MASCC/ISOO
INTERNATIONAL SYMPOSIUM ON SUPPORTIVE CARE IN CANCER
MIAMI, USA
JUNE 26-28, 2014

Supportive Care Makes Excellent Cancer Care Possible

Symposium Manual

www.kenes.com/mascc
Dear Supporter,

We are happy to present you with the MASCC/ISOO 2014 Sponsored Symposia Manual.

This manual covers important information and is designed to assist in preparing for your Satellite Symposium. We trust that you will find it helpful and suggest that you read all of the information presented. It will take you very little time now, and could save you a great deal of time later.

Please do not hesitate to contact me for further information or assistance. We look forward to welcoming you in Miami and wish you a successful Symposium.

Warm regards,

Alizah Davis

Technical and Logistics Manager
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SECTION 1: Contact Information

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Kenes International
1-3 Rue de Chantepoulet
P.O. Box 1726
CH-1211 Geneva 1
Switzerland
Tel: +41 22 908 0488
Fax: +41 22 906 9140
Email: mascc@kenes.com
Website: www.kenes.com/mascc

Project Manager
Mr. Bastiaan Schot
Tel: +31 20 763 0513
Email: bschot@kenes.com

Technical Project Coordinator & Exhibition Manager
Ms. Alizah Davis
Tel: +41 22 908 0488 Ext: 984
Email: adavis@kenes.com

Program Coordinator
Ms. Raya Van Hugten
Tel: +31 20 763 0517
Email: rvanhugten@kenes.com

Audiovisual Coordinator
Mr. Mike Perchig
Email: nest@nest-av.com

Industry Liaison and Sales Associate
Ms. Maya Yatsiv
Email: myatsiv@kenes.com

Registration
Ms. Sharon Gamliel
Tel: +41 22 9080488 Ext: 562
Email: sgamliel@kenes.com

Accommodation Manager
Ms. Nati Glick
Tel: +41 22 9080488 Ext: 948
Email: nglick@kenes.com
CONTRACTORS CONTACTS

VENUE
Miami Beach Convention Center
(Section A Lobby Entrance located on Washington Avenue)
1901 Convention Center Drive
Miami Beach, Florida 33139, USA
Tel: +305 673 7311
Fax: +305 673 7435
Website: www.MiamiBeachConvention.com

FURNITURE, FREIGHT HANDLING, ONSITE LOGISTIC SERVICES
Vista South Convention Services
Customer Service
Tel: +1 305 673 1123
Email: vistasouth@vistacs.com

FLORAL ARRANGEMENTS & PLANTS
Jeren Tropicals, INC.
Tel: +1 954 424 1114
Email: orders@jerentropicals.com

CATERING SERVICES
Catering is exclusive to Centerplate
Mr. Cesar Molina
Tel: +1786-276-2700
Direct: +1 786 276 2713
Email: cesar.molina@centerplate.com

STAFFING
Events & Office Consultants, Inc.
Ms. Nancy Balzebre
Tel: +1 305 442 6000
Email: nancy@eocpeople.com
## SECTION 2: Deadlines

<table>
<thead>
<tr>
<th>Symposium item</th>
<th>Deadline</th>
<th>Contact Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Hotel Reservation</td>
<td>As soon as possible</td>
<td>Nati Glick at: <a href="mailto:nglick@kenes.com">nglick@kenes.com</a></td>
</tr>
<tr>
<td>Symposium Program (for approval by Scientific Committee)</td>
<td>As soon as possible</td>
<td>Raya Van Hugten at <a href="mailto:rvanhugten@kenes.com">rvanhugten@kenes.com</a></td>
</tr>
<tr>
<td>Program Book Advertisement (for approval by Scientific Committee)</td>
<td>Friday, May 30, 2014</td>
<td>Raya Van Hugten at <a href="mailto:rvanhugten@kenes.com">rvanhugten@kenes.com</a></td>
</tr>
<tr>
<td>Draft of Bag Insert for Approval (for approval by Scientific Committee)</td>
<td>Friday, May 30, 2014</td>
<td>Raya Van Hugten at <a href="mailto:rvanhugten@kenes.com">rvanhugten@kenes.com</a></td>
</tr>
<tr>
<td>Lead Retrieval Wireless Barcode Reader</td>
<td>Monday, June 2, 2014</td>
<td>Alizah Davis at: <a href="mailto:adavis@kenes.com">adavis@kenes.com</a></td>
</tr>
<tr>
<td>Plants &amp; Floral Arrangements</td>
<td>Monday, June 9, 2014</td>
<td>Jeren Tropicals at <a href="mailto:orders@jerentropicals.com">orders@jerentropicals.com</a></td>
</tr>
<tr>
<td>Catering Services - <strong>Centerplate</strong> exclusivity</td>
<td>Monday, June 9, 2014</td>
<td>Cesar Molina at: <a href="mailto:cesar.molina@centerplate.com">cesar.molina@centerplate.com</a></td>
</tr>
<tr>
<td>Material Handling</td>
<td>Monday, June 16, 2014</td>
<td>Vista South at <a href="mailto:vistasouth@vistacs.com">vistasouth@vistacs.com</a></td>
</tr>
<tr>
<td>Payment of Invoice Balance</td>
<td><strong>At the time of order</strong></td>
<td></td>
</tr>
<tr>
<td>Shipping to the Advance Warehouse</td>
<td>Friday, May 16, - Monday, June 16, 2014</td>
<td>Vista South at <a href="mailto:vistasouth@vistacs.com">vistasouth@vistacs.com</a></td>
</tr>
<tr>
<td>Deliveries <strong>direct</strong> to Miami Beach Convention Center</td>
<td><strong>Must be coordinated with Vista Convention Services</strong></td>
<td>Monday, June 23, 2014 - Tuesday, June 24, 2014</td>
</tr>
</tbody>
</table>
SECTION 3: Timetable

