

Connect Marketplace 2026

August 24-26, 2026

Tampa Convention Center

Tampa, FL

SUMMARY EXHIBITOR MANUAL

Exhibitor Coordinator

Rachel Blakeley

rblakeley@stetsonexpo.com

412-287-1100



STETSON
CONVENTION SERVICES
SUSTAINABLY PRODUCED EXPOSITIONS

STETSON CONVENTION SERVICES, INC. is pleased to be your Official Service Contractor. In the following pages, you will find our equipment rental and service order forms, rules and regulations, show information and shipping information. If you have any questions or require an item not included in this manual, please contact us. We look forward to working with you.

PLEASE CLICK ON THE LINKS BELOW TO NAVIGATE AS NEEDED.

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WAYS TO ORDER

- Online - www.stetsonexpo.com
- Email - exhibitorservices@stetsonexpo.com
- Check - mail to Stetson Convention Services:
2900 Stayton St., Pittsburgh, PA 15212
- Wire - please call to set up (\$40.00 fee applies)

OFFICIAL SERVICE CONTRACTOR

Stetson Convention Services
2900 Stayton St.
Pittsburgh, PA 15212
412-223-1090
www.stetsonexpo.com

Exhibitor Coordinator
Rachel Blakeley
rblakeley@stetsonexpo.com
412-287-1100

FACILITY

Tampa Convention Center
East, Central & West Halls
333 S. Franklin Street
Tampa, FL 33602

[Tampa Convention Center Website](#)
Event Manager: Kristi Powers
E: Kristi.powers@thetampacc.com
P: (813) 274-7786 M: (813) 523-6620

LOADING DOCK GUIDE: [USE UPPER DOCK INSTRUCTIONS](#)

LOADING DOCK ADDRESS: 211 S. FRANKLIN STREET

BOOTH EQUIPMENT

8' Back Drape— White
3' Side Drape— White
Booth ID Sign

[*Click here for Booth Package Options](#)

Flooring: The Exhibit Hall is not carpeted, but the aisles are carpeted in Tuxedo carpet. **FLOORING IS REQUIRED FOR ALL EXHIBITORS.**

SHIPPING

All materials sent to either the advance warehouse or direct to show site MUST use the shipping labels provided in the back of the manual.

A forklift will be available at show site.

PREFERRED CARRIER: STETSON LOGISTICS
shipping@stetsonexpo.com
412-223-1090

REQUEST A QUOTE:
www.stetsonexpo.com/shipping-quote

ADVANCE TO WAREHOUSE

Myers Freight Inc.
c/o Stetson / CONNECT
Exhibit Company Name, Booth #
4912 W Knox Street
Suite 200
Tampa, FL 33634

Receiving Dates:
July 13-August 7
M-F, 8:00am to 6:00pm
Office— (813) 884-3446
Cell: (727) 992-5298
E: nick@myersfreight.com

DIRECT TO SHOW SITE

Tampa Convention Center / East, Central & West Halls
c/o Stetson / CONNECT
Exhibit Company Name, Booth #
211 S. Franklin Street
Tampa, FL 33602

Receiving Dates:
Saturday, August 22 — 8:30am to 5:00pm
Sunday, August 23 — 8:30am to 5:00pm
Monday, August 24 — 8:00am to 12:00pm
*Small parcel deliveries only on Monday, August 24

Stetson Discount Deadline <i>Payment authorization must accompany order to receive discount pricing, all orders submitted after this date will be charged at the standard rate.</i>	Friday, July 10	*If using an EAC, please make sure to have all forms (including COI) no later than 30 days prior to move-in
Initial Graphic Submission Deadline <i>Graphics are due for review and editing.</i>	Friday, July 10	
Final Graphic Submission Deadline <i>Print Ready graphics due for any signage orders.</i>	Friday, July 17	
Warehouse Receiving <i>Any materials received outside of these dates will incur a 25% surcharge.</i>	Monday, July 13 to Friday, August 7	M-F 8:00am to 6:00pm
Last Day to Arrive to Warehouse Before Transfer <i>If freight arrives after this date, a surcharge to transfer to show site will be applied based on weight, dimension, and piece count.</i>	Friday, August 14	
Exhibitor Move-in / Show Site Receiving <i>All shipments must arrive during these times to avoid surcharges or possible shipment refusal.</i>	Saturday, August 22	8:30am to 5:00pm
	Sunday, August 23	8:30am to 5:00pm
Minimal Move-in ONLY <i>*No pallet jacks or forklifts may be used on the carpet *Dock is open for small parcels only.</i>	Monday, August 24	8:00am to 12:00pm
Show Hours <i>*Get Your Badge Early—Badge Pick Up will be available for exhibitors only during move in times at the Stetson Service Desk.</i>	Monday, August 24	1:00pm to 4:00pm
	Tuesday, August 25	12:05pm to 3:05pm
	Wednesday, August 26	12:15pm to 3:15pm
<p>*Marketplace Appointment tracks will take place in the Exhibit Hall from 10am-12pm and 3-5pm on Tuesday & Wednesday along with Non-Hosted Buyer Education in the Showcase Theater from 3-5pm both days; however the tradeshow will technically be closed at those times. <i>Move-out will not begin until appointments are over at 5:00pm on Wednesday. To avoid fees, please refrain from breaking down early.</i></p>		
Exhibitor Move-out <i>Empty containers will be returned once aisle carpet is removed.</i>	Wednesday, August 26	5:00pm to 10:00pm
Carrier Check-in Deadline <i>To ensure all items are off the show floor by the end of exhibitor move-out, please have carriers check in by this time. All shipments left on the show floor will be forced onto Stetson Logistics at the exhibitor's expense.</i>	Wednesday, August 26	8:00pm

IMPORTANT DEADLINE CHECKLIST

Help Us To Help You!

Exhibitors are strongly encouraged to place service and equipment rental orders early. By ordering before the published deadlines you will save as much as 40% in some instances, compared to post-deadline or on-site rates.

The list below represents most major deadlines and order forms required.

We recommend reading the entire manual to be sure you are on track.

Note that order forms for Stetson Convention Services can be completed and sent via email or you can place orders directly online via [our online ordering portal](#).

