

SOFT - TIAFT Joint Meeting 2026

September 19 - 24, 2026



Hilton Chicago
Chicago, Illinois

EXHIBITOR INFORMATION PACKET

PRESENTED BY



Welcome to **SOFT - TIAFT Joint Meeting 2026!**

Dear Exhibitor:

IMS is pleased to have been selected to serve as General Services Contractor for the upcoming SOFT - TIAFT Joint Meeting 2026.

The following pages contain all of the information necessary to aid and ensure a successful event.

If you don't see what you need, or if you have questions, please contact the IMS CSR assigned to this event directly.

Please note: Even if you are not ordering furnishings, carpet, etc., each exhibitor is required to have a credit card on file on our secure Online Ordering Portal for any show site incidentals such as, but not limited to, Material Handling.

We look forward to a successful event!

Golden Convention & Tradeshow Management
&
IMS



EXHIBITOR INFORMATION PACKET

SOFT - TIAFT Joint Meeting, September 19 - 24, 2026



IMS strongly recommends that you familiarize yourself with all the information included in this Exhibitor Service Manual. The information will benefit you as to certain procedures to ensure a successful event. For your convenience, there are links to the listed sections in the Table of Contents. Click on the desired section to be taken there directly.

IMS CSR Contact Info

Jenna Stone
jstone@imsshow.com

Online Ordering

IMS offers a secure Online Ordering Portal to place all your furnishing, carpet, Material Handling, etc., needs. Our Online Ordering system will email a secure link to the main contact from your company for your convenience.

Third Party

If a Third Party will be responsible for any/all orders/charges for an exhibiting company please contact the IMS CSR for this event directly, so we can create an account for them in our Online Ordering Portal.

Tax Exempt

If your company is Tax Exempt we require a tax exemption certificate to be on file before placing any online orders. Please submit the certificate directly to the IMS CSR assigned to this event directly.



Table Of Contents

Welcome & Introduction	2	Material Handling Rates	17
Table Of Contents	4	Warehouse Shipments	18
Fast Facts	5	Warehouse Shipping Labels	19
Limits of Liability	6	ABF Show Carrier	20
Non Official Contractors Rules & Regulations	7	Commercial Invoice	21
Intent to Use Non Official Contractor	8	Limits of Liability Responsibility for Labor	22
Third Party Payments	9	Preferred Formats for Incoming Graphics	25
Shipping Helpful Hints	10	Additional Services (Encore):	
Inbound Freight Procedures	11	Hilton Chicago Union Labor Guidelines	26
Freight Routing Form	12	Electric	
Freight Questionnaire	13	Audio/Video	
Material Handling Services	15	Rigging	
Special Handling Definitions	16		



EXHIBITOR INFORMATION PACKET

SOFT - TIAFT Joint Meeting, September 19 - 24, 2026



Fast Facts

OFFICIAL GENERAL CONTRACTOR
Inclusive Management Services
IMS

IMS CSR Contact:
Jenna Stone
jstone@imsshows.com

VENUE:
Hilton Chicago

GENERAL EXHIBIT INFORMATION

Facility Floor - Cement
Show Colors: 8' Backwall - Blue/White - 3' Siderails - Blue

Booth Size - Per 10' x 10' Area Includes:
 1 - 6' x 30" Blue Skirted Table
 2 - Padded Side Chairs
 1 - Wastebasket,
 1 - ID Sign

BOOTH FLOORING IS HIGHLY RECOMMENDED

IMPORTANT DATES

- Aug. 24, 2026 Shipments may begin to arrive at warehouse.
- Aug. 28, 2026 All Non-Official/Intent to Use Non Official Contractor Forms due along with insurance certificate, naming IMS as the additional insured. Please contact your CSR for this event.
- Sept. 7, 2026 Discount Deadline for orders received with payment.
- Sept. 18, 2026 Last day for Advance Shipments to arrive at the warehouse without surcharges.
- Sept. 20, 2026 Shipments may begin arriving at Show Site at 8:00 AM - 4:30 PM.

SHOW SCHEDULE

EXHIBITOR MOVE-IN		
Monday	September 21, 2026	8:00 AM - 4:00 PM
EXHIBIT HALL HOURS		
Monday - Opening Reception	September 21, 2026	6:30 PM - 9:30 PM
Tuesday	September 22, 2026	10:00 AM - 4:00 PM
Wednesday	September 23, 2026	10:00 AM - 4:00 PM
Thursday	September 24, 2026	10:00 AM - 2:00 PM
EXHIBITOR MOVE-OUT		
Thursday	September 24, 2026	2:00 PM - 7:00 PM

PLEASE NOTE:

All booth materials must be packed and ready for shipment by 7:00 PM on Thursday, September 24, 2026
 Exhibitor is responsible for contacting their carrier.
 All carriers must check in by 7:00 PM on Thursday, September 24, 2026.
 IMS reserves the right to force and/or re-route any freight not removed from the show floor by
 7:00 PM on Thursday, September 24, 2026.



EXHIBITOR INFORMATION PACKET

SOFT - TIAFT Joint Meeting, September 19 - 24, 2026



Limits of Liability

1. IMS and its contractors shall not be liable for damage, loss, or delay to uncrated freight improperly packed, glass breakage or concealed damage.
2. Relative to inbound shipments, there may be a lapse of time between the delivery of shipment(s) to the booth by IMS or its contractors 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 IMS and its contractors 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 IMS and its contractors 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 IMS or its contractors by Exhibitor will be checked at the time of pickup from booth and corrected where discrepancies exist.
3. IMS and its contractors 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 IMS in time to obtain the proper equipment.
4. IMS and its contractors 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 without limitation, 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 majeure.
5. IMS and its contractors shall not be liable for ordinary wear and tear in handling of equipment.
6. It is understood that IMS and its contractors are not insurers. Insurance, if any, shall be obtained by the Exhibitor. Amounts payable by IMS 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 IMS and its contractors do not provide for full liability should loss or damage occur. In the event that IMS or its contractors 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 \$.30 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 non-performance of obligations imposed by the offering of services to Exhibitors, or from negligence, active or otherwise by IMS, its contractors or their employees.
7. IMS and its contractors 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.
8. Claims for loss or damage must be submitted to IMS by the close of the show. No suite or action shall be brought against IMS or its contractor more than one year after the cause of action accrues.
9. The Exhibitor agrees, in connection with the receipt, handling, temporary storage and reloading of its freight, that IMS and its contractors will provide these services as Exhibitor's agent and not as bailee or shipper. If any employee of IMS or its contractors shall sign a delivery receipt, bill of lading or other document, the parties agree that IMS or its contractors will do so as the Exhibitor's agent, and the Exhibitor accepts the responsibility thereof.
10. IMS and its contractors shall not be liable for shipments received without receipts, freight bills or specified unit counts on receipts or freight bills, such as UPS or van lines. Such shipment will be delivered to booth without guarantee of piece count or condition.
11. Empty container labels will be available at the IMS 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, and IMS and its contractors assume no responsibility or liability for loss or damage to contents while containers are in storage or for mislabeled containers.
12. In order to expedite removal of freight from the show site, IMS shall have 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. IMS assumes no liability as a result of such rerouting or handling.
13. The Exhibitor agrees, in the event of a dispute with IMS or its contractors relative to any loss or damage to any of the Exhibitor will not withhold payment in any amount due to IMS for freight handling services or any other services provided by IMS or its contractors as an offset against the amount of the alleged loss or damage. Instead, the Exhibitor agrees to pay IMS prior to the close of the show for all such charges and further agrees that any claim the Exhibitor may have against IMS or its contractors shall be pursued independently by the Exhibitor as a completely separate transaction to be resolved on its own merits.
14. No credit or refund will be issued on any orders cancelled after the advance order deadline date.
15. No credit or refund will be issued close of event.
16. Consignment of shipments to IMS, Inc. and/or acceptance of shipments by IMS, Inc. shall constitute an agreement of all terms & conditions set forth in this manual.



