269
Phone: (847) 426-3100
FAX: (847) 426-3111
Email: krista@vipertradeshow.com

HOTEL PARTNER

Home2 Suites by Hilton Charlotte Uptown
610 S Caldwell St.
Charlotte, NC 28202
Phone: (980) 500-0085

For Room Block Rate Click [HERE!](#)

SHOW SITE

Charlotte Convention Center 501
S. College Street Charlotte, NC
28202
Phone: (704) 339-6000
FAX: (704) 339-6111
www.charlotteconventionctr.com

SHOW DEALER PREP

MetroTech Detail Services
2101 Wilkinson Blvd.
Charlotte, NC 28208
Phone: (704) 525-0033



GENERAL SHOW INFORMATION

WHO: The Greater Charlotte Automobile Dealers Association

WHAT: The 2025 Charlotte Auto Show

WHERE: Charlotte Convention Center
501 S. College Street
Charlotte, NC 28202

WHEN: November 20 - 23, 2025
Charity Concert: Rev & Roll November 19, 2025

Wednesday, November 19th	6:30pm – 9:30pm
<u>Open to The Public</u>	
Thursday, November 20th	12:00pm - 9:00pm
Friday, November 21st	12:00pm - 9:00pm
Saturday, November 22nd	10:00am - 9:00pm
Sunday, November 23rd	10:00am - 6:00pm

ADMISSION: Adults (13 and over) Presale: \$12.00 through November 13
Starting November 14: \$15.00

Children (12 and under) Free

Additional information regarding the 2025 Charlotte Auto Show can be found
at www.charlotteautoshow.com
Discount tickets are available through November 16.

SPECIAL SHOW ADVERTISING/MERCHANDISING

Complete advertising and promotional plans will be released via Press Kits
in October 2025. Promotional tickets/codes will also be distributed at that
time.

We encourage your contributions for press kits. Please send via email to:
ahmad@charlotteautoshow.com



2025 Charity Preview Event - Wednesday, November 19th

The 2025 Charlotte Auto Show will kick off with a Charity Event beginning at **6:30 PM on Wednesday, November 19, 2025**. Attendees will get a “sneak peek” at the show while enjoying a concert.

Event Name:

Rev & Roll

Event Timeline Please be sure to staff your booth during this event.

6:30pm: Check-In & Doors Open for Raffle, Car Viewing, Drinks and Food

8:00pm: Head to concert area

9:30pm: Concert/event concludes

Event Details:

The Rev & Roll Charity Concert is set to electrify the Charlotte Auto Show, combining the thrill of horsepower and the power of music. This high-energy event will feature live performances and stunning cars, all while raising fund for local charities. Proceeds from Rev & Roll will support 30+ charities in the Greater Charlotte Region.

The Charlotte Auto Show, produced by the Greater Charlotte Auto Dealers Association, donates all its proceeds to local charities and scholarship funding to make a lasting impact on the community. To date, we have donated over \$6 million to numerous organizations.





Exhibitor Staff Check-In

1. An exhibitor check-in desk will be set up in the show office, Room #104 on the Concourse Level of the Convention Center.
2. You will not be allowed access onto the showroom floor without proper credentials.
3. Office hours are as follows:
 - a. Monday, November 17th - Wednesday, November 19th (9am-3pm)
 - b. Thursday, November 20th (10am-9pm)
 - c. Friday, November 21st (10am-9pm)
 - d. Saturday, November 22nd (9am-9pm)
 - e. Sunday, November 23rd (9am-6pm)
4. All exhibitors should enter the show using the Charlotte Convention Center main lobby. There will be directional signage to assist you if you are not familiar with this area.

Please note – We will be pre-registering product specialists and sales personnel working the Auto Show. Send your list to brittany@charlotteautoshow.com no later than November 10th, 2025.

Exhibitor Show Tickets

Each exhibitor may request complimentary promotional tickets that are good any day of the show. These tickets are limited and may be requested by emailing brittany@charlotteautoshow.com.

SELLING OF THESE TICKETS IS STRICTLY PROHIBITED!!



Request For Exhibitor Special Events

The 2025 Charlotte Auto Show will be holding special events and/or features in the exhibit halls.

Any exhibitor wishing to feature celebrities and/or promotions in their space should fill out the form below, notifying the Auto Show of their plans. Your request should include all specifics including dates, times and names.

Please keep in mind that in order for permission to be granted your plans should be non-offensive, non-disruptive to neighboring exhibitors and be in keeping with the overall quality of the Auto Show.

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#### EXHIBITOR SPECIAL EVENT REQUEST FORM

Contact: Charlotte Auto Show  
429-B S. Sharon Amity Road Charlotte, NC 28211

E-mail: [ahmad@charlotteautoshow.com](mailto:ahmad@charlotteautoshow.com)  
[brittany@charlotteautoshow.com](mailto:brittany@charlotteautoshow.com)

We request permission to hold the following promotion in our space during the 2025 Charlotte Auto Show:

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

Contact Person: \_\_\_\_\_ Signature: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_



### Vehicle Move-In

Viper Tradeshow Services will be assisting you in moving your vehicles to their designated space in your exhibit. The Greater Charlotte Automobile Dealers Association provides this service for you at no charge. **However, it will be the responsibility of all exhibitors and manufacturers to ensure you abide by the Fire Marshall regulations pertaining to the displaying of all vehicles.**

### Required for the Displaying of All Motorized Vehicles

Special Vehicle Requirements: Vehicles may be allowed in the building for display purposes provided they meet the following requirements:

- (A) All fuel tank openings shall be satisfactorily sealed to prevent the escape of vapors.
- (B) The hot lead battery cable shall be disconnected from the terminal and remain disconnected while the vehicle is inside the building. Loose cable ends shall be taped to cover all exposed metal.
- (C) Fueling or de-fueling is prohibited.
- (D) Vehicle shall have LESS THAN 1/4 TANK OF GAS.
- (E) **All keys must be surrendered to the Viper Service Center**

### Required for the Displaying of Electric Vehicles

Special Vehicle Requirements: Vehicles may be allowed in the building for display purposes provided they meet the following requirements:

- (A) Electric system is discharged
- (B) Orange and green fuses pulled and stored
- (C) Fuses pulled and stored away from the vehicle for ignition, door locks, and horn
- (D) 12volt battery disconnected
- (E) Battery inverters connected for accessories
- (F) Show management must be made aware of any "High Tech" vehicles that cannot be deenergized. Fire Marshall must be informed of these special vehicles.
- (G) **All keys must be surrendered to the Viper Service Center**



### **Vehicle Move-In**

All vehicles are scheduled to move into their spaces on Wednesday, November 19th. In October, Viper Tradeshow Services will send a "Vehicle Move-In" schedule to all exhibitors. The only exception to this will be vehicles to be displayed on turntables. If your display will include this exception, please make note of it on the **"FREIGHT INFORMATION FORM"** provided on the Viper Tradeshow Services Exhibitor Service Form section of this Service Kit.

**ALL keys must be surrendered to the Viper Service Center.**

### **Move-In Schedule**

Each exhibitor will be required to complete the **"FREIGHT INFORMATION FORM"** supplied on the **Viper Tradeshow Services Service Kit Order Form** portion of this packet. Please complete & return this form to [krista@vipertradeshow.com](mailto:krista@vipertradeshow.com) ASAP, but no later than October 17, 2025.

Sunday, November 16<sup>th</sup> - Carpet Install

Monday, November 17<sup>th</sup> & Tuesday, November 18<sup>th</sup> (8am - 4:30pm) will be used to move-in all exhibits. All Carriers (trucks) should report directly to the Charlotte Convention Center.

**PLEASE NOTE! There is no marshalling yard required for this year.**

**Note! All crates must be removed from your booth space before your car's will be allowed in. All displays must be completely set by 4pm, Tuesday November 18. No exceptions!**



## Move-Out Schedule

6:00 PM Sunday November 23rd, 2025 Official closing of the 2025 Charlotte Auto Show.

1. Viper Tradeshow Services removes the aisle carpet.
2. Signal given for vehicle move out. (There is no staging area inside or outside the Convention Center to store vehicles. All exhibitors must provide personnel for the removal of vehicles at the conclusion of the show on Sunday.)
3. All vehicles are required to display their OFFICIAL AUTO SHOW VEHICLE REMOVAL PERMIT in the window of each display vehicle leaving the building. Viper Tradeshow staff will distribute these removal permits to each manufacturer booth beginning at 1:00 PM on Sunday, Nov. 23rd, 2025. Security will be checking each vehicle/driver for:
  - (1) Vehicle removal permits
  - (2) Valid driver's license.
4. **Once ALL vehicles are removed from the building empty crates can be returned for the dismantling of displays.**
5. Any hand carried items must be accompanied by a PASS OUT SLIP, which may be obtained, from the Viper Management Office, Hall A on Sunday, November 23rd, 2025.
6. All displays must be removed from the Charlotte Convention Center by 5:00 PM on Monday, November 24th, 2025.



## **RULES AND REGULATIONS**

### **Addendum to regulations listed in space contract**

1. All suppliers to the 2025 Charlotte Auto Show and its exhibitors shall be licensed to do business in the state of North Carolina. All such companies providing services at the Auto Show shall provide a broad form comprehensive liability insurance policy of not less than one million dollars, plus bodily injury and property damage single limits. Along with non-officials' contractors form located in Viper Tradeshow Services Exhibitor Service Kit. **THIS INSURANCE POLICY & NON-OFFICIAL CONTRACTOR FORM MUST BE MAILED TO VIPER TRADESHOW SERVICES NO LATER THAN October 10<sup>th</sup>, 2025.** Only contractors with this insurance policy will be allowed to perform services on the show floor. Viper Tradeshow Services will be verifying receipt of this insurance policy at the show. All access will be denied to all those without it.

**NOTE!!!** The insurance policies must name as additional insured, the Greater Charlotte Automobile Dealers Association, the Charlotte Auto Show, the Charlotte Convention Center and Viper Tradeshow Services.

2. Identification badges must be worn by all working floor personnel prior to, during and after the show.
3. All exhibitors should report to Viper Tradeshow Services Service Desk during set-up and dismantling to confirm orders.
4. Exhibitors should report to their space one hour prior to public opening and adequately staff their space until closing.
5. The Charlotte Convention Center provides adequate concession stands as well as dining facilities. Distribution of food or beverage items by exhibitors is strictly prohibited. Food deliveries will not be accepted.



**RULES AND REGULATIONS**  
**Addendum to regulations listed in space contract**  
**Continued**

6. The Charlotte Convention Center does not allow the distribution of balloons or adhesive decals. Exhibitors will be charged for the removal of any such items.
7. Consumption of alcoholic beverages by working personnel is prohibited.
8. Fire regulations contained in this kit are to be strictly adhered to.
9. The North Carolina Department of Motor Vehicles strictly prohibits the selling of vehicles from the show floor. A copy of their regulations may be obtained from the Association office.
10. Associate Booth Exhibitors selling from the show floor must file a copy of their business license and sales tax license with the show office prior to the show.
11. Blueprints of all exhibits must be submitted and can be emailed to the Greater Charlotte Automobile Dealers Association office by October 10, 2025.
12. A strict professional dress code will be enforced. All working floor personnel are to be dressed and groomed properly on the show floor at all times.
13. The Auto Show Management reserves the right to remove any working personnel from the show floor whose conduct is not appropriate and in keeping with the Auto Show standards.



**CHARLOTTE FIRE MARSHALL REGULATIONS**  
(Taken directly from published requirements)

1. Flame retardant treatment must meet Class B Flame Spread Rating. All decorations shall be rendered flame retardant to the satisfaction of the Fire Bureau.
2. Exits and aisles shall be clear of all obstruction. This includes charts, easels, trailer tongues, etc. Locking and/or blocking of any exit while building is occupied will result in the issuance of a \$200.00 citation for each exit and immediate correction of violation (Individual violators will be held responsible).
3. A 9-foot (or no smaller than 6') aisle will be maintained between all exhibits.
4. A 3-foot clearance shall be provided around all exhibit space and the fire hose cabinets, portable fire extinguishers, and alarm boxes. Clear access shall be maintained to these units.