Tasks to be completed	Deadline
Interested in a rental display or signage? Make sure you submit your signage in time. A late fee will be applied to all signage and display costs for orders submitted after this date.	Friday, July 10
Discount Deadline for services and furnishings to Stetson Convention Services *All exhibitor booths are required to have flooring. Please see carpet rental page. *Payment authorization form must be submitted in order to secure discounted pricing and order confirmation.	Friday, July 10
Submit Booth Plans for any island, split island or peninsula booths to Stetson & Connect	Friday, July 10
Having a 2-story booth? This is the last day to submit booth plans to Connect	Friday, July 10
Shipments can begin to arrive at Stetson Convention Services Warehouse *Don't forget to add the appropriate labels to your shipment	Monday, July 13
Last day for Signage Submission to Stetson	Friday, July 17
Hotel Reservation Due – Cut off date for discounted rates *Dependent on hotel choice	Monday, July 27
Having an EAC at your booth? Submit Certificate of Insurance to Stetson & Connect **EAC Insurance Certificate is mandatory	Friday, July 31
Proof of Insurance (COI) to Connect.	Friday, July 31
Last day for Standard Advance Warehouse Receiving	Friday, August 7
Final day to have your shipment arrive at the Advance Warehouse	Friday, August 14
Direct to Show Site Shipments accepted by Stetson Convention Services. *Please refer to move in times on page 3 of the manual.	Saturday, August 22 Sunday, August 23 Monday, August 24 <small>*August 24– Small Parcels only</small>
Finalize your outbound shipment with Stetson Logistics or your preferred carrier.	Tuesday, August 25

INSTALLATION & DISMANTLE

The **Stetson Personnel** handles the installation and dismantle of display units and exhibit booths. Exhibitors requiring labor services may complete the enclosed **Labor Order Form**. If the individuals performing the installation work are employees of an official display house, proper insurance documentation and notification in writing must be mailed to Stetson Convention Services 30 days prior to event move-in including show name and exhibiting company.

Flooring:

Exhibitors are permitted to lay their own flooring for booths/displays no larger than 200 sq. ft. Any booth/display larger and not using an EAC must be installed by the Stetson Personnel. Exhibitors must use Stetson provided carpet tape for carpet installation. See **Carpet Order Form**.

Displays:

Full time employees of the exhibiting company are permitted to erect, crate, and uncrate a booth/display. Exhibitors handling this work themselves must be prepared to provide proof of full time employment. Exhibitors may NOT borrow tools, ladders, or any other equipment from the facility or Stetson. You are responsible for your own safety. If tools are needed, labor charges will apply. Rates are indicated on the **Labor Order Form**.

Forced Labor:

Exhibitors who do not follow above, or install or dismantle outside the published move-in/move-out times may be subject to forced labor or an indirect labor per man/per hour charge.

Custom Furniture:

Booths/displays who purchase equipment/custom furniture from an outside vendor will incur a material handling charge and labor charge to deliver, set, strike, and reload rented equipment.

SHIPPING & MATERIAL HANDLING

The Tampa Convention Center **does not** receive or store exhibitor freight. All exhibitor materials entering the facility must be handled through Stetson Convention Services and must arrive during advance warehouse receiving dates or direct to show site during exhibitor move-in hours.

Freight Shipments:

All freight shipped either in advance or to show site via a common carrier, van line, private carrier, and/or air freight must be handled by the Stetson Personnel. Rates are listed on the **Material Handling Order Form**.

POV Service:

Stetson Personnel will be available to unload and reload your vehicle for a cartload service fee. Please see **POV Cartload Service Form**.

Hand-Carry Items:

Exhibitors are permitted to bring in materials that can be hand carried by one person in one trip, without the use of any carts or dollies through the main exhibit hall entrance.

OTHER JURISDICTIONS

Electrical Workers Union:

All booth electrical work must be performed by the Electrical Workers Union. See [Electrical Order Form](#).

Air, Water, Gas:

Any work must be performed by Union Personnel.

Cleaning:

All carpet vacuuming must be performed by the Stetson personnel. See **Cleaning Order Form**.

*If you encounter any difficulty with any laborer, or if you are not satisfied with the work performed, please visit the Stetson Service Desk immediately. Please refrain from voicing complaints directly to labor personnel.

RULES AND REGULATIONS A-Z

ACOUSTICAL REGULATIONS

Licensee must notify the EM in advance of any musical presentations or noise-related activities associated with their event. TCC and Connect show management retains the right to regulate volume so not to interfere with another event and will be the arbiters of the acceptability of sound levels. Award ceremonies or other activities that inherently cause loud noise are not permitted in lobby space if other groups are in the building. Exhibitors operating sound amplifying or audio-visual equipment must do so in a manner as to not disturb other exhibitors. Sound systems & speakers must be positioned pointing inwards so that sound can be contained within the perimeter of the booth. Please note that crowds must not form within the aisles when presentations/demonstrations are given.

AMERICANS WITH DISABILITIES ACT (ADA)

All exhibiting companies in the U.S. must comply with the Americans with Disabilities Act (ADA) and should make reasonable accommodations to ensure accessibility for attendees with disabilities. Guidance on ADA compliance is available from the U.S. Department of Justice ADA Information Line at (800) 514-0301 and online at www.ada.gov.

Examples of exhibit design considerations for ADA compliance:

- Ensure wheelchair access by ramping raised exhibit flooring without extending ramps into aisles (note: standard wheelchair ramp slope should not exceed 1:12 — for every inch of rise, provide 12 inches of run).
- Provide ramps or hydraulic lifts for trailer exhibits.
- Avoid thick, double-padded plush carpet to facilitate movement of mobility devices.
- Deliver an equivalent experience on both levels of a two-story exhibit.
- Offer sign language interpreters or assistive listening devices for presentations, or provide printed copies of presentations
- Provide audio descriptions or audio presentations for attendees with visual impairments.

Position touchscreens and interactive displays at heights accessible to individuals seated in wheelchairs.

Exhibits must comply with ADA regulations; they are not exempt. Noncompliance can result in significant penalties from the U.S. Department of Justice.

ANIMALS

Animals may be displayed in conjunction with an exhibit, only if proper insurance coverage has been collected by Licensee. Owners are responsible for pet's actions and cleanup/disposal of waste. In some cases, heavy duty polyethylene sheeting (plastic) or carpeting may be required, at Licensee expense. A green space is located adjacent to Big Ray's Fish Camp.

Service animals are to remain on a leash or stay within voice command of the owner. Owners are responsible for service animal's actions and cleanup/disposal of waste. TCC reserves the right to inquire if a guest's dog is a service animal required because of a disability, and what work or task has the dog been trained to perform. TCC may require a service animal to be removed from the premises if the dog is out of control and the handler does not take effective action to control it or the dog is not housebroken.

APPROVAL OF STAND AND BOOTH DESIGNS

Show management approval is required for all booths. Plans should be submitted for approval no later than **Friday, July 10**. Please indicate if booth is reusable or recyclable.