Non Official Contractors' Rules & Regulations

NOTIFICATION DEADLINE DATE: August 28, 2026

IMS has been selected as the Official Service Contractor and must be used for all material handling, furniture rental, signs, rigging, cleaning, and installation and dismantling of decorations.

A NON-OFFICIAL CONTRACTOR IS:

Any individual who is not a full-time permanent employee of an exhibiting firm, who is providing a service to an exhibitor on-site at the convention facility and does not represent one or more of the official contractors.

1. Exhibitors who choose to use a Non-Official Contractor must complete and sign "Intent to Use Non Official Contractor" form. It must be received at IMS no later than the Deadline Date. **NO EXTENSIONS OR EXCEPTIONS WILL BE GRANTED AFTER THE OFFICIAL PUBLISHED DEADLINE.**
2. The Non-Official Contractor must provide IMS with a copy of valid "Certificate of Insurance." This certificate must be received no later than the deadline date. **NO EXTENSIONS OR EXCEPTIONS WILL BE GRANTED AFTER THE OFFICIAL PUBLISHED DEADLINE.**
3. Failure to provide IMS with items 1 and/or 2 above will result in said firms being required to hire installation and dismantling labor from IMS. Non-Official Contractors will be able to provide supervision only.
4. Each representative of a Non-Official Contractor must physically pick up, in person, an Exhibitor Crew badge at the Show Office . If a representative of a Non-Official Contractor does not have any identification which verifies his/her employment by a Non-Contractor he/she must be accompanied to the Show Office by a representative who does have verifying identification.
5. These services shall not conflict with existing labor regulations or contracts, and in fulfilling his obligations, the representative of a Non-Official Contractor shall adhere to the regulations set up by the hall and show management regarding entrance and work rules. All representatives of the Non-Official Contractor must obtain an Exhibit Crew badge at the Show Office.
6. The representative of a Non-Official Contractor shall have a true and valid order for service from an Exhibitor in advance of the show move-in date and shall not solicit business on the show floor.
7. The representative of a Non-Official Contractor will share with the Official Service Contractor all reasonable costs related to his operation, including overtime pay for stewards, restoration of exhibit space to its initial condition, etc.

It is the responsibility of the Exhibitor to see that each representative of a Non-Official Contractor abides by the Official Rules and Regulations of this Exposition.



THIRD PARTY STATEMENT OF TERMS

IMS will bill to third parties for payment of all services rendered to exhibitors provided the following conditions are met:

The exhibitor is required to complete the "INTENT TO USE NON-OFFICIAL CONTRACTORS" form (if applicable).

- The payment record of the third party must be acceptable to IMS. The charge card information must be completed on the IMS Online Portal. **Third Parties must contact the assigned IMS CSR to have an online account created for them.**
- If there is any doubt who is to be invoiced for a service, the charges for the service will be charged to the exhibitor.
- The exhibiting firm is ultimately responsible for the payment of all charges.
- The following form is to be completed, signed and returned by both parties by the deadline date indicated on this page. Otherwise, the request will be denied.

We understand that we, the exhibiting firm, are ultimately responsible for payment of charges incurred. In the event the named third party does not place a credit card on file online, such charges will be presented to the exhibiting firm for payment.

ALL INVOICES MUST BE SETTLED BY THE CLOSE OF THE SHOW. Fill out this form completely.

Your signature below denotes acceptance of all terms and conditions within the Exhibitor Service Manual.

NOTIFICATION DEADLINE DATE: August 28, 2026

- EXHIBITING FIRM:
- BOOTH #:
- AUTHORIZED NAME AND TITLE:
- AUTHORIZED SIGNATURE:
- DISPLAY HOUSE NAME/THIRD PARTY PAYER:
- COMPLETE ADDRESS:
- CITY:
- STATE: ZIP CODE:
- AUTHORIZED NAME AND TITLE:
- AUTHORIZED SIGNATURE:
- PHONE NUMBER:
- FAX NUMBER: E-MAIL:
- ITEMS TO BE BILLED TO THIRD PARTY: *Specify Material Handling, Furnishings, etc... or ALL*



Helpful Reminders on Shipping

- Ship in advance to the warehouse. Ship prepaid and keep an inventory and the tracking numbers of all your shipments.
- Place a rider on your insurance policy from the time your exhibit and product leaves your possession until it's return. Your company is responsible for your exhibit and product.
- Ship your freight and product via common carrier or van line to arrive on your target date. Use two-day air freight if you are on a tight schedule and **DO NOT SEND ANYTHING VIA U.S. MAIL.**
- Be sure to remove old shipping labels before you send anything to the warehouse or to the show site.
- While making your shipping plans for the show, also plan for shipping home after the show is over. Make sure that someone from your company will be on-site to oversee the outbound shipment of your display.
- Take the extra time to ensure that your display and product are packed neatly and securely.
- Provide General Contractor with the Freight Routing Form including the pro#/tracking # in the event your shipment is lost.
- If you ship by way of your own truck or car, it is important to have a delivery ticket prepared indicating the piece count and weight. You are invoiced for material handling based on weight. If no information is available, the weight is estimated by the unloading crew.
- Consolidate as many pieces as possible into one shipment to avoid being billed for several minimum shipments. To reduce material handling costs (Drayage), ship all of your exhibit materials in **ONE** shipment. **Remember, there is a 200 pound minimum charge per shipment.**
- Please be sure to obtain and complete an IMS Bill of Lading. Bills of Lading will be made available at the IMS service center on the final show day. Please be sure to return your completed Bill of Lading and any additional outbound information before you leave the show floor.
- Should you choose to use a carrier other than the official show carrier, please be certain to contact them with any necessary pick-up information. IMS is not responsible for contacting outside carriers for pick-ups.

Common Shipping Mistakes

- Selecting a carrier that does not service trade shows on a regular basis. Unlike other shipments, exhibit material is time-sensitive.
- Old labels left on crates and cartons, which cause confusion.
- Not specifying what type of air freight service is desired, i.e., AM, PM, second day, and deferred service.
- Not requesting insurance for valuable equipment. If a shipment is not marked "insured", it is basically covered for \$.50/lb per shipment.
- Not giving clear instructions on how the freight is to be shipped:
 - A. not advising your carrier about your target date and time.
 - B. not including an accurate description or piece count.
 - C. not reading the exhibitor manual and shipping instructions; and
 - D. not filling out the forms properly.



