



# Exhibitor Services Ordering Guide

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2023 CHRISTMAS CONNECTION

I-X Center

MANAGED BY OVG360 | ONE I-X CENTER DRIVE, CLEVELAND, OH 44135

Revised 10/19/2022

***I-X SERVICE CENTER***  
***EXHIBITOR ORDERING INFORMATION***

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Here are some important details you should know regarding exhibitor service options at the I-X Center. Please look at the following to know who is responsible for which services.

**Services NOT provided by the I-X Center:**

Electricity – provided by Edlen Electric

All electrical needs for a booth can be purchased through Edlen.

Internet – provided by Smart City

Free internet is not available in the building and cellular service can be unreliable when there are so many people in the building. Some shows may choose to include internet in their exhibitor kit and some may not. Smart City provides internet services in the event they are needed.

Labor, equipment, carpeting, etc. – provided by the contracted decorator

Show management will provide you with that information once a decorator is contracted.

**Services provided by the I-X Center**

Parking Passes

All shows require exhibitors to have parking passes. Some shows will have them packaged in the exhibitor agreement, and some will not. That decision is made by show management. If you are unsure if passes are included in your kit, contact show management before ordering passes. **Passes are non-refundable.**

Drive-in Passes

At any large facility, there will be a walk to get to your booth and set up. We offer the perk to purchase the privilege to drive your vehicle into the building to get closer to your booth for setting up and tearing down. **Passes are non-refundable.**

Air, water, natural gas

Booth cleaning services

Fire Extinguishers

The rest of this guide contains more information about the services provided by the I-X Center and information on how to order those services. Please be sure to read carefully and don't hesitate to reach out with questions!

The attached includes a description of available services, pricing, and the I-X Services Order Form. Please return your completed order with payment to:

**I-X Service Center**

One I-X Center Drive  
Cleveland, Ohio 44135  
Email: [exhibitorservices@ixcenter.com](mailto:exhibitorservices@ixcenter.com)

**Payment Policy:**

- **Service orders received with full payment 14 days prior to the first day of move-in qualify for advance rates.**
- Service orders will be processed upon receipt of full payment. Please note that the I-X Service Center is not responsible for lost or misdirected mail.
- A tax exemption certificate must accompany order if you qualify for exemption from Ohio state sales tax.
- Acceptable forms of payment are cash (on-site only), checks, money orders, wire transfers or charge card (Visa, MasterCard, American Express, Discover). **A 3% fee will be assessed on all payments made by charge card. This fee will be due at the time of charge card payment and is non-refundable.**
- For wire transfers, please email [exhibitorservices@ixcenter.com](mailto:exhibitorservices@ixcenter.com) requesting ACH Bank Transfer Information.
- Please make checks payable to the Convention IX Center, LLC.
- Payments must be made in U. S. funds payable on a U.S. bank.
- A \$35 fee will be assessed for returned checks and an alternative form of payment will be required.
- Unless indicated otherwise, supplied charge card authorization will be used for on-site service orders.
- Please contact the I-X Service Center regarding billing discrepancies. Adjustments will only be considered prior to the close of the show. Credit balances will be refunded via I-X Center corporate check or applied to your charge card on file prior to final invoicing. A 1.5% monthly interest charge will be added to any unpaid balance.

**INSTRUCTIONS FOR COMPLETING I-X SERVICE ORDER FORM**

1. List the event name, booth number, and company billing information.
  2. Record all pertinent information for non-taxable service(s) ordered in Section A.
  3. Subtotal all non-taxable services and enter the dollar amount on Line 1 and Line 4.
  4. Record all pertinent information for taxable service(s) ordered in Section B.
  5. Subtotal all taxable services and enter the dollar amount on Line 2.
  6. Multiply amount recorded on Line 2 by 8% and enter Ohio state sales tax on Line 3.
  7. **A 3% fee will be assessed on all payments made by charge card.**
  8. For payments by charge card only, add Lines 2, 3 and 4. Multiply total by 3% enter on Line 5.
  9. Add Lines 2, 3, 4 and 5 (if applicable) and enter total due on Line 6.
  10. Provide Cardholders name and signature (when applicable) along with the Exhibitor Representative signature & date.
- Forward all forms and utility layouts with payment to the I-X Service Center

EVENT: \_\_\_\_\_ BOOTH #: \_\_\_\_\_ SQ. FT.: \_\_\_\_\_ DATE REC'D BY I-X: \_\_\_\_\_

## I-X SERVICE ORDER FORM

*All services performed will be subject to the terms and conditions set forth under "Limitation of Liability and Responsibility for I-X Center Services" contained in this guide.*