Send plans and design specifications to: **Hannah Miller**, Hannah.Miller@informa.com

Air/Water:

Installation of the following is exclusive to The Tampa Convention Center labor and services.

BADGES AND PASSES

For security reasons all persons working at or visiting Connect 2026 will require a wrist band to enter the facility at all times.

Set-Up: Exhibitors/EAC will need be issued wrist band at entry of move in. Wrist bands will not be valid once the show is open.

BALLOONS AND INFLATABLES

Helium balloons are permitted with prior approval, provided: • They are not displayed in lobby areas (except as entryway arches). • They are securely anchored or strung together (e.g., arched), not affixed to facility. • They are removed at the completion of the event. • Air tanks are properly secured while in use inside the facility during setup • Air tanks are placed outside the building during the event activity and properly secured. • They are not provided as giveaways anywhere on the property. Mylar balloons are strictly prohibited. Please note, fees will be assessed for loose balloons which require TCC labor to retrieve.

BANNERS

Suspended banners are only permitted above booths that are 400 sq. ft or larger. Possible exceptions may be made for booths on the perimeter of the show, subject to written approval from Show Management. Banners must be suspended at least 2 ft inside the booth footprint. Please check with show management to see if your booth location allows for banners to be suspended. Sign and banner hanging are exclusive services provided by TCC's in-house provider. See [rules and regulations](#) for more requirements.

-The Tampa Convention Center has 30' ceilings. Signs and truss are limited only by ceiling height and fire regulations but must not exceed any portion of the booth perimeter. Truss may be used to hang or secure audio visual equipment, speakers, lights, monitors, and/or projectors. Equipment hanging from truss to be utilized as part of the demonstration of the products or services of the Exhibitor must meet all restrictions in regards to height, placement within the booth, and all exhibit construction guidelines of the booth. Hanging signage is strictly prohibited from sprinkler lines, water, gas, or air lines, HVAC ductwork, electrical buss ducts or any other lines. Items found hanging on prohibited structures will be removed at owner's expense. No holes may be drilled, cored or punched in the building. Hanging Signs and Graphics should be set back 10ft (3.05m) from adjacent booths and be directly over contracted space only.

*Additional Tampa Convention Center rules and regulations can be found [here](#).

RULES AND REGULATIONS A-Z

BOOTH DESIGN & DISPLAY GUIDELINES

Pipe and drape is provided for 10' x 10' or 10' x 20' inline booths on this show as an 8 ft backwall and 3 ft sidewall. While pipe and drape is provided for inline/linear booths, the exhibitor should not rely on that as the backwall. The exhibitor is still expected to provide their own backwall. Samples of permitted backwalls include: hardwall booths, graphic walls, and pop-up walls.

Suitable, Back Wall Unit Packages are available from Stetson Convention Services should you require. Please refer to the Stetson Convention Services Order Forms located in this exhibitor manual to find additional information and pricing on booth packages available. **Important note: These should be ordered in advance to avoid on-site surcharges.**

A suitable floor covering is a show requirement, so **you must order carpet or provide your own floor covering**. Remember, you are required to submit a diagram to Show Management for approval by **Friday, July 10**.

All booths, regardless of size, must be in keeping with the environment of Connect Marketplace as a whole. Any display deemed unprofessional appearance, at the sole discretion of Show Management, will not be permitted. Please see [Booth Display Guidelines](#).

CHILDREN

Children under the age of 16 are not allowed in areas scheduled for move-in or moveout activities. Lost children will be kept with a TCC staff person at the area where they were identified as lost. TCC staff will communicate with show management, security, and guest services personnel in an attempt to find the accompanying adult.

CLEANING

Stetson Convention Services maintains an exclusive cleaning contractor that must be used by exhibitors. An exception is that exhibitors, using their company employees, may vacuum within their own booth. Cleaning order form can be found [here](#).

CONFETTI

Confetti and loose glitter are not permitted. Licensee is responsible for cleaning cost.

DAMAGE & DILAPIDATION

Exhibitors will be liable for the expense to repair any damage or dilapidation to TCC caused by their actions or those of their contractors or employees.

DOORWAYS

Do not prop or open entrance or exit doorways.

ELECTRIC & INTERNET

EDLEN is the provider of electric power. Electrical services are almost always needed within one's exhibit booth. Whether it's for booth lighting, A/V or computer equipment, or simply charging your mobile phone or tablet, this service should be ordered. The best place to begin is by making a list of all the items to which you'll need to provide power. Order electrical power through [EDLEN](#).

FIRE ARMS WEAPONS

Prohibited on the premises.

FIRE REGULATIONS

The Tampa Fire Marshal's (TFM) office has final authority over the safety of all events. Violations of safety requirements may result in closure of an event until the TFM indicates all violations are resolved. ***Additional Tampa Convention Center rules and regulations can be found [here](#).**

FOOD & BEVERAGE SERVICE

Catering, concessions, alcohol and exhibitor booth catering services are exclusive to Aramark! Aramark is the sole provider for all food, beverage, catering, and concessions. Arrangements for any catered function must be made through their sales office. Outside food and beverages, including alcohol, will not be permitted into the TCC for personal consumption.

Exhibitors may request an exception be made to ARAMARK's exclusivity policy for sampling purposes, providing the products to be sampled are indigenous to the specific exhibiting booth and show. Example; a coffee roaster would be permitted to sample 2 ounce portions of coffee at a restaurant trade show, however, a mattress company would not be permitted to sample 2 ounce portions of coffee at a home show. Exhibitors may obtain the Tampa Convention Center Food and Beverage Sampling Request Form from their Catering Sales Professional or Tampa Convention Center Event Coordinator. The Sampling Request form must be fully filled out and submitted 45 days prior to the first day of your event. The Convention Center and Tourism Director and ARAMARK reserve the right to make alternate arrangements or may deny requests if deemed appropriate to do so. Sampling portions should not exceed: Food -2 ounces, Non Alcoholic Beverages-2 ounces.

FOOTWEAR

Closed toe shoes only. No flip flops, sandals, or open toed shoes for move-in or move-out.

HANGING SIGNS & BANNERS

Exhibitors with peninsula or island booths of 400 sq. ft. or more may suspend signs or banners from the ceiling structure. Exhibitors in booths less than 400 sq. ft. may only suspend a banner with written approval of Show Management. **Encore** is the exclusive provider of all rigging services. This includes all motors and points for rigging supported by overhead points. All rigging plots, indicating location and weight loads per point, including ground support trussing, must be submitted to TCC's exclusive rigging contractor at least 21 days prior to the first move-in day for review and approval.