Inbound Freight Procedures

ALL FREIGHT MUST BE ACCOMPANIED BY A CERTIFIED SCALE TICKET

ALL DRIVERS MUST PROVIDE THE FOLLOWING INFORMATION
ON THEIR BILLS OF LADING:

- BOOTH NUMBER
- EXHIBITOR'S NAME
- SHIPPER'S NAME
- PIECE SUMMARY
- ACTUAL HEAVY & LIGHT WEIGHT CERTIFIED SCALE TICKETS
- NET, GROSS AND TARE WEIGHT

PIECE SUMMARIES MUST BE BROKEN INTO THE FOLLOWING CATEGORIES:

- CARTONS (WOODEN BOXES)
- CARTONS (CARDBOARD BOXES)
- CARPETS (RUGS AND PADS)
- SKIDS (PALLETS)
- BUNDLES
- MACHINES
- MISCELLANEOUS (LOOSE OR UNPACKED ITEMS)

ALL BILLS MUST CONTAIN THIS INFORMATION BEFORE THE FREIGHT CLERK CAN ACCEPT THEM

A COPY OF YOUR BILL OF LADING MUST BE PROVIDED FOR EACH SHIPMENT

IF YOU CANNOT PROVIDE THE ABOVE INFORMATION,
PLEASE CONTACT YOUR DISPATCH OR CHECK WITH YOUR FREIGHT CLERK



EXHIBITOR INFORMATION PACKET

SOFT - TIAFT Joint Meeting, September 19 - 24, 2026



Freight Routing Form (Upload Required)

INFORMATION ON INCOMING SHIPMENTS FOR THE SHOW

COMPANY NAME:
BOOTH #:
ORIGIN OF SHIPMENT:
CARRIER:
SHIPPING DATE:
APPROXIMATE ARRIVAL DATE:
TOTAL NUMBER OF CONTAINERS:
TOTAL WEIGHT OF SHIPMENT:
PRO/TRACKING #:

INSTRUCTIONS ON OUTGOING SHIPMENTS AT CLOSE OF SHOW

CONSIGN TO (COMPANY NAME):
TELEPHONE #:
STREET ADDRESS:
CITY:
STATE: ZIP CODE:
CARRIER: PREPAID: COLLECT:
TOTAL NUMBER OF CONTAINERS:
TOTAL WEIGHT OF SHIPMENT:

FOR SPLIT SHIPMENTS, USE SPACE BELOW

CONSIGN TO (COMPANY NAME):
TELEPHONE #:
STREET ADDRESS:
CITY:
STATE: ZIP CODE:
CARRIER: PREPAID: COLLECT:
TOTAL NUMBER OF CONTAINERS:
TOTAL WEIGHT OF SHIPMENT:

BILLING ADDRESS FOR FREIGHT CHARGES

COMPANY NAME:
TELEPHONE #:
STREET ADDRESS:
CITY:
STATE: ZIP CODE:
ATTENTION:



Freight Questionnaire (Upload Required)

EXHIBITOR NAME:
BOOTH #:

ALL EXHIBITORS ARE REQUIRED TO COMPLETE THIS FORM

1. Estimate total number of pieces being shipped:
 Crated
 Uncrated
 Machinery
 TOTAL
2. Are you shipping to:
 Direct to Show Site
 Advance Warehouse
3. Estimate total weight of shipments:
4. Indicate total number of trucks in each category that you will use:
 Overseas Container
 Van Line
 Common Carrier
 Flatbed
 Company Truck
5. List Carrier Name(s):

6. If using a Custom Broker, please print name:
7. Print name of person in charge of your move-in:
 Phone #:

UNLOADING TIME SCHEDULE - DIRECT SHIPMENT ONLY

1. What are the least number of days required to erect your display?
2. What date and time are you scheduling your shipment(s) to arrive on-site?

MACHINERY EXHIBITS ONLY

1. What is the weight of the single heaviest piece that must be lifted?
2. Is there any special handling equipment required to unload your exhibit materials, i.e. extended forklift blades, special slings, lifting bars, etc.?



EXHIBITOR INFORMATION PACKET

SOFT - TIAFT Joint Meeting, September 19 - 24, 2026



Material Handling Services

DIRECT/CRATED

Material that is skidded or is in any type of shipping container that can be unloaded at the dock with no additional handling required.

SPECIAL HANDLING

Material delivered by the carrier in such a manner that it requires additional handling (Example: stacked shipments, ground unloading, constricted space unloading, etc.) FedEx, UPS, Airbourne/DHL are included in this category due to their delivery procedures. 20% additional charge added to direct/crated price.

UNCRATED

Material that is shipped loose or pad wrapped.

MATERIAL HANDLING & CWT

**Charges will be based upon the weight of your inbound shipments, measured in Per Lbs.
The minimum weight per shipment is 200 lbs.**

LATE SHIPMENTS TO WAREHOUSE & UNCRATED SHIPMENTS

All late shipments to warehouse and/or uncrated shipments to show site will incur an additional 30% surcharge in addition to the rates listed below.

OVERTIME

An overtime surcharge of 25% additional will be incurred for any shipments received or loaded out before 8:00 a.m. or after 4:30 p.m. Monday through Friday and all day Saturday and Sunday

EMPTY CONTAINER LABELS

Empty labels for storage of containers during the show will be available at Exhibitor Services. Affixing the labels is the sole responsibility of the exhibitor or representative. All previous labels should be removed. IMS assumes no liability for errors to the above procedure, removal of containers with the old labels, improper information or valuables stored in containers with old empty labels. Empty crates or containers will not be accessible after removal unless prior arrangements are made for accessible storage at Exhibitor Services.

SPECIAL RATES AND SERVICES

Steel banding is available at \$100 per 4'x4' pallet, and shrink-wrapping is available at \$75 per 4'x4' pallet. Mobile equipment will be moved in and out of the exhibit hall on a time and material basis with a minimum \$250 charge per round trip.

AGREEMENT OF TERMS

The exhibitor accepts responsibility for the payment of charges in connection with the handling of shipments and guarantees payment to IMS for the incurred services described herewith.

Material Handling Services continued on next page

[Back to Table of Contents](#)



Material Handling Services, continued

OUTBOUND SHIPPING

Each exhibitor or his representative will be expected to label his exhibit materials and furnish shipping information. Labels and Bills of Lading will be available at the Exhibitor Service Center. Previous shipping labels should be removed. IMS accepts no responsibility for misdirected shipments as a result of old shipping labels remaining on containers. IMS will route all shipments unless special advance arrangements are made. Exhibits and materials for which arrangements have not been made with IMS, or which have not been removed from the exhibit area on removal day, will be transported to our warehouse, at an additional charge, to await disposition. IMS reserves the right to route exhibit material via an alternate carrier in the event that the requested carrier fails to pick up the shipment or refuses to accept shipments within five (5) business days following the close of the show. No liability will be assumed by IMS as a result of such re-routing or handling. Any freight brought back to the warehouse for special pick-up will be given an additional charge.