COMPANY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_ COUNTRY: \_\_\_\_\_

PHONE: \_\_\_\_\_ MOBILE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

CONTACT: \_\_\_\_\_

FIRST NAME: \_\_\_\_\_ LAST NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_

### SECTION A

Description/Non-Taxable Items	COLOR	QTY.	U/M	UNIT PRICE	TOTAL
SECTION "A"	LINE 1-Non-Taxable Items (Section A)			SUB-TOTAL	

### SECTION B

Description/Taxable Items	COLOR	QTY.	U/M	UNIT PRICE	TOTAL
SECTION "B"	LINE 2-Taxable Items (Section B)			SUB-TOTAL	
COMMENTS:	LINE 3-Sales Tax – 8% Line 2			SALES TAX	
	LINE 4-Non-Taxable Items (Section A)			SUB-TOTAL	
	LINE 5-3 % Processing Fee (if applicable)			SUB-TOTAL	
	LINE 6-TOTAL LINES 2, 3, 4 and 5 (if applicable)			TOTAL DUE	

**PLEASE SELECT YOUR PAYMENT METHOD:**

**Credit Card**

Return this form to the I-X Center.

- Email: [exhibitorservices@ixcenter.com](mailto:exhibitorservices@ixcenter.com)
- Mail: Exhibitor Services  
1 I-X Center Dr.  
Cleveland, OH 44135

Once the form is received, you will receive an email with the invoice and a link to our secure online payment portal to complete your order.

**Check**

Return this form to the I-X Center with your check enclosed.

- Mail: Exhibitor Services  
1 I-X Center Dr.  
Cleveland, OH 44135

Once the form is received, you will receive confirmation of your order and payment via email.

**EXHIBIT REPRESENTATIVE (SIGNATURE):** \_\_\_\_\_ **DATE:** \_\_\_\_\_

By completing this form as directed, we authorize the I-X Center to provide services ordered and accept the terms & conditions outlined in this guide.

### ***LIMITATION OF LIABILITY AND RESPONSIBILITY FOR I-X CENTER SERVICES***

1. I-X Center shall not be responsible for damage to materials and equipment, including uncrated items, items improperly packed or concealed damage.
2. I-X Center shall not be responsible for loss, theft or disappearance of exhibitor's property.
3. I-X Center shall not be responsible for loss or damage to exhibit property related to delivery of I-X Center Services unless damages are the direct result of I-X Center's gross negligence.
4. I-X Center shall not be responsible for any loss, damage or delay due to fire, acts of God, strikes, lockouts or work stoppages of any kind or to any cause beyond its control.
5. I-X Center liability shall be limited to the physical loss or damage to the specific property which is lost or damaged, and in any event the I-X Center's maximum liability shall be limited to the following: Material Handling, \$0.30 per pound per article with a maximum liability of \$1,000.00 per shipment, whichever is less; for all I-X Center Services, actual damages or \$1,000.00, whichever is less.
6. I-X Center shall not be liable to any extent whatsoever for any actual, potential or assumed loss of profits or revenues, or for any collateral costs, which may result from any loss or damage to an exhibitor's property.
7. Claims for loss or damage must be submitted to the I-X Center prior to the close of the show.
8. The consignment or delivery of property to the I-X Center by an exhibitor, or by any shipper to or on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth.
9. **INSURANCE** – To protect yourself from unexpected losses every exhibitor's property should be insured from the time it leaves their possession until the time it is returned to their possession. It is suggested that exhibitors arrange all risk coverage.

## ***DRIVE-IN PRIVILEGES***

- ☞ **Drive-in privileges have been expanded to include larger vehicles and vehicles pulling a trailer.**
- ☞ Drive-in privileges do not include loading / unloading labor. Please see your event services contractor if you choose to order labor.
- ☞ One drive-in pass is required per vehicle per trip and may be purchased at the I-X Service Center.
- ☞ Drive-in passes are non-transferable, non-refundable and if lost or stolen, cannot be replaced without incurring an additional charge.
- ☞ **Exhibitor Drive-in Procedure:**
  - Park in designated exhibitor area
  - Purchase drive-in pass or pick up prepaid drive-in pass at the I-X Service Center
  - Report to assigned door
  - Present pass to I-X personnel at entrance door
  - I-X personnel will direct vehicle
  - Exhibitor unloads vehicle independently
  - Immediately remove vehicle from building after unloading
- ☞ Vehicles displayed in the building require a Display Vehicle Pass/Compliance Card. This includes motorized equipment operating under its own power. A maximum of one eighth tank of gas or two gallons whichever is less may remain in the tank, the gas tank must be sealed and battery cables must be disconnected and taped. A Display Vehicle Pass/Compliance Card must be obtained from the I-X Service Center and displayed at all times. Display vehicles are subject to inspection by the Cleveland Fire Marshal.

