



Navy Pier Exhibitor and Utility Ordering Guide



Need help completing the forms?

Contact FOCUS One

312-791-6113 (office)

312-791-6159 (fax)

focusone@mpea.com (e-mail)

www.navypier.com (web)

CHICAGO



**We're Glad
You're Here!**

Richard M. Daley, Mayor





\$\$ SAVING TIPS \$\$

We recognize that there is a great deal of information contained in this guide. Following are some of the most important tips that will help contribute to a successful event and save you money.

- **Smart Value Pricing** is an order option that provides you with a **guaranteed** price for utility services ordered, and related labor and equipment. Refer to page 19-21 regarding **Smart Value Pricing**.
- Please pay attention to the DEADLINE DATE. Having your order, floor plans and full payment submitted by your Utility DEADLINE DATE will save you approximately 50 percent on your utility order.
- If you are ordering Internet services, please call FOCUS One Internet Technical Services at 312-567-8060 to ensure the services you are ordering are correct for your needs.
- Bottled gases normally need a two-week advanced order, as gases are not stocked on our premises. Refer to page 11 for additional information.
- Exhibitors may save \$\$ by doing some types of work within their own booth. Refer to pages 24-25 for this information.
- Be sure to check in at the FOCUS One Service Desk upon your arrival to notify our staff when you are ready for your services. Our labor hours are as follows:

Standard Time	Monday-Friday 8:00 am-4:30 pm
Over Time	Monday-Friday 4:30 pm-8:00 am Saturday before 4:30 pm
Double Time	Saturday 4:30 pm to Monday 8:00 am or after 8 hours at work on Saturday regardless of starting time. All day Sunday and Holidays

- Navy Pier requires an approved credit card to be on file for all utility orders, regardless of the method of payment you select. Please be sure to submit this information when placing your utility order to prevent any processing delays.
- Save time by ordering your utility services via our Online Ordering System. Visit us at www.navypier.com.

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Welcome!



On behalf of all Navy Pier employees, we look forward to welcoming you to our facilities. FOCUS One, Your Utilities Resource, is an organization created by the Metropolitan Pier and Exposition Authority that is responsible for the delivery of utility services to exhibitors, contractors and show management. Our utility services include electrical, plumbing, communication services and internet. From the time you place your order, through your move out, FOCUS One is here to serve you in a professional, efficient and user-friendly manner.

We believe you will find this ordering guide full of useful information that will help you pick and choose those utility services that are right for your exhibit. Our staff wants your experience at our facilities to be a positive one. If there are other ways we can assist you during your visit, please let us know.

Contact FOCUS One
312-791-6113 (Office)
312-791-6159 (Fax)
focusone@mpea.com (E-mail)

[Order online at www.navy Pier.com](http://www.navy Pier.com)

PLACING A CONVENTIONAL ORDER

A Conventional Order is an order in which you pay for the costs of your utility services when ordered, and are billed on event site for the costs of labor, equipment and materials required for installation and removal of your booth utility services.

When ordering, pay particular attention to the FOCUS One Utility **deadline date**. If you place your utility services order by the deadline date, **you may save up to 50%**. Orders received after the deadline date or orders received without full payment will be billed at the standard rate.

The **Advance** rates apply when your **complete order and payment** are received by us on or before the deadline date. The **Standard** rate applies to all orders received after the deadline date (Late Order), orders received before the deadline date without full payment and floor plans (Partial Order), and all orders placed or changed on site (On-Site Order). To save money and help us plan effectively, place your order by the deadline date.

Please note: An **Advance Order** applies to the rate you pay. An **Advance Order** does not guarantee that your services will be installed prior to your arrival.

A Complete Order contains all the following elements:

- the completed Utility Service Order Form (SO1)
- the completed Floor Plan Template (FT1)
- full and proper payment

For conventional orders (not *Smart Value Pricing*), once our utility services have been installed, you will sign the work order. This work order is a detailed list of the necessary labor performed to install the services during set-up, plus any changes in utility services that may have occurred from your original order. **Please review the work order carefully before signing it.**

During the event you will receive an On-Site Invoice for your utility services including itemized inbound labor and non-itemized tear out labor. You will remit payment for the On-Site invoice at this time. This invoice will not include any telephone usage. Telephone usage is calculated at the close of the event and charged to your credit card at that time.

PLACING A *SMART VALUE PRICING* ORDER

Smart Value Pricing is an order option that provides you a **GUARANTEED PRICE**.

Complete the *Smart Value Pricing* forms located on pages 19-21, and submit them along with a detailed, scaled floor plan. Based on this information, FOCUS One will provide *Smart Value Pricing* that includes the cost of the requested utility services along with the estimated cost of the labor and equipment required to install, setup, and remove those services.

When the *Smart Value Pricing* quote is accepted, the price is guaranteed except for the following:

1. Telephone usage will be billed to you at the close of the event.
2. Any changes from the information provided for the *Smart Value Pricing* quote.

The *Smart Value Pricing* deadline date is 30 days before the move-in of the event. After this deadline date, FOCUS One cannot guarantee that a quote will be provided to you.

For more accurate quotes, we ask that you complete and submit the following forms:

- ***Smart Value Pricing Quote Sheet (SV1)*, page 19** – Complete the company and contact information on the top portion of this form. For the “Summary of the Utility Services Required” portion of the form, use the Utility Service Order Form (SO1) found on pages 15-17 for the utility order codes and list the quantities of each service required.
- ***Smart Value Pricing Questionnaire*, pages 20-21** – Please answer the questions completely, then use the table to indicate the additional electrical equipment planned to be installed in the booth.
- **Floor Template Form (FT1), page 18** – Complete this form or a separate layout may be used. Be sure to include the locations of each utility service, dimensions for each location, and the orientation of the booth in relation to the neighboring booths.