<table>
<thead>
<tr>
<th>Symposia Timetable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Supporter</strong></td>
</tr>
<tr>
<td>Thursday, June 26, 2014</td>
</tr>
<tr>
<td>Eisai (Continuing Education Alliance)</td>
</tr>
<tr>
<td>Friday, June 27, 2014</td>
</tr>
<tr>
<td>Helsinn (Educational Concepts Group)</td>
</tr>
</tbody>
</table>

If a technical rehearsal in the hall itself is required, please make arrangements directly with the Audio Visual Coordinator, Mr. Mike Perchig at: [nest@nest-av.com](mailto:nest@nest-av.com)

We ask presenters to follow the time schedule precisely in order that the day’s events may run smoothly.

An updated Scientific Timetable can be found on the [MASCC/ISOO 2014 website](http://www.masccisoo2014.com) by clicking [here](http://www.masccisoo2014.com).
SECTION 4: Symposium Session Hall

ROOM A101/102

<table>
<thead>
<tr>
<th>Hall Technical Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall Capacity and Layout</td>
</tr>
<tr>
<td>Hall Dimensions</td>
</tr>
</tbody>
</table>

1 Speaker Lectern
- Banner dimensions: 48”h x 25” wide
- *Any branding done will need to use Velcro or command strips (not tape or glue that will leave residue).

1 Head Table
- Banner Dimensions: 6’ wide and 3’ high
- **Sufficient seating for up to 3 persons.**
- 3mm Foam board or similar rigid material is recommended for branding.

For alternative/additional stage setting please contact Ms. Alizah Davis at: adavis@kenes.com by **Monday, June 2, 2014.**
Symposium Floor Plans
Level 1
AUDIOVISUAL (AV) EQUIPMENT

- Sound system which covers the hall including audio mixer.
- 2 x wired microphone and connection for sound from computer at the lectern.
- 2 x wired microphones on the head table.
- 1 x wireless tie-clip microphone.
- 2 x Q&A mics on stands in Hall A101/102.
- Front projection screen, 9x12 feet in the front of the hall, including black drapes underneath and 2-3 feet on both sides.
- Data projector, 7000 ansi-lumens HD – located on a skirted stand/cart in front of the screen and connected to the laptop computer at the lectern – including all the necessary VGA cabling.
- 27” Confidence Data monitor in front of the head table, installed on a low stand with 45 degrees angle, showing the same image as being projected on the main front projection screen.
- Laptop computer for the presentations at the lectern.
- 1 x AV technician to operate the abovementioned systems.
SECTION 5: Symposium Promotion

Symposium Program
If there are any changes to your Sponsored Session title or program, or you have not yet provided your complete program details, please send it to Ms. Raya Van Hugten as soon as possible at: rvanhugten@kenes.com.

Final Program Advertising
For Supporters entitled to adverts in the final program as per their signed contract, please email adverts to Ms. Raya Van Hugten at: rvanhugten@kenes.com, no later than Friday, May 30, 2014 in one of the following formats at a resolution no less than 300 dpi: EPS, Illustrator, JPG or PDF.

The adverts dimensions for the final programme are 120mm X 210mm.
*See the picture on this page.

Symposium Invitation Bag Inserts
Should you be entitled to a bag insert per your contract, please follow the below procedure.

1. Please email the invitation draft (including graphic design) prior to printing for approval to Ms. Raya Van Hugten at: rvanhugten@kenes.com, no later than Friday, May 30, 2014.
2. The bag insert should not exceed standard A4 dimensions.
3. A quantity of 1300 inserts is requested.

*To assure the safe and timely arrival of your inserts and inclusion in the Meeting Bag production line, please follow the instructions for Insert shipping included in the Shipping Instructions at the end of this Manual.*

Bag inserts that do not arrive at the Meeting Venue by 09:00 on Tuesday, June 24th cannot be included in the Meeting Bags.
Symposium Signage

Symposium sponsors have the option to create promotional signage according to the below guidelines. The symposium signage should be produced by the company. Please note that it is not allowed to use the MASCC/ISOO logo on any of the symposia materials.

The following may be displayed (and provided by the Sponsor):

1. **Session Hall Signage**
   - **Self Standing Sign**
     One stand alone sign to be placed at the entrance of the session hall 15 minutes prior to the sessions published start time.
   - **Stage Banners (optional)** - The following may be displayed (and provided by the Sponsor):
     - 1 x free standing vertical sign to be placed on/next to the stage. **Maximum dimensions**: H250cm X W150cm.
     - 1 x horizontal sign placed in front the head table facing audience.
     (For dimensions, see **SECTION 4: Symposium Session Hall**).
     - 1 x portrait sign placed in front podium facing audience.
     (For dimensions, see **SECTION 4: Symposium Session Hall**).

2. **Free standing signage**
   The Sponsor is permitted to place up to two signs (W50cm X H70cm or W85cm X H205cm) advertising the Sponsored Session **on the day of your session only**. One sign may be placed in the registration area and one in the Exhibition Area. Please coordinate with the On-site Manager. **Please make sure to bring your own easels or roll ups.**

Please note:
You may place signage advertising your symposium as coordinated with the On-Site Manager only.
SECTION 6: Registration & Accommodation

Group Registration

Group Registration will be valid for a minimum of 10 participants and up.