<i>DESCRIPTION</i>	<i>U / M</i>	<i>RATE</i>
<b>Drive In Passes – Nontaxable</b>		
Round Trip Drive-in Pass (Two-part pass one part collected at door upon each entry)	EA	<b>\$50.00</b>
One Way Drive-In Pass	EA	<b>35.00</b>
Display Vehicle Pass (Round Trip)	EA	<b>50.00</b>

## ***PARKING PRIVILEGES***

- ⌘ Exhibitors and attendees are charged parking fees on show days only.
- ⌘ **Parking Permits are available for purchase for the entirety of the event.** i.e.: For a three (3) day event, the charge will be \$10.00 Each Day (standard vehicle) x 3 Event Days = \$30.00 for one event parking permit. If the event is 10 days, the charge will be \$10.00 Each Day (standard vehicle) x 10 Event Days = \$100.00 for one event parking permit.
- ⌘ Event parking permits provide in and out privileges, easily identify "Exhibitor Vehicles" and provide admittance to designated exhibitor parking areas.
- ⌘ Event parking permits may be purchased by completing the form on page three or from the I-X Service Center.
- ⌘ Parking permits are not mailed. It is recommended that exhibitors pick up parking permits during move-in prior to the first day of the event. There is no charge for parking during move-in; however a daily parking fee per vehicle is charged for exhibitors and attendees beginning the first day of the event. Credits will not be considered for parking permits ordered and not picked up.
- ⌘ Parking fees paid at the gate may be applied, with valid parking stub, as a credit toward the purchase of an event parking permit only on the first day of the event. Parking adjustments will only be considered at the I-X Service Center during the first day of the event.
- ⌘ Event parking permits are non-transferable, non-refundable and if lost or stolen, cannot be replaced without incurring an additional charge.
- ⌘ Event parking permits for standard and oversize vehicles are valid all show days. Standard size vehicles are standard size pick-up trucks, automobiles and vans. Oversize vehicles are recreational vehicles, vehicles pulling trailers and vehicles larger than standard size vehicles that require more than one parking space.
- ⌘ Event parking permits must be displayed on vehicle's rear-view mirror while on I-X Center premises.

<i>DESCRIPTION</i>	<i>U / M</i>	<i># OF EVENT DAYS</i>	<i>TOTAL COST</i>
<b>Event Parking Permit – Nontaxable</b>			
Event Parking Permit - Standard Vehicle	<b>\$10.00 EA/DAY</b>	<u>x 3</u> # Event Days	<b>= \$ 30.00</b> Permit Total
Event Parking Permit - Oversize Vehicle	<b>\$20.00 EA/DAY</b>	<u>x 3</u> # Event Days	<b>= \$ 60.00</b> Permit Total

### ***STANDARD VEHICLES***

- ⌘ **STANDARD SIZE PICK-UP TRUCKS**
- ⌘ **AUTOMOBILES**
- ⌘ **VANS**

### ***OVERSIZE VEHICLES***

- ⌘ **RECREATIONAL VEHICLES**
- ⌘ **VEHICLES PULLING TRAILERS**
- ⌘ **VEHICLES REQUIRING MORE THAN ONE PARKING SPACE**

## *AIR, WATER, DRAIN AND NATURAL GAS SERVICES*

- ◆ Air, water and drain lines will be installed at center rear of booth or most convenient location to source unless accompanied by a layout and plumbing labor order. Should special placement of lines be necessary, a minimum of one hour plumbing labor is required. Labor and material charges in running lines to specified location will be based on actual time and materials used.
- ◆ Air and water services are available throughout main exhibit areas. Air connections provided are ¾ inch; water connections are ¾ inch.
- ◆ A drawing indicating the location and size of service connections with specifications (i.e. air, CFM, PSI) must accompany order form. Service connections to equipment require a minimum estimated prepayment of one hour plumbing labor to connect and one hour plumbing labor to disconnect. Labor and material charges in making connections will be based on actual time and materials used.
- ◆ Drains are accessible in perimeter locations. Portable tanks are available for interior locations. Please call for availability and pricing.
- ◆ Natural gas is available in limited locations. Please call for pricing and availability.
- ◆ All equipment must comply with federal, state and local fire and safety codes. The I-X Center is not responsible for fluctuation in air/water pressure or moisture in lines. It is the exhibitor's responsibility to furnish necessary regulators/filters to prevent equipment damage.