Smart Value Pricing is a great tool allowing you to plan and control your budget in addition to minimizing many on-site concerns. If there are any questions regarding *Smart Value Pricing*, please contact FOCUS One by telephone at (312) 791-6452 or by fax at (312) 567-8294



GENERAL TIPS ON BOOTH SET-UP

Carpet Cutting: Many of our services are provided from utility floor ports. If the utility port necessary to provide you with our utility service is covered by carpet when we arrive to install utility services, it may be necessary for us to cut your carpet. FOCUS One service technician will make every attempt to notify you in advance. However, if you are not present when we arrive to install service, your carpet may be cut without prior notification so we may complete the installation.

Tile, Hardwood or Solid Floors – If you intend to use any of these floor materials, it is necessary that you leave access to the utility floor ports. Please contact FOCUS One to discuss your booth utility installation, and make sure to make a note of the special flooring on your ordering form.

Ramping: All ramping in aisles is performed by Navy Pier carpenters and must be pre-approved by Show Management and FOCUS One. All ramping in a client’s booth space is performed by your official service contractor.

The general rule for ramping charges is that if an exhibitor’s service must be fed from a port that crosses an aisle, the exhibitor is responsible for paying all ramping fees.

ELECTRICAL SERVICES NAVY PIER POWER DISTRIBUTION Order Form on page 15

All Overhead Services will require aerial lift time at our published hourly rate. These costs are in addition to the actual service itself.

Exhibitors are required to bring their own distribution panels. Exhibitors using distribution panels are required to supply all cables from panel(s) to display materials. If voltages other than those listed on order forms are needed, we recommend exhibitors bring their own transformers. Transformers must have a readily accessible means of disconnect for both the primary and secondary sides of the transformer with proper overload protection, i.e. fusible safety disconnect.

International Exhibitors – International clients bringing equipment requiring other than 120, 208 or 480 voltages must bring a transformer capable of transforming 120, 208 or 480 voltages to the equipment’s required voltage. Hertz converters are not available.

The following types of power are available in Festival Hall.

Voltages	Amps Range	Phase
120 Volts Floor Port	5-20	Single
208 Volts Floor Port	30	Single and Three
208 Volts Overhead Only*	60-400	Single and Three
480 Volts Overhead Only*	30-400	Single and Three

* Overhead Service requires an aerial platform at our hourly rate and are more labor intensive to install.

SPECIAL NOTES AND IMPORTANT ORDERING INFORMATION

1. Only **ONE** piece of equipment may be connected to **ONE** electrical service with the following two exceptions:
 - 120-volt/500 watt service (Codes 1103 and 1104).
 - 120-volt/1500 watt services (Codes 1110 and 1111).These services are referred to as **multiple connection services**. This is because “multiple pieces of equipment” can be connected to these services as long as they do not exceed the rated wattage of the electrical service. If you have lighting in your booth, these are the services that you need to order for your use.

Prices for each above service include 1/2 hour installation labor and 1/2 hour dismantle labor for the first two services only.
2. Power – If you need electrical power in your booth outside of the published hours, you must notify your Focus One Service Desk no later than 2:30 p.m. When ordered, 24-hour power begins the evening before the first show day and is turned off on the last day at the close of the show. 24-hour power is available before or after these times for an additional charge. Contact the FOCUS One Service Desk.
3. Labor Requests - If you need to schedule manpower for an early start the following day, you must notify your FOCUS One Service Manager by 11:00 a.m. the day before. If you need to schedule manpower after 4:30 p.m., you must notify your FOCUS One Service Desk by 1:30 p.m. that same day.
4. Send detailed floor plans showing locations for the services ordered.
5. We have 1000 watt Par Can fixtures that mount on the building steel at ceiling height. They are used to highlight a machine or panel. They throw an 8-10 foot elliptical circle and a medium amount of additional light.

CODE COMPLIANCE

- All electrical wiring and equipment installed at Navy Pier must comply with the City of Chicago Electrical Code. FOCUS One Electricians reserve the right to refuse connections where wiring constitutes a safety hazard or does not meet the City of Chicago Electrical Code.
- If a client is found in non-compliance of the Code, FOCUS One Electricians may be able to correct the fault and restore the booth to Code. This will be done on a time and materials basis at the exhibitor's expense.
- Code requires that electrical circuits not be loaded beyond 80 percent of their rated ampacity.
- Electrical equipment must be listed and labeled by a nationally recognized testing laboratory, i.e. UL, ETL or CSA, or be specifically approved by the City of Chicago Bureau of Electrical Inspection and subject to field inspection.
- All 120-volt cords and cables must be **3-wire grounded**. All larger cables must contain a ground wire also. **2-wire fixtures and electrical cords are not allowed.**
- Spring clamp light fixtures are not allowed.
- Electrical wiring or equipment such as lights or cords may not be attached to booth dividers or curtains.
- Electrical equipment must be securely fastened in place using recognized suitable methods. Examples of suitable fastening methods include bolted or integrated. Examples of non-suitable fastening methods include

- All wiring between permanently mounted fixtures or devices within the same wall panel, or in regard to light boxes mounted on a panel, metallic raceway must be used, i.e. electrical metallic tubing or flexible metallic conduit.
- Y oadistribution system must have all cables clearly identified. Branch circuit cables must be provided and rated for extra hard usage.
- Neon and low voltage lighting systems can be hazardous. Please be sure to be in compliance with the City of Chicago Electrical Code, or call FOCUS One with specific questions.

HANGING ITEMS Order Form on page 22

Defined as any materials, including but not limited to, signs and machinery, which are hung from or attached to ceilings, exhibit structures or building supports. No hanging items are to be hung from any electrical fixtures, raceways, water, gas, air, fire protection, communication lines, piping, supports or hangers.

NON-ELECTRICAL Hanging Items:

Class I (Materials 100 lbs. or less) and Class II (Materials 100-499 lbs.):

- Hung by your official service contractor.
- Requires PRIOR approval by your Show Manager.
- Requires review/approval by FOCUS One. Show Management approved requests must be submitted to FOCUS One a minimum of 60 days prior to the event move-in date.