For more information about group registration, please contact Ms. Sharon Gamliel at: sgamliel@kenes.com

Accommodation

Book now and take advantage of our exclusive hotel accommodation offer for MASCC/ISOO 2014 Participants. Kenes has carefully selected hotels in Miami and negotiated competitive rates.

<table>
<thead>
<tr>
<th>Hotel</th>
<th>Distance from venue</th>
<th>Room Type</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catalina Hotel Miami</td>
<td>11 Min walk</td>
<td>Standard</td>
<td>$145 + 13% Tax +$10 Resort Fee</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Deluxe</td>
<td>$195 + 13% Tax +$10 Resort Fee</td>
</tr>
<tr>
<td>Tradewinds Apartment Hotel</td>
<td>12 Min walk</td>
<td>One Bedroom Apartment</td>
<td>$150 + 13% Tax</td>
</tr>
<tr>
<td>The James Royal Palm</td>
<td>14 Min walk</td>
<td>Deluxe King Room</td>
<td>$293 + 13% Tax</td>
</tr>
</tbody>
</table>

For further details, please visit our website: http://hotels.kenes.com/mascc14 or contact Nati Glick at: nglick@kenes.com
SECTION 7: Miscellaneous Venue Information

Catering
Catering is exclusive to the Miami Beach Convention Center – Centerplate, and should be requested in advance. Sponsors who wish to order food and beverages for their symposium, meeting/hospitality room or exhibition booth, are welcome to do so directly with the CCD:

Mr. Cesar Molina
Tel: +1786-276-2700
Direct: + 1 786 276 2713
Email: cesar.molina@centerplate.com
All food and beverage requests must be ordered through the official caterer.

Parking
Parking for all vehicles is available at the municipal lot on Convention Center Drive (“Preferred Lot”), as well as parking garage locations on 17th Street and 18th Street, one block from this Facility.

Parking (Attendees and Exhibitors) $15.00/day (no in/out privileges) or prevailing rates

Business Center
There is a Business Center Located on the 3rd floor – Hall A-Room A31.
Opening Hours: 8:00-17:00

Meeting Rooms / Hospitality Rooms
Sponsors interested in renting a meeting room during the MASCC/ISOO 2014 Meeting should contact Ms. Maya Yatsiv at: myatsiv@kenes.com
SECTION 8: Lead Retrieval Wireless Barcode Readers

Lead Retrieval Wireless Barcode Readers are a helpful tool for collecting participants contact information about participants who visit your booth or attend your Congress. For further information about barcode readers, please visit the following Web site:
http://www2.kenes.com/Manuals/Documents/How_to_Use_the_New_Kenes_Barcode_Scanner.pdf

The Smart Scanner

- Online comments per scanned badge
- Online expanded participant info
- Handheld
- Cost per unit - $450

The Mini Scanner

- No editing capabilities
- Basic participant info
- Pocket size
- Cost per unit - $350

Please Note:

- Barcodes on participants’ badges contain contact information as supplied by the registrant or the agency responsible for the registration process of that participant. We regret that in some cases, as when group registration is completed by a company, we may not be in possession of the full contact details.
- In addition, please note that neither Kenes International nor the Organizing Committee is responsible for the content of the information.
- In order to reserve your Lead Retrieval Wireless Barcode Reader, please return the Order Form on the following page.
Order Form - Lead Retrieval Wireless Barcode Reader

Please complete the following Order Form. Please note, if the system is not returned to the Exhibition Manager one hour after the exhibition closing hour, an additional $2,500 charge will be made to your credit card.

In accordance with the security measures taken by credit card companies, please complete the following form in your own handwriting and sign.

Please mail this form no later than Monday, June 2, 2014 to the attention of Alizah Davis at adavis@kenes.com

Number of Smart Scanners Requested: ________________________ ($450 per unit)

Number of Mini Scanners Requested: ________________________ ($350 per unit)

Company Name: ____________________________

Email Address: ____________________________

Telephone Number: ____________________________

Card Type: Visa / MasterCard / AMEX: ____________________________

Credit Card Number: ____________________________

Expiration Date: ____________________________

Security Digits (on the back of the credit card): ____________________________

Name of Card Holder: ____________________________

Date: ____________________________

SIGNATURE of Card Holder: ____________________________
SECTION 9: Konnect Meeting Technology Services

Konnect Ask

Konnect Ask is an advanced system that integrates web and cellular technology to enable the instant exchange of questions-and-answers during congress sessions.

Audience attendees will be able to SMS (text message) their questions to a regular mobile number or via the Paperless application over http:// to the session Chairman. The Chairman can then, with an easy drag and drop tool, select and edit a pre-set number of questions to be posted to and answered by the speaker. The system will automatically display the selected questions on the main screen.

In essence, this is a technical device which enables you to have your audience become more involved during your symposium, either by them asking the speakers questions, or by you initiating quizzes.

Some of the benefits:

- Creates a stimulating, sophisticated Q&A session.
- Empowers the chairperson and speaker.
- Leads to post-congress discussions (Questions were not sent for nothing - All questions will be uploaded to the congress website, where they will be ANSWERED)
- Participants can follow discussions and expand their education.
Webcasting or Live broadcasting

Webcast or Live Broadcasting are now a common feature of medical meetings, but there are many ways in which this can be accomplished. Attending all congresses and all sessions is simply not possible for the busy medical professional. Webcasting or Live Broadcasting can help those who missed the congress or want to attend live only just one session, delegates who missed a session, and delegates who want to share what they heard with colleagues back home. When congress sessions run parallel, a webcasting solution gives attendees/members access to the content presented in missed sessions.