**REQUIRED FOR THE DISPLAYING OF ALL MOTORIZED VEHICLES**

5. Special Vehicle Requirements: Vehicle may be allowed in the building for display purposes provided they meet the following requirements:
  - (A) All fuel tank openings shall be satisfactorily sealed to prevent escape of vapors.
  - (B) The hot lead battery cable shall be disconnected from the terminal and remain disconnected while the vehicle is inside the building. Loose cable ends shall be taped to cover all exposed metal.
  - (C) Fueling or de-fueling is prohibited.
  - (D) Vehicle shall have less than 1/4 tank of gas.
6. Smoking is strictly prohibited in the building.
7. Inspection will be conducted both prior to and during the Auto Show.



## **GUIDE TO OFFICIAL SHOW SERVICES**

The 2025 Charlotte Auto Show has selected official service vendors for your convenience. Special rates have been arranged and forms produced for your added ease. Arrangements for payment should be handled directly between exhibitors and these vendors. Any variation on rates disclosed in this kit should immediately be made known to the Auto Show management.

### **Show Service Desk**

Viper Tradeshow Services will be operating from their Primary Service Center in Hall A (**Next to Gate 5**) of the Charlotte Convention Center Monday, November 18<sup>th</sup> through Monday, November 25<sup>th</sup> during show set-up and dismantling, Viper will also have a satellite freight & labor desk located in the dock area, which will be clearly marked.

### **Freight Deliveries**

Viper Tradeshow Services will be handling all freight from the over the road carriers. Deliveries sent to the show prior to Monday, November 17<sup>th</sup> must be sent to Viper Tradeshow Services Warehouse. The Charlotte Convention Center will NOT accept advance or C.O.D. deliveries.

All other deliveries should be shipped directly to the show. Necessary forms and mailing labels are included in the Viper Tradeshow Services Service portion of the kit.

### **Audio/Visual Services**

All Audio/Visual services will be provided by Encore. Order forms are included in the service kit.



## GUIDE TO OFFICIAL SHOW SERVICES CONTINUED

### **Install / Dismantling**

Viper Tradeshow Services will be overseeing all labor. Exhibitors acting as supervisors for labor crews are asked to work in close conjunction with Viper Tradeshow Services. Special discounted rates have been arranged for these services. Please see the enclosed forms for ordering and scheduling purposes.

### **Porter Services**

Viper Tradeshow Services will be handling special porter arrangements for your space.

**Please Note!** Viper Tradeshow Services provides vacuuming for all carpeting installed and provided by Viper Tradeshow Services. (With exception to carpet placed on turntables and displays) This service is included in your space rental fee. Carpeting provided by any other source will be assessed cleaning fees. See Viper Tradeshow Services service desk for details.

### **Floral/Shrubbery**

Floral arrangements should be made through Viper Tradeshow Services. Special rates have been arranged for all exhibitors. Viper Tradeshow Services will be happy to act as a consultant for all your floral/plant needs. An order form is included in this kit.



## GUIDE TO OFFICIAL SHOW SERVICES CONTINUED

### **Third Party Billing**

An authorization form is required by Viper Tradeshow Services. Please see the enclosed form on Viper Tradeshow Services Service Kit.

### **Furnishings/Accessories**

Viper Tradeshow Services will be handling all orders for any furnishings and accessory orders you may have. As an extra service, those exhibitors requiring upgraded options may make selections from the Viper Tradeshow Services Custom Furniture Form. In order to receive the special Auto Show rates for your order please use the enclosed furnishings forms.

### **Signage**

Viper Tradeshow Services can provide any special signage you may need for your exhibit space. Please be aware of special rules and regulations governing signage at the Auto Show. A sign order form for additional signage is included in this kit.

**PLEASE NOTE!** The Greater Charlotte Automobile Dealers Association has supplied overhead identification banner signage with your space rental fee (Vendor Booths Excluded).

### **Vehicle Cleaning & Disinfection**

MetroTech Detail Services has been selected as the official dealer prep services supplier. An order form for their services is included in this kit.



## GUIDE TO OFFICIAL SHOW SERVICES CONTINUED

You can access all Charlotte Convention Center services online [HERE](#).

### **Electrical Services**

All electrical hookups needed for your space must be ordered through the Charlotte Convention Center. Please note that all electrical orders must be made by October 2025.

We have included an Electrical Order form from the Charlotte Convention Center in this Service kit. Please refer to the Fire Marshall Regulations section of this kit when placing your electrical order.

### **Internet/Phone Orders**

The Charlotte Convention Center is handling all internet & telephone needs. Order forms for telephone & internet services and telephone equipment are included in this Service kit. Please note that all telephone & internet orders must be made by October 10th, 2025.

### **The UPS Store**

The Charlotte Convention Center hosts an in-house UPS store for all your shipping and business needs. Click [HERE](#) for more information.

## QUICK REFERENCE

### Mark Your Calendar!

|                           |                                                                                                                                                                                                                                                                                                                                       |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Friday, October 10, 2025  | <b>FIRST DAY ADVANCE WAREHOUSE RECEIVING</b><br>The advance warehouse will begin accepting freight on this date.<br><b>Warehouse receiving is M-F 8:00 AM – 4:00 PM.</b>                                                                                                                                                              |
| Friday, October 17, 2025  | <b>ADVANCE ORDER DISCOUNT DEADLINE</b><br>Forms must be received by Viper with full payment. Artwork for modular rentals is due BY NOON on this date. <b>No refunds for cancellations are provided after this date.</b>                                                                                                               |
| Friday, November 7, 2025  | <b>LATE TO WAREHOUSE</b><br>Advance Warehouse must receive your freight by EOD on 11/7/25 to avoid late charges.                                                                                                                                                                                                                      |
| Friday, November 14, 2025 | <b>LAST DAY OF ADVANCE WAREHOUSE RECEIVING</b><br>Last day Advance Warehouse will accept exhibit material. (You will be charged a late fee but your freight will be in your booth at the start of exhibitor move-in!)                                                                                                                 |
| November 17-18, 2025      | <b>SHOW SITE DELIVERIES</b>   <b>Monday, November 17<sup>th</sup> – Tuesday, November 18<sup>th</sup> ONLY</b><br>All show site shipments are to be delivered during the published move-in hours only. Shipments sent before/after are at risk of being refused, or additional charges by the convention center and Viper will apply. |

### Your Show Outline

|                             |                              |                                        |
|-----------------------------|------------------------------|----------------------------------------|
| <b>Move-In/Installation</b> | Monday, November 17, 2025    | <b>Open Move-in: 8:00 AM – 4:30 PM</b> |
|                             | Tuesday, November 18, 2025   | <b>Open Move-in: 8:00 AM – 4:30 PM</b> |
| <b>Vehicle Move-in</b>      | Wednesday, November 19, 2025 | 9:00 AM – NOON                         |
| <b>Show Hours</b>           | Wednesday, November 19, 2025 | 6:30 PM – 9:30 PM                      |
|                             | Thursday, November 20, 2025  | NOON – 9:00 PM                         |
|                             | Friday, November 21, 2025    | NOON – 9:00 PM                         |
|                             | Saturday, November 22, 2025  | 10:00 AM – 9:00 PM                     |
|                             | Sunday, November 23, 2025    | 10:00 AM – 6:00 PM                     |
| <b>Move-Out/Teardown</b>    | Sunday, November 23, 2025    | 6:30 PM - Midnight                     |
|                             | Monday, November 24, 2025    | 8:00 AM – 5:00 PM                      |

**ALL CARRIERS MUST CHECK IN NO LATER THAN 9:00 PM on 11/23/25 or 3:00 PM on 11/24/25 @ the Charlotte Conv. Center**

| MATERIAL HANDLING RATES                                                                                                                                                                                                                                                                             | ADVANCE WAREHOUSE                                                                                                | SHOW SITE FACILITY                                                                                                                                                                                                                                 | OUTBOUND SHIPPING INFO                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ADVANCED (2 CWT MIN)</b><br>\$81.10 Common Carrier*<br>\$105.25 Specialized Carrier*<br><br><b>SHOWSITE (2 CWT MIN)</b><br>\$83.50 Common Carrier*<br>\$95.75 Specialized Carrier*<br>\$129.50 Stacked/Mixed*<br><br>*Per CWT<br><b>*Certified Weight Tickets are required for all shipments</b> | <b>Charlotte Auto Show 2025</b><br>Viper Tradeshow Services<br>2205 B Distribution Ctr Dr<br>Charlotte, NC 28269 | <b>Charlotte Auto Show 2025</b><br>Charlotte Convention Center<br>c/o Viper Tradeshow Services<br>501 South College Street<br>Charlotte, NC 28202<br><br><b>**NO Marshalling Yard**</b><br>Carriers must report directly to the freight desk @ CCC | Freight loaded out on Sunday, 11/23/25 or any outbound BOLs turned in after 3:00 PM on Monday, 11/24/25 will incur OT charges. NOTE: Monday, 11/24/25 freight is loaded out on a first come, first serve basis. ST is not guaranteed & complete shipments must be loaded by 4:30 PM otherwise OT charges will be applied. |

Be sure to include Company name and booth number on your freight. Weight tickets are required upon delivery of freight.

### Items That Come Standard In Your Booth For This Show Are:

10' x 10' Booths come with 8' back drape, 3' side drape, grey booth carpet and (1) ID Sign

**\*\* Wall to wall carpeting provided in Halls A&B (grey booth carpet) & Hall C (blue booth carpet). Aisle carpet is black. \*\***

**Viper Show Coordinator:** Krista D'Amico | p: 847.426.3100 | [krista@vipertradeshow.com](mailto:krista@vipertradeshow.com)

**Charlotte Auto Show Management Contact:** Ahmad Halawi | p: 727.385.7791 | [ahmad@charlotteautoshow.com](mailto:ahmad@charlotteautoshow.com)

## SHOW SITE TIPS

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**Labor:** Viper Tradeshow Services offers qualified, experienced labor for the installation and dismantle of your exhibit. If we can be of service to you, please contact Krista D'Amico at 847.426.3100 or via email [krista@vipertradeshow.com](mailto:krista@vipertradeshow.com)

Exhibitors who use an Independent Display House to supply labor must return the Exhibitor Appointed Contractor Forms (located on pages 35-36 ) and provide a Certificate of Insurance. These forms must be returned to Viper Tradeshow Services by Friday, October 17, 2025. No extensions will be granted after the published deadline. Failure to provide Viper Tradeshow Services with the items listed above will result in hiring installation and dismantle labor from Viper Tradeshow Services.

**Forklift:** Before placing your forklift order service, please contact your labor provider to check your anticipated needs for forklift services. If a forklift is needed to assist with display headers, tower headers or placement of items over an 8-foot reach may require a Four Stage Forklift (Quad Lift) and/or man cage. These services incur additional costs and are only available on a limited basis, please order accordingly.

**Shipping:** If you are using a van line or specialized carrier to handle your freight shipment, please make sure they supply Viper Tradeshow Services with certified weight tickets for each truck. If you are paying an increased weight to get a substantial discount on transportation but the weight bill does not show actual weight, you will be billed for the weight given on the certified weight ticket and freight bill. Have your freight carrier outline actual weights. All freight loaded out on Sunday, November 24, 2024 and BOL's turned in after 3:00 pm Monday, November 25, 2024 will be charged a 30% overtime charge. Freight bills cannot be returned to the service desk before freight is packed and ready to be loaded.