Class III (Materials 500 lbs. or more):

- Must be hung by FOCUS One.
- Drawings must be reviewed, signed and stamped by a licensed structural engineer to CERTIFY STRUCTURAL INTEGRITY AND SAFETY.
- Requires PRIOR approval by your Show Manager.
- Requires review/approval by FOCUS One. Show Management approved requests must be submitted to FOCUS One a minimum of 60 days prior to the event move-in date.

ELECTRICAL Hanging Items:

- Must be hung by FOCUS One regardless of weight.
- Requires PRIOR approval by your Show Manager.
- Requires review/approval by FOCUS One. Show Management approved requests must be submitted to FOCUS One a minimum of 60 days for all hanging items prior to the event move-in date.
- For Class III drawings must be reviewed, signed and stamped by a licensed structural engineer to certify structural integrity and safety.
- Requires review/approval by FOCUS One. Show management approved requests must be submitted to FOCUS One a minimum of 60 days prior to the event move-in date.

Approval Procedures: All requests for hanging items must be reviewed and approved PRIOR TO MOVE-IN by both your Show Manager and McCormick Place FOCUS One. Hanging item forms (**and stamped drawings when required**) must be sent to:

1. Show Management
2. Your Official Service Contractor
3. Navy Pier - FOCUS One
2301 S. Lake Shore Drive
Chicago, Illinois 60616
312-567-8294 (fax)
312-791-6452 (office)
focusone@mpea.com (e-mail)

FAILURE TO SECURE ALL LISTED APPROVALS MAY RESULT IN A SERVICE DELAY AT THE SHOW OR A DECLINATION TO HANG REQUESTED ITEMS.

COMMUNICATIONS SERVICES

Order Form on page 16

TELEPHONE INFORMATION:

1. Once installed, telephone service is active 24 hours a day for the entire length of the event. Dial tone is typically deactivated the morning following the last day of the event. If you require service beyond that, please contact your Service Desk. Reactivating fees apply if service needs to be re-established.
2. The cost of our telephone service **does not include any telephone usage**. All telephone calls made from your telephone line once it is installed are your responsibility. Credit will not be given for telephone calls made over installed lines. To guard against unauthorized use, please be sure to secure your telephone each night. Telephone usage will be billed to your credit card shortly after the close of the event. If you need a detail of all calls made, contact FOCUS One at 312-791-6113.
3. If your intent is to use your telephone line for your computer, telephone usage charges will apply. You may want to consider an internet service that is flat rate, non-usage based.
4. **Additional Usage Fees:** Network access fees are added into the cost of each telephone call. Pricing is based on time of day, length of call and distance. There is a \$.50 charge for all 800, 888 (and similar toll-free numbers), and 0+ calls. There is a \$.95 charge for Directory Assistance calls.
5. Prices include the use of our telephone instruments. There is no discounted price if you bring your own telephone. (If you order a standard telephone and do not return it, a \$150.00 charge will apply for a single line telephone, and \$500.00 for a multiple-line telephone and \$1500 for polycom telephone.)
6. **Standard Telephones must be picked up and returned to our FOCUS One Service Desk. You may keep the slim line telephone.** FOCUS One standard telephone equipment must be returned to us in the same condition it was distributed to you. Do not affix any adhesive materials to the standard telephone that you cannot completely remove, or you may be assessed a telephone cleaning charge.
7. **Telecommunications Tax:** In the State of Illinois and the City of Chicago a Telecommunications Tax is required. These taxes are based upon current communication tax rates and are subject to change without notice.
8. **International Usage Deposit:** For internationally billed companies, a usage deposit of \$300.00 per line is required before "calling out" restrictions are lifted. Including the deposit at the time of your initial order will ensure that you will be able to call out as soon as you plug your telephone into the line. If your total usage is less than the usage deposit, the balance will be applied towards any outstanding charges.



DESCRIPTION OF TELEPHONE SERVICES:

- 1. Analog Single Line Service:** (Telephone / Modem / Fax) Includes the installation of a touch-tone line and rental of a single line telephone instrument. Telephone usage is not included; usage is billed after the close of the event and billed separately to your credit card.
- 2. Digital Multi-Line Service:** Includes the installation of a touch-tone line and one multi-line telephone with a maximum capacity of up to ten appearances of the telephone line, allowing you to receive multiple incoming calls as well as make outgoing calls. Voicemail is included along with fixed features such as hold, conference and transfer. Telephone usage is not included; usage is billed separately after the close of the event and billed to your credit card.
- 3. AUDIX (Audio Information Exchange):** is our voicemail system. Our system is designed to ensure that all incoming calls to your booth will always be answered. Once activated, our voicemail is operational 24 hours a day for the duration of the show. A "message waiting" lamp on the telephone lights up to indicate messages are waiting for you to retrieve.
- 4. Extension - Single Line:** is an extension of the main Single Line service. This would be ordered if you need one telephone number shared by two telephone instruments, and only if you have ordered a main Single Line service.
- 5. Other Carrier Services:** Any service delivered by an outside vendor such as POT's (Plain Old Telephone), T1's and ISDN.

CABLE TELEVISION ACCESS

Order Form on page 16

We are pleased to offer you cable television access right in your booth. Our prices include the installation and removal of one connection point only. Additional connections will be made on a time and material basis. Prices do not include any converter boxes, monitors/receivers, video recorders, amplifiers or speakers. Cable television access is provided by Comcast. A listing of specific cable stations is available upon request.

INTERNET SERVICE

Order Form on page 16

We also offer a full menu of Internet connectivity solutions that provide continuous, dedicated access to the Internet at a variety of speeds. Once connected, you have access to the Internet 24 hours a day for the entire length of the event. FOCUS One Internet Technical Services Department, will work with you and your staff to meet your needs. If you have Internet questions, call our Internet Technical Services Department at 312-567-8060 or e-mail inetsales@mpea.com.

Please Note:

- All prices for our Internet access services include the first connection to one point in your booth. Additional wiring to fan the main drops within your booth will be performed on a time and material basis.
- Do not forget to order the appropriate electrical service.
- The State of Illinois and the City of Chicago require a telecommunications tax for all Internet service.