All congress webcasts are available on-demand 24/7, anywhere, anytime.

If you choose the live Broadcasting option your session will be broadcasted live over the web to selected locations.

All webcasting content is properly and logically archived and referenced in a player which is easy to use and navigate. Webcasting is an efficient way to capture your meeting’s key content as additional reference.

Konnect handles the webcasting or Live Broadcasting project from start to finish with our highly experienced project management team. Session webcasting or live broadcasting requires careful work and attention to detail. We arrange all speaker communications and authorisations and can allow speakers to review the content of their presentation, record all presentations and combine with speakers Video

- Combination of videos & animations embeded at the presentation
- same-day online availability
- live Broacsting capabilities
- full-screen capability
- excellent image and audio quality with very low data rate

for a detailed offer kindly approach:
Mr. Shlomi Ashkenazi
M :+972 54 6787875
E: shlomi@ekonnect.co
S : ashkenazishlomi
W: www.ekonnect.co
SECTION 10: Shipping Instructions

For any questions/clarifications, please contact the Official Freight Coordinator of the Symposium:

**Vista South Convention Services**
Customer Service
Tel: +1 305 673 1123
Email: vistasouth@vistacs.com

The shipping instructions include the following information:

- Shipping Instructions
- Tariff
- Material Handling Form
- Labels

**Bag Insert Shipping**
Please note: To assure that your insert will be distributed to the delegates, a sample of the insert needs to be sent to Ms. Raya Van Hugten at: rvanhugten@kenes.com by **Friday, May 30, 2014**.

Sponsor’s symposium invitation will be distributed to the delegates from the Symposium bags counter (insert to be provided by Sponsor).

In order to follow up your shipment and to confirm arrival on time, we kindly ask you to provide the Official Freight Coordinator with the following information prior to shipping:

1) Number of pieces (pallets, boxes, cartons, etc.)
2) Way of transport (road freight, currier services, airfreight, ocean)
3) Airway bill number

It is very important to put the correct label (green) on boxes and to mention **INSERTS FOR THE BAGS**. The marking instructions are mentioned at the end of this manual.
Bag Inserts shipped to the Advance Warehouse of the MASCC/ISOO 2014 Official Material and Handling Agent, Vista Convention Services South must arrive by **June 16, 2014**.

Shipments should be addressed to:

**MASCC/ISOO INTERNATIONAL SYMPOSIUM**  
(Bag Insert + Company’s Name)  
C/O VISTA CONVENTION SERVICES SOUTH  
6901 NW 26th AVENUE  
MIAMI, FL 33147

Shipments sent directly to the venue must arrive by **June 23, 2014** and should be sent to:

**MASCC/ISOO INTERNATIONAL SYMPOSIUM**  
(Bag Insert + Company’s Name)  
MIAMI BEACH CONVENTION CENTER  
C/O VISTA CONVENTION SERVICES SOUTH  
1901 CONVENTION CENTER DR.  
MIAMI BEACH, FL 33139

**Shipments sent directly to the venue prior to June 23, 2014 will be refused by the Miami Beach Convention Center.**

Vista Convention Services South has the responsibility of receiving and handling all materials for a fee as published on the enclosed Material Handling page. Exhibitors are free to choose their own courier for delivery and pickup of their materials when sending to the warehouse.

Handling rates are based on the incoming weight of shipments. For rate information, see the MATERIAL HANDLING SERVICE AND RATES order form at the end of this manual. **Vista Convention Services South must have payment before forwarding freight.**

For any questions/clarifications, please contact the Official Freight Coordinator of the Symposium:

Please find the **Shipping Forms** on the following pages.
SECTION 1: Shipping Instructions

For any questions/clarifications, please contact the Official Freight Coordinator of the Symposium:

**Vista South Convention Services**
Customer Service  
Tel: +1 305 673 1123  
Email: vistasouth@vistacs.com

The shipping instructions include the following information:
- Shipping Instructions
- Tariff
- Material Handling Form
- Labels

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Please note: To assure that your insert will be distributed to the delegates, a sample of the insert needs to be sent to Ms. Raya Van Hugten at: rvanhugten@kenes.com by Friday, May 30, 2014.

Sponsor’s symposium invitation will be distributed to the delegates from the Symposium bags counter (insert to be provided by Sponsor).

In order to follow up your shipment and to confirm arrival on time, we kindly ask you to provide the Official Freight Coordinator with the following information prior to shipping:
1) Number of pieces (pallets, boxes, cartons, etc.)
2) Way of transport (road freight, currier services, airfreight, ocean)
3) Airway bill number

It is very important to put the correct label (green) on boxes and to mention INSERTS FOR THE BAGS.

**Display Items**
All shipments must be coordinated with the Official Freight Coordinator as described below. It is very important to put the correct label (yellow) on boxes and to mention DISPLAY MATERIAL.
Shipments to the Advance Warehouse of the MASCC/ISOO 2014 Official Material and Handling Agent, Vista Convention Services South must arrive by **June 16, 2014**.