**Invoice:** You may request a copy of your invoice any time during set up, show hours, or move out to track your balance due. Final invoices are usually sent within 3 days from close of the show. All questions must be submitted upon receipt of paid invoice. If you dispute any portion of the invoice, please notify our office no later than 15 days after the date of the invoice.

Freight loaded out on Sunday, November 23, 2025 and outbound BOL's submitted after 3:00 PM on Monday, November 24, 2025 will incur OT charges.

Monday, November 24, 2025 freight is loaded out on a first come, first serve basis. Straight time is not guaranteed and complete shipments must be loaded by 4:30 PM otherwise OT charges will be applied.

## MOVE OUT INFORMATION

**Please read these instructions to know what to expect and plan accordingly; share this information with your show site staff.**

Exhibit Hall Officially Closes:

**Sunday, November 23<sup>rd</sup> at 6:00 PM**

Stored empty crates and containers estimated return:

**Sunday, November 23<sup>rd</sup> by Midnight**

Labor Force: all exhibitors should have started dismantle by now:

**Monday, November 24<sup>th</sup> by 8:00 AM**

Exhibitors should have checked in at the Viper Service Desk for dismantle labor hired.

Freight Force - deadline for carriers to check in:

**Monday, November 24<sup>th</sup> by 3:00 PM**

**All outbound shipments loading onto a contracted carrier or personally owned vehicle require a Viper Tradeshow Services Bill of Lading (BOL). Please follow these instructions.**

1. Pick up a Bill of Lading at the Viper Service Desk and completely fill out the gray shaded areas, making sure to write in your carrier name. Or send [krista@vipertradeshow.com](mailto:krista@vipertradeshow.com) the pre-printed BOL request form to have a printed BOL before show close.
2. Call your common carrier or freight forwarder to make sure they are scheduled to arrive by **3:00 PM on Monday, November 24<sup>th</sup>**. Here is the address for your convenience:

**Charlotte Convention Center | 501 South College Street | Charlotte, NC 28202**

**\*\* Check in time begins at 8:00 AM on Monday, November 24, 2025 \*\***

**\* No Marshalling Yard \***

3. For liability reasons, and ensuring exhibitor's freight is loaded properly, all carriers **MUST** check in at the Viper Service Desk and be able to request your shipment by booth and company name. Please be sure to instruct your carrier to do so.
4. **Do not leave any UPS or FedEx shipments in your booth assuming it will be picked up!** We need a Bill of Lading submitted for all items/freight left in your booth and material handling (drayage) must be paid in full.
5. Once you have packed up all your materials, please hand in your BOL to the Viper Service Desk. (Do not leave it in your booth.) We will sign it and give you a copy, keep a copy and give the driver a copy. Please note, material handling must be paid in full.

\*In the event you fail to turn in your BOL or your carrier does not check in by the **3:00 PM on November 24<sup>th</sup>** deadline, your freight will be re-consigned to the house carrier, Viper Tradeshow Transportation. No liability will be assumed by Viper because of such rerouting or handling and exhibitor will be charged standard shipping rates of \$3.50/pound for shipments 1000 lbs. or more, \$3.00/pound for shipments 999 lbs. or less; with a **\$795.00 minimum**. Charges will be applied to the credit card on file. Any freight left on the floor without proper paperwork or return labels will be deemed as trash and will be discarded. \*AV equipment and computers hold very specific packaging instructions to be covered by insurance. Viper Tradeshow Services is not liable and does not cover any AV equipment or other alike equipment. The Exhibitor holds all responsibility for such and should carry coverage for their own AV and computer equipment.

**Viper Transportation is the Official Carrier for this show.** If you would like Viper to be your carrier, simply complete and send us the shipping order form. Your BOL and labels will be delivered to your booth before the last days' exhibit hours.

If you decide to choose Viper as your carrier at show site, turn in the Viper Shipping Order Form provided to the Viper Service Desk by **5:00 PM on Sunday, November 23<sup>rd</sup>** (1 hour before show closing) and we will write up your Bill of Lading and labels and deliver them to your booth. Once you are packed, sign the BOL and turn it in to the Service Desk, you will get a copy, we will keep a copy, and the driver will receive a copy. No worries about late carriers and writing numerous labels. Pack, turn in your BOL, and go!

**PLEASE CONTACT YOUR SHOW COORDINATOR WITH ANY QUESTIONS OR COME TO THE VIPER SERVICE DESK ON SITE.**

Krista D'Amico | [krista@vipertradeshow.com](mailto:krista@vipertradeshow.com)

## TERMS AND DEFINITIONS:

### IN ORDER TO RECEIVE A DISCOUNT:

Payment must accompany your advance order and be received prior to the early deadline date and with completed Payment Authorization Form. All payments to be in US currency.

### OUTSTANDING PAYMENTS:

Viper Tradeshow Services requires payment for all services upon presentation of an invoice statement at the exhibit site.

It is the responsibility of the Exhibitor to advise the Viper Tradeshow Services Service Center representative of any problems with any orders before the start of the show. No credits will be issued after the exhibition closing.

**Government Agencies please note:** If your firm or agency requires a purchase order be issued for any services rendered such purchase order must accompany the order forms.

All materials and equipment are on a rental basis, except where specifically identified as a sale, and remain the property of Viper Tradeshow Services.

Exhibitors with a history of delinquent payments and/or open balances will be required to settle their past due accounts and forward an advance deposit to cover the estimated costs of service and, if such deposit is not sufficient, will be required to settle their accounts prior to the close of the exhibition. Viper Tradeshow Services reserves the right to hold any exhibitor freight who has unpaid material handling fees. Such fees must be paid prior to the release of freight onsite.

Viper Tradeshow Services will accept payment by company check, or Method of Payment for Visa, MasterCard or American Express. Viper Tradeshow Services reserves the right to check the credit available on any card presented. If the exhibitor fails to pay their invoice prior to the close of the show, the charges will automatically be applied to the credit card on file.

International Exhibitors will be required to settle their accounts in full prior to the close of the exhibition. Payments must be made in US Funds or by credit card, cash, check, or bank wire transfer, when previously arranged by Viper Tradeshow Services.

**Tax Exemption Status:** If you are exempt from payment of sales tax, we require you to forward an exemption certificate for the state in which the services are to be used. Resale certificates are not valid unless you are rebilling these charges to your customers. Payment for all labor, equipment, and services, whether ordered by the exhibitor, display builder, non-official contractor, or other parties, shall be the responsibility of the exhibitor at the event. **A tax exemption certificate must be submitted prior to submitting orders.**

**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 usually be done by "riders" to existing policies.

**Material Handling Form (MHA) aka Bill of Lading (BOL):** Your bill of lading must be turned in no later than the force times listed on the Quick Reference page. Each exhibitor is responsible for turning in a Bill of Lading to the Exhibitor Service desk after dismantling and completion of packing and labeling all boxes, crates, etc. The Bill of Lading is the official "permission" of the exhibitor allowing removal of freight from the booth to the carrier of choice (personal vehicle, truck, van line, airfreight, etc.) *Any unconsigned shipment left in the exhibit hall after dismantling hours will be shipped via the Official Show Carrier, Viper Transportation, at the expense of the exhibitor! Your bill of lading must be turned in no later than the force times listed on the Quick Reference Page.*

**Small Package Shipments:** Includes cartons received without documentation and delivered to the booth without guarantee of piece count and documentation, including but not limited to FedEx, UPS, Airborne, and DHL.

**"Hand Carry":** The ability for an exhibitor to "hand carry" their materials onto the exhibit hall through the front entrance without the use of wheels, including but not limited to, luggage carts, four wheel or two-wheel dollies, baggage carts.

**Cancellation of orders:** Exhibitor orders must be cancelled on or by the discount/cancellation deadline to receive a refund. Any orders cancelled after the deadline will be charged at full. Credits will not be given for orders cancelled after this deadline or at show site. This is void for any full show cancellations at which point Viper will communicate policy.

**Final Show Audit:** Viper Tradeshow Services reserves the right to perform a Final Audit of this event for up to 120 days after the move out date of the event. (Also, an end of the year review in December. If additional charges for any service, labor or equipment are found, it will be added to the Exhibitor's invoice and the credit card on file will be charged. A Final Audit Invoice with explanation of any additional charges will be sent to the Exhibitor. If Viper does not have payment information, the invoice sent to the Exhibitor will be due upon receipt.

## METHOD OF PAYMENT

*\*Viper Discount Deadline Date: Friday, October 17, 2025*

### Exhibitor Information

Company Name: \_\_\_\_\_ Booth #: \_\_\_\_\_ Booth Size: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Contact: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Fax #: \_\_\_\_\_ Email Address: \_\_\_\_\_  
 Show Site Contact: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

### Ways to Order:

Online via Credit Card | Login & Place Orders | <https://order.vipertradeshow.com>

Email: Krista D'Amico | [krista@vipertradeshow.com](mailto:krista@vipertradeshow.com)

Mail: Send completed forms to Viper Tradeshow Services – 2575 Northwest Parkway Elgin, IL 60124

### Payment Terms

Full payment is due when order is placed  
 Payment must be received prior to the discount deadline to receive the discounted rates  
 ACH or Wire Transfer payments need to be received prior to the show. A Method of Payment form and credit card must be submitted for final balances

### Viper Tradeshow Services Orders

|                                        |    |
|----------------------------------------|----|
| Shipping (Viper Transportation):       | \$ |
| Material Handling Estimate:            | \$ |
| Booth Cleaning:                        | \$ |
| Installation & Dismantle Labor:        | \$ |
| Standard Furniture/Accessories/Floral: | \$ |
| Viper Custom Furnishings:              | \$ |
| Flooring/Padding/Visqueen:             | \$ |
| Modular Rental Displays:               | \$ |

**Estimated Total Viper Tradeshow Services Orders: \$** \_\_\_\_\_

*\*A receipt with actual totals will be emailed to contact on file.*

### Method of Payment / Credit Card Charges\*

***\*3.5% convenience fee will be applied | All state and local taxes apply.***

By signing this payment form, you are authorizing to charge your credit card account for your advance orders, and any additional amounts incurred because of weight adjustments or show site orders placed by your representative; including labor, material handling and shipping.