SHIPMENTS RETURNED TO THE WAREHOUSE

At the close of the show, for re-forwarding or storage, there will be an additional charge of \$1.65 per lb. for up to 2 weeks. After 2 weeks, the cost will become \$2.50 per lb.

LIMITS OF LIABILITY

All shipments should be insured by the exhibitor from the time they leave his firm until they are returned after the show. All exhibits or materials handled by IMS are insured at a value not to exceed \$0.25 per pound and is not to exceed a maximum of \$50.00 per item or \$1000.00 per claim, whichever is less. However, IMS and its subcontractors are not insurers. The amounts paid to IMS are based on the value of the material handling services and are unrelated to the value of the property being handled.

IMS and its subcontractors shall not be responsible for loss, delay or damage due to strikes, lockouts, work stoppage, fire, theft, windstorm, water, vandalism, acts of God, mysterious disappearances or other causes beyond its control, or for ordinary wear and tear in handling of equipment. IMS and its subcontractors shall not be responsible for the materials after they have been delivered to the booth, or before they have been picked up for loading at the exhibit hall.

IMS shall not be responsible for damage to uncrated materials, materials improperly packed, or concealed damage.

All Bills of Lading covering outgoing shipments, which are given to IMS by exhibitors, will be checked at the time of pickup from the booth and corrections made where discrepancies exist. Furthermore, the exhibitor recognizes there may be a lapse of time between the completion of packing and the actual pickup of materials from the booth for loading onto a carrier, and during such time, the materials will not be under the care or responsibility of IMS. IMS and its subcontractors shall not be liable to any extent whatsoever, potential or assumed loss of profits or revenues for any collateral costs, which may make it impossible or impractical to exhibit same.

Claims for loss or damage, which are not submitted to IMS within thirty (30) days of the close of the show shall be considered waived. No suit or action shall be brought against IMS or its subcontractors more than one year after accrual of the cause or action thereof.

In order to expedite removal of materials from the show site, IMS shall have the authority to change designated carriers, if such carriers do not pick up on time. Where the exhibitor makes no disposition, materials will be either taken to a warehouse to await exhibitor's shipping instructions (in which case extra charges will be the responsibility of the exhibitor) or shipped to the exhibitor's address.

The consignment or delivery of a shipment to IMS or its subcontractors by and exhibitor, or by any shipper 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 in the above section.



Special Handling Definitions

Special handling applies to shipments that are loaded by cubic space and/or packed in such a manner as to require additional labor/handling, such as ground unloading, constricted space unloading, designated piece unloading, carpet/pad only shipments or stacked shipments. Also included are shipment integrity, alternate delivery locations, mixed shipments and shipments without individual bills of lading. Shipments loaded in this manner require additional time, labor, or equipment to unload, sort, and deliver.

What is Ground Loading/Unloading?

Vehicles that are not docked height, preventing the use of loading docks, such as U-Hauls, flat bed trailers, double drop trailers, company vehicles with trailers that are not at dock level, etc.

What is Constricted Space Loading/Unloading?

Trailer loaded "high and tight" shipments are not easily accessible. Freight is loaded to full capacity of trailer – top to bottom, side to side. One example of this is freight that is loaded down one side of a trailer that must be bypassed to reach target freight.

What is Designated Piece Loading/Unloading?

Drivers that require the loading crew to bring multiple pieces of the freight to the rear of the trailer to select the next piece, having to remove freight from the trailer then reload to fit, or the trailer must be loaded in a sequence to ensure all items fit.

What are Stacked Shipments?

Shipments integrity involves shipments on a carrier that are intermingled, or delivered in such a manner that additional labor is needed to sort through and separate the various shipments on a truck for delivery to our customers.

What is Alternate Delivery Location?

Alternate Delivery Location refers to shipments that are delivered by a carrier that requires us to deliver some shipments to different levels of the same building or to other buildings in the same facility.

What are Mixed Shipments?

Mixed Shipments are defined as shipments of mixed crated and uncrated goods, where the percentage of uncrated is minimal and does not warrant the full uncrated rate for the shipment, but does require special handling. IMS defines special handling for mixed loads as having less than 50% of the volume as uncrated.

What does it mean if I have "No Documentation"?

Shipments arrive from a small package carrier (including, among others, Federal Express and UPS) without an individual Bill of Lading, requiring additional time, labor, and equipment to process.

What about Carpet Only Shipments?

Shipments that consist of carpet and/or carpet padding only require special handling because of additional labor and equipment to unload.

What is the difference between Crated and Uncrated Shipments?

Crated Shipments are those that are packed in any type of shipping container that can be unloaded at the dock with no additional handling required. Such containers include crates, fiber cases, cartons, and properly packed skids. An Uncrated Shipment is material that is shipped loose or pad wrapped, and/or unskidded without proper lifting bars and hooks.



Material Handling Rates

Advance Warehouse Shipment Receiving from August 24 - September 18, 2026 9:00 AM - 3:00 PM Monday - Friday

Description of Service	Per Lb.
Direct to Warehouse	\$ 3.70
Late to Warehouse	\$ 4.80
Direct to Warehouse Inbound OT Surcharge	\$ 1.00
Special Handling to Warehouse	\$ 4.50
Late Special Handling to Warehouse	\$ 5.80
Special Handling to Warehouse Inbound OT Surcharge	\$ 1.10

Show Site Shipment May Begin Arriving September 20, 2026

Direct to Convention Facility	\$ 3.70
Direct to Convention Facility Inbound/Outbound OT Surcharge	\$ 1.00
Uncrated to Convention Facility	\$ 4.80
Special Handling to Convention Facility	\$ 4.50
Special Handling Inbound/Outbound OT Surcharge	\$ 1.10

Only Applicable on Show Days - Show Site Shipments Only

Small Package - Maximum Weight 30 lbs. | \$ 80.00/ea

Please use the Material Handling Re-Cap Form to calculate your estimated Material Handling costs.



Warehouse Shipments

IT IS HIGHLY RECOMMENDED TO SHIP YOUR ITEMS TO THE WAREHOUSE

- All shipments must be sent PRE-PAID. All collect shipments will be refused.
- Crated shipments may be sent to the warehouse beginning on August 24, 2026.
- Last date for warehouse shipments is September 18, 2026.
- Shipments must arrive between the hours of 9:00 AM and 3:00 PM Monday - Friday.
- No shipments will be received at the warehouse on weekends and holidays.
To trace the arrival of a shipment, e-mail your IMS CSR Contact. Pro # and carrier information must be included.
- Certified weight tickets & bills of lading indicating weight must accompany freight delivery.

LATE SHIPMENTS: Shipments arriving at the warehouse after the advance receiving deadline date will be charged a 30% late surcharge to the advance warehouse rates as well as charges for transport to show site.