Shipments should be addressed to:

**MASCC/ISOO INTERNATIONAL SYMPOSIUM**  
(Bag Insert + Company’s Name)  
C/O VISTA CONVENTION SERVICES SOUTH  
6901 NW 26th AVENUE  
MIAMI, FL 33147

Bag inserts sent directly to the venue must arrive by **June 23, 2014** and should be sent to:

**MASCC/ISOO INTERNATIONAL SYMPOSIUM**  
(Bag Insert + Company’s Name)  
MIAMI BEACH CONVENTION CENTER  
C/O VISTA CONVENTION SERVICES SOUTH  
1901 CONVENTION CENTER DR.  
MIAMI BEACH, FL 33139

**Shipments sent directly to the venue prior to June 23, 2014 will be refused by the Miami Beach Convention Center.**

Vista Convention Services South has the responsibility of receiving and handling all materials for a fee as published on the enclosed Material Handling page. Exhibitors are free to choose their own courier for delivery and pickup of their materials when sending to the warehouse.

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For any questions/clarifications, please contact the Official Freight Coordinator of the Symposium:

Please find the **Shipping Forms** on the following pages.
Material Handling Services & Rates

Rates include all labor and equipment required to unload shipment, store up to 30 days in advance at the warehouse address, deliver to booth, handle empty containers to and from storage and remove shipment from booth for reloading onto outbound carriers. Please note: 200lbs. minimum for this service.

<table>
<thead>
<tr>
<th>Per CWT (100 lbs.)</th>
<th>Crated and/or Skidded Floor Load Shipments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum charge (200 lbs.)</td>
<td>These round trip rates apply to crated and/or floor load shipments that can be unloaded at the dock without additional handling (such as ground loading, side door loading, constricted space loading, designated piece loading or stacked shipments) required.</td>
</tr>
<tr>
<td>Warehouse Rate</td>
<td>$56.50</td>
</tr>
<tr>
<td>Showsite Rate</td>
<td>$61.50</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Per CWT (100 lbs.)</th>
<th>Uncrated, Unskidded, Wrapped Shipments and Crated Shipments Requiring Special Handling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum charge (200 lbs.)</td>
<td>These round trip rates apply to uncrated, unskidded or wrapped shipments. These rates also apply to shipments that are loaded and charged by cubic space and/or packed in such a manner to require additional handling (such as ground loading, side door loading, constricted space loading, designated piece loading or stacked shipments). FedEx and UPS are included in this category due to their delivery procedures and documentation.</td>
</tr>
<tr>
<td>Warehouse Rate</td>
<td>$84.00</td>
</tr>
<tr>
<td>Showsite Rate</td>
<td>$89.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Per CWT (100 lbs.)</th>
<th>Overtime Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>A 25% surcharge for each occurrence will apply in addition to the above rates.</td>
<td>All rates quoted above are straight time rates. All freight received at the warehouse and/or showsite that must be moved in or out of the booth before 8:00AM or after 3:30PM on weekdays or all day Saturdays, Sundays or holidays will be charged in addition to the above rates.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Per CWT (100 lbs.)</th>
<th>Deliveries to Warehouse AFTER DEADLINE DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum charge (200 lbs.)</td>
<td>Shipment received at the warehouse after 3:30PM or after the deadline date of MONDAY, JUNE 16, 2014 will be charged in addition to the above rates.</td>
</tr>
<tr>
<td>A 25% surcharge for each occurrence will apply in addition to the above rates.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>*First Package</th>
<th>Small Package Shipments</th>
</tr>
</thead>
<tbody>
<tr>
<td>$35.00</td>
<td>Cartons and envelopes received at show site without documentation will be delivered without guarantee of piece count or conditions at this rate. Maximum weight per shipment is 50 lbs.</td>
</tr>
<tr>
<td>***Each additional package $25.00</td>
<td></td>
</tr>
</tbody>
</table>

DEADLINE DATE: MONDAY, JUNE 16, 2014
# Shipping and Material Handling Recap

For complete information and descriptions on shipping and material handling refer to: SHIPPING INFORMATION, SHIPPING INSTRUCTIONS AND MATERIAL HANDLING AND SERVICE RATES forms within this Exhibitor Service Manual.

## Computation of Order:
When recording weight, round up to the next 100 pounds.

### Crated and/or Skidded Floor Load Shipments

<table>
<thead>
<tr>
<th>Location</th>
<th>Weight Calculation</th>
<th>Rate</th>
<th>Total</th>
</tr>
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<tbody>
<tr>
<td><strong>Warehouse</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crated and/or Skidded Floor Load Shipments</td>
<td>We will ship _______ lbs. @ $56.50 per 100 lbs. (200 lb. minimum/$113.00)</td>
<td></td>
<td>$______</td>
</tr>
<tr>
<td><strong>Showsite</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Crated and/or Skidded Floor Load Shipments</td>
<td>We will ship _______ lbs. @ $61.50 per 100 lbs. (200 lb. minimum/$123.00)</td>
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<td>$______</td>
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### Uncrated, Unskidded, Wrapped Shipments and Crated Shipments requiring Special Handling

<table>
<thead>
<tr>
<th>Location</th>
<th>Weight Calculation</th>
<th>Rate</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td><strong>Warehouse</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Uncrated, Unskidded, Wrapped Shipments and Crated Shipments requiring Special Handling</td>
<td>We will ship _______ lbs. @ $84.00 per 100 lbs. (200 lb. minimum/$168.00)</td>
<td></td>
<td>$______</td>
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<tr>
<td><strong>Showsite</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Uncrated, Unskidded, Wrapped Shipments and Crated Shipments requiring Special Handling</td>
<td>We will ship _______ lbs. @ $89.00 per 100 lbs. (200 lb. minimum/$178.00)</td>
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<td>$______</td>
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### Overtime Rates

All rates quoted above are straight time rates. All freight received at the warehouse and/or showsite that must be moved in or out of the booth before 8:00AM or after 3:30PM on weekdays or all day on Saturdays, Sundays or Holidays will be charged a 25% surcharge for each occurrence in addition to the above rates.