**You can place your credit card on file through your online account at <https://order.vipertradeshow.com>.**

**Or please email [krista@vipertradeshow.com](mailto:krista@vipertradeshow.com) to receive the Quick Bill Sign Up Link to place a credit card on file**

Cardholder Signature: \_\_\_\_\_

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

Billing Address (if different from above): \_\_\_\_\_

Company Check # (Please note show name on check): \_\_\_\_\_ Date check mailed: \_\_\_\_\_

# TOWER & COUNTER OPTIONS

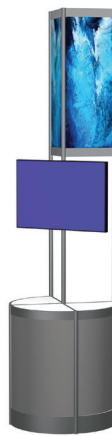
Payment & print ready artwork due by noon on Friday, October 17, 2025

LINE DRAWING AND GRAPHIC SUBMISSION INSTRUCTIONS  
WILL BE EMAILED ONCE THE ORDER IS PROCESSED

***Lighting for towers can be added for a cost of \$495.00 (includes two lights)***  
*Electricity for lights must be ordered through the Charlotte Convention Center*



**Tower 1 - \$2,356.50**  
Footprint: 1M x 1M x 12'Tall



**Tower 2 - \$4,842.50**  
Footprint: 1M x 1M x 12'Tall



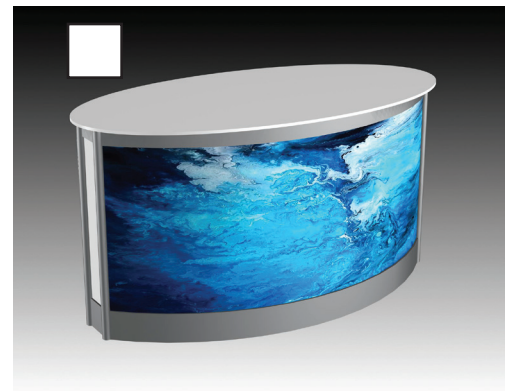
**Tower 3 - \$3,884.00**  
Footprint: 1M x 1/2M x 12'Tall



**Counter 1 - \$3,919.50**  
Footprint: 9' x 3.5' x 42"



**Counter 2 - \$4,045.00**  
Footprint: 2M x 1/2M



**Counter 3 - \$3,898.50**  
Footprint: 2M x 1.5M

# VIPER TRANSPORTATION SHIPPING ORDER FORM

Viper offers door to door ground shipping (**7-15 business days**) anywhere in the contiguous United States regardless of destination, at a flat rate of \$3.50/lb. on shipments under 1,000 lbs. and \$3.00/lb. for shipments over 1,000 lbs. **Dimensional weight may apply** and a **\$795.00 minimum** applies for each shipment (destination/or leg). Canadian shipments are provided at a flat rate of \$4.50 for shipments under 1,000 lbs. and \$4.00 for shipments over 1,000 lbs.; a \$1000.00 minimum applies. **Material Handling charges apply to all shipments. \*3.5% convenience fee, state & local taxes apply.**

**\*If expedited shipping is required, please email your Show Coordinator for a quote: [krista@vipertradeshow.com](mailto:krista@vipertradeshow.com)**

## Inbound shipping from:

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

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

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

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

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

Requested Pickup Date/Time: \_\_\_\_\_

Is this a residence: YES NO Do you have a dock: YES NO

Is this a Round-Trip shipment: YES NO (if return address is different than above, please provide address below)

**Special Instructions (inside pickup, liftgate required, receiving hours, etc):** \_\_\_\_\_

| # of Pieces | Description of Package          | Estimated Dims & Weight – INBOUND | Estimated Dims & Weight - OUTBOUND |
|-------------|---------------------------------|-----------------------------------|------------------------------------|
|             | Crate (Wooden) Exhibit Material |                                   |                                    |
|             | Cardboard Carton                |                                   |                                    |
|             | Fiber Case                      |                                   |                                    |
|             | Pallets                         |                                   |                                    |
|             | Carpets                         |                                   |                                    |
|             | Miscellaneous                   |                                   |                                    |

**Outbound Shipping:** \_\_\_\_\_ **I only need outbound shipping** (if this option is selected, please add your shipping address below)

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

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

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

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

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

**Special Instructions (inside delivery, liftgate required, receiving hours, etc):** \_\_\_\_\_

## Acceptance & Payment

I understand that in the absence of added protection and accompanying itemized valuation, the maximum liability for loss or damage is limited to \$50.00 per shipment or \$0.50 per pound, whichever is greater. I accept responsibility for coverage for my products during shipping, otherwise, I am purchasing only supplemental insurance (does not include AV or computer equipment) protection (**up to \$5,000.00**) at \$75.00 for every \$1,000.00 declared value.

**\*Please note Viper Tradeshow is not liable for shipping A/V, computer equipment and does not cover shipping containers\*.**

Insurance Cost \$ \_\_\_\_\_ (\$75/\$1000 value) Declared value \$ \_\_\_\_\_

I am not purchasing supplemental insurance protection: \_\_\_\_\_ (please sign or initial)

**\*AV equipment and computers hold very specific packaging instructions to be covered by insurance. Viper Tradeshow Services is not liable and does not cover any AV equipment or other alike equipment. The Exhibitor holds all responsibility for such and should carry coverage for their own AV and computer equipment\***

Signature to officially place this order and acceptance of terms: \_\_\_\_\_

## ADVANCE WAREHOUSE SHIPPING LABELS

For your convenience labels are provided below for advance warehouse delivery.

We encourage you to make copies and fill in your specific information and tape two labels on each piece of your freight.

| SHIPPER INFORMATION                                                                                                                   |                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| FROM:                                                                                                                                 |                                                                                                                                                                                 |
| ADVANCE WAREHOUSE DELIVERY INFORMATION                                                                                                |                                                                                                                                                                                 |
| TO (Exhibiting Co. Name): _____ BOOTH #: _____                                                                                        |                                                                                                                                                                                 |
| <b>Charlotte Auto Show 2025</b><br><b>Viper Tradeshow Services</b><br><b>2205 B Distribution Ctr Dr</b><br><b>Charlotte, NC 28269</b> | <div><b>*Deliver by Friday, November 7, 2025 to<br/>avoid late fees</b><br/><br/><b><u>Weight ticket or BOL must be<br/>presented at the time of the<br/>delivery</u></b></div> |
| PIECE: _____ OF _____                                                                                                                 |                                                                                                                                                                                 |

## SHOW SITE SHIPPING LABELS

For your convenience labels are provided below for show site delivery.

We encourage you to make copies and fill in your specific information and tape one on each piece of your freight.

| SHIPPER INFORMATION                                                                                                                                                                                                                            |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| FROM:                                                                                                                                                                                                                                          |  |
| SHOW-SITE DELIVERY INFORMATION                                                                                                                                                                                                                 |  |
| TO (Exhibiting Co. Name): _____ BOOTH #: _____                                                                                                                                                                                                 |  |
| <b>Charlotte Auto Show 2025</b><br><b>Charlotte Convention Center</b><br><b>c/o Viper Tradeshow Services</b><br><b>501 South College Street</b><br><b>Charlotte, NC 28202</b>                                                                  |  |
| <div><b>*MUST DELIVER DURING PUBLISHED<br/>MOVE-IN TIMES ON MONDAY,<br/>NOVEMBER 17<sup>TH</sup> or TUESDAY,<br/>NOVEMBER 18<sup>TH</sup> ONLY</b><br/><b>Weight ticket or BOL must be<br/>presented at the time of the<br/>delivery</b></div> |  |
| PIECE: _____ OF _____                                                                                                                                                                                                                          |  |

## MATERIAL HANDLING

| ADVANCE WAREHOUSE                                                                                                                                                                                                             | SHOWSITE                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Charlotte Auto Show 2025</b><br>Viper Tradeshow Services<br>2205 B Distribution Ctr Dr<br>Charlotte, NC 28269<br><br><b>Receiving Dates: October 10 – Nov. 14, 2025</b><br><b>Receiving Hours: Mon – Fri   8 AM – 4 PM</b> | <b>Charlotte Auto Show 2025</b><br>Charlotte Convention Center<br>c/o Viper Tradeshow Services<br>501 South College Street<br>Charlotte, NC 28202<br><br><b>MUST DELIVER DURING PUBLISHED MOVE-IN TIMES:<br/> MONDAY, NOV. 18<sup>TH</sup> OR TUESDAY, NOV. 19<sup>TH</sup> ONLY</b> |

**A 200-pound minimum (2 CWT) applies to every shipment, whether received at the Advance Warehouse or Show Site.**

- Rates for this show are on actual or dimensional weight, whichever is greater, for every hundred pounds (cwt or hundred-weight) rounded up to the nearest whole number.
- If a shipment is split up and pieces are delivered at different times, the minimum 2 CWT will apply every time freight is received.
- A weight ticket must be presented at the time of delivery. Post Show weight tickets will not be accepted. If a weight ticket is unavailable at the time of delivery and the freight needs to be weighed by Viper, special handling will be applied to the material handling.
- Rates below include receipt of your freight, delivery to the booth, storage and return of empty crates, and reloading. Additional charges may apply if your shipment does not arrive/depart during the designated move-in/move-out times.

### Calculate your CWT (hundred weight)

Estimated Weight of Shipment: \_\_\_\_\_ Pounds  
Pounds Divided by 100, rounded up: \_\_\_\_\_ Your CWT (no less than 2)

### Advance Warehouse Deliveries

|                                                                                                       | RATE PER CWT   |
|-------------------------------------------------------------------------------------------------------|----------------|
| Boxed, crated, or skidded shipment via common carrier.....                                            | \$81.10 / CWT  |
| Boxed, crated, or skidded shipment via POV, or specialized carrier, FedEx, UPS, or USPS.....          | \$105.25 / CWT |
| Common carrier shipment received late, after <b>11/7/2025</b> .....                                   | \$108.75 / CWT |
| POV, specialized carrier, FedEx, UPS or USPS shipment received late, after <b>11/7/2025</b> .....     | \$142.00 / CWT |
| Loose/uncrated or shipment requiring special and/or OT/DT handling (30% fee added to the above rates) |                |

Estimated CWT \_\_\_\_\_ x \_\_\_\_\_ (Rate listed above) = \_\_\_\_\_ Estimated Total

### Show Site Deliveries

|                                                                                           | RATE PER CWT   |
|-------------------------------------------------------------------------------------------|----------------|
| Boxed, crated, or skidded shipment via common carrier.....                                | \$83.50 / CWT  |
| Boxed, crated, or skidded shipment via POV, specialized carrier, SPC, Van Line, etc. .... | \$95.75 / CWT  |
| Shipments requiring special handling (mixed, stacked, loose, etc) .....                   | \$129.50 / CWT |

**\*\*ALL SHIPMENTS RECEIVED AND/OR LOADED OUT BEFORE 8:00 AM OR AFTER 4:30 PM - OVERTIME CHARGES (ADDITIONAL 30% TO ABOVE RATE) WILL APPLY**

Small Package shipments not exceeding **50 lbs.** per shipment (not per box) ..... \$52.25

Estimated CWT \_\_\_\_\_ x \_\_\_\_\_ (Rate listed above) = \_\_\_\_\_ Estimated Total

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

## EXAMPLE IMAGES OF SPECIAL HANDLING SHIPMENTS



## FREIGHT INFORMATION FORM

Please return this form to Krista D'Amico | [krista@vipertradeshow.com](mailto:krista@vipertradeshow.com)

**\*\* Return before Friday, October 17, 2025 \*\***

Manufacturer \_\_\_\_\_

Third Party \_\_\_\_\_

Contact \_\_\_\_\_

Booth Number \_\_\_\_\_

Assigned Move-in \_\_\_\_\_

Viper Tradeshow Services is proud to be the service contractor for the **2025 Charlotte Auto Show**. We will assist in off-loading all freight into the Charlotte Convention Center as efficiently as possible. We ask you begin installation once your freight arrives to the booth.

\_\_\_\_\_ I plan to ship my freight to the advance storage warehouse

\_\_\_\_\_ I plan to have my trucks available at the Convention Center

\_\_\_\_\_ I plan to ship some of my freight to the warehouse and the rest to the show-site

\_\_\_\_\_ Number of truck loads

Truck line bringing your freight \_\_\_\_\_

Estimated number of full trailer loads \_\_\_\_\_ 53' \_\_\_\_ or 48' \_\_\_\_

Largest piece (weight & dimensions) \_\_\_\_\_

Total weight of all shipments \_\_\_\_\_

What company will set-up your booth \_\_\_\_\_

If you are using a third party (not exhibiting company employees or Viper Tradeshow Services), you must return the Exhibitor Appointed Contactor Form (EAC) supplied in the Exhibitor Service Kit.

Reminder: Exhibitor Appointed Contractors must return a certificate of insurance to us before they can be allowed to work on the show floor.

Contact name of on-site supervisor \_\_\_\_\_

Supervisor's cell phone number \_\_\_\_\_

Print/Type Name \_\_\_\_\_ Signature \_\_\_\_\_

Email or phone #: \_\_\_\_\_

Date \_\_\_\_\_

**All orders are subject to the terms and conditions as outlined on the payment form.**

## INBOUND SHIPPING INFORMATION

If using your own carrier, please fill out for all shipments that you will be sending into the show.