DESCRIPTION OF INTERNET SERVICES

Order Form on page 16

The following chart highlights the services offered. Please note the number of additional IP addresses available with each service. All services are digital and delivered by Ethernet based connectivity using Category 5 wiring with RJ45 terminated ends. You must supply a computer with an Ethernet NIC (network interface card), have TCP/IP installed and an Internet browser. There are no firewalls or filtering on our connection to the Internet. Please consider your vulnerabilities; make sure you have up-to-date anti-virus software installed on your computer and consider the use of a firewall. Please contact Internet/Technical Service Department at (312) 567-8060 if you have any questions. For dial-up modem connectivity, please see the Telecommunications order form and order code 3310. You must provide your own dial up ISP service.

All Internet prices are flat rate; no per minute usage or connection charges apply.

Service	Connection Speed	Limit of Additional Addresses	Recommended Uses
Etherfast 128	128kbps fixed	Includes Username and Password	For one computer. For more than one computer please order the Ethernet 256 service below.
Ethernet 256	256 kbps minimum	Includes 1 IP address, up to 6 additional can be ordered.	For up to 7 computers with low bandwidth needs (email, simple websites, small downloads).
Ethernet 512	512 kbps minimum	Includes 5 IP addresses, up to 6 additional can be ordered.	For up to 11 computers with medium bandwidth needs.
Ethernet 768	768 kbps dedicated	Includes 11 IP addresses, up to 12 additional can be added.	Half T1 speed for larger numbers of computers or higher bandwidth applications.
Ethernet 1.55	1.55 mbps dedicated	Includes 75 IP addresses	Full T1 speed for high bandwidth applications or large numbers of computers.
Additional Bandwidth	Add additional bandwidth to Ethernet 1.55	Please call to request more than 75 IP addresses.	For very high speed applications (video, CAD/CAM, etc).
VLAN Connection (Virtual Local Area Network)	10 mbps (default) 100 mbps (additional charges may apply)	Please call for assistance	To create private networks to link locations throughout the Navy Pier Complex

THE INTERNET ACCESS SERVICE YOU REQUIRE MAY NOT BE AVAILABLE IN ALL AREA. TO ENSURE THE PROPER CONNECTION IS AVAILABLE IN YOUR AREA, ALWAYS CONTACT OUR INTERNET REPRESENTATIVE AT (312) 567-8060

Save time by ordering your utility services via our Online Ordering system. Visit us at www.navy pier.com.



METROPOLITAN PIER AND EXPOSITION AUTHORITY TERMS AND CONDITIONS FOR NETWORK - INTERNET SERVICES

1. **Pricing and taxes.** Customer agrees to pay the fees and other charges for Internet services and other services and products provided hereunder. The prices listed on this Agreement do not include Federal, state or local taxes. Taxes will be included on your final bill.
2. **Additional costs.** The Authority reserves the right to bill the Customer for any additional cost the Authority incurs in: 1) assisting in trouble diagnosis or problem resolution found not to be the fault of the Authority or 2) collecting information required to complete the installation that customer fails to provide.
3. **Use of Internet Services.**
 - A. Customer agrees that the network attachment to be provided by the Authority shall be limited for use by the directors, officers and employees of the Customer, its guests and its agents and consultants while performing service for the Customer and cannot be resold or distributed to other companies. The services being provided by the Authority will facilitate communications between the Customer's authorized users and the entities reachable through the national Internet. Users of the Authority's services shall use reasonable efforts to promote efficient use of the networks to minimize, and avoid if possible, unnecessary network traffic and interference with the work of other users of the interconnected networks.
 - B. Customer is solely responsible for the content of any transmissions of and by any Customer and any third party utilizing Customer's facilities or the Authority's network, as a whole or any equipment of system forming part of the network support system, or any services provided over or in connection with any of the Authority or other associated network.
 - C. Customer agrees to comply with all applicable laws with regard to the transmission and use of information and content. Customer further agrees not to: use the Internet service for illegal purposes; solicit any activity that is prohibited by applicable law over the Internet; interfere with or disrupt any of the Authority's or other associated networks as a whole or any equipment of system forming part of their systems, or any services provided over, or in connection with any of the Authority or other associated networks; interfere with or disrupt any other network users, network services or network equipment.
 - D. Customer agrees not to use the Authority's services to transmit any communication where the meaning of the message, or its transmit distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof.
4. **Wireless Specific.** The use of any wireless device that interferes with the facility wireless data frequency is prohibited.
5. **Performance Disclaimer.** The Authority does not warrant that the services provided hereunder will meet Customer's requirements or that Customer's access to and use of the services will be uninterrupted or free of errors or omissions. The Authority cannot and does not guarantee the privacy, security, authenticity and non-corruption of any information transmitted through, or stored in any system connected to the Internet. The Authority shall not be responsible for any delays, errors, failures to perform, or disruptions in the Hosting services caused by or resulting from any act, omission or condition beyond the Authority's reasonable control. In situations involving performance or nonperformance of services furnished under this Agreement, Customer's sole remedy shall be a refund of a pro-rata portion of the price paid for services which were not provided. Credit will only be issued for periods of lost service greater than 24 hours.
6. **Internet Security Disclaimer.** The Authority does not provide security, such as, but not limited to, firewalls, for any Internet service it provides. It is the sole responsibility of the Customer to provide any necessary security. With execution of this document, Customer agrees to the Terms and Conditions of this Agreement

and will hold the Authority, its board members, officers, employees, agents, and consultants harmless for any and all liabilities arising from the use of non-secured Internet services.