### Deliveries to Warehouse AFTER Deadline Date

Shipment received at the warehouse after 3:30PM or after the deadline date of **MONDAY, JUNE 16, 2014** will be charged 25% surcharge, for each occurrence, in addition to the above rates.

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<tbody>
<tr>
<td><strong>Payment Enclosed</strong></td>
<td>$______</td>
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</table>

We understand that your calculation is only an estimate. Invoicing will be completed from the actual weight as listed on the inbound bills of lading. Adjustments will be made accordingly. Adjustments must be paid at showsite. If you have any questions about material handling, please contact Vista Convention Services South, Exhibitor Service Department.
Shipping Information

What you should know:

* As an exhibitor, you are responsible for providing your carrier with proper delivery and pickup information for your materials, both in advance and at showsite.

* Please prepay all shipping charges. Vista Convention Services South cannot accept or be responsible for collect shipments. All shipments must be accompanied by a Bill-of-Lading. Shipments received without receipts, freight bills or specified unit counts (UPS, Federal Express, personal vehicles, etc.) will be delivered to the exhibitor’s booth without guarantee of piece count or condition. No liability will be assumed by Vista Convention Services South for such shipments. Shipments without certified weight documents will be estimated by Vista Convention Services South. This estimate will be binding on both parties and no adjustments will be made after the show closes.

* **Do not ship uncrated materials to the warehouse!** Loose, uncrated or unskidded materials will be accepted at showsite only. Uncrated shipments received at showsite are charged at higher handling rates than crated, skidded or otherwise self-contained shipments.

* Separate mixed van shipments between crated and uncrated. Clearly identify the weights of each on the Bill-of-Lading. Otherwise, Vista Convention Services South will invoice the entire load at the uncrated rate and will be unable to adjust the charges later.

* Select your carrier carefully. Shipments received on vehicles that cannot be unloaded at the dock are considered “special handling” and are charged at higher rates.

* All shipments for the show received either in advance or at showsite will be charged material handling by Vista Convention Services South. Refer to the *Material Handling Service and Rates Form*.

* All material handling rates are roundtrip and are based on incoming weights only. Overtime charges may apply under some circumstances. Please refer to the *Material Handling Service and Rates Form*.

* If granted permission for early move-in (off-target move-in) by show management and Vista Convention Services South, the exhibitor is required to use Vista Convention Services South labor for booth installation.

Material Handling includes:

* Storing your booth in our warehouse for up to 30 days in advance of the show. (Advance shipments only)
* Delivering materials to your booth at showsite.
* Removing empty containers from your booth, storing them for the duration of the show, then returning them to your booth at close of the show.
* Moving packed and labeled materials from your booth to the dock area at close of show and reloading them on designated vehicles based on information provided on your showsite Bill-of-Lading.

Material Handling does not include:

* Labor and/or equipment for uncrating, unskidding, assembling, position, leveling, dismantling, recrating and reskidding machinery and/or equipment for exhibitors. Additional labor to accomplish these tasks may be ordered from the various labor order forms enclosed. Scheduling any carrier for pick up or delivery of your materials, if other than the official show carrier(s).
Shipping Instructions

Freight Handling Services:

Vista Convention Services South is prepared to receive your shipment either in advance at our local warehouse or directly at the exhibit site. You may ship via the carrier of your choice.

Rates are based on the incoming weight of shipments. For rate information, see the MATERIAL HANDLING SERVICE AND RATES order form. Vista Convention Services South must have payment before forwarding freight.

Shipping in Advance to the Warehouse:

All advance shipments to the warehouse should be addressed/labeled as follows:

TO: MASCC/ISOO INTERNATIONAL SYMPOSIUM
(Exhibiting Company’s Name & Booth Number)
C/O VISTA CONVENTION SERVICES SOUTH
6901 NW 26th AVENUE
MIAMI, FL 33147

- To trace your shipment, please contact the Customer Service Department at (305) 673-1123.
- Shipments will be received beginning FRIDAY, MAY 23, 2014.
- Shipments received after the deadline of MONDAY, JUNE 16, 2014 will be charged an additional 25% surcharge.
- Shipments received after 3:30PM will be charged an overtime rate.
- Advance warehouse receiving hours are Monday through Friday, 8:00AM to 3:30PM
- Carriers checking in after 3:30PM Monday through Friday will not be guaranteed unloading.
- Warehouse shipments will not be received on weekends or holidays.

Shipping Directly to Showsite:

All direct shipments to showsite should be addressed/labeled as follows:

TO: MASCC/ISOO INTERNATIONAL SYMPOSIUM
(Exhibiting Company’s Name & Booth Number)
MIAMI BEACH CONVENTION CENTER
C/O VISTA CONVENTION SERVICES SOUTH
1901 CONVENTION CENTER DR.
MIAMI, FL 33139

Show site shipments will be received beginning:
MONDAY, JUNE 23, 2014 AT 10:00AM FOR BAG INSERTS ONLY
ALL OTHER SHIPMENTS WILL BE RECEIVED ON:
TUESDAY, JUNE 24, 2014 FROM 10:00AM-4:00PM AND WEDNESDAY, JUNE 25, 2014 FROM 8:00AM-4:00PM
SHIPMENTS ARRIVING AT SHOWSITE PRIOR TO THIS DATE AND TIME MAY BE REFUSED BY THE VENUE AND/OR CHARGED AN ADDITIONAL FEE.
Shipping Instructions

Shipping Outbound from Showsite

• All outbound shipments must be accompanied by an official show Bill-of-Lading.

