



## Exhibitor Kit

Welcome to the Tampa Convention Center! Our team looks forward to partnering with you for a great event.

Encore is the exclusive provider of all Rigging Services at the facility, and the preferred provider of Audiovisual Services. As the exclusive rigging contractor for Tampa Convention Center, Encore is responsible to ensure overhead safety for all public function space within the facility. Rigging encompasses attaching motors, trussing, lighting, and audio equipment to the ceiling or via ground supported truss. **Encore will provide all necessary motorized or non-motorized rigging packages, truss, and rigging labor at Tampa Convention Center.**

As your on-site partner, we are uniquely prepared for the many details surrounding the delivery of a successful program.

### Important Information:

- All orders are subject to a taxable 24% Service Charge.
- Tax Exempt Status - If you are exempt from sales tax, you are required to submit a State of Florida Exemption Certificate prior to services being rendered.
- Orders must be received a minimum of 15 days prior to show opening to qualify for Advance Rates. Show Rates will be billed for any orders received less than 15 days prior to show opening.
- Orders received less than 7 days prior to show opening, or orders received onsite, may incur additional labor charges. Encore will present a proposal with these charges prior to services being rendered or payment being collected.
- There will be a 4% Loss/Damage Waiver (Optional Rental Insurance) will be included on all orders. This protects the exhibitor from being billed repair/replacement costs if any equipment is lost, damaged, or destroyed. If you decline the Loss/Damage Waiver, please note that replacement cost is on average three times the rental amount for any damaged or missing equipment. This will be included on the detailed order that Encore sends to you for final approval
- Upon receipt of the completed forms, Encore will generate an order and send to you for final confirmation **BEFORE** your payment is processed.
- We can accept credit card payments via phone – please do not email your credit card information! We can also accept check/ACH/wire so long as it is received in advance of the first event day.
- No refunds will be provided unless an equipment issue is reported onsite to an Encore manager.

This packet contains the tools necessary to assist you in implementing a flawless event.

- Page 2 – Encore Terms & Conditions
- Page 3 – Audiovisual Order Form
- Page 4 – Rigging Service Request
- Page 5 – Booth Diagram (to be completed when any specific delivery locations are requested)

Our knowledgeable staff is available to assist with any other requests. If you have additional questions, please email or call our team!

### Exhibit Services Team - Sales:

+1 813.898.1372

[exhibitors.tcc@encoreglobal.com](mailto:exhibitors.tcc@encoreglobal.com)

### Exhibit Services Team – ONSITE MANAGER:

+1 813.599.4827



■ 333 South Franklin Street, Tampa, FL 33602 ■ Phone - Sales: +1 813.898.1372

■ Phone – ONSITE MANAGER: +1 813.599.4827

■ Inquiries and form submission: [exhibitors.tcc@encoreglobal.com](mailto:exhibitors.tcc@encoreglobal.com)

## Exhibitor Kit

### Encore Terms & Conditions

1. Orders must be received a minimum of 15 days prior to show opening to qualify for Advance Rates. Show Rates will be billed for any orders received less than 15 days prior to show opening.
2. Orders received less than 7 days prior to show opening, or orders received onsite, may incur additional labor charges. Encore will present a proposal with these charges prior to services being rendered or payment being collected.
3. Labor rates are based on current wage scales and are subject to change in the event of wage changes prior to opening or during the operation of the show. For orders that require dedicated labor, a minimum charge of 2 hours will be billed – (1) hour to install and one (1) hour to dismantle. Time will commence upon exhibitor's request. Failure to start labor at requested time will result in additional charges for wait time.
4. Payment must be rendered in FULL when billed during the event. Services will not be provided if payment is not received.
5. All equipment regardless of source of power, must comply with Federal, State, and local codes. Encore reserves the right to inspect all electrical devices and connections to ensure compliance with all codes. All electrical equipment must be properly tagged and wired with complete information as to the type of current required for operation, voltage, phase, cycle, horsepower, etc.
6. A \$25.00 service charge will be assessed for all returned checks and credit cards.
7. Material and equipment furnished by Encore for this service order is furnished on a rental basis and remains the property of Encore and shall be removed ONLY by Encore Employees. Price also includes all necessary disposable supplies.
8. Claims will not be considered, or adjustments made, unless filed in writing by the exhibitor prior to close of event. This claim must be verified by an Encore team member prior to close of event.
9. Credit will not be given for services installed and not used.
10. No refunds will be provided unless an equipment issue is reported onsite to an Encore manager.
11. It is agreed that in the event it becomes necessary to turn this matter over to an attorney for collection, or to file a lien, or foreclosure, or otherwise, exhibitor will pay Encore its attorney fees or applicable agency fees.
12. For any unpaid balances, a service charge of 1.5% per month will be made starting 10 days after the date of invoice.
13. Exhibitor holds Encore harmless for any and all losses of power beyond Encore's control including but not limited to losses due to utility company failure, permanent power distribution failure, power failure caused by vandalism, faulty exhibitor equipment or overloads caused by exhibitor.
14. Event Cancellation. If Customer Cancels the Event or the provision of audiovisual equipment, labor, or services by Encore 30 days or more before the first day of the Event, no cancellation charges will apply, except for any expenses actually incurred by Encore, which will be payable by the Customer. Cancellations received 29 to 15 days before the Event will be subject to a cancellation charge equal to 50% of the charges contained in the Event Quote. Cancellations received 14 to 3 days before the first day of the event will be subject to cancellation charge of 75% of the charges contained in the Event Quote. Cancellations received less than three days (72) hours before the first day of the Event or after equipment has departed from its storage facility, will be subject to a cancellation charge of equal to 100% of the total charges set out in the Event Quote. Customer agrees that and acknowledges that the cancellation charges described in this paragraph are reasonable and appropriate under the circumstances if Customer cancels the Event or cancels the provision of audiovisual equipment, labor, or services by Encore, and that such charges are not a penalty. Cancellation fees, including fees to cover any incurred Encore costs, will be due immediately upon any such cancellation by Customer.