HAZING (FOG MACHINE)

The use of fog machines must be approved by show management in advance. ● Any exhibitor planning to use a fog machine will be required to have on-site Fire Watch. ● The use of any chemicals is strictly prohibited. ● The smoke/fog must be directed towards the inside of the exhibitor's booth space and cannot be directed toward the aisles.

***Additional Tampa Convention Center rules and regulations can be found [here](#).**

RULES AND REGULATIONS A-Z

INDEPENDENT CONTRACTORS – GUIDELINES

If an exhibitor appoints a company other than Stetson Convention Services, Inc. to install and dismantle their exhibit they should read and complete the EAC Payment Authorization Form. Please also refer to SHOW SITE WORK RULES. It is advisable for independent contractors to read the exhibitor manual fully.

INSURANCE

Exhibitors are required to have general liability insurance to cover risks incurred while exhibiting at Connect 2026. Exhibitors are also required to provide a valid certificate of insurance to the organizer no later than 30 days prior to the expo.

***Please send proof of insurance to Hannah Miller, Hannah.Miller@informa.com, by Friday, July 31.**

Client is required to be adequately insured to have an Exhibition Stand. Unless local regulations require a higher minimum insured value as set out in the Application Form, the Client shall take out and maintain at all times both public liability and employee liability insurance against personal injury, death and damage to or loss of property, as those terms are defined by commercial general liability insurance policies, with limits of not less than £2,000,000 (or the local currency equivalent) per occurrence

LADDER SAFETY

Always maintain a 3-point (two hands and a foot, or two feet and a hand) contact on the ladder when climbing. Keep your body near the middle of the step and always face the ladder while climbing. Only put ladder on stable, level surface. Do not stand on chairs.

MULTI-LEVEL EXHIBITS

All multi-level booths must meet the following criteria for approval: drawings sealed by a United States registered Professional Engineer and certification of Fire and Florida Building Code compliance.

SECURITY

Show security will be on duty 24 hours a day from move-in to move-out. Exhibitors and attendees are required to wear badges at all times during show hours as these will be checked upon entry to the facility.

However, show security cannot and should not be counted on to provide more than a presence to inhibit theft. The show hereby gives formal notice to exhibitors that the show and its management, its agents and its official vendors neither offer nor accept responsibility for exhibitors' property of any kind.

Connect recommends the following measures exhibitors may wish to take to further safeguard their property:

- 1) Never leave laptops or valuable merchandise unattended in the booth. Be especially careful during move-in and move-out periods.
- 2) Be sure that boxes and cartons cannot be mistaken for trash. Place trash bags in the aisle at the close of each show day.
- 3) Hire the services of a guard to provide exclusive presence in their booth overnight. Contact show organizer for details of approved security services that are available.

SMOKING/VAPING POLICY

Smoking and vaping are strictly prohibited within 25 feet of building in compliance with the Florida Clean Indoor Air act. The Sail Bar has designated smoking areas. Licensee and its General Contractors must enforce. The TCC strictly enforces this policy.

STAFFING POLICY

At least one representative of the exhibitor should be on duty in the booth during show hours.

STORAGE

Exhibitors may not store their empties behind drapes/display walls or inside the display area. All materials (i.e. cartons, crates, containers, packing materials, etc.) must be stored by Stetson Convention Services in the appropriate storage area. Empties may not be distributed during show hours and until aisle carpet is removed. Approved storage areas must be kept clean and tidy.

TEMPORARY STRUCTURE (Covered Booths)

For temporary structures that exceed 1000 square feet (SF) and/or have a 30' height or more. Permit application shall be submitted ten (10) business days before the event. Create an application in [Accela](#) and submit the following documents: Site Plan, Floor Plan, Stage Design, etc. See [Tampa.gov](#) website for more details.

MOTORIZED VEHICLE DISPLAY

Motorized equipment and vehicles, including interior aircraft displays, may be permitted during events provided Licensee has TCC & Office of the Fire Marshal approval and the following conditions are met: • Fuel tanks must have less than 1/2 tank of fuel or less than 10 gallons, whichever is less. Vehicles or equipment fueled by LP gas must comply with NFPA #58 and may not be operated during show hours. • Fuel caps must be taped/sealed completely around to prevent escaping vapors. • The positive battery cable must be disconnected and either taped around or secured within a battery cable bag then secured. Exceptions to this policy may apply for hybrid vehicles or vehicles where the battery is inaccessible. • Office of the Fire Marshal has the right to limit the number and location of vehicles. • Fueling and de-fueling cannot take place on premises. • Vehicle keys must remain within the building at all times (Location of keys should be coordinated with TCC Safety & Security Manager and EM). After move-in, all vehicle keys must remain with TCC security at all times, until move-out begins. • Vehicles cannot be jump-started on premises. • Drivers must be licensed to operate a motorized vehicle on TCC property. • Vehicles cannot be parked in fire lanes or block exits. • Vehicles of any type which have been approved for use in carpeted areas must have non-marking tires and carpet must be covered with heavy-duty polyethylene sheeting (plastic). • TCC and Fire Watch personnel must be present to supervise display vehicle move-in and set up into the facility. • Fire Watch must be ordered for events with 6 or more vehicles on display. Fire Watch is required during vehicle move-in, move-out, and show hours (including 1 hour prior to show opening). • TCC personnel must be present to supervise display vehicle tear down and move-out from the facility. • Aircraft display requires submission of full specs, including fuel information, display location, weight and load-in/out plan, to EM 45 days prior of first contracted day for Tampa Fire Department approval.

*Additional Tampa Convention Center rules and regulations can be found [here](#).

RULES AND REGULATIONS A-Z

VIDEO-TAPING, PHOTOGRAPHING & BROADCASTING

Video-taping or sound recording during Connect Marketplace for the purpose of commercial use, broadcasting or distribution to the general media is prohibited without the prior written consent of the show manager. Permission should also be obtained from individual exhibitors prior to the filming or photographing of their exhibit.

TSNN EXHIBITOR AWARDS

Connect Summer Marketplace 2026 will feature the inaugural TSNN Exhibitor Awards. Booths will be judged based on an array of categories and will be awarded on Day 2 of the show. Winners will be featured in TSNN and on signage within the trade show. Please see below for the categories.

- **Best Booth Design:** Recognizing creativity, visual appeal, and functionality in booth design.
- **Most Engaging Experience:** Awarded to the exhibitor with the most interactive and engaging attendee experience.
- **Best Use of Technology:** Highlighting innovative use of technology to enhance the exhibitor's presence.
- **Sustainability Champion:** For exhibitors who demonstrate eco-friendly practices in their booth setup and operations.
- **Best Product/Service Launch:** Recognizing the most impactful and well-executed product or service introduction.
- **Best Incorporation of Off-Site:** Sponsorship, Dinner, Concert, Micro-event, etc.
- **Best in Show:** Best overall booth encompassing all categories above



STETSON

ONLINE ORDERING



Ordering Online

- Paperless Exhibitor Manual
- Immediate Order Confirmation
- Warehouse Receiving Confirmations



Additional Perks:

- Quick and Easy Ordering
- Fast Customer Service
- Environmental Impact
- Monitor Your Expenses in Real-time



How to Order Online With Stetson?