7. **No warranties.** The Authority makes no warranty of any kind with respect to services and products provided under this Agreement. The Authority disclaims all warranties, express and implied, including the warranties of merchantability and fitness for a particular purpose.
8. **Limitation on Liability.** The Authority will not be liable for any damages Customer may suffer arising out of acts of God, use or inability to use the Authority's Internet services or related products unless such damages are caused by an intentional and willful act of the Authority. The Authority will not be liable for any special or consequential damages, or for loss, damage or expense directly or indirectly arising from Customer's use or inability to use the system either separately or in combination with other equipment or software or for commercial loss of any kind, including loss of business profits, based upon breach of warranty, breach of contract, negligence, strict tort or any other legal theory whether or not the Authority or its suppliers or its subcontractors have been advised of the possibility of such damage or loss. In no event shall the liability of the Authority exceed an amount equal to the price of products and services purchased by Customer during the twelve-month period preceding the event which caused the damages or injury.
9. **Indemnity.** Customer agrees to indemnify and hold the Authority, its board members, officers, employees, agents and consultants harmless against any claim or demand by any third party due to or arising out of the use by Customer of Internet services and related products provided hereunder.
10. **Termination.** Customer's failure to comply with the terms and conditions of this Agreement will result in immediate termination of Internet services provided hereunder. Customer acknowledges that the Authority reserves the right to terminate this Agreement for convenience.
11. **Changes.** The Authority reserves the right to change these terms and conditions at any time. The terms and conditions in effect at the time services are ordered shall apply. Customer may view the most current terms and conditions by visiting: www.navypier.com
12. **Miscellaneous.** This Agreement constitutes the entire agreement of the parties and supersedes any prior or contemporaneous agreements between the parties with respect to the subject of this Agreement. This Agreement shall be governed by and construed in accordance with the laws of the State of Illinois without regard to its conflict of laws principles.

To find out more about *Smart Value Pricing* call us at (312) 791-6452.



PLUMBING SERVICES

Order Form on page 17

Prices for codes 2200, 2201, 2202 & 2204 include 1/2 hour labor to install and 1/2 hour labor to remove up to the first two services only.

The FOCUS One Plumbers are responsible for all connections on the event floor.

Anchoring - There is NO drilling allowed on the Festival Hall floor. The use of felt vibration pads instead of drilling is recommended. Base plates should have bearing pads separating it from the floor, and anchoring will be done to the base plate.

Removal of Hazardous Chemicals - Our FOCUS One Plumbers will pump these liquids into 55-gallon drums for disposal by your licensed waste hauler. **UNDER NO CIRCUMSTANCES SHOULD DISPOSAL OF HAZARDOUS CHEMICALS BE HANDLED IN ANY OTHER MANNER.**

Size of Service – Plumbers can provide any 1-inch service. Services larger than 1-inch are available with advance notice, and will incur additional labor charges. We do not stock metric plumbing fittings, tubing, nuts or bolts.

Venting - All venting is done by FOCUS One Plumbers. Venting is necessary for smoke, heat and obnoxious gases. If venting is required, contact FOCUS One at 312-791-6113 for further information.

Welding - can be done either in your booth or in the FOCUS One Plumbing Shop.

FACILITY PRESSURES TO KNOW

Compressed Air - Constant pressure of 100 pounds per square inch (psi). If an exhibitor needs more than 180 cfm, a second air line must be ordered.

Hose Pressure - All of our hoses are rated at 250 psi (pounds per square inch) bursting pressure, and any hoses brought in by clients must also have this rating.

Natural Gas – A one-inch gas line provides a constant one pound pressure per square inch.

Water Pressure - Constant pressure of 60 pounds per square inch (psi).

Drain - Four inch drainage is available in the floor.

BOTTLED GASES

We do not stock any bottled gases on premise. Please call FOCUS One at 312-791-6113 for a list of our available gases. Many of our gases require a minimum of two weeks advance notice, so please plan accordingly.

In order to comply with the City of Chicago Fire Code, all flammable gases, i.e. acetylene, hydrogen, methane, and anything red tagged, must be removed from the event floor each evening. If you order any flammable gas from FOCUS One, we will remove, safely store and return the tanks each morning at no additional cost to you. If you bring your own flammable gases, you must contact FOCUS One to make arrangements to remove, store and return the tanks on a daily basis. **No propane or butane in any size are permitted in Navy Pier.**

Plumbing Utility services for each building location are as follows:

	Water*	Drain	Air	Gas
Festival Hall A	Floor Ports	Floor Ports	Columns	North and West Walls
Festival Hall B	Floor Ports	Floor Ports	Columns	North Wall

*All of our water is cold. If you need hot water, you will need to bring a hot water heater or you may rent one from us. Please contact FOCUS One to identify the correct required electrical service for the water heater.



FOCUS One Order Forms

You can order on-line at www.navy pier.com

If you are placing a Conventional Order, fill out Forms OP1, SO1 and FT1.

If you would like to take advantage of our **Smart Value Pricing**, fill out the Forms FT1, SV1 and the **Smart Value Pricing Questionnaire**, Parts 1 and 2.

If your event allows hanging items complete Form (HM 1) for Class III and Electrical Hanging Items only.

If you require overhead electrical service or hoist motors, be sure to order them from the Utility Service Order Form.

PAYMENT POLICY

Your show site representative must be aware of this payment policy and be prepared to make payment upon installation of our utility or Internet service(s). **Payment must be made by credit card, company check, travelers check or cash ONLY.** Regardless of the method of payment you select, **an approved credit card must be on file.**

The exhibiting firm is responsible for payment. If an agent is hired to handle display and/or billing for any services, the exhibiting firm and its agent must complete the section entitled **THIRD PARTY AUTHORIZATION** on the Order and Payment Summary Form (OP1). Upon confirmation of your third party agent's satisfactory credit rating, third party billing arrangements will be made.

For charges that are invoiced, payment is due upon receipt of invoice. Any charges unpaid 30 days after the invoice date will incur a finance charge of 1.5% per month, 18% annually, or the maximum legally allowable rate, whichever is lower. In addition, all future orders will be on a pre-paid basis only.

This payment policy agreement shall be governed by and construed in accordance with the laws of the STATE OF ILLINOIS.

CANCELLATION POLICY

For full cancellation of all utility or Internet services ordered, a cancellation fee in the amount of 10% of the value of the utility service ordered will be charged.

For partial cancellation of utility or Internet services ordered, but not yet installed, no cancellation fees will be incurred.

For partial cancellation of utility services ordered and installed but not yet used by the exhibitor, a cancellation fee of 10% plus the installation labor costs will be charged.