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## Audiovisual Order Form

Event Name:	Installation Date & Time:	Dismantle Date & Time:
Company Name/Booth Name:		Booth #
On-Site Contact Name:		On-Site Contact Phone #:

### Important Information:

- \* Floor stands and Wall Mounts are available as an add-on rental item for Encore equipment only. We are unable to rent these items without also renting a monitor from Encore.
- \*\* Individual microphones and DI boxes are available as an add-on rental item for the Encore Exhibitor Audio Package. We are unable to rent these items without also renting the Audio Package from Encore.
- Larger and/or touch screen monitors are available upon request. A quote will be provided per exhibitor's request. An additional labor charge may be required for larger and/or touch screen monitor installation.
- The maximum / weekly rental rate is 3 show days. Additional event days up to 7 total days will not incur charges.
- No refunds will be provided unless an equipment issue is reported onsite to an Encore manager: 813.599.4827

Video					
<i>Monitor rental cost includes a table stand and HDMI cable. Floor stands, wall mounts, and adapters to be ordered separately if needed.</i>					
	Advance Rate	Show Rate	Qty.	# of Days	Total
24" LCD Monitor (Table Stand Only)	\$180	\$225			
32" LCD Monitor (Table Stand recommended)	\$225	\$281			
46" LCD Monitor	\$445	\$556			
55" LCD Monitor	\$610	\$763			
65" LCD Monitor	\$730	\$913			
70" LCD Monitor	\$985	\$1,231			
*Monitor Floor Stand <b>WITHOUT</b> laptop shelf	\$60	\$75			
*Monitor Floor Stand <b>WITH</b> laptop shelf	\$60	\$75			
*Monitor Wall Mount	\$60	\$75			
Windows 10 Laptop	\$225	\$281			
Digital Media Player (for USB / SD card )	\$50	\$60			
1x4 HDMI Distrib. Amp	\$265	\$331			
Wireless Keyboard & Mouse	\$55	\$69			
Adapters (Mini Display Port, USB-C, Etc.)	\$32	\$40			

Lighting					
	Advance Rate	Show Rate	Qty.	# of Days	Total
(5) LED up-lights	\$225	\$281			
Spot Lighting – Encore can provide custom lighting enhancements for your booth. We have options for hanging lighting fixtures in the catwalk, and from traditional rigging points. Please reach out to discuss your needs.					

Audio					
	Advance Rate	Show Rate	Qty.	# of Days	Total
<b>Exhibitor Audio Package</b> (Includes powered speaker, speaker stand, mixer, laptop/device audio connection, and wireless handheld microphone)	\$473	\$591			
**Wireless Microphone	\$220	\$275			
** Wired Microphone	\$65	\$82			
** DI Box	\$65	\$82			

Truss					
	Advance Rate	Show Rate	Qty.	# of Days	Total
5 ft. 12" x 12"	\$35	\$44			
8 ft. 12" x 12"	\$50	\$63			
10 ft. 12" x 12"	\$65	\$81			
6-way Corner Block	\$45	\$56			
24" x 24" Truss Base	\$50	\$63			
36" x 36" Truss Base	\$65	\$81			

**Additional AV & Truss options are available.  
Please reach out to our team for a detailed proposal.**



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