• You may obtain show bills of lading after reviewing your invoice at showsite.

• When shipping to separate destinations, a separate Bill-of-Lading is required for each destination.

• All outbound shipments should be addressed/labeled as follows:

FROM: (Your Company Name)  
BOOTH #:  
SHOW NAME: MASCC/ISOO INTERNATIONAL SYMPOSIUM  
LOCATION: MIAMI BEACH CONVENTION CENTER  
TO: (Shipping Address)

• Once your shipment is packed and labeled, return your show Bill-of-Lading to the Vista Convention Services South Service Desk.

• All Bill-of-Ladings must be turned in no later than **SATURDAY, JUNE 28, 2014 AT 8:00PM**

**DO NOT LEAVE BILLS OF LADING IN YOUR BOOTH!**

• Failure to turn in your show bill of lading by the designated deadline may result in additional overtimes charges and/or the rerouting of your materials.

• Be sure to confirm pickup day(s) and time(s) with your selected carrier. All outside carriers (carriers other than **UPS Tradeshow Freight Services**) must be checked in no later than **SATURDAY, JUNE 28, 2014 AT 7:00PM**
Limits of Liability for Material Handling

* Vista Convention Services South shall not be responsible for damage to uncrated materials, material improperly packed, or concealed damage.

* Vista Convention Services South shall not be responsible for loss, theft, or disappearance of exhibitor's material after same has been delivered to exhibitor's booth.

* Vista Convention Services South shall not be responsible for loss, theft, or disappearance of materials before they are picked up from exhibitor's booth for reloading after the show. Bill of lading covering outgoing shipments, which are furnished by Vista Convention Services to exhibitor, will be checked at time of actual pick up from booth and corrections made where discrepancies occur.

* Vista Convention Services South 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 causes beyond its control.

* Vista Convention Services South’s liability shall be limited to the physical loss or damage to the specific article which is lost or damaged, and in any event, Vista Convention Services South's maximum liability shall be limited to $.30 per pound per article with a maximum liability of $50.00 per item, or $1,000.00 per shipment; whichever is less.

* Vista Convention Services South 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 materials which may make it impossible or impractical to exhibit same.

* The consignment or delivery of a shipment to Vista Convention Services South 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.

* Rates are based on incoming weight only. All weights are rounded off to the next 100 weight. Each shipment received is considered separately. Freight handling charges are the responsibility of the exhibitor.

* Exhibitors are urged to carry all-risk floater insurance covering their materials against damage, loss, and all other hazards from the time shipment is made prior to the show until shipments are received back after the show. This can generally be done by adding "riders" to existing insurance policies, often at no additional cost.

* Empty container labels will be available at the Service Desk. Affixing the labels is the sole responsibility of the exhibitor or his representative. Vista South assumes no responsibility for removal of containers with old Empty labels, mislabeled, or valuables stored inside containers while containers are in storage.

* Outbound shipping labels and bills of lading will be available at the Service Desk. Exhibitor or his/her representative must pack and label their exhibit material and turn in bill of lading for each shipment at the Service Desk before leaving the show. Vista will route all shipments unless a designated carrier has been assigned. If the designated carrier fails to pick up by the removal date of the show, Vista South reserves the right to route exhibit material by an alternate carrier. As a result of re-routing or handling no liability will be assumed by Vista South.
Important Freight Information

Definition of Special Handling:

“Shipments that are loaded in such a manner as to require additional labor to unload, sort, and deliver.”

Vista Convention Services South uses the following definitions in assessing Special Handling surcharges for material handling:

⇒ **Ground Load/Unload** - Vehicles that are not dock height preventing the use of loading docks, such as U-Hauls, flat bed trailers, double drops, etc. Situations where dock utilization is not possible will result in a Special Handling assessment.

⇒ **Side Door Load/Unload** - Shipments that cannot be accessed from the rear of the trailer.

⇒ **Constricted Space Load/Unload** - Trailers loaded "high and tight", shipments that are loaded in such a manner as to not be readily available (freight down one side of a trailer that must be bypassed to reach targeted freight).

⇒ **Designated Piece Load** - Driver with tape measure who requires loading crew to bring multiple pieces of freight to rear of trailer to select next piece; having to unload and reload to fit, etc.

⇒ **Stacked Shipments** - Shipments loaded in such a manner as to require items to be removed to ground level for delivery to booth. Loose items stacked on top of crates and/or pallets constitute special handling.

⇒ **Mixed Shipments** - Multiple shipments delivered together without shipment integrity; pieces for separate shipments that are loaded mixed throughout the delivery vehicle, such as UPS, FedEx, DHL, USPS.

⇒ **Improper delivery receipts** - Shipments that arrive without individual bills of lading, such as UPS, FedEx, DHL and USPS.
Material Handling Special Services

Empty Storage
Those exhibitors who elect to hand-carry in one trip items into the exhibit hall without the assistance of Vista Convention Services South may acquire on-site storage for empty containers based on the following rates: $20.00 per carton and $30.00 per fiber case. This service includes removing empties from your booth, storing them during the show and returning them to your booth after show closing. Please refer to the union regulations included in this manual.

Mobile Unit Spotting
Exhibitors authorized by show management to bring a motorized vehicle into the exhibit hall will be required to hire Vista Convention Services South supervision services at the rate of $275.00 round-trip per mobile unit. A representative from Vista Convention Services South will escort each vehicle into and out of the exhibit facility to provide safe access and minimize liabilities.