PLEASE LABEL EACH PACKAGE OR CRATE AS FOLLOWS

SOFT - TIAFT Joint Meeting 2026
Your Company Name & Booth #
IMS, Inc./ABF Freight Systems
5300 W. 47th
Chicago, Illinois 60638

RUSH!

EXHIBITION FREIGHT

RUSH!

EXHIBITION FREIGHT

RUSH!

EXHIBITION FREIGHT

FROM:

ADVANCE SHIPMENTS TO WAREHOUSE

TO:

COMPANY NAME

BOOTH # / DELIVERY LOCATION



SOFT - TIAFT Joint Meeting 2026
IMS, Inc./ABF Freight Systems
5300 W. 47th
Chicago, Illinois 60638



SHIPMENTS SHOULD ARRIVE BETWEEN
August 24 - September 18, 2026

CARRIER:

PIECE COUNT:

RUSH!

EXHIBITION FREIGHT

RUSH!

EXHIBITION FREIGHT

RUSH!

EXHIBITION FREIGHT

FROM:

ADVANCE SHIPMENTS TO WAREHOUSE

TO:

COMPANY NAME

BOOTH # / DELIVERY LOCATION



SSOFT - TIAFT Joint Meeting 2026
IMS, Inc./ABF Freight Systems
5300 W. 47th
Chicago, Illinois 60638



SHIPMENTS SHOULD ARRIVE BETWEEN
August 24 - September 18, 2026

CARRIER:

PIECE COUNT:

Official Transportation Provider

via the ABF Freight® network

Let ArcBest® make your next trade show the easiest you have attended!

We have over 100 years of experience in the freight industry and a dedicated Trade Show division with service through North America through the ABF Freight® network.

Choose guaranteed, expedited shipping solutions – air or ground – with special discounted rates for your inbound and outbound shipments.

For personalized quotes, please call

800.654.7019



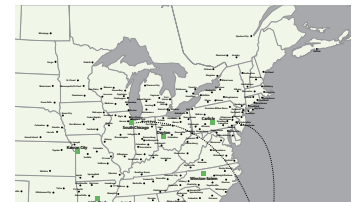
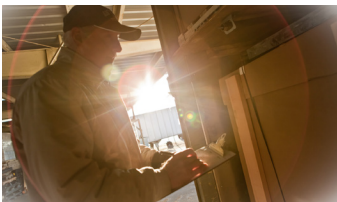
Our Services Include:

Priority handling of your inbound and outbound shipments

Guaranteed expedited air and ground services

LTL ground transportation

International transportation



Trust your important trade show shipment to the leader in exhibition transportation services

ArcBest®

REQUEST FOR INFORMATION

ArcBest® Trade Show Shipping

Exhibiting Company _____ Contact Name _____

Title _____ Email _____ Phone _____

SHIPPER INFORMATION

Company _____

Address _____

City _____ State _____ Zip _____

Pickup Date/Time _____

FREIGHT INFORMATION

Piece Count and Type _____

Total Weight _____

Dimensions (L) _____ (W) _____ (H) _____

SHIP TO: Warehouse Show Site

Show Name _____

Booth No. _____

Contractor _____

Show Dates _____

Address _____

City _____ State _____ Zip _____

Delivery Date _____

ADDITIONAL INFORMATION

Residential Pickup Inside Pickup

Liftgate Dock

Would you like an ArcBest Trade Show Coordinator to contact you with a quote or information? YES NO

If you are faxing this form, please print a copy, complete the requested information, and then fax to 479.785.8701.

If you are completing electronically, you can either print and fax your request or click on the submit button to send your request to one of our Trade Show specialists.

ArcBest • Trade Show Shipping • P.O. Box 10048 • Fort Smith, AR 72917-0048

SUBMIT

800-654-7019

tradeshow@arcb.com | arcb.com



SHIPPER PLEASE NOTE → **FREIGHT CHARGES ARE PREPAID ON THIS BILL OF LADING UNLESS MARKED COLLECT**

STRAIGHT BILL OF LADING - ORIGINAL - NOT NEGOTIABLE



ABF FREIGHT SYSTEM, INC.
P.O. BOX 10048
FORT SMITH, AR 72917
800-610-5544 ABFS

abf.com

PLACE PRO LABEL HERE

Shipper's Bill of Lading No. _____

Consignee's Reference/PO No. _____

On "Collect On Delivery" shipments, the letters "COD" must appear before consignee's name or as otherwise provided in item 430, Sec. 1.

CONSIGNEE

TO:
NAME PLUS
STREET
CITY/ST/ZIP

Check box if consignee contact required prior to delivery. Consignee telephone _____

TRAILER NUMBER

B/L DATE

ROUTE

SPECIAL INSTRUCTIONS

SHIPPER

FROM:
NAME PLUS
STREET
CITY/ST/ZIP

FOR PAYMENT, SEND BILL TO:

NAME
STREET
CITY/ST/ZIP

Collect on Delivery \$ _____ and remit to _____

Street _____ City _____ State _____

Carrier must collect cash, money order, bank cashier's check, or bank-certified check unless shipper signs here to accept company check.

C.O.D. charge to be paid by Shipper
Consignee

Signed: _____

Hdg Units No. Type	Packages No. Type	* HM	Kind of Package, Description of Articles, Special Marks and Exceptions (Subject to correction)	Weight (Subj to Correction) (LBS)	Class or Rate Ref. (For Info. Only)	Cube (Optional) (CuFT)

* Mark "X" to designate Hazardous Materials as defined in DOT Regulations.

NOTE (1) Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property as follows:

"The agreed or declared value of the property is specifically stated by the shipper to be not exceeding _____ per _____."

NOTE (2) Liability Limitation for loss or damage on this shipment may be applicable. See 49 U.S.C. 14706(c)(1)(A)(B).

NOTE (3) Commodities requiring special or additional care or attention in handling or stowing must be so marked and packaged as to ensure safe transportation with ordinary care. See Sec. (2)e of NMFC item 360.

Notify if problem enroute or at delivery

Name _____ Tel No. _____ Fax No. _____ (for informational purposes only)

RECEIVED, subject to individually determined rates or contracts that have been agreed upon in writing between the carrier and shipper, if applicable, otherwise to the rates, classifications and rules that have been established by the carrier and are available to the shipper, on request. Every service to be performed hereunder shall be subject to all terms and conditions of the uniform bill of lading set forth in the National Motor Freight Classification. The shipper hereby certifies that he is familiar with all the terms and conditions of the said bill of lading and the said terms and conditions are hereby agreed to by the shipper and accepted for himself and his assigns. See Item 780-1 of ABF 111 rules for general liability limitations and for additional coverage available at additional expense.

This is to certify that the above-named materials are properly classified, described, packaged, marked and labeled and are in proper condition for transportation, according to the applicable regulations of the Department of Transportation. Additionally, by signature on this bill of lading, Shipper authorizes consent to the Transportation Security Administration (TSA) to screen the shipment when transportation of the shipment requires movement via an air carrier.