<i>DESCRIPTION</i>	<i>U / M</i>	<i>ADVANCE RATE</i>	<i>STANDARD RATE</i>
<b>Compressed Air Service – Taxable</b>			
Air Line	EA	<b>335.94</b>	<b>436.73</b>
Each Additional Connection	EA	<b>112.71</b>	<b>146.50</b>
The I-X Center is the exclusive contractor for all plumbing services. The use of exhibitor-owned portable air compressors is prohibited.			
Plumbing Labor is required to connect and disconnect air lines.			
<b>Water &amp; Drain Services – Taxable</b>			
Water Fill & Empty (1 – 149 gallons)	EA	<b>319.73</b>	<b>415.67</b>
Water Fill & Empty (150 – 299 gallons)	EA	<b>479.49</b>	<b>623.29</b>
Water Fill & Empty (300 – 599 gallons)	EA	<b>639.25</b>	<b>831.02</b>
Water Fill & Empty (600 – 999 gallons)	EA	<b>878.77</b>	<b>1,142.45</b>
Water Fill & Empty (1000 – 4999 gallons)	EA	<b>1,054.48</b>	<b>1,370.83</b>
Water Fill & Empty (5000 – 9999 gallons)	EA	<b>1,374.10</b>	<b>1,786.39</b>
Water Fill & Empty (10,000 – 14,000 gallons)	EA	<b>1,597.68</b>	<b>2,076.95</b>
1/2" Water Line	EA	<b>335.94</b>	<b>436.73</b>
3/4" Drain Line	EA	<b>335.94</b>	<b>436.73</b>

### **PLUMBING LABOR**

- † Labor is charged in hourly increments per worker. One hour per worker will be charged for labor ordered and not used. Labor cancelled without a 24-hour notice will be charged a one hour cancellation fee per worker.
- † Final billing for labor is based on actual time and materials used. A prepayment based upon estimated usage is due at the time services are ordered.

<i>DESCRIPTION</i>	<i>U / M</i>	<i>STRAIGHT TIME</i>	<i>OVERTIME</i>	<i>DOUBLE TIME</i>
<i>Straight time: Weekdays 8:00 a.m. - 4:30 p.m. □ Overtime: Weekdays 4:30 p.m. - midnight, Saturdays 8:00 a.m. - 4:30 p.m. Double time: Weekdays midnight - 8:00 a.m., Saturdays after 4:30 p.m., Sundays and Holidays</i>				
<b>Installation Labor – Taxable</b>				
Plumbing Labor	HR	<b>\$99.75</b>	<b>\$149.60</b>	<b>\$199.50</b>
<b>Dismantling Labor – Taxable</b>				
Plumbing Labor	HR	<b>99.75</b>	<b>149.60</b>	<b>199.50</b>



## CLEANING SERVICES

- Trash placed in aisle nightly at close of show will be removed at no charge.

<i>DESCRIPTION</i>	<i>U / M</i>	<i>RATE</i>
<b>Vacuuming – Taxable</b>		
Vacuum Nightly (includes prior to show opening)	SFT (per day)	<b>\$0.30</b>
Vacuum Prior to Show Only	SFT (per day)	<b>0.35</b>
<b>Porter Service – Taxable</b>		
Periodic Porter (daily - all event days)	EA (per day)	<b>62.00</b>
Periodic porter service includes refuse removal from containers in your booth every two hours during show hours.		

## FIRE EXTINGUISHERS

<i>DESCRIPTION</i>	<i>U / M</i>	<i>ADVANCE RATE</i>	<i>STANDARD RATE</i>
<b>Fire Extinguishers Rental - Taxable</b>			
Fire Extinguisher Rental, ABC Rated (taxable)	EA	<b>\$43.30</b>	<b>\$56.30</b>
Fire Extinguisher Rental, K (taxable)	EA	<b>108.40</b>	<b>140.90</b>
K-rated fire extinguishers are required for in-booth cooking.			