**A 200-pound minimum (2 CWT) applies to every shipment, whether received at the Advance Warehouse or Show Site.**  
**Some cost-saving tips are to have all freight delivered in a single shipment on an LTL freight carrier.**

### Shipment 1

Shipping to: ☐ Advance Warehouse ☐ Event Site

Carrier Name: \_\_\_\_\_ Total Pieces: \_\_\_\_\_ Weight: \_\_\_\_\_

Tracking Number(s): \_\_\_\_\_

Shipper: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Description of pieces: \_\_\_\_\_

### Shipment 2

Shipping to: ☐ Advance Warehouse ☐ Event Site

Carrier Name: \_\_\_\_\_ Total Pieces: \_\_\_\_\_ Weight: \_\_\_\_\_

Tracking Number(s): \_\_\_\_\_

Shipper: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Description of pieces: \_\_\_\_\_

### Shipment 3

Shipping to: ☐ Advance Warehouse ☐ Event Site

Carrier Name: \_\_\_\_\_ Total Pieces: \_\_\_\_\_ Weight: \_\_\_\_\_

Tracking Number(s): \_\_\_\_\_

Shipper: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Description of pieces: \_\_\_\_\_

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

## VTS MATERIAL HANDLING TERMS & CONDITIONS

Advance shipments will be accepted at the Viper Tradeshow Services warehouse and allowed up to 28 days free storage if delivered by the advance deadline receiving date listed below, and includes delivering freight direct to the exhibitor's booth storage of empties during the show, delivery of empties at the end of the show to an exhibitor's booth, and turning in Bill of Lading to the service desk and loading of materials onto outbound transportation carrier. Show Site shipments receive the same services except for warehouse storage.

### Special Handling 30% Surcharge

Special Handling rates shall be applied to the total standard charges, but are not limited to the following types of shipments. Multiple scenarios may incur multiple special handling charges.

|                                       |                                                                                                                                                                                                                                                             |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Moving Van Shipments</b>           | Shipments delivered by a moving van or shipments by any vehicle which, because of the height, cannot be unloaded at the docks.                                                                                                                              |
| <b>Loose Freight</b>                  | Shipments packed in such a manner as to require special handling (i.e., loose display parts, loose carpet rolls unskidded, uncrated equipment, stacked freight, etc.) regardless of the kind of carrier or vehicle used, including small package shipments. |
| <b>Mixed/Undetermined Description</b> | Description of the shipment is such that the type of materials or equipment cannot be determined (i.e., 1 lot 20 assorted pieces, etc.) Including any mixed lot/multiple shipments that are delivered together.                                             |
| <b>Must be Delivered by Hand</b>      | Materials must be moved "by hand" to the booth due to facility situations beyond Viper Tradeshow Services' control (i.e., elevators, rooms forklifts cannot be used, etc.)                                                                                  |
| <b>Small Package Carriers (SPC)</b>   | The use of small package carriers such as FedEx, UPS, DHL, etc. do not provide BOL and deliver large quantities on the dock requiring additional time to sort and identify.                                                                                 |

### Overtime or Off Target 30% Surcharge

Shipments that qualify for overtime rates are any shipments unloaded or received at the warehouse/show site before 8 AM or after 4:30 PM on weekdays, anytime Saturday, Sunday or holidays or after ONE WEEK OUT. Additionally, when warehouse freight must be moved into the exhibit site on overtime, due to scheduling conflict beyond the control of Viper Tradeshow Services, or show move in or move out times are after 4:30 PM on weekdays, on Saturday, Sunday, or Holidays overtime charges will apply.

### Material Handling / Special Handling Definitions

**Material Handling:** Movement of goods. This includes receipt of your freight, delivery to the booth, storage and return of empty crates/boxes, and reloading.

**CWT:** 'Hundred weight' - a unit of measurement for weight, equal to 100 pounds.

**Storage Terms:** Exhibitors may hand deliver their own materials to the exhibit facility through the front doors. The use or rental of dollies, flat trucks or other mechanical equipment is not permitted. Viper Tradeshow Services must control access to the loading docks to provide a safe and orderly move-in/out. Material handling fees must be paid in full for any materials that require empty storage.

**Multiple Shipments:** Any shipments received from multiple locations or received at different times/dates are considered separate and will be assessed multiple Material Handling minimums. No cumulative weights will be allowed on minimums or split shipments.

**Ground Loading/Unloading:** Vehicles that are not dock height preventing the use of loading docks, such as U-hauls, flat bed double drop trailers, company vehicles with trailers that are not dock level, etc.

**Constricted Space Loading/Unloading:** Trailer loaded "high and tight" shipments that are not easily accessible. Freight is loaded to full car trailer – top to bottom, side to side.

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

**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.

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

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

**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 this shipment but does require special handling.

**"No Documentation":** Shipments arrive from a small package carrier (including, not limited to, FedEx, UPS, DHL) without an individual Bill of Lading or shipments without a certified weight ticket which requires additional time, labor, and equipment to process.

**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.

## VISQUEEN AND VACUUMING

*\*Viper Discount Deadline Date: Friday, October 17, 2025*

\*Please contact your Viper Show Coordinator for a quote if you have specific cleaning requests.

**NOTE: Carpet provided by the Association will be vacuumed preshow daily.  
Vacuuming service is offered for carpet/flooring not provided by the Association.**

### Vacuuming

Booth Size \_\_\_\_\_ x \$0.55 sq. ft Discount / \$0.66 Standard

Subtotal: \$ \_\_\_\_\_

Subtotal x Number of Days: \_\_\_\_\_ subtotal rate x 4 days \_\_\_\_\_

TOTAL: \$ \_\_\_\_\_

### Visqueen\*

Booth Size \_\_\_\_\_ x \$0.60 sq. ft Discount / \$0.88 Standard

TOTAL: \$ \_\_\_\_\_

***\*Visqueen is exclusive to Viper. The rate includes labor to install the visqueen.***

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

## DISPLAY LABOR (Installation & Dismantle) INFO

**Display Labor Hourly Rates** \*Viper Discount Deadline Date: Friday, October 17, 2025

Straight Time (ST) | Monday – Friday: 8:00 am – 4:30 pm

Over Time (OT) | Monday – Friday before 8:00 am & after 4:30 pm

Double Time (DT) | Any time Saturday, Sunday & Holidays

### Exhibitor Supervised:

#### **DISCOUNT**

ST: \$77.00 per person, per hour

OT: \$115.50 per person, per hour

DT: \$154.00 per person, per hour

#### **STANDARD**

ST: \$115.50 per person, per hour

OT: \$173.50 per person, per hour

DT: \$231.00 per person, per hour

### Viper Supervised (35% supervision included)\*\*:

#### **DISCOUNT**

ST: \$104.00 per person, per hour

OT: \$156.00 per person, per hour

DT: \$208.00 per person, per hour

#### **STANDARD**

ST: \$156.00 per person, per hour

OT: \$234.00 per person, per hour

DT: \$311.00 per person, per hour

### **Labor Definitions**

All labor is supervised by Viper Tradeshow Services and charged accordingly unless checked below. Viper will not be responsible for any damage or loss of materials during installation, dismantle, unpacking or packing. There is a 1 hour minimum per worker at 1-hour increments thereafter.

**Viper Tradeshow Services Supervised Labor:** Exhibits are set up prior to exhibitor's arrival under the direction of Viper Tradeshow Services I&D Supervisors. The charge for this service is an additional 35% of the total installation labor bill. **Please provide complete booth plans, schematics, instructions and photos for this service along with inbound and outbound shipping information.**

**Exhibitor Supervised Labor:** Supervisor must check in at the Viper Tradeshow Services Center to pick up labor. Upon completion of work, supervisor must return to Viper Tradeshow Service Center to release labor. Start time guaranteed only where labor is requested for the start of the working day (8:00 am) unless the official set time begins later in the day.

Please provide supervisors name and cell number: \_\_\_\_\_

### **Installation Calculation & Order**      CIRCLE ONE: Exhibitor Supervision or Viper Supervision\*\*

- |                                                        |       |                            |
|--------------------------------------------------------|-------|----------------------------|
| 1. Day/Time of set up: _____                           | _____ | Hourly Rate as noted above |
| 2. Number of Laborers: _____                           | _____ | x number of people         |
| 3. Number of Hours: _____                              | _____ | x number of hours          |
| 4. TOTAL AMOUNT OF HOURS _____ x _____ (RATE) \$ _____ |       |                            |

### **Dismantle Calculation & Order**      CIRCLE ONE: Exhibitor Supervision or Viper Supervision\*\*

- |                                                        |       |                            |
|--------------------------------------------------------|-------|----------------------------|
| 1. Day/Time of set up: _____                           | _____ | Hourly Rate as noted above |
| 2. Number of Laborers: _____                           | _____ | x number of people         |
| 3. Number of Hours: _____                              | _____ | x number of hours          |
| 4. TOTAL AMOUNT OF HOURS _____ x _____ (RATE) \$ _____ |       |                            |

*Services cancelled after the discount/cancellation date are charged at full value.*

*The time originally secured and processed preshow will not be adjusted if actual is less than ordered, please order labor accordingly.*

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

## IN BOOTH FORKLIFT

*\*Viper Discount Deadline Date: Friday, October 17, 2025*

If your exhibit includes large header signs, cantilever structures, heavy display and components or machinery which cannot be lifted in place by display laborers, you will require a forklift with operator in your booth for installation and removal. The forklift with operator cost is billed at hourly increments with a (1) hour minimum. If additional labor is required, prevailing labor charges will be assessed. It is important that an exhibit representative check-in at the service desk to pick up labor.

### Important Information

All exhibitors requesting labor must go to the Viper Tradeshow service desk to confirm labor requests. All labor and equipment requests should be confirmed prior to the first day of move-in. **Requested starting times cannot be guaranteed; however, every effort is made to meet all requests.** Viper Tradeshow Services reserves the right to dispatch all labor calls based upon availability of labor crews and the order that the requests are confirmed. Upon completion of work, an exhibitor representative must return to the Viper service desk to sign the completed work ticket and confirm accuracy of the work order. No adjustments will be made after the fact. Equipment and labor cancelled after the cancellation deadline will be charged in full.

The minimum charge for labor and equipment is (1) hour per worker and forklift. Equipment and labor thereafter is charged in (1/2) hour increments. Gratuities in any form, including but not limited to: cash, gifts or labor hours for work not actually performed are prohibited by Viper Tradeshow Services. Viper requires the highest standard of integrity from all employees. All rates are subject to change if necessitated by increased labor and material costs.

### In Booth Forklift Rates

**5,000 lb Forklift is included in the rates listed below.**

**Includes (1) forklift with an operator**

If you require a larger forklift or a forklift with a cage, additional cost for the cage & extra labor will be added to your invoice.