At Stetson we manage our tradeshow with the industry leading solution Boomer™ to provide all of our customers the convenience of accessing important show information fast and efficiently with the click of a mouse. All of our customers benefit from paperless exhibitor manuals, online exhibitor ordering, small package scanning, online warehouse shipping confirmations and online planning tools.

Instructions:

- Returning exhibitors: Login with your existing account or click "Forgot Password"
- New exhibitors: Click on "Not Registered" to create an account

Contact us to start your booth order.

412.223.1090 | exhibitorservices@stetsonexpo.com | stetson.boomerecommerce.com



SIGNAGE, DISPLAY, AND STRUCTURE GUIDELINES & CONDITIONS

GENERAL TERMS

- Please contact your Stetson Exhibitor Coordinator to start the signage ordering process.
- Spec sheets for designing and a link to file sharing will be given after payment is submitted.
- No refunds will be granted to any items cancelled after print ready artwork or approval has been submitted.
- Payment authorization is required with all orders. Payment and/or print ready artwork received after Discount Deadline will be charged at the standard rate.
- Signature denotes acceptance of Terms & Conditions. All orders subject to the Terms & Conditions as outlined in the Exhibitor Service Manual.

DISPLAYS AND CHARGING STRUCTURES

- Price includes exhibitor created graphics, labor, and structure.
- Stetson Graphic Design is available and is billed in half hour increments.
- Display structures can be customized to fit your needs. Reach out to your Exhibitor Services Representative for assistance.
- See furniture, accessory, signage, and A/V forms for additional items to enhance your custom display.
- Please return all keys provided with lock rental to the Stetson Service Desk at the end of the show. If a key is not returned, there will be \$25.00 replacement fee.

COUNTERS

- Price includes labor and structure only. See Order form to include Front Panel Signage.
- Please return all keys provided with lock rental to the Stetson Service Desk at the end of the show. If a key is not returned, there will be \$25.00 replacement fee.

HANGING STRUCTURES

- Price includes metal, graphic, and banner build.
- **Rigging labor is required and must be ordered separately through the Encore. Please see [Rigging Order Form](#).**
- Damaged frames and missing materials will be charged full replacement cost.
- Need something custom? Reach out to your exhibitor services representative for assistance.

SIGNAGE SUBMISSION GUIDELINES

- When submitting files, provide the print ready PDF file (editable) as well as any downloaded fonts. Any font files not supplied may be substituted and subject to additional graphic design charges.
- All PDF files must be saved to the size listed on the signage spec sheet (do not include any crop marks or bleeds on artwork).
- All logos submitted must be either an .eps, .ai, or high resolution file.
- All files must be saved as CMYK.
- All files must be clearly saved as Signage Product_Live Area Size of the file (ex: Welcome Showcard_22x28).
- When submitting files at half size (50%), please include in the file name followed by the final print ready size. (ex: Welcome Banner_Half Size_240x48)
- All meter board files must leave 6" of blank space to account for the meter board base.
- Any in-house work needed to prepare non-digital art for production or to correct digital files to a production ready state will be billed in half hour increments
- Graphic designers of client submitted graphics are fully responsible for the creation of, laying out of, and proofing of all Content. Stetson is NOT LIABLE for errors in a final product caused by any of the following reasons: misspellings, graphics, bleeds, grammar, fonts, punctuation, die lines, crop marks, transparency, overprint, content lining up, and finished product size. Stetson DOES NOT make any changes to client files unless requested. Client will be charged with a graphic design fee if changes need to be made. Client submitted graphics will not receive a proof unless requested. Graphics received from client will be proofed by Stetson ONLY for correct sizing and pixilation of any logos of content.



STETSON

CUSTOM BOOTH DESIGN



Create Your Custom Booth

- Unique Concepts
- High Impact
- Budget Conscious
- Planning Team



Additional Perks:

- Booth Set When You Arrive
- Labor Included
- Save on Shipping and Material Handling
- Environmental Impact
- Rigging Structure Options
- Custom Flooring Options



Why design your booth with Stetson?

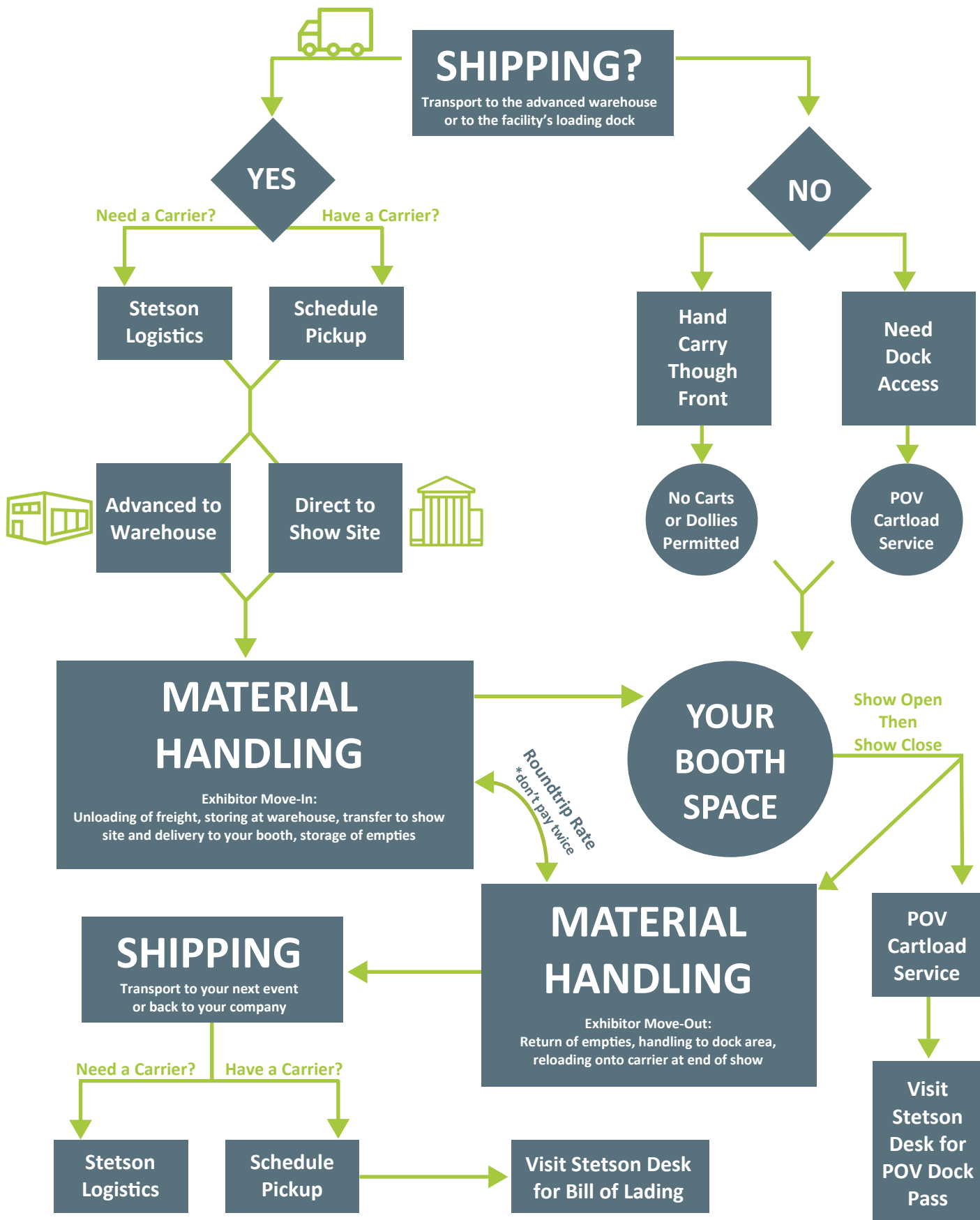
Your job at this event is to make an impression on the attendees. Let us do all the background work so you can focus on what is important for your company.