Freight charges are PREPAID unless marked collect
CHECK BOX IF COLLECT

FOR FREIGHT COLLECT SHIPMENTS:
If this shipment is to be delivered to the consignee, without recourse on the consignor, the consignor shall sign the following statement:
The carrier may decline to make delivery of this shipment without payment of freight and all other lawful charges

(Signature of Consignor)

SHIPPER
PER (SIGNATURE REQUIRED)

CARRIER **ABF FREIGHT SYSTEM, INC.**
PER _____ DATE _____
Driver signature only acknowledges receipt of freight



Limits of Liability & Responsibility for Labor

1. Inclusive Management Services, Inc. (IMS) and its subcontractors shall not be responsible for loss, delay or damage due to strikes, lockouts or work stoppages of any kind.
2. Inclusive Management Services, Inc. (IMS) and its subcontractors shall not be responsible for loss, injury or damage caused by laborers or equipment furnished by Inclusive Management Services, Inc or its subcontractors, except when such laborers are working or operating equipment under direct supervision of a supervisor designated by Inclusive Management Services, IMS or its subcontractor.
3. Inclusive Management Services, Inc. (IMS) and its subcontractors 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, injury or damage to an exhibitor's material or exhibitor personnel, which may make it impossible or impractical to exhibit exhibitor's materials.
4. Claims for loss, injury or damage which are not submitted to Inclusive Management Services, Inc., (IMS) within thirty (30) days of the close of the show on which the loss, injury or damage occurred shall be considered waived. No suit or action shall be brought against Inclusive Management Services, Inc. (IMS) or its subcontractor more than one year after the accrual of the cause of action.
5. Inclusive Management Services, Inc. (IMS) will not be responsible for improper packing of exhibitor material and products or incorrect labeling if working under the supervision of the exhibitor.
6. Inclusive Management Services, Inc. (IMS) will not be responsible for improperly packed or concealed damages to exhibits.
7. The placing of an order for the services or laborers and the use of equipment by an exhibitor, or any agent of the exhibitor shall be construed as an acceptance by such exhibitor or agent of terms and conditions set forth in Section 1 through 5 above.



Preferred Format(s) for Incoming Graphics

LOGOS

Vector-based files always work best to create large-format graphics and signage.

FILE FORMAT

Graphics supplied by client should be PDF files distilled at high resolution with fonts and graphics embedded as each individual graphic **MUST** be scaled to proper size and dimension for final output/printing. Other file formats accepted are AI, PSD, EPS, and TIFF. Although there are many graphic file formats to choose from, it is safest when printing to a PostScript device to use EPS for vector graphics and TIFF for raster/bitmap graphics. Vector graphics are object-oriented files which contain drawing instructions and are used by applications such as Illustrator or Freehand (99.9% of logos fall into the "Vector" category). Fonts in these EPS files should be converted to "create outlines" or "convert to paths", which will eliminate the need to download the fonts for outputting. Raster graphics are bitmapped files such as scans or screen shots. For TIFF files, be sure to have the correct amount of data in the file for the line screen which will be printed. Use an image-editing program such as Photoshop or Live Picture for TIFF files. Allow bleed for all graphics.

RESOLUTION

Ensure graphics are high-resolution (300 DPI) for print quality. Minimum resolution of 100 dpi at final output size is required. Internet Graphics downloaded or saved from Web pages are not acceptable for print products. These graphics have low resolution images (usually 72 PPI), which are fine for screen display, but far below acceptable quality standards for print.

COLOR

All work submitted for digital color should be in the CMYK (Cyan/Magenta/Yellow/Black) mode. Authors must ensure that color saturation-color balance is correct before sending files. If an RGB (Red/Green/Blue) file is submitted, dramatic color shifts can occur when we convert to CMYK. Be aware that most desktop scanners, digital cameras, and video capture systems save files as RGB so it will be necessary for you to convert to CMYK. Please consult your software manual for details. If your logo or graphics use Pantone colors, include the PMS color information.

FONTS

Include your screen and printer fonts when sending PC files. All fonts used must be postscript fonts. True Type fonts are not acceptable in a postscript environment. As a rule, always convert text to curves to eliminate font issues. If True Type fonts are used, they must be converted into pixels or outlines and saved as an EPS or TIFF.

SIZE

Ensure your graphics are submitted in the correct dimensions and proportions. Include a sufficient amount of bleed. A bleed of .25" should suffice for nearly all applications.

PROOF

Always supply a hard copy of the digital image being submitted. This allows us to double-check the image.

Please submit materials on time. If materials arrive less than **three weeks** prior to the event move-in date, we may not have enough time to notify you about problems and your graphic may be printed incorrectly. If you have any questions, please call and ask. If a graphic does not meet the required specifications, the graphic may not appear as you expect it.

Hilton Chicago Union Labor Guidelines

The Hilton Chicago is a union jurisdictional facility, to which guests are required to use audiovisual production crews from local unions. (i.e. Projection/Video, Audio, Lighting, Staging.)

Represented by: International Association of Theatrical and Stage Employees (IATSE) Local 110 Projectionists and Local 2 Stagehands; International Brotherhood of Electrical Workers (IBEW) Local 1220 Engineers and Local 134 Electricians.

Encore is a non-union, in-house and fully equipped production company that can execute your boardroom meetings as well as your complex and technical General Sessions. Encore holds current contracts with the local unions, described in this document, to carry out the jurisdictional requirements for the meeting spaces within the Hilton Chicago. Encore has many years of experience on-site with the local unions, and we enjoy a good working relationship. We advise clients to engage Encore to manage the technical crew as well as the technology, as our show planning systems are designed to work within the guidelines to deliver the best possible result for our clients.

Encore representatives will work directly with you to create a customized proposal to meet your technical and budgetary requirements. Union Labor charges and requirements include, but are not limited to; crewing levels for detailed tasks, location of meetings, duration of shifts, meal penalties and other AV technical scenarios. Arrangements and coordination for these required services may be made through an Encore representative on property or can be reached at 312-917-3462.

Projectionists (I.A.T.S.E Local 110)

Projectionists:

Projectionists are required per union regulation for all set, operation and strike responsibilities for any video display, data slide, and/or video projection equipment.

- **(ONE)** Dedicated Projectionist is required per screen/projector, per room/per day, in any ballroom section(s) utilizing projection or video display equipment.
- **(ONE)** Service Projectionist (aka "floating" Projectionist) is required for every (3-5) NON-ballroom meeting rooms, where projection equipment is being utilized (example: six rooms utilizing projection equipment on our 3rd floor, would require a minimum of **TWO** Service Projectionists).
- Any meetings, programs, events or conventions, employing (6) Projectionists, will require a Working Union Steward. The Working Steward will manage all on-site labor calls, job assignments, working hours, meal breaks, and billing. The Working Steward is billed back to the customer at prevailing hourly rates.
- Any meetings, programs, events or conventions employing (7) or more Projectionists, will require a **NON-Working Union Steward**. The **Non-Working Steward** will handle all the functions of a **Working Steward** and is billed back to the customer at prevailing hourly rates.
- **LED Wall labor** is serviced by both Local 110 and Local 2. 110 handles wiring and connections and assists Local 2 in the building of the wall. LED Wall labor is determined by size and scope of the Wall on a case-by-case basis.
- **(One)** Dedicated Projectionist is required for operation of Hybrid elements of any event.