Please email Krista D'Amico ([krista@vipertradeshow.com](mailto:krista@vipertradeshow.com)) for pricing.

|                                                        | ADVANCE RATES     | STANDARD RATES    |
|--------------------------------------------------------|-------------------|-------------------|
| 5000 lb. Forklift w/ Operator – STRAIGHT TIME (ST)     | \$187.00 per hour | \$280.50 per hour |
| 5000 lb. Forklift w/ Operator – OVERTIME (OT)          | \$262.00 per hour | \$393.00 per hour |
| 4 Stage Quad w/ Operator – STRAIGHT TIME (ST)          | \$320.50 per hour | \$490.00 per hour |
| 4 Stage Quad w/ Operator – OVERTIME (OT)               | \$463.50 per hour | \$695.00 per hour |
| Fork with Cage Rental w/ Operator – STRAIGHT TIME (ST) | \$250.50 per hour | \$375.50 per hour |
| Fork with Cage Rental w/ Operator – OVERTIME (OT)      | \$325.50 per hour | \$488.25per hour  |

*Services cancelled after the discount/cancellation date are charged at full value.*

*The time originally secured and processed preshow will not be adjusted if actual is less than ordered, please order labor accordingly.*

### Please indicate service:

\_\_\_ Uncrating \_\_\_ Unskidding \_\_\_ Positioning \_\_\_ Leveling \_\_\_ Dismantling \_\_\_ Recrating \_\_\_ Reskidding

#### INSTALLATION:

Schedule Date: \_\_\_\_\_

Start Time: \_\_\_\_\_

End Time: \_\_\_\_\_

Number of Forklift(s): \_\_\_\_\_

#### DISMANTLE:

Schedule Date: \_\_\_\_\_

Start Time: \_\_\_\_\_

End Time: \_\_\_\_\_

Number of Forklifts(s): \_\_\_\_\_

ESTIMATED COST: \_\_\_\_\_

ESTIMATED COST: \_\_\_\_\_

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

# EXHIBITOR APPOINTED CONTRACTORS (EAC) GUIDELINES

## **\*Please complete and return both EAC forms\***

Viper Tradeshow Services, acting on behalf of all exhibitors and in the best interest of the exposition, has appointed Official Service Contractors to perform and provide necessary services and equipment. Official Service Contractors are appointed to: ensure the orderly and efficient installation and removal of the overall exposition, assure the distribution of labor to all exhibitors according to need, provide sufficient labor to satisfy the requirements of the exhibitors, and for the exposition itself, see that proper type and limits of insurance are in force, and avoid any conflict with local union and/or exhibit hall regulations and requirements.

The Official Service Contractors will provide all usual trade show services, including labor. Exceptions are: the exhibitor may provide supervision; exhibitor may appoint an exhibit installation contractor or display builder.

**Exhibitors may employ the service of independent contractors to install and dismantle their display, providing the exhibitor and the installation and dismantling contractor comply with the following requirements:**

1. Exhibitor must notify in writing to Viper Tradeshow Services the intention to utilize an independent contractor (EAC) no later than 14 days prior to the first move-in day, furnishing the name, address, and telephone number of the firm.
2. EAC agrees to comply with all the rules and regulations of the show outlined in this agreement, the Exhibitor Kit, including all union rules and regulations and accept liability for any negligent actions.
3. EAC must provide certificates of insurance confirming the following required insurance:
  - i. Commercial General Liability, including contractual liability, with a minimum limit of \$1,000,000, \$2,000,000 general aggregate and \$2,000,000 products and complete operations aggregate.
  - ii. Automobile Liability with a limit of not less than \$1,000,000 combined single limit, each accident. All owned, hired, and non-owned boxes marked.
  - iii. Workers Compensation, as required by law, with Employers Liability limits of not less than \$1,000,000.
  - iv. Umbrella/Excess Liability with a limit of not less than \$1,000,00 each occurrence/aggregate.
  - v. All policies (except Worker's Compensation) will name Viper Tradeshow Services (Official Service Contractor), Show Management, Show, and the Facility as additional insured on a primary and non-contributory basis.
4. EAC agrees to indemnify, defend, and hold the Show Management, the Facility and Viper Tradeshow Services harmless from and against all claims, lawsuits, demands, liability, costs, and expenses including reasonable attorney's fees and court costs, arising out of EAC's operations. EAC also agrees to reimburse Viper Tradeshow Services for all attorney fees and costs incurred in connection with all claims, lawsuits and counterclaims that should arise out of EAC's failure to adhere to the terms of this agreement.
5. Exhibitor agrees that they are ultimately responsible for all services in connection with their exhibit, including freight, drayage, rentals, and labor.
6. The EAC must have all business licenses, permits and Workers' Compensation insurance required by the state and city governments and the convention facility management prior to commencing work, and shall provide Show Management with evidence of compliance. If the EAC fails to provide the necessary documentation required, the Exhibitor will be required to use Viper Tradeshow Services for such services at the rates published in the Exhibitor Kit.
7. The EAC will provide Viper Tradeshow Services the number of on-site employees at the time of check-in and see that they have, and wear identification badges as determined by Show Management. No EAC will be permitted on the exhibit floor during show hours without the proper exhibit badges supplied by the exhibiting company.
8. The EAC shall be prepared to show evidence that it has valid authorization from the exhibitor for services. The EAC may not solicit business on the exhibit floor.
9. EAC/Exhibitor may not move freight from one booth to another booth or anywhere else within the Facility, Viper Tradeshow Services must provide labor.
10. The EAC must confine its operations to the exhibit area of its clients. No service desk, storage areas or other work facilities will be located anywhere in the building. The show aisles and public spaces are not a part of the exhibitor's booth space.
11. The EAC shall provide, if requested, evidence to Viper Tradeshow Services that it possesses applicable and current labor contracts and must comply with all labor agreements and practices. The EAC must not commit or allow to be committed by persons in its employment any acts that could lead to work stoppages, strikes or labor problems.
12. EAC will be responsible for all reasonable costs related to its operation. Where applicable a one-hour minimum labor charge will be charged at the appropriate labor rate per union to either the EAC or Exhibitor.
13. The exposition floor, aisles, loading docks, service and storage areas will be under the control of the official service contractor, Viper Tradeshow Services. The exhibitor appointed contractor must coordinate all its activities with Viper Tradeshow Services.
14. For services such as electrical, plumbing, telephone, cleaning and drayage, no contractor other than the official service contractor will be approved. This regulation is necessary because of licensing, insurance and work done on equipment and facilities owned by parties other than the exhibitor. Exhibitors shall provide only the material and equipment they own and is to be used in their exhibit space.
15. The EAC/Exhibitor should order services/rentals from Viper Tradeshow Services and the Facility vendors in advance. Ordering services onsite, which Viper Tradeshow Services may not be prepared to provide immediately upon request) may delay the set-up of the booth or force the setup into overtime.
16. The EAC/Exhibitor should arrange the protection of the product in the booth.
17. The EAC/Exhibitor should label empty containers/crates for storage as soon as they are ready. Holding back on empties adds to congestions to the aisles. Viper Tradeshow Services is not responsible for items left unattended on the show floor or any items stored in empty containers.
18. The EAC/Exhibitor agrees to turn in all outbound bills of lading at the Viper Service Desk on a timely basis. Turning in large amounts of freight bills at one time may delay the outbound loading and subsequently force the loading out into overtime.

**I have read the Exhibitor Appointed Contractors section of this manual and understand the terms and conditions. I understand that all the contractors listed above must be approved by Viper Tradeshow Services. I understand it is my responsibility to see that each representative from any EAC for my company abides by the rules and regulations of the event. I also understand that any EAC listed above that is not approved by Viper Tradeshow Services will not be permitted on the floor.**

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Company: \_\_\_\_\_ Booth #: \_\_\_\_\_  
 Signature: \_\_\_\_\_

## USE OF AN EAC NOTIFICATION

**\*Please complete and return both EAC forms\***

Please be sure to read the Official Services & Exhibitor Appointed Contractors (EAC) Guidelines. Exhibitors who plan to have an EAC unpack, install, assemble, dismantle and pack displays, equipment or materials must provide this form to Viper Tradeshow Services **no later Friday, October 17, 2025**. Please ensure your EAC adheres to the guidelines outlined on the [previous page](#).

**Notification of EAC:** To be received no later than Friday, October 17, 2025

**For Exhibitor (Company Name):**

**Show Name:**

Charlotte Auto Show 2025

Booth #:

**Name of Service Firm (EAC):**

**Address:**

**Telephone:**

**Fax:**

**Contact:**

**Email:**

**Show Site Contact (if different from above)**

**Cell Phone #:**

### EAC Instructions

1. Refer to the Official Service & Exhibitor Appointed Contractors Guidelines form in this kit for additional requirements.  
\*Before submitting service order forms (including this one). Preferably before the early registration deadline.
2. Provide Viper Tradeshow Services the names of all exhibiting companies for whom they have orders on  
\*To be received no later than 14 days before move-in.
3. Check in at the Viper Tradeshow Services Service Desk to proceed with work on the floor  
\*Upon arrival at show site.

**Viper Tradeshow Services reserves the right to refuse any Non-Official Service Contractor (EAC) access to the show floor if any of the above conditions are not met. If there is a problem providing the necessary information within the deadlines, Viper Tradeshow Services must be contacted in advance of the deadline.**

**\* Request for Pre-printed Bill of Lading (BOL) & Outbound Shipping Labels \***

To have a pre-printed bill of lading (BOL) + shipping labels created & delivered to your booth the morning of show close, we must receive this form before Friday, November 21, 2025. Email to: [krista@vipertradeshow.com](mailto:krista@vipertradeshow.com)

Viper cannot supply shipping labels for any freight that is shipping via FedEx/ UPS/ DHL or others alike. The exhibiting company and/or EAC will need to supply these labels for their shipment. Any freight left on the show floor without a proper label and/or bill of lading (BOL), will be reconsigned to the house carrier, Viper Transportation, and the exhibitor will be responsible for shipping costs. Viper Transportation cannot guarantee delivery dates, nor compete with other shipping carrier's costs.

**Show Location****Charlotte Convention Center | 501 South College Street | Charlotte, NC 28202****\*\*Please make sure your Carrier checks-in (at the freight desk) NLT than 3:00 PM on Monday, November 24, 2025****Exhibitor Information**

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

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

**Shipping Destination 1**

\*Please let us know how many shipping labels you will require: \_\_\_\_\_

(Viper cannot supply shipping labels for any freight that is shipping via FedEx/ UPS/ DHL)

**OUTBOUND CARRIER:** \_\_\_\_\_

Delivering to (Company Name): \_\_\_\_\_

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

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

ATTN: \_\_\_\_\_ Phone: \_\_\_\_\_

**Shipping Destination 2**

\*Please let us know how many shipping labels you will require: \_\_\_\_\_

(Viper cannot supply shipping labels for any freight that is shipping via FedEx/ UPS/ DHL)

**OUTBOUND CARRIER:** \_\_\_\_\_

Delivering to (Company Name): \_\_\_\_\_

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

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

ATTN: \_\_\_\_\_ Phone: \_\_\_\_\_

**Show Site Instructions:**

Once your shipment(s) is/are packed and ready to be picked up, **please return the outbound bill of lading (BOL) to the Viper service desk.** Verify the correct piece count, weight, and sign this legal document. Any shipments without paperwork turned in will be reconsigned onto the house carrier at the exhibitor's expense. Viper does not accept responsibility for any exhibitor property left on the show floor unattended at any time, for any reason. Do not leave the bill of lading (BOL) in your booth – you must bring to the Viper service desk. Thank you.

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

# STANDARD FURNITURE, ACCESSORIES & FLORAL

\*No credit will be given after close of event on items ordered but not received. Cancellation Policy: No refunds on orders cancelled after discount deadline. \*

## 30" Tall Tables *\*Viper Discount Deadline Date: Friday, October 17, 2025*

CIRCLE COLOR SELECTION BELOW



BLUE



RED



WHITE



GREEN



BLACK



UNSKIRTED

### ITEM:

Qty: \_\_\_\_\_ 4' Table

Qty: \_\_\_\_\_ 6' Table

Qty: \_\_\_\_\_ 8' Table

Qty: \_\_\_\_\_ 4<sup>th</sup> Side Drape

Qty: \_\_\_\_\_ Undraped Table

### DISCOUNT:

\$245.00

\$295.00

\$345.00

\$61.00

\$60.00 Less than list price above

### STANDARD:

\$295.00

\$345.00

\$395.00

\$81.00

## 42" Tall Counters

CIRCLE COLOR SELECTION BELOW



BLUE



RED



WHITE



GREEN



BLACK



UNSKIRTED

### ITEM:

Qty: \_\_\_\_\_ 4' Counter

Qty: \_\_\_\_\_ 6' Counter

Qty: \_\_\_\_\_ 8' Counter

Qty: \_\_\_\_\_ 4<sup>th</sup> Side Drape

Qty: \_\_\_\_\_ Undraped Counter

### DISCOUNT:

\$297.00

\$347.00

\$397.00

\$74.00

\$60.00 Less than price list above

### STANDARD:

\$347.00

\$397.00

\$447.00

\$94.00

## Accessories

### ITEM:

Qty: \_\_\_\_\_ Wastebasket

Qty: \_\_\_\_\_ Tripod Easel

Qty: \_\_\_\_\_ Plastic Folding Chair

Qty: \_\_\_\_\_ 30" (tall) x 30" table (L2)

Qty: \_\_\_\_\_ Side chair (L1)

Qty: \_\_\_\_\_ 42" (tall) x 30" bar table (M2)

Qty: \_\_\_\_\_ Gray bar stool (M5)

Qty: \_\_\_\_\_ Bag Rack

Qty: \_\_\_\_\_ Rope & Stanchions, ea.