Advantages of designing with Stetson:

- Working with our team of skilled and creative professionals that can create unique and captivating designs
- Elevating your art to the next level
- Environmentally-friendly options
- A realistic budget
- Just show up and impress clients, leaving the rest to us

Contact us to start designing your custom booth.
412.223.1090 | exhibitorservices@stetsonexpo.com







STETSON

SHIPPING & LOGISTICS



Services

- Designated Truck Load
- LTL Service
- Expedited
- Ground



Additional Value Added Service Options:

- Exhibit display storage
- Customized quotes
- Crating, packing and banding
- End of show outbound shipping
- Pickup reminders and arrival confirmation



Why ship with Stetson Logistics?

Stetson Logistics has the capability and expertise to manage your trade show shipping economically, efficiently and without hassle.

Advantages of shipping Stetson Logistics!

As the official carrier for trade shows and exhibitions produced by Stetson Convention Services, you will receive the following benefits:

- No more juggling multiple carriers.
- Stetson will add shipping to same order as furniture, carpeting and other services. One invoice.
- Material handling discounts applied on roundtrip shipping.
- No worrying about warehouse or carrier check-in deadlines.
- Informative packet with labels given to your representative on site.
- We pre-fill the Bill of Lading for you. Saves you time.

Contact us via phone or website for a quote and schedule a pickup.

412.223.1090 | www.stetsonexpo.com



RUSH—EXHIBITION FREIGHT



Myers Freight Inc.
c/o Stetson Convention Services
4912 W Knox Street, Suite 200
Tampa, FL 33634

ADVANCE WAREHOUSE CONNECT

Exhibitor _____
Booth # _____
Pieces _____ of _____

Must arrive between July 13-August 7 to avoid surcharge

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RUSH—EXHIBITION FREIGHT



Tampa Convention Center - East, Central, West
c/o Stetson Convention Services
211 S. Franklin Street
Tampa, FL 33602

DIRECT TO SHOW SITE
CONNECT

Exhibitor _____
Booth # _____
Pieces _____ of _____

Must arrive during move in, August 22-23, 8:30am - 5:00pm,
to avoid surcharge or shipment refusal

RUSH—EXHIBITION FREIGHT



Tampa Convention Center - East, Central, West
c/o Stetson Convention Services
211 S. Franklin Street
Tampa, FL 33602

DIRECT TO SHOW SITE
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Pieces _____ of _____

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GENERAL FAQs

CAN I SUBSTITUTE MY TABLE INCLUDED IN THE BOOTH PACKAGE FOR ANOTHER TABLE?

- We define your booth package furnishings with show management. If an exhibitor wishes to have something other than what is included, they must order and pay for it in full. This includes different table skirting color as well.

SHOULD I TELL YOU IF I DON'T WANT THE BOOTH PACKAGE FURNISHINGS IN MY BOOTH?

- Once at show site, you can place the unwanted furnishings into the aisle and someone will come by to pick them up for you.

ARE RENTAL PRICES PER DAY?

- No. Rental prices are applicable for the duration of the show. The only price that is per day is cleaning (see cleaning order form).

WHAT HAPPENS IF I FORGET TO CHOOSE A SKIRT COLOR FOR MY TABLE?

- Stetson will first contact exhibitors for their preference. If we don't hear back from you, the show color will be chosen.

WHAT CHAIRS WILL FIT UNDER THE 40" HIGH TABLES?

- The upholstered stools fit under the counter-height, 40" high tables.

CAN I ORDER 2 - 10' x 20' CARPETS FOR MY 20' x 20' ISLAND BOOTH?

- Due to dye lot differences and unsightly seams, please do not order multiple precut pieces for a single booth.

AM I ALLOWED TO BRING MY OWN FURNITURE OR CARPET?

- Yes this is allowed. Please be aware that material handling charges, and depending on booth size, labor charges will be applicable. Please consider what will be most cost effective for you and your company.

MY BOOTH IS DIRTY FROM MOVING IN—WILL STETSON CLEAN IT?

- Carpet is clean when installed. If it needs to be vacuumed from move-in, exhibitors are able to order opening day only cleaning or daily booth cleaning.

MY BOOTH IS TOO COMPLICATED/FRAGILE FOR UNION MEMBERS TO HANDLE—WHAT CAN WE DO?

- Exhibitors are more than welcome to supervise and work along with the union staff. The union members are working with trade show displays often and are familiar with installing and dismantling. If you are unhappy with the workers provided, please visit the Stetson Service Desk immediately.

DO I HAVE TO HIRE UNION LABOR IF A DISPLAY HOUSE IS HANDLING MY INSTALLATION AND DISMANTLE?

- Your display house is required to use the same union that has jurisdiction at the show facility. The display house should be aware of this, but it would be smart to double check with your appointed display house to ensure a smooth move in.

WHAT IF I NEED TO LEAVE BEFORE MY EMPTIES RETURN?