For cancellation of an Internet line that has been installed but not yet used, a 50% cancellation fee will be charged.

For cancellation of utility or Internet service that has been installed and used, the full cost will be charged.

LIMITATION OF LIABILITY

Any liability of the Metropolitan Pier and Exposition Authority for the provision of services, or the failure to provide services or with respect to any claim, loss or cause of action arising from the provision of services or the failure to so provide is limited to the amount actually paid for the services in question.

RETURNING YOUR ORDER PAPERWORK INSTRUCTIONS

ALL PAYMENTS MUST BE IN U.S. FUNDS DRAWN ON A U.S. BANK. MAKE CHECKS PAYABLE TO: "METROPOLITAN PIER & EXPOSITION AUTHORITY"

1) Via US mail (remember to allow ten days):

MPEA Trade Shows • 75 Remittance Drive, Suite 1335 • Chicago, Illinois 60675-1335

2) Via Overnight Express:

The Northern Trust Company • 350 North Orleans Street • Receipt & Dispatch 8th Floor
MPEA Trade Shows, Suite 1335 • Chicago, Illinois 60654

3) Fax To: 312-791-6159

You may fax your complete order information. FOCUS One will return a confirmation notice of receipt of your faxed order information.

4) Wire Transfer:

Northern Trust • ABA #071-000-152 • Account #86444 • MPEA M & O Account

All wire transfers should include the following information

• Your company name • The event/show name • Your booth/space number

5) Federal Tax ID Number: 366009091

6) Illinois Tax ID Number: E9988509303

LABOR

In no other center in the country will you find the level of skilled labor that we have in Chicago. We have a “can do” attitude that has become a standard of excellence.

Navy Pier Labor Work Rules: Not all labor services are contracted through Navy Pier. Navy Pier FOCUS One provides electrical, communication services, plumbing and Internet services. The official service contractor to the event provides drayage, decorating, rigging, carpentry, and freight movement.

Non-Navy Pier Work Rules: The Show Manager has selected an official service contractor to perform the following tasks: drayage, decorating, freight unloading and loading, rigging and carpentry. The trades’ people who perform these functions are hired by the official service contractor and are not employed by Navy Pier.

An exhibitor or a full-time employee of the exhibitor is allowed to do much more of their own work. In a booth of 300 sq. ft. or less, an exhibitor may do his/her own assembly and decorating work if they so choose. An exhibitor’s full-time employee may work along with a laborer assisting with the installation and dismantling of a booth of 300 sq. ft. or less. However, carpenters or decorators must perform work involving the use of power tools or ladders. This change in work rules does not mean you must do this work yourself. You may continue to have this work done by the official service contractor’s workers or an Exhibitor Appointed Contractor (EAC).

Decorator crew size has also been reduced from 4 workers to 3 for aerial sign hanging jobs, unless safety is a concern.

Carpenters and Decorators are now organized into a single unified labor force who will work across traditional union jurisdictional lines. As a result, exhibitors will only need to place one request to obtain the labor required to set up a booth. This translates into faster service and greater efficiency.

- **Carpenters:** Responsible for uncrating of exhibits and display materials; installing and dismantling exhibits including cabinets, fixtures, shelving units, furniture; laying of floor tile and carpets; hanging structural signs; recrating exhibits and machinery; installing and dismantling scaffolding, bleachers and ganging of chairs; and the installation of structural signs.
- **Cleaning:** The show’s official service contractor is responsible for and provides overall cleaning in the exhibit hall. It is the exhibitor’s responsibility to hire porter service through the service contractor to provide carpet and booth cleaning or to pick up excess debris during show hours. However, if an exhibitor leaves excessive debris behind at the end of the show, Navy Pier will dispose of it and bill the exhibitor for the service accordingly. Excess debris includes literature, lumber, skids and pallets, carpet and products or waste from a product or demonstration.
- **Decorators:** Responsible for hanging all signs and installing all drape, cloth and/or tacked fabric panels. Decorators are also responsible for velcro signs used in a booth that require tools or more than one person for installation. Exhibitors may hang their own signs using any other type of fastener as long as no tools or ladders are required and the total time to hang the sign does not exceed 1/2 hour. Exhibitors may also skirt tables provided they do it with their own custom-fit skirts without the use of staples, snaps or velcro.

Note: Structural signs and electrical signs are the responsibility of carpenters and FOCUS One electricians respectively.

- **Projectionists:** Responsible for load-in, set-up, staging and striking of any and all equipment, including but

Navy Pier Exhibitor and Utility Ordering Guide

not limited to, motion picture, video, holography, laser, slide and film used for the projection of an image on a screen or surface.

- **Riggers:** Responsible for uncrating, unskidding, positioning and reskidding all machinery. Exhibitors may carry in computers and appliances provided the movement may be reasonably done by hand. Exhibitors may remove small computers and appliances from crates or boxes provided work is done without a forklift or any power equipment. Exhibitors removing large items, which require the use of tools to release/remove restraining straps, would require rigging labor.
- **Stagehands:** Responsible for public performances of theatrical events that require temporary installation of lighting and audio equipment, including the installation, operation and removal of such equipment.
- **Teamsters:** Responsible for the handling of all material (except machinery) in and out of the exhibit hall. Exhibitors may carry in small packages, including pop-up booths, provided they can be hand-carried. Four wheel dollies are not permitted. Questions regarding the movement of freight should be directed to the official service contractor of the show.

Other Non-Navy Pier Labor: Services such as AV equipment, photography, florists, booth security and water coolers can be contracted through your show's service contractors. Refer to your Exhibitor Manual or contact Show Management for ordering information.

FACILITY REGULATIONS

Animals and Pets

- **Domestic animals:** If you plan to use a domestic animal (i.e., cat or dog) in your exhibit, be sure to contact your Show Manager for approval. An insurance disclaimer will need to be completed. Upon proof of show management approval, disclaimer forms can be obtained through FOCUS One.
- **Non-domestic, endangered or exotic animals:** Again, use of these animals must be approved by your Show Manager. In addition to the disclaimer form, you must also contact the City of Chicago Animal Care and Control Office at 312-747-1406.