Qty: \_\_\_\_\_ 3' pipe & drape, per linear ft

Qty: \_\_\_\_\_ 8' pipe & drape, per linear ft

### DISCOUNT:

\$55.00

\$98.00

\$100.00

\$408.50

\$154.25

\$437.25

\$267.00

\$160.00

\$231.00

\$4.00

\$8.00

### STANDARD:

\$75.00

\$118.00

\$125.00

\$531.25

\$200.75

\$568.50

\$348.00

\$210.00

\$291.00

\$6.00

\$10.00

## Floral

### Fresh Floral Arrangements

Small Floral Arrangement:

Qty: \_\_\_\_\_ \$275.00 Discount / \$380.00 Standard

Medium Floral Arrangement:

Qty: \_\_\_\_\_ \$390.00 Discount / \$505.00 Standard

Large Floral Arrangement:

Qty: \_\_\_\_\_ \$494.00 Discount / \$624.00 Standard

### Artificial Plants

2 Foot Green Plant

Qty: \_\_\_\_\_ \$181.00 Discount / \$212.00 Standard

3 Foot Green Plant

Qty: \_\_\_\_\_ \$212.00 Discount / \$253.00 Standard

4 Foot Green Plant

Qty: \_\_\_\_\_ \$253.00 Discount / \$300.00 Standard

5 Foot Green Plant

Qty: \_\_\_\_\_ \$300.00 Discount / \$361.00 Standard

6 Foot Green Plant

Qty: \_\_\_\_\_ \$361.00 Discount / \$427.00 Standard

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

## CUSTOM FURNISHINGS

**\*Viper Discount Deadline Date: Friday, October 17, 2025**

\*No credit will be given after close of event on items ordered but not received. Cancellation Policy: No refunds on orders cancelled after discount deadline. \*



Black Leather Sofa (B1)

Qty: \_\_\_\_

**\$1,167.75 Discount**

**\$1,518.00 Standard**



Black Leather Loveseat (B2)

Qty: \_\_\_\_

**\$1,083.50 Discount**

**\$1,408.75 Standard**



Black Leather Chair

Qty: \_\_\_\_

**\$913.50 Discount**

**\$1,188.00 Standard**



Gray Sofa (A1)

Qty: \_\_\_\_

**\$942.75 Discount**

**\$1,225.50 Standard**



Gray Loveseat (A2)

Qty: \_\_\_\_

**\$858.75 Discount**

**\$1,116.25 Standard**



Gray Chair (A3)

Qty: \_\_\_\_

**\$774.50 Discount**

**\$1,007.00 Standard**



Cocktail Table (C4)

Qty: \_\_\_\_

**\$520.50 Discount**

**\$676.00 Standard**



End Table (C5)

Qty: \_\_\_\_

**\$463.50 Discount**

**\$602.75 Standard**



6' Conference Table

Qty: \_\_\_\_

**\$862.25 Discount**

**\$1,121.00 Standard**



8' Conference Table

Qty: \_\_\_\_

**\$946.00 Discount**

**\$1,230.00 Standard**



Black Executive Chair (I2)

Qty: \_\_\_\_

**\$604.50 Discount**

**\$786.00 Standard**



Accordion Lit Stand (K1)

Qty: \_\_\_\_

**\$353.25 Discount**

**\$459.00 Standard**



Coat Rack (K4)

Qty: \_\_\_\_

**\$128.25 Discount**

**\$166.75 Standard**



Refrigerator (K8)

Qty: \_\_\_\_

**\$585.50 Discount**

**\$761.25 Standard**



Oak Desk (I1)

Qty: \_\_\_\_

**\$942.75 Discount**

**\$1,225.50 Standard**



30" x 30" Table (L2)

Qty: \_\_\_\_

**\$408.50 Discount**

**\$531.25 Standard**



Side Chair (L1)

Qty: \_\_\_\_

**\$154.25 Discount**

**\$200.75 Standard**



Arm Chair (L3)

Qty: \_\_\_\_

**\$183.25 Discount**

**\$238.00 Standard**



42" x 30" Bar Table (M2)

Qty: \_\_\_\_

**\$437.25 Discount**

**\$568.50 Standard**



Euro Barstool (M1)

Qty: \_\_\_\_

**\$380.00 Discount**

**\$495.00 Standard**



Gray Bar Stool (M5)

Qty: \_\_\_\_

**\$267.00 Discount**

**\$348.00 Standard**

***All Standard, Custom, & Enhanced  
furniture options are available to  
order online at  
<https://order.vipertradeshow.com>***

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

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

INTERNET | TELEPHONE | ELECTRIC | PLUMBING

# CHARLOTTE

CONVENTION CENTER

# EXHIBITOR ORDERING GUIDE

YOUR ROADMAP TO  
A SUCCESSFUL EVENT



# Where TECHNOLOGY Meets HOSPITALITY

## EXPERTISE

WE HAVE DESIGNED & INSTALLED  
**MORE NETWORKS**  
FOR MAJOR TRADESHOWS  
THAN ANY OTHER ORGANIZATION

### FIRST CLASS CUSTOMER SERVICE

Leading up to the start of your event, our **customer service team will work with you** to ensure all the required information needed to install services is collected prior to your arrival. These items include; verifying your order, providing all pertinent IP and wireless information, collecting a floor plan, advanced payment, and confirmation of all required signatures. We understand **there are a lot of moving parts** when planning to exhibit at a convention and our mission to make this process as easy as possible.

It's our goal to make our team as accessible as possible. All our events are staffed with local team members for you to utilize, helping **ensure network reliability and the delivery of the services you need**. During move-in and show days, our team is available to assist you with your ordered services.

### KNOWLEDGEABLE TECHNICAL SUPPORT

Our experienced technicians are **readily available** to perform troubleshooting, installation of additional services, relocations and much more.

Our team will be available **throughout the entire event** to provide you with the show experience you've always envisioned.

### REDUNDANCY OF EQUIPMENT

We always have spares on-hand and are network ready. Smart City always keeps network switches and wireless access points on-hand and connected to the network. If a piece of equipment fails, we can replace it immediately with **little to no downtime**.

### 24/7 NETWORK MONITORING

All ports on the Smart City network are **polled every minute for network stability**. Certified network engineers are on staff in our Network Operations Center during event hours and on call 24/7.





Is the exclusive provider of the following services:

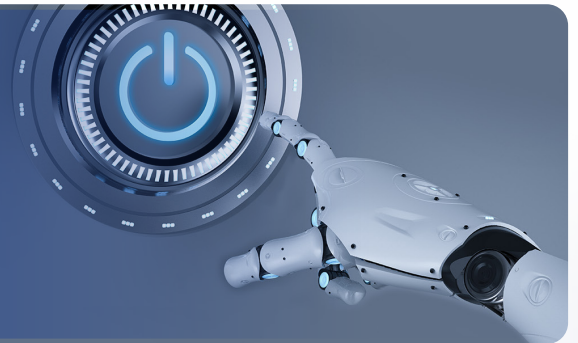
**INTERNET**



**TELEPHONE**



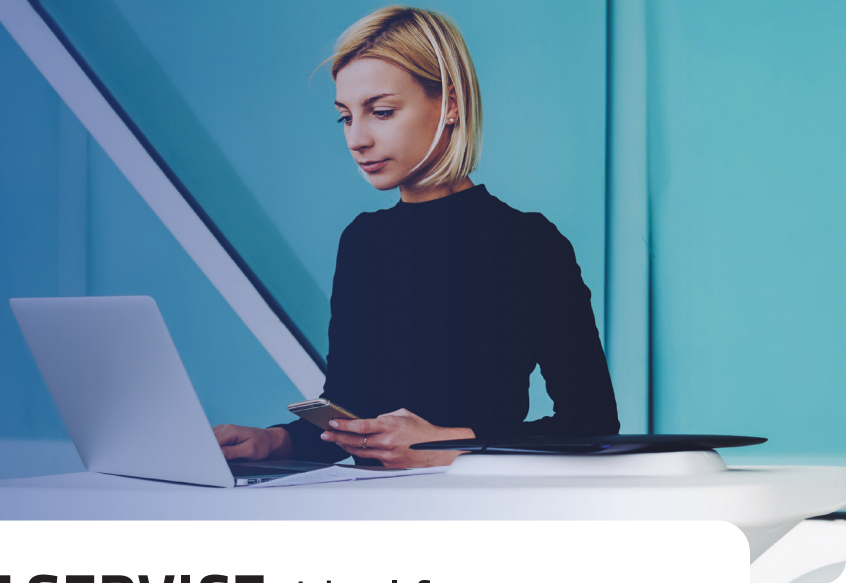
**ELECTRICAL**



**PLUMBING**



# Need just a **BASIC** CONNECTION?



Our **BASIC INTERNET SERVICE**, ideal for **LIGHT INTERNET USAGE** such as web browsing and checking email via a wired connection.

| SERVICE            | INCENTIVE**  | BASE    | ON-SITE |
|--------------------|--------------|---------|---------|
| Basic Internet     | <b>\$895</b> | \$1,140 | \$1,368 |
| Additional Device  | <b>\$185</b> | \$220   | \$255   |
| EQUIPMENT & LABOR  | INCENTIVE**  | BASE    | ON-SITE |
| Switch Rental      | <b>\$157</b> | \$191   | \$230   |
| Patch Cables       | <b>\$43</b>  | \$53    | \$63    |
| Labor (Floor Work) | <b>\$106</b> | \$106   | \$106   |

\* **NOT FOR STREAMING**

\*\* **ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

#### Basic Internet Includes:

- 1.54 Mbps burstable to 3 Mbps per device
- Routers are not permitted on this service and will not work
- Each device includes (1) Private IP Address
- Up to 4 additional IPs [devices] may be purchased separately
- Ethernet RJ45 Hardline drop and is DHCP (plug and play)

To connect multiple devices to this service a Switch Rental, Patch Cables and Floor Work are required. If more than 5 devices are needed, another main drop (Basic Internet w/ 1 Private IP) is required. An additional 4 devices can then be added to your order. A maximum of 10 devices in one location is permitted.

ORDER NOW >



Order online at:  
[orders.smartcitynetworks.com](https://orders.smartcitynetworks.com)  
or call 888.446.6911



# What if it's **MISSION CRITICAL?**

Our **DEDICATED WIRED SERVICES** are the  
**FASTEST AND MOST RELIABLE** way  
to deliver high quality experiences at your event.

| DEDICATED SERVICES | STREAMING |       |        | INCENTIVE*      | BASE     | ON-SITE  |
|--------------------|-----------|-------|--------|-----------------|----------|----------|
|                    | SD        | or HD | or UHD |                 |          |          |
| 3 Mbps Dedicated   | 1         | N/A   | N/A    | <b>\$2,971</b>  | \$3,715  | \$4,457  |
| 6 Mbps Dedicated   | 2         | 1     | N/A    | <b>\$5,015</b>  | \$6,269  | \$7,523  |
| 10 Mbps Dedicated  | 3         | 2     | N/A    | <b>\$6,673</b>  | \$8,339  | \$10,006 |
| 15 Mbps Dedicated  | 5         | 3     | N/A    | <b>\$9,945</b>  | \$12,436 | \$14,923 |
| 25 Mbps Dedicated  | 6         | 4     | 1      | <b>\$19,250</b> | \$24,060 | \$28,872 |

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Whether you are setting up your own booth Wi-Fi, Webcasting, HD Streaming, Gaming or require Point to Point connectivity, Dedicated Internet is the way to go!