- You can order Stetson supervised dismantle labor at the Stetson Service Desk. Please provide all dismantle and outbound shipping information (including a Stetson Bill of Lading) and be sure you have a credit card on file. Stetson will dismantle, pack up and ship out your booth materials for you.

WHEN WILL MY CREDIT CARD BE CHARGED?

- Throughout the show process, there is a possibility of three (3) charges: pre-show, show, and post-show. Pre-show charges include all tangible items ordered (tables, chairs, carpet, advance warehouse freight). Show charges include show site orders, installation labor, and material handling. Post-show charges will include dismantle labor and any charges incurred from the move-out of the show.

Please read carefully: The following Terms & Conditions define the respective parties' responsibilities of the contractual agreement between Stetson Convention Services, Inc. and you, the Exhibitor. Acceptance of said terms and conditions will be construed when any of the following conditions are met:

- Signature of the Payment Authorization Form or
- An order for labor, services, and/or rental equipment is placed by an Exhibitor with Stetson or
- Work is performed on behalf of Exhibitor by labor secured through Stetson

DEFINITIONS:

The name Stetson Convention Services, Inc. shall be construed within the meaning of this contract as Stetson Convention Services, Inc. and their employees, officers, agents and assigns, affiliated companies and related entities including but not limited to any subcontractors Stetson may appoint. The term Exhibitor shall be construed within the meaning of this contract as the EXHIBITOR and/or its employees, agents, representatives and/or any Exhibitor Appointed Contractor (EAC).

PAYMENT TERMS

Full payment, including any applicable tax, is due in advance or at show site. A \$25.00 administrative fee will be applied to any refund based on overpayment of check. Stetson will charge a processing fee of 5% on the total amount of any invoice requiring a change of payment after the original payment has been processed. All payments must be in U.S. funds and all checks must be drawn on a U.S. Bank. Orders received without advance payment or after the deadline date will incur additional (standard) charges as indicated on each order form. All materials and equipment are on a rental basis for the duration of the show or event and remain the property of Stetson except where specifically identified as a sale. All Stetson rentals include delivery, installation and removal from Exhibitor's booth. In case of cancellation, charges will be applied to all labor orders that are not cancelled in writing at least five days prior to the scheduled start time. If services have already been provided at the time of cancellation, no refund will be given. It is Exhibitor's responsibility to advise Stetson personnel of any problem with any orders, and to check invoices for accuracy prior to the close of the exhibit. If Exhibitor is exempt from payment of sales tax, Stetson requires an exemptions certificate for the state in which the services are to be used. Resale certificates are not valid unless Exhibitor is rebilling these charges to its customers. For International Exhibitors, Stetson requires 100% prepayment of advance orders; any orders or services placed at show site must be paid at the show. For all others should there be any pre-approved unpaid balance after the close of the show, terms will be net 15 due and payable in Pittsburgh, PA upon receipt of invoice. Effective 15 days after invoice date, any unpaid balance will bear a finance charge at the lesser of the maximum rate allowed by applicable law, or 10% per month for the length of the outstanding invoice. If any finance charge hereunder exceeds the maximum rate allowed by applicable law, the finance charge shall automatically be reduced to the maximum rate allowed, and any excess finance charge received by Stetson shall either be applied to reduce the principal unpaid balance or be refunded to the payer. These payment Terms & Conditions shall be governed by and construed in accordance with the Laws of the State of Pennsylvania. In the event of any dispute between Exhibitor and Stetson relative to any loss, damage or claim, such Exhibitor shall not be entitled to and shall not withhold payment, or any partial payment, due to Stetson for its services as an offset against the amount of any alleged loss or damage. Any claim against Stetson shall be considered a separate transaction and shall be resolved on its own merits. Stetson reserves the right to charge Exhibitor for the difference between the Exhibitor's estimate of charges and the actual charges incurred by Exhibitor, or for any charges that Stetson may be obligated to pay on behalf of Exhibitor, including without limitation, any shipping charges. If Exhibitor provides a credit card for payment and charges are rejected by the Exhibitor's credit card company for any reason, Stetson hereby provides notice that it reserves the right, and Exhibitor authorized Stetson, to continue to attempt to secure payment through that credit card for as long as unpaid balances remain on Exhibitor's account.

LABOR TERMS, RESPONSIBILITY, INDEMNIFICATION

LABOR UNDER THE SUPERVISION OF STETSON CONVENTION SERVICES, INC:

Stetson will be responsible for the performance of labor provided under this option. Stetson does not assume responsibility for any acts of, or loss to, persons, parties and/or other contracting firms not under Stetson's direct supervision and control. In no event shall Stetson be liable for loss or damage caused by delay in labor beginning work when Exhibitor request labor to begin later than the start of the working day. Stetson shall not be responsible for loss, delay or damage due to strike, lockouts and/or work stoppages, or other causes beyond Stetson's reasonable control. Stetson agrees to indemnify, hold harmless and defend Exhibitor from and against any and all demands, claims, causes of action, fines penalties, damages, liabilities, judgments and expenses (including but not limited to reasonable attorney's fees and investigation costs) for bodily injury, including any injury to Stetson employees, or property damage arising out of work performed by labor provided and supervised by Stetson, except when Exhibitor exercises direction and/or control over the work being performed.

LABOR UNDER THE SUPERVISION OF EXHIBITOR:

Exhibitor shall be responsible for the performance of labor provided under this option. It is the responsibility of Exhibitor to supervise labor secured through Stetson in a reasonable manner as to prevent bodily injury and/or Property damage and also to direct them to work in a manner that is in compliance with Stetson's Safe Work Rules and/or Federal, State, County and Local ordinances, rules and/or regulations, including but not limited to Show or Facility Management rules and/or regulations. It is the responsibility of Exhibitor to check in with the Stetson Service Desk to pick up labor, and to return to the Service Desk to release labor when the work is completed. Exhibitor agrees to indemnify, hold harmless and defend Stetson from and against any and all demands, claims, causes of action, fines, penalties, damages, liabilities, judgments, and expenses (including but not limited to reasonable attorneys' fees and investigation costs) for bodily injury, including any injury to Stetson employees, and/or property damage arising out of work performed by labor provided by Stetson but supervised by Exhibitor. Further, the Exhibitor's indemnification of Stetson includes any and all violations of Federal, State, County or Local ordinances, "Show Regulations and/or Rules" as published and/or set forth by Facility or Show