Minimum Call Times:

- **8-Hour Minimums** for ALL Projectionists & Stewards in General Sessions and Breakout meetings.

Work Hours:

- **Straight Time (ST):**
 - 8:00am-5:00pm; Monday-Friday (Non-Holiday)
- **Over Time (OT):**
 - 5:00pm-Midnight; Monday-Friday (Non-Holiday)
 - 8:00am-5:00pm; Saturday
 - After 8 hours ST worked; Monday-Friday (Non-Holiday)
- **Double Time (DT):**
 - Midnight-8:00am; Monday-Sunday
 - 5:00pm-Midnight; Saturday
 - All Day Sunday
 - All Holidays (see below)
 - After 8 hours of OT worked; Monday-Sunday
 - When work begins prior to 5:00am, all hours are DT until an 8-hour break is given
 - When an 8-hour break is not given from the end of the previous call

Local 110 Projectionists - Contracted Holidays: New Year's Eve, New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day (4th of July), Labor Day, Veterans Day, Thanksgiving Day, Christmas Eve and Christmas Day.

Electricians (I.B.E.W Local 134)

Electricians

Electricians are required per union regulation for all set, operation and strike responsibilities wherein audio, lighting, as part of utilizing onsite union operation team.

- **4-Hour Minimums** for ALL Electricians in General Sessions and Breakout meetings.
- **(ONE)** Dedicated Electrician (Audio Technician) is REQUIRED in ANY meeting room that utilizes (4) or more audio sources (audio sources include, but are not limited to, microphones, audio playback devices, camera audio feeds, etc.)
- **(ONE)** Dedicated Electrician (Audio Technician) is REQUIRED in ANY meeting room where an audio recording is taking place and or a Shadow Situation is needed.
- **(ONE)** Dedicated Electrician (Lighting Technician) is REQUIRED in ANY meeting room that utilizes lighting fixtures/equipment as well as follow spotlight features.
- **(ONE)** Dedicated Electrician (Audio Technician) is REQUIRED for 5 Rooms in various meeting room that utilizes (3) or less audio sources (audio sources include, but are not limited to, microphones, audio playback devices, camera audio feeds, etc.)- One Dedicated Audio technician to service up to 5 Rooms.
- **(TWO)** Dedicated Electricians are required in the international Ballroom when outside productions come in to Install power and run cables in the ceiling.
- **2 electricians install – 1 Electrician remains as a service and or Operate House Lights and 2 Electricians to tear down show, using the same show Electrician as one of the two.**

Work Hours:

- **Straight Time (ST):**
 - 7:00am-3:00pm; Monday-Friday (Non-Holiday)
- **Over Time (OT):**
 - 3:00pm-7:00am; Monday-Friday (Non-Holiday)
 - 7:00am-3:00pm; Saturday
 - After 8 hours ST worked; Monday-Friday (Non-Holiday)
- **Double Time (DT):**
 - 3:00pm-Midnight; Saturday or after first 8 hours worked
 - All Day Sunday
 - Midnight-7:00am; Monday
 - All Holidays (see below)
 - After 8 hours of OT worked; Monday-Sunday

Local 134 Electricians - Contracted Holidays: New Year's Eve, New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day (4th of July), Labor Day, Veterans Day, Thanksgiving Day, Christmas Eve and Christmas Day.

Stagehands & Riggers (I.A.T.S.E Local 2)

Stagehands

Stagehands are required per union regulation for all set, operation and strike responsibilities wherein audio, lighting, and/or stage set is part of an outside vendor solution not utilizing onsite union operation team.

- **(ONE)** Dedicated Stagehand (Audio Technician) is REQUIRED in ANY meeting room that utilizes (4) or more audio sources (audio sources include, but are not limited to, microphones, audio playback devices, camera audio feeds, etc.)
- **(ONE)** Dedicated Stagehand (Audio Technician) is REQUIRED in ANY meeting room where an audio recording is taking place.
- ALL third-party audiovisual vendors bringing in outside audio equipment (i.e. microphones, mixers, etc.) must also provide external audio systems (powered speakers) for each room where audio is required. Dedicated Stagehands will be required for any/all rooms where external audio systems are present, on a per/room, per/day basis, and at prevailing minimum call times & rates.
- **(Minimum of TWO)** Stagehands are required for the installation and dismantling of all fast-folds and/or constructed projection screens larger than 9'x16', screen-surrounds, spandex, truss-structures (ground-supported), staging, scenic pieces/décor, hard-sets, drape hung from rigged truss etc.
- **(ONE)** Dedicated Stagehand (Lighting Technician) is REQUIRED in ANY meeting room that utilizes external lighting fixtures/equipment as well as follow spot features.
- **LED Wall labor** is serviced by both Local 110 and Local 2. Local 2 puts together the wall panels and Local 110 handles the wiring and connections. LED Wall labor is determined by size and scope of the Wall on a case-by-case basis.

Riggers:

Certified Union Riggers are required for anything installed in the Grand Ballroom and must be hired by Encore. Encore has exclusive jurisdiction, from the chain-motor up, over the pre-installed Rigging Hang Points in the Grand Ballroom, and charges a per-point/per day Rigging Hang Point Package fee, based on consumption/usage.

- **(Minimum of TWO)** Riggers are required for all Rigging calls.
- Riggers can be required for LED Walls depending on size and scope of the LED Wall.
- The **Rigging Hang Point Package** consists of (1) Chain-Motor with control & cable, (2) Rigging GAC Flex, (2) Rigging Shackles, & (1) Rigging Hang-Point.
- 20' Scissor Lifts are available for rental, on a first-come, first-serve basis for the Load-in/Setup & Tear-down/Strike.
- A CAD/.DWG file, complete with number of hang-points needed/required, AND load/weight calculations PER POINT, must be submitted for approval, via the Encore Rigging Advance Form (see web link to Rigging Advance form below), at least 21-days prior to any structure/equipment being flown in the International Ballroom.
- The Encore Rigging Advance Form can be completed by clicking on the web link below.

<https://encoreglobal.com/rigging-prtal/>

Minimum Call Times:

- **8-Hour Minimums** for ALL Stagehands; Audio Operators, Lighting Technicians, Teleprompter Operators, & ALL Riggers

Work Hours:

- **Straight Time (ST):**
 - 8:00am-5:00pm; Monday-Friday (Non-Holiday)
- **Over Time (OT):**
 - 5:00pm-Midnight; Monday-Friday (Non-Holiday)
 - 8:00am-5:00pm; Saturday
 - After 8 hours ST worked; Monday-Friday (Non-Holiday)
- **Double Time (DT):**
 - Midnight-8:00am; Monday-Sunday
 - 5:00pm-Midnight; Saturday
 - All Day Sunday
 - All Holidays (see below)
 - After 8 hours of OT worked; Monday-Sunday
 - When work begins prior to 5:00am, all hours are DT until an 8-hour break is given
 - When an 8-hour break is not given from the end of the previous call
- **Meal Penalties:**
 - Union operators require a one-hour meal break not less than 3 hours and not more than 5 hours after the initial call time or meal penalties will apply.