Shipments Returned to Warehouse
At the close of show, for re-forwarding or storage, there will be an additional charge for shipments returned to our warehouse. The initial and minimum fee is $50.00 up to the first 100 lbs. For shipments over 100 lbs, a fee of $25.00 per cwt. on straight time and $30.00 per cwt. on overtime will apply. Warehouse storage space is limited. Please call our Customer Service Department at (305) 673-1123 to confirm availability prior to show.

Special Rates and Services
Steel banding is available at $1.05 per linear foot, plus one-half hour minimum labor.

UPS & FEDEX Shipments
A fee of $75.00 will apply for all UPS & FedEx shipments going back to Vista Convention Services South Warehouse.
Simplified shipping solutions

Inbound to the show

- Contact with a trade show specialist provides the right solution for moving your exhibit to and from the show—well before it begins.
- Advance warehousing streamlines the shipping process prior to shows and ensures priority delivery to the show floor.
- Round-the-clock tracking capabilities give you real-time information on exhibit materials and your booth.

Outbound from the show

- On-site UPS representatives advise on freight and package transportation options.
- Our full range of freight and package services includes ground or air service, as well as guaranteed and time-definite urgent services.
- Coordinated package and freight pickups at the show help get you to the airport on time.

Contact Trade Show Services at 800.988.9889 or via email at tradeshow@upsfreight.com.
UPS Freight™ Trade Show Services

Dedicated trade show experts available at 800.988.9889 or via email at tradeshow@upsfreight.com

Full range of services

Urgent
- Time-specific delivery by air or ground
- Expedited air and ground to and from shows

Standard
- Intact and on-time delivery from coast to coast or within the same city (two to five days, standard time)

Package
- On-site coordination of package and freight shipping

Tips for smoother trade show shipping
- Remove all old shipping labels and affix new shipping labels.
- Take advantage of our advance warehouse capabilities to eliminate tight delivery windows.
- Include deliver-by date on bill of lading for advance warehouse shipments.
- Include target (move-in) date on bill of lading if shipping directly to show site.
- Include booth number and phone number on bill of lading and on freight and package labels.

Multimodal capabilities
FOR ADVANCE SHIPMENTS ONLY

BAG INSERT SHIPMENTS ONLY

RECEIVING 8AM-3:30PM, MONDAY-FRIDAY, CHECK IN BY 3:00PM.
DELIVER NO LATER THAN MONDAY, JUNE 16, 2014

MASCC/ISOO INTERNATIONAL SYMPOSIUM
C/O VISTA CONVENTION SERVICES• SOUTH
6901 NW 26 AVENUE
MIAMI, FL 33147
<table>
<thead>
<tr>
<th>BAG INSERT SHIPMENTS ONLY</th>
<th>BAG INSERT SHIPMENTS ONLY</th>
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<tbody>
<tr>
<td><strong>FROM:</strong> ____________________</td>
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</table>

MASCC/ISOO INTERNATIONAL SYMPOSIUM
MIAMI BEACH CONVENTION CENTER
C/O VISTA CONVENTION SERVICES SOUTH
1901 CONVENTION CENTER DRIVE
MIAMI, BEACH, FL 33139

**FOR ON-SITE DIRECT SHIPMENTS ONLY**
DELIVER ON MONDAY, JUNE 23, 2014 BEGINING AT 10:00 AM
FOR ADVANCE SHIPMENTS ONLY

TABLE DISPLAY MATERIALS ONLY
ADVANCE WAREHOUSE SHIPMENTS ONLY

FROM:______________________________________________
_______________________________________
_______________________________________

TO:______________________________________________
_______________________________________
_______________________________________

(MASCC/ISOO INTERNATIONAL SYMPOSIUM)
C/O VISTA CONVENTION SERVICES SOUTH
6901 NW 26 AVENUE
MIAMI, FL 33147

DELIVER NO LATER THAN MONDAY, JUNE 16, 2014
RECEIVING 8AM-3:30PM, MONDAY-FRIDAY, CHECK IN BY 3:00PM

TABLE DISPLAY MATERIALS ONLY
ADVANCE WAREHOUSE SHIPMENTS ONLY

FROM:______________________________________________
_______________________________________
_______________________________________

TO:______________________________________________
_______________________________________
_______________________________________

(MASCC/ISOO INTERNATIONAL SYMPOSIUM)
C/O VISTA CONVENTION SERVICES SOUTH
6901 NW 26 AVENUE
MIAMI, FL 33147
FOR ON-SITE DIRECT SHIPMENTS ONLY
TABLE DISPLAY MATERIALS ONLY
DELLIVER ON MONDAY, JUNE 23, 2014 BEGINING AT 10:00 AM

FROM:______________________________________________
_______________________________________
_______________________________________
TO:_________________________________________________________________________
(EXHIBITOR NAME)                                                      (BOOTH #)

MASCC/ ISOO INTERNATIONAL SYMPOSIUM
MIAMI BEACH CONVENTION CENTER
C/OVISTA CONVENTION SERVICES SOUTH
1901 CONVENTION CENTER DRIVE
MIAMI BEACH, FL 33139

TABLE DISPLAY MATERIALS ONLY
ON-SITE DIRECT SHIPMENTS ONLY
FROM:______________________________________________
_______________________________________
_______________________________________
TO:_________________________________________________________________________
(EXHIBITOR NAME)                                                      (BOOTH #)

MASCC/ ISOO INTERNATIONAL SYMPOSIUM
MIAMI BEACH CONVENTION CENTER
C/OVISTA CONVENTION SERVICES SOUTH
1901 CONVENTION CENTER DRIVE
MIAMI BEACH, FL 33139