**Dedicated Services Include:**

- Ethernet (1) RJ45 Hardline drop with VLAN
- Wireless and Hardline routers are permitted
- (5) Static Public IP addresses
- Speeds up to 1 Gbps available
- Additional Static IP addresses available for purchase

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# NEED WIRELESS CONNECTIVITY?



Our **STANDARD HOTSPOT** provides  
**SIMPLE & SECURE WIRELESS**  
connectivity ideal for checking emails, browsing the web,  
processing payments, and light website demonstrations.

## STANDARD HOTSPOT PROVIDES 3 Mbps BURSTABLE TO 5 Mbps PER DEVICE \*

| DEVICE LIMIT                   | INCENTIVE **   | BASE    | ON-SITE |
|--------------------------------|----------------|---------|---------|
| 5 Device Limit                 | <b>\$2,339</b> | \$2,807 | \$3,368 |
| 15 Device Limit                | <b>\$4,133</b> | \$4,960 | \$5,952 |
| 30 Device Limit                | <b>\$6,762</b> | \$8,114 | \$9,737 |
| Additional Access Point Rental | <b>\$750</b>   | \$750   | \$750   |

\* **NOT FOR STREAMING.**

\*\* **ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

All Hotspots broadcast on the **5 Ghz frequency only** and include:

- (1) Custom network name or SSID
- (1) Password (8 character minimum)
- (1) Access Point - booth size may require additional Access Point rental

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# WILL YOUR BOOTH DEMO BRING OUT THE MASSES?

Our **PREMIUM HOTSPOT** combines  
**HIGH BANDWIDTH WIRELESS**  
with greater flexibility and customization options that generate  
smoother product demos, quicker remote connectivity and superior  
video streaming quality.

## PREMIUM HOTSPOTS ARE NOT RATE LIMITED PER DEVICE

| BANDWIDTH ALLOCATION           | STREAMING |       |        | INCENTIVE *     | BASE     | ON-SITE  |
|--------------------------------|-----------|-------|--------|-----------------|----------|----------|
|                                | SD        | or HD | or UHD |                 |          |          |
| 10 Mbps                        | 3         | N/A   | N/A    | <b>\$8,800</b>  | \$10,560 | \$12,672 |
| 20 Mbps                        | 6         | 4     | N/A    | <b>\$16,600</b> | \$19,920 | \$23,904 |
| 30 Mbps                        | 10        | 6     | 1      | <b>\$24,200</b> | \$29,040 | \$34,848 |
| 40 Mbps                        | 13        | 8     | 1      | <b>\$31,550</b> | \$37,860 | \$45,434 |
| 50 Mbps                        | 16        | 10    | 2      | <b>\$39,050</b> | \$46,860 | \$56,232 |
| Additional Access Point Rental | N/A       | N/A   | N/A    | <b>\$750</b>    | \$750    | \$750    |

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- (1) Password (8 character minimum)
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# NEED TELEPHONE OR CONFERENCE SERVICES?

Our **TELEPHONE SERVICES** provide reliable **VOICE SERVICE** solutions for Single Line, Multi Line, and Conference calls.

| VOICE SERVICES                                 | INCENTIVE*   | BASE  | ON-SITE |
|------------------------------------------------|--------------|-------|---------|
| Single Line Telephone - With or Without Device | <b>\$234</b> | \$293 | \$352   |
| Multi Line Telephone                           | <b>\$353</b> | \$442 | \$530   |
| Polycom Speaker Phone                          | <b>\$395</b> | \$489 | \$587   |

**\* ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

We have specialized in telephone services for over 30 years. Smart City provides reliable phone services with crystal clear connections. Our telephone services can be used for reception check-in, conference calls in meeting rooms and for credit card processing machines.

#### Telephone Service Information:

- Multi Line telephones include (1) Main number and (1) rollover line
- Polycom speakerphones require power source, **electrical** services may need to be ordered separately
- Domestic Long Distance is included
- International calling is billed separately

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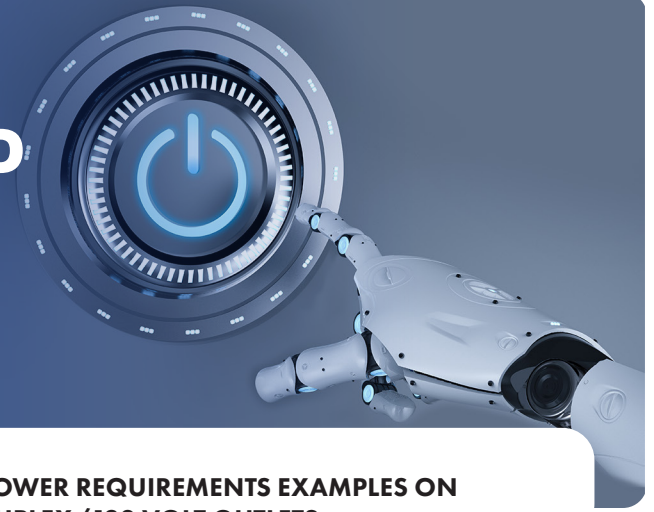


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# READY TO POWER UP YOUR EXPERIENCE?



| 120 VOLT DUPLEX OUTLETS        | INCENTIVE*     | BASE    |
|--------------------------------|----------------|---------|
| 5 AMP Service (600 Watt)       | <b>\$87</b>    | \$118   |
| 10 AMP Service (1200 Watt)     | <b>\$112</b>   | \$147   |
| 20 AMP Service (2400 Watt)     | <b>\$140</b>   | \$196   |
| 208 VOLT SERVICES              | INCENTIVE*     | BASE    |
| 208 VAC, 20 AMP, Single Phase  | <b>\$218</b>   | \$325   |
| 208 VAC, 30 AMP, Single Phase  | <b>\$269</b>   | \$397   |
| 208 VAC, 50 AMP, Single Phase  | <b>\$364</b>   | \$532   |
| 208 VAC, 70 AMP, Single Phase  | <b>\$482</b>   | \$694   |
| 208 VAC, 100 AMP, Single Phase | <b>\$588</b>   | \$840   |
| 208 VAC, 200 AMP, Single Phase | <b>\$896</b>   | \$1,344 |
| 208 VAC, 400 AMP, Single Phase | <b>\$1,915</b> | \$2,643 |
| 208 VOLT SERVICES              | INCENTIVE*     | BASE    |
| 208 VAC, 20 AMP, Three Phase   | <b>\$308</b>   | \$426   |
| 208 VAC, 30 AMP, Three Phase   | <b>\$403</b>   | \$571   |
| 208 VAC, 50 AMP, Three Phase   | <b>\$571</b>   | \$853   |
| 208 VAC, 70 AMP, Three Phase   | <b>\$728</b>   | \$1,092 |
| 208 VAC, 100 AMP, Three Phase  | <b>\$1,002</b> | \$1,355 |
| 208 VAC, 200 AMP, Three Phase  | <b>\$1,456</b> | \$2,061 |
| 208 VAC, 400 AMP, Three Phase  | <b>\$3,024</b> | \$4,032 |
| 408 VOLT SERVICES              | INCENTIVE*     | BASE    |
| 480 VAC, 20 AMP, Three Phase   | <b>\$543</b>   | \$801   |
| 480 VAC, 30 AMP, Three Phase   | <b>\$728</b>   | \$1,092 |
| 480 VAC, 50 AMP, Three Phase   | <b>\$1,131</b> | \$1,658 |
| 480 VAC, 70 AMP, Three Phase   | <b>\$1,540</b> | \$2,296 |
| 480 VAC, 100 AMP, Three Phase  | <b>\$1,960</b> | \$2,867 |

## POWER REQUIREMENTS EXAMPLES ON DUPLEX/120 VOLT OUTLETS

|                             |                         |
|-----------------------------|-------------------------|
| Blender .....               | 375 Watts               |
| Cash Register .....         | 500 Watts               |
| Coffee Pot, Standard .....  | 600-1000 Watts          |
| Coffee Pot, Large .....     | 1500-2000 Watts         |
| Computer, Laptop .....      | 300-500 Watts           |
| Computer, Desktop .....     | 500-750 Watts           |
| Computer Monitor, Reg.....  | 200 Watts               |
| Computer Monitor, Flat..... | 250-500 Watts           |
| Crock Pot .....             | 1000-1500 Watts         |
| Hotplate, Single Element... | 1000 Watts              |
| Hotplate, Dual Element..... | 2000 Watts              |
| Lighting, Halogen.....      | 100-500 Watts, Per Bulb |
| Lighting, Conventional..... | 60-250 Watts, Per Bulb  |
| Popcorn Maker, Small.....   | 1000 Watts              |
| Popcorn Maker, Large.....   | 1500-2000 Watts         |
| Printer, Ink Jet.....       | 750-1000 Watts          |
| Printer, Laser .....        | 1500-2000 Watts         |
| Toaster.....                | 1500 Watts              |
| TV, Standard.....           | 200-500 Watts           |
| TV, LCD .....               | 500-1000 Watts          |
| TV, Plasma .....            | 1000-1500 Watts         |

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# ARE PLUMBING SERVICES AVAILABLE?



Our **PLUMBING SERVICES** provide reliable **WATER SERVICES** for sinks, pools or spas.

| WATER AND DRAINAGE                                                             | INCENTIVE *  | BASE  |
|--------------------------------------------------------------------------------|--------------|-------|
| 1/2" Line, First Connection                                                    | <b>\$186</b> | \$230 |
| 1/2" Line, Additional Connection                                               | <b>\$138</b> | \$168 |
| DRAINAGE                                                                       | INCENTIVE *  | BASE  |
| 3/4" Drain Line, First Connection                                              | <b>\$144</b> | \$179 |
| 3/4" Drain Line, Additional Connection                                         | <b>\$104</b> | \$115 |
| FILL AND DRAIN                                                                 | INCENTIVE *  | BASE  |
| First 500 Gallon Unit                                                          | <b>\$193</b> | \$259 |
| Each Additional, 500 Gallon Unit                                               | <b>\$161</b> | \$207 |
| Each Additional 500 Gallons                                                    | <b>\$42</b>  | \$54  |
| <i>Fill and Drain one time only, labor charges apply for additional fills.</i> |              |       |
| RENTABLE ITEMS                                                                 | INCENTIVE *  | BASE  |
| 30 Gallon Water Heater                                                         | <b>\$372</b> | \$552 |
| Single Utility Sink                                                            | <b>\$374</b> | \$542 |

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# DO WE OFFER COMPRESSED AIR?

Our **PLUMBING SERVICES** provide reliable **COMPRESSED AIR** for Pneumatic Tools, Machinery and Robotics.

| COMPRESSED AIR [ 90-100 PSI ]              | INCENTIVE*   | BASE  |
|--------------------------------------------|--------------|-------|
| 1/2" Compressed Air, First Connection      | <b>\$193</b> | \$259 |
| 1/2" Compressed Air, Additional Connection | <b>\$144</b> | \$179 |
| 3/4" Compressed Air, First Connection      | <b>\$284</b> | \$307 |
| 3/4" Compressed Air, Additional Connection | <b>\$270</b> | \$299 |
| 1" Compressed Air, First Connection        | <b>\$379</b> | \$410 |
| 1" Compressed Air, Additional Connection   | <b>\$316</b> | \$339 |
| Special requirements, call for quote.      |              |       |

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