Local 2 Riggers & Stagehands - Contracted Holidays: New Year's Eve, New Year's Day, Presidents' Day, Memorial Day, Independence Day (4th of July), Labor Day, Veterans' Day, Thanksgiving Day, Christmas Day.

[Back to Table of Contents](#)

Video Engineers & Video Camera Operators (Local 1220)

Video Engineers & Video Camera Operators:

Video Engineers & Video Camera Operators are required per union regulation for all set, operation and strike responsibilities of video recording, production camera recording, video image magnification (IMAG) and satellite/webcasting video feeds.

- **(Minimum of ONE)** Video Engineer is REQUIRED in ANY meeting room that utilizes live video recording, video image magnification (IMAG) and satellite/webcasting video feeds.
- **(Minimum of ONE)** Video Camera Operator is REQUIRED in ANY meeting room that utilizes live video recording and video image magnification (IMAG). Camera Operators can be provided by the Hilton Chicago through Local 134 or by Encore through Local 1220.

Minimum Call Times:

- **8-Hour Minimums** for ALL Video Engineers & Video Camera Operators

Work Hours:

- **Straight Time (ST):**
 - 8:00am-5:00pm; Monday-Friday (Non-Holiday)
- **Over Time (OT):**
 - 5:00pm-Midnight; Monday-Friday (Non-Holiday)
 - 8:00am-5:00pm; Saturday
 - After 8 hours ST worked; Monday-Friday (Non-Holiday)
- **Double Time (DT):**
 - Midnight-8:00am; Monday-Sunday
 - 5:00pm-Midnight; Saturday
 - All Day Sunday
 - All Holidays (see below)
 - After 8 hours of OT worked; Monday-Sunday
 - When work begins prior to 5:00am, all hours are DT until an 8-hour break is given
 - When an 8-hour break is not given from the end of the previous call
- **Meal Penalties:**
 - Union operators require a one-hour meal break not less than 3 hours and not more than 5 hours after the initial call time or meal penalties will apply.

Local 1220 Video Engineers & Video Camera Operators - Contracted Holidays: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day (4th of July), Labor Day, Veterans Day, Thanksgiving Day, Christmas Eve (after 6pm), Christmas Day and New Year's Eve (after 6pm).

Decorators (Local 17)

Decorators are required for any ground-supported drape and related scenic elements set in the ballrooms. Decorator labor is sourced by the hotel Event or Catering team. Please reach out to your hotel contact for more information.

2026 Labor Rates

Technicians are available at the following rates on an 8 hour minimum. Rigging requires a minimum of two technicians. **(All labor rates listed are per hour).**

Contracted Holidays: New Year’s Eve, New Year's Day, Martin Luther King Day, President’s Day, Memorial Day, Juneteenth, Independence Day (4th of July), Labor Day, Veterans Day, Thanksgiving Day, Christmas Eve and Christmas Day.

	Regular	Overtime	Doubletime
Projectionist & Electricians	\$146	\$219	\$292
Stagehand	\$166	\$249	\$332
Video & Camera Engineer	\$177	\$265.5	\$354
Rigger	\$200	\$300	\$400

Operator Labor Hours

Monday - Friday 8am - 5pm	Regular Hours
Monday - Friday 5pm - Midnight	Overtime Hours
Monday - Sunday Midnight - 8am	Doubletime Hours
Saturday 8am - 5pm	Overtime Hours
Saturday 5pm - Midnight	Doubletime Hours
All Day Sunday	Doubletime Hours
All Holidays	Doubletime Hours

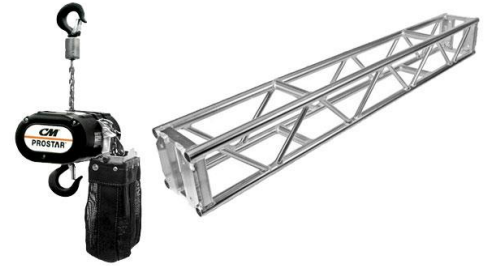
*For a customized quote and to learn more about our products and services, please contact your Encore Representative.

Pricing is in effect as of January 1, 2026, and is subject to change without notice. Ask your representative for full details regarding labor rates, which can vary based on complexity and time of operation. All Encore solutions may be subject to our property’s standard service fee.

Hilton Chicago
720 S MICHIGAN AVE, Chicago, IL 60604

GUIDELINES FOR BALLROOMS

- **Carpet Protection** is not required to be used before lifts or road cases enter the room.
- **Late or On-Site Changes to the stamped rigging drawing will cause delays.** Nothing will be flown that has not been through proper load calculation and advance procedures.
- **No gear may be added or removed from a flown rig** without approval from Encore Rigging.
- Only Encore authorized Riggers may **operate any rigging equipment.**
- **No substitutions** will be allowed for rigging hardware designed for specific gear.
- Encore Riggers are responsible for the **safety of the entire rig** including anything that attaches to the architecture of the building.
- **The Rigging Services form must be submitted online** along with a scaled rigging plot 21 days prior to load in. Events scheduled with less than 21 days' notice will incur additional charges.
- **A charge applies per event for a comprehensive safety review** by our Rigging Supervisor. This review will verify point load calculations, staffing needs, equipment needs and CAD support to provide feedback on the initial rigging plot.
- **There is NO RIGGING OTHER THAN TO THE PERMANENTLY INSTALLED RIGGING POINTS.**



Guidelines Exclusive to International Ballroom

CEILING HEIGHTS

To Ceiling: 24'1"
To Soffit: 23'
To Airwall: 23'9"
To Chandelier: 20'8" & 22'3"

POINTS

Only certified hang points on the permanent point grid may be used.

CABLES

All cable must go on a truss cable bridge or be ran through the ceiling. **No cable in, on, or taped to the floor in public areas.**

MOTORS & TRUSS

Encore will be responsible for all flown motors.

Trim heights are possible based on room measurements and Encore safety standards.

TRUCK UNLOADING

Trucks up to 26' can be unloaded in the Wabash Ave dock on the west side of the building. Trucks greater than 26' need to be unloaded at street level on Wabash Ave.

SCISSOR LIFTS

Anyone operating a lift must be a certified operator. Encore does not provide harnesses.

RIGGING LABOR

All rigging crews will consist of a minimum of two riggers. The number of riggers and equipment required for your event will be determined by Encore at an eight-hour minimum call.

RIGGING INSTRUCTIONS

Step 1

To schedule Rigging Services and to receive updated CAD drawings of our facilities, please visit: <https://www.encoreglobal.com/rigging-portal/>. By submitting your rigging request electronically, it will go directly into our nationwide rigging system, ensuring a prompt response and follow-up tracking.

Step 2

After submitting your rigging request, you will be assigned a rigging coordinator. The Encore Rigging Coordinator will review and forward your request to the Encore on-site team. The on-site Encore team will forward a rigging estimate for your review and signature along with verification of your proposed rigging plot.