Balloons and Radio-Operated Air Devices

- Radio-operated blimps and similar devices are permitted on the show floor with pre-approval in writing from Show Management and with a certificate of accident insurance.
- To prevent escape to the ceiling, helium-filled balloons and similar objects must be secured. If they do escape to the ceiling, you may be charged removal fees.
- Helium-filled balloons or any other helium-filled object may not be distributed.
- Mylar balloons are prohibited due to their affect on the fire detection systems.

Exhibitor Appointed Contractors (EAC)

- EAC employees are not "exhibitors." Therefore, an employee of an EAC cannot perform tasks allowed to "exhibitors."
- Employees of an EAC are not permitted to wear exhibitor badges.
- EAC's are required to register annually with the Metropolitan Pier and Exposition Authority, who governs Navy Pier. The Illinois Exhibitor Appointed Contractors Association (IEACA) assists with the administration of this program. For further details, contact Navy Pier 312-791-6154 or IEACA 630-543-7901.

Exhibits in Meeting Rooms

- If a meeting room has been assigned to your company for exhibit or meeting use, please contact the Navy Pier Event Manager at 312-595-5300 for specific meeting room guidelines.
- Storage of combustible materials in meeting rooms, ballrooms or service corridors is prohibited.
- Crates, cartons, pallets, pallet jacks, forklifts, etc., are not allowed in meeting rooms. All freight must be uncrated or removed from pallets prior to entering a room. Movement of freight should be done using flat trucks dedicated to carpet use. If other flat trucks or dollies are used, appropriate floor protection (visqueen or Masonite) must be installed.
- Storage of containers, skids, etc. is prohibited inside the facility. These items must be moved to the appropriate crate storage area. Please contact your Contractor or the official show service contractor to assist you. Removal of such items is a Fire Safety regulation and subject to inspection by the Fire Marshal.

Fire Hose Cabinets, Pull Stations, Aisles and Exits

- Each of these fire safety supports must be visible and accessible at all times. Contact your Show Manager immediately if you find any within your exhibit area. Adjustments to space and equipment may be required.
- Stay within your designated booth area. Chairs, tables and other display equipment must be clear of all aisles, corridors, stairways and other exit areas.

Privately Owned Vehicles (POVs)

- The unloading of any materials from a POV should be done on the loading dock if available. Alternate locations must be approved by the Department of Security/Safety Management.
- POVs cannot stand or wait at any entrance or taxi staging area. These areas are designed for passenger drop-offs and pick-ups. For the Department of Security/Safety to maintain efficient traffic movement throughout Navy Pier, unauthorized vehicles left unattended or authorized vehicles parked in excess of 20 minutes (Hazard lights on) are subject to being towed.

Smoking

- In accordance with the Chicago Fire Department and the City of Chicago, smoking is not permitted in McCormick Place. Smoking stations are located on the outside of the facility.

Vehicle Displays

- Any vehicle or other apparatus which has a fuel tank and is part of a display, is required to be equipped with a locking (or taped) gas cap and can contain no more than 1/8 tank of fuel.
- Battery cables must be disconnected once the vehicle is positioned. The engine cannot be operated during show hours.
- Refueling must be done off property.

FIRE AND SAFETY REGULATIONS

The fire prevention and safety regulations enforced at Navy Pier are taken from the Chicago Fire Prevention Code, the National Fire Protection Association (NFPA) and Navy Pier Operations Department. You must comply with section 1 (2-36-220) of the Municipal Code of Chicago on Fire Prevention. The Chicago Fire Department Bureau of Fire Prevention reserve the right to make any final decisions. Adjustments for non-compliance can be costly.

Contact the Assistant Director of Fire Safety at 312-791-6079 (FAX 312-791-6013) for further information.



Booth Storage

- A one-day supply of advertising materials, product or literature may be kept in your booth, but not behind your booth backwall.
- You may not store empty cartons or fiber cases in or behind your booth backwall.
- Exhibitors dispensing matches may store them overnight in their booths if they are placed in enclosed metal containers.
- The show's official service contractor will temporarily remove your empty crates, cartons, containers (including plastic) and packing materials if you label them with stickers marked "empty" which are found at the contractor's Service Desk. Empty items will be returned to you during move-out.

Fire Retardancy

Your exhibit's construction and decoration materials must be fire retardant. It is required that you have a certificate of fire retardancy. Fabrics must pass the NFPA-701 Code, and all other construction and decoration materials must pass the NFPA-703, Chapter 2 Code as well as the UL-1975 test.

- Backdrops, dust and table covers, drapes and similar fabrics.
- Corrugated cardboard/display boxes.
- Wood and wood by-products.
- Polyurethane foam, plastic and similar products.

Hazardous Demonstration/Display Materials/Pyrotechnics

When designing your demonstrations and displays, note that the following devices require pre-approval by Navy Pier:

- Up to 2 aerosol cans may be used for demonstration purposes only.
- Lasers, open flames (including candles).
- Smoke-producing devices.
- Indoor pyrotechnics have special permitting procedures through the City of Chicago. Contact our Fire Safety Office for details.
- Heating appliances.
- Welding, brazing or cutting equipment.
- Radioactive materials.
- Compressed gas or compressed liquid cylinders used in the booth must be security fastened with a sleeve to prevent toppling.
- Gasoline, kerosene or other flammable, toxic liquid, solid or gas. These materials cannot be stored overnight.
- All fuel transfers must utilize safety cans.

Approval requests must be sent in 60 days before move-in of the event. In your request, state how the demonstration will avoid hazards to people or nearby objects. Plexiglass or similar protection is required whenever sparking may occur. Fire extinguishers will also be required.

Any chemical, substance or material deemed hazardous by O.S.H.A. requires pre-approval and must be accompanied with the appropriate M.S.D.S. Navy Pier Fire Safety Office will need copies of the M.S.D.S. before the materials arrive.