MATERIAL HANDLING TERMS & CONDITIONS

1. Stetson and its subcontractors shall not be liable for damage, loss or delay to uncrated freight, freight improperly packed, glass breakage or concealed damage. Crates and packaging should be made of a design to adequately protect contents for handling by forklift and similar means.
2. Relative to **inbound shipment(s)**, there may be a lapse of time between the delivery of shipment(s) to the booth by Stetson or its subcontractors and the arrival of the Exhibitor's representative at the booth. Similarly, relative to **outgoing shipment(s)**, it is possible that there will be a lapse of time between the completion of packing and the actual pickup of freight from the booth for loading onto a carrier. It is understood that during such times the shipment(s) will be left in the booth unattended. Therefore, it is agreed that Stetson and its subcontractors are not liable for the loss of, disappearance of or damage to Exhibitor's freight after the same has been delivered to Exhibitor's booth, nor are Stetson and its subcontractors liable for Exhibitor's freight before it is picked up from the Exhibitor's booth for loading after the show. Consequently, all bills of lading covering outgoing shipment(s) submitted to Stetson or its subcontractors by Exhibitor will be checked at the time of pickup from the booth and corrected where discrepancies exist.
3. Stetson and its subcontractors shall not be liable for any damage incurred during the handling of equipment requiring special devices to properly load, place or reload unless 14 days advance notice has been given to Stetson in time to obtain the proper equipment.
4. Stetson and its subcontractors shall not be liable for any loss, delay or damage due to events beyond their reasonable control which cannot be avoided by the exercise of due care and prudence, including but without limitation to, strikes, labor disputes, lockouts or work stoppages of any kind, fire, theft, windstorm, water, vandalism, acts of God, mysterious failure of power or utilities and other events of force of nature.
5. Stetson and its subcontractors shall not be liable for ordinary wear and tear in handling of equipment.
6. It is understood that Stetson and its subcontractors are not insurers. Insurance, if any, shall be obtained by the Exhibitor. Amounts payable by Stetson hereunder are based on the scope of the liability as herein set forth and are unrelated to the value of the Exhibitor's property. It is further understood and agreed that Stetson and its subcontractors do not provide for full liability should loss or damage occur. In the event that Stetson or its subcontractors should be found liable for loss or damage to Exhibitor's equipment, the liability shall be limited to the specific article that was physically lost or damaged. Such liability shall be limited to a sum equal to \$.10 per pound per article, with a maximum liability of \$50.00 per item or \$1,000.00 per shipment, whichever is less, as agreed upon damages and exclusive remedy. Provisions of this paragraph shall apply if loss or damage, regardless of cause or origin, results directly or indirectly to property through performance or nonperformance of obligations imposed by the offering of services to Exhibitors or from negligence, active or otherwise, by Stetson, its subcontractors or their employees.
7. **Be sure your freight is insured from the time it leaves your firm until it is returned after the show. It is suggested that Exhibitors arrange all risk coverage. This can usually be done by riders to existing policies. Contact your insurance representative. Be sure your liability insurance is in effect during transit and return of your freight, during storage and at show site.**
8. Stetson and its subcontractors shall not be liable to any extent whatsoever for indirect, special, incidental, or consequential damages, including but not limited to, delay any actual, potential or assumed loss of profits or revenues, loss of use of equipment or products or any collateral costs that may result from any loss, injury or damage to Exhibitor's materials or exhibitor personnel, which may make it impossible or impractical to exhibit the Exhibitor's materials.
9. Claims for loss or damage must be submitted to Stetson immediately at show site, and in any case not later than thirty (30) business days after the conclusion of the event. Any and all claims reported after thirty (30) days will be rejected. No suit or action shall be brought against Stetson or its subcontractors more than one year after the cause of action accrues.
10. The Exhibitor agrees, in connection with the receipt, handling, temporary storage and reloading of its freight, that Stetson and its subcontractors will provide these services as Exhibitor's agent and not as bailee or shipper. If any employee of Stetson or its subcontractors shall sign a delivery receipt, bill of lading or other document, the parties agree that Stetson or its subcontractor will do so as the Exhibitor's agent, and the Exhibitor accepts the responsibility thereof.
11. Stetson and its subcontractors shall not be liable for shipments received without receipts, freight bills or specified unit counts on receipts or freight bills, such as UPS, FedEx, DHL or van lines. Such shipments will be delivered to booth without guarantee of piece count or condition.
12. Empty container labels will be available at the Stetson Exhibitor Service Desk. Affixing the labels is the sole responsibility of the Exhibitor or its representative. It is understood that these labels are used for EMPTY STORAGE ONLY. Stetson assumes no responsibility for error in preceding procedures, removal of containers with old empty labels and without Stetson labels or improper information on labels. Stetson and its subcontractors assume no responsibility or liability for loss or damage to contents while containers are in storage or for mislabeled containers.
13. In order to expedite removal of freight from the show site, Stetson has the authority to change designated carriers, if such carriers do not pick up on time. Where no disposition is made by the Exhibitor, freight will be taken to a warehouse to await Exhibitor's shipping instructions, and the Exhibitor agrees to be responsible for payment of charges relating to such handling at the warehouse. Stetson assumes no liability as a result of such rerouting or handling.
14. The Exhibitor agrees, in the event of a dispute with Stetson or its subcontractors relative to any loss or damage to any of the Exhibitor's freight or equipment, that the Exhibitor will not withhold payment in any amount due to Stetson for material handling services or any other services provided by Stetson or its subcontractors as an offset against the amount of the alleged loss of damage. Instead, the Exhibitor agrees to pay Stetson prior to the close of the show for all such charges and further agrees that any claim the Exhibitor may have against Stetson or its subcontractors shall be pursued independently by the Exhibitor as completely separate.
15. Customer and/or the consignor warrants that all shipments shall comply with all applicable hazardous materials rules and regulations for the applicable mode of transport and all other health, safety and security regulations. All shipments shall be properly packaged, marked and labeled and clearly identified. No dangerous goods shall be tendered to Freight Forwarder for transportation, handling or storage without prior written agreement of Freight Forwarder. Customer and/or consignor shall indemnify and hold harmless Freight Forwarder and all service providers from any liability, loss, damage, fine or suit arising from breach of the warranties set forth herein.

The placing of an order for the services of tradesmen and women and the use of equipment by an Exhibitor or any agent of the Exhibitor shall be construed as an offer subject to acceptance and approval of Stetson in its sole discretion. Upon Stetson's written acceptance and approval, the Exhibitor and its agents shall be bound by the terms and conditions set forth in Sections 1 through 15 above. Likewise, once Stetson has accepted and approved the Exhibitor's offer, any shipper consigning or delivering a shipment to Stetson or its subcontractors on behalf of Exhibitor shall be bound by the terms and conditions set forth in Sections 1 through 15 above.