Prohibited Materials

The following items are prohibited in Navy Pier:

- All L.P. gases
- Hay and straw
- Charcoal
- Wood fireplace logs and similar materials
- Untreated Christmas trees, cut evergreens or similar trees
- Untreated mulch and spanish moss trees

Cooking and Heat-Generating Devices

If you plan to use a cooking or heating appliance, it must be powered electrically or by natural gas. Stoves and heaters for booth usage must be UL-approved and also be adequately ventilated. Nothing combustible may be placed near any heat-producing appliance. A UL-approved, 2-1/2 lb. ABC-type fire extinguisher is required in such exhibits.

Multiple Levels or Ceilings (including tents)

Before discussing Navy Pier requirements, make sure that your show allows these booths. Give your show manager the planned height of your exhibit and ask if the exhibit hall ceiling is high enough to accommodate it.

“Double decker” booths or booths with ceilings (including tents) were previously required to be equipped with fire safety devices. However, our Fire Safety Department and major show contractors have worked with the Chicago Fire Department to develop specific codes for the trade show environment which would offer a safe and cost-effective alternative to sprinklers. These specific requirements apply to all exhibits that have a ceiling or second story.

Your booth will fall into one of the five following booth formats:

- Format 1: Exhibits with two stories under 225 sq. ft.
- Format 2: Exhibits with two stories at or over 225 sq. ft.
- Format 3: Exhibits with ceilings under 225 sq. ft.
- Format 4: Exhibits with ceilings at or over 225 sq. ft.
- Format 5: Multiple-level exhibits, which require automatic sprinklers or any of the above exhibits with installed automatic sprinklers. You will need to follow separate fire code items.

The Chicago Fire Department requires that if your exhibit booth falls into either Format 2, 4, or 5, as defined, you must inform your show manager at the time you buy your exhibit space.

For booth formats 1 and 4, you will need to comply with the fire code items marked “yes” in the table. Details are presented in the following “**Fire Code Items**” section.

Fire Code Compliance Exhibits with Multiple Levels or Ceilings

Fire Code Item	Booth Format			
	1	2	3	4
1. Max. Dimensions	Yes	Yes	No	Yes
2. Second Level	Yes	Yes	No	No
3. Exit Stairways	Yes	Yes	No	No
4. Smoke Detectors	Yes	Yes	Yes	Yes
5. Fire Extinguishers	Yes	Yes	Yes	Yes
6. Fire Guards	No	Yes	No	Yes
7. Posted Certificate of Fire Retardancy	No	Yes	No	Yes
8. Certified Approval	Yes	Yes	No	No
9. Fire Marshal Review	Yes	Yes	Yes	Yes

For exhibits using automatic sprinklers, the amount and type of sprinkler coverage you need depends on your booth specifications. If you would prefer automatic sprinklers, or are required to do so, contact our Fire Safety Office to discuss your options.

Fire Code Items for Multiple Level Booths:

Maximum Dimensions: To avoid the sprinkler requirement, your exhibit must be less than or equal to 2 levels high (maximum 30' elevation) or 5000 sq. ft. of enclosed area.

Second Level: Second levels must remain open and uncovered. If they are covered, sprinkler protection will be required. Booths with a third level or more must also have special sprinkler coverage.

Staircases: Staircases between levels must meet the following requirements, as well as A.D.A. compliance guidelines.

- Minimum of 3 feet in width.
- Provide a handrail on at least one side.
- Provide handrails a maximum of 1-1/2" in circumference and turned into walls.
- Not be spiral or winding.

If the top deck is designed to hold over 10 people, or exceeds 1200 sq. ft. in area, a second stair case is required which must be remote from the main staircase and meet the same construction requirements.

Smoke Detectors: All areas under the second level or ceiling, including closets, need to be equipped with a UL-approved (or similarly approved), battery-operated smoke detector. If this space is enclosed after hours, the smoke detector must be audible outside the enclosed area.

Fire Extinguishers: A UL-approved (or similarly approved) 2-1/2 lb. ABC-type fire extinguisher must be posted in a clearly visible and readily accessible area for each 500 sq. ft. enclosure.

Fire Guards: Once a multiple level booth or a booth with a ceiling is built and completed, and whenever the exhibit or show is closed for business, a special fire watch coverage is required. Use of individuals designated as Fire Guards is subject to prior approval by Navy Pier's Assistant Director of Fire Safety.

Certified Approval: After your exhibit has been designed, the blueprints must be approved and stamped by a licensed professional structural engineer. These blueprints must include dimensions and an isometric rendering.

Fire Marshal Review: Send your stamped blueprints to Navy Pier for review at least 60 days before your show opens to allow sufficient time for any needed corrections. In addition, all areas requiring sprinkler protection must be highlighted. If you do not provide your plans on time, it may cause delays or disapproval of your booth to occur during the pre-show fire inspection.

All exhibits must comply with the Americans with Disabilities Act.



Utility Ordering Guide Survey

Dear Customer,

Pleasing you is one of the most important parts of our job. We are always looking for ways to improve our Utility service. Our objective is the continued development of a more user friendly Utility Ordering Guide. For this reason we are asking for your assistance with any suggestions or comments you feel would enable us to accomplish this. Please take a minute to help us better serve you.

Optional:

Your Name _____ Telephone Number _____

Company Name _____ Booth Number _____

Event Name _____

(Please circle one)

1. Was the Guide user friendly? Yes No

2. Did you call our Call Center (312-791-6113) for assistance? Yes No

3. Was the Call Center knowledgeable and helpful in assisting you? Yes No

4. Did you opt to use our Smart Value Pricing? If not, why? Yes No

(Explain) _____

5. Would you change anything about the format of this Guide? Yes No

If so, what would you change? _____

Additional comments

Please return this survey with your Utility Service Order Forms via mail or fax it to us @ 312-791-6159.

Thank you!
The MPEA FOCUS One Team

Want a guaranteed price for all your
utilities and utility labor?

Want to know your utility costs, including
labor, before you even show up?

Ask us about

Smart Value Pricing!!!

Smartvaluepricing@mpea.com