



915 W 5th street, Azusa, CA 91702
(626)795-5131 Fax (626)577-8044
www.dolphinevents.biz

IPM Expo



Income Property Management Expo

Exhibitors Information Packet

Pasadena Convention Center
300 E Green St. Pasadena, CA 91101

SHOW HOURS:	Tuesday	May 20th	8:30 AM to 3 PM
MOVE IN:	Monday	May 19th	2:00 PM to 7:30 PM
MOVE OUT:	Tuesday	May 20th	3:30 PM to 7:30 PM

YOUR FREIGHT IS FORCED OFF SHOW FLOOR ON: Tuesday May 20th @ 7:30pm

PLEASE NOTE DEADLINE DATE TO ORDER SERVICES AT DISCOUNT RATES: 4:00 PM May 6th 2025

DOLPHIN EVENT SERVICE'S
915 W 5th Street, Azusa, CA 91702 Office: (626) 795-5131
email: josh.k@dolphinevents.biz

A Message from the Decorator

Dolphin Event Service's has been selected as The Official Service/Drayage contractor for IPM Expo being held at the **Pasadena Convention Center**. We welcome the opportunity to assist you in every way possible to ensure a successful presentation.

This exhibitor kit contains important information regarding the show. Please review all the information that is included in this exhibitor kit. If there is another service you may need, please feel free to call us.

SPECIAL NOTES

To keep the appearance of the show; no Velcro, pins, hooks, tape, staples, or any like matter will be permitted to hang through, from or on the drape.

DISCOUNT PRICING

For **DISCOUNT PRICES** full payment **MUST** be included with your advance order. All deadlines are indicated at the top of each order form. Please note to receive **DISCOUNT PRICING**. The deadline for discount pricing is: by 4 pm **May 6th 2025**.

SHIPPING INFORMATION

All shipping information including shipping dates and times for advance warehouse and direct shipping can be found with the Material Handling Order Form. Please review these dates and times accordingly. Dolphin Event Service's realizes that exhibiting in a convention can be complicated and confusing. Therefore, please read all materials carefully. If you should need further assistance or additional information not covered in the exhibitor kit, please contact us at **(626) 795-5131**

We look forward to serving you.

**The Staff at
Dolphin Event Service's**

Frequently Asked Question

MOVE-IN & MOVE-OUT PROCEDURES

DOLPHIN EVENT SERVICE'S

Company Name _____ Booth# _____

Exhibit Move-in Procedures:

o *Please refer to the Material Handling Sheets for:*

1. Advance & Direct Shipments
2. Proper labeling for Advance and Direct Shipments
3. Dates & Times
4. Advance shipments will be delivered directly to your booth; ready for you to begin set up.
5. Direct shipments will be delivered to your booth when they are received.

o *Please refer to the front page for move in dates & times.*

1. DOLPHIN EVENT SERVICES will permit vendors to unload and load their personal vehicles from 1:30 pm to 7:00 pm on the date specified.
2. Exhibitors needing assistance loading/unloading need to contact DOLPHIN EVENT SERVICES in advance to make arrangements.

Exhibit Move-out Procedures:

Upon show closing, { if applicable } the aisle carpet will be rolled and removed allowing forklifts to return all empty crates and storage materials to the booths.

o *Bill of Ladings for outbound shipments via your choice of carrier:*

1. Please have your carrier arrive in plenty of time to have your freight loaded before the deadline.
2. Have your driver check in at the check-in area.
3. When you are completely packed and ready to go; please turn in a Bill of Lading at the Service Desk

o *For Exhibitors with privately owned vehicles who cannot hand carry all booth materials:*

1. When all materials are packed up and ready to go drive your vehicle to the loading dock check-in area
2. You will receive your outbound paperwork once you are at the loading dock ready for loading.
3. Once in line, DO NOT leave your vehicle unattended at any time. If you do, your vehicle will be towed.

o *For Exhibitors with Company or Rented Trucks:*

1. When you are completely packed and ready to go; please go to the service desk to receive a Bill of Lading to be filled out.
2. Once the Bill of Lading is filled out; you will be directed to the loading dock where you will be loaded in the order you were processed.
3. Once in line, DO NOT leave your vehicle unattended at any time. If you do, your vehicle will be towed.

If your booth materials are not completely packed up and ready to be loaded when the staff arrives at your booth, you will be politely asked to go to the end of the line.

ALL EXHIBIT MATERIALS MUST BE REMOVED BY: 7:30 pm Tuesday, May 20th

At this time, DOLPHIN EVENT SERVICES' will re-route your freight via the house carrier at the exhibitors' expense.

No vehicles of any type will be allowed to park on the loading dock without permission.

No vehicles will be allowed to drive into buildings without prior permission from Show Management

PAYMENT POLICY FORM
Must be Included with all orders.

DOLPHIN EVENT SERVICE'S
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email: josh.k@dolphinevents.biz

Company Name: _____ Booth# _____
Contact Name: _____
Address: _____
City/ State/ Zip: _____
Phone# _____ Fax# _____
Email: _____

- This form must be completed and enclosed with all order forms and on file with DOLPHIN EVENT SERVICES prior to any service(s) being performed regardless if another form of payment is being used.
- Cancellation Policies: Please note cancellation policies on the various forms.
- In order to receive DISCOUNT PRICING full payment *must* be included with order form! If paying by check; make payment in U.S. funds drawn on a U.S. bank. If paying by credit card; please fill out the enclosed authorization form.
- Customer is responsible for loss or damage to equipment.
- For your convenience, we will use this authorization to charge your credit card for any additional amounts incurred as a result of show site orders placed by you or your representative for this event.
- ALL ACCOUNTS MUST BE SETTLED AT OUR SERVICE DESK PRIOR TO THE OPENING OF SHOW.
- THERE WILL BE NO CREDITS ISSUED UPON COMPLETION OF SHOW.

Amount Enclosed\$ _____ .Amount to be charged to Credit Card\$ _____

If paying by Check; please fill out the following information:

Check Number: _____ Driver's License Number: _____
Address _____
City _____ State _____ Zip Code _____

If paying by Credit Card; please provide the following information:

Credit Card Number: _____
Please Check: AMERICAN EXPRESS MASTERCARD VISA CVC Code _____
Expiration Date: _____ Name as it Appears on Card _____
Authorized By: _____ Cardholder's Signature: _____
Cardholders *Billing* Address _____ City _____ State _____ Zip Code _____
Email Address: _____

FURNITURE RENTAL ORDER FORM
Deadline for discount: May 6th 2025 at 4:00 pm

DOLPHIN EVENT SERVICE'S
 915 W. 5th street, Azusa, CA 91702
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Company Name _____ Booth# _____

Tables & Counter Tables	Discount	Floor	Quantity	Total	
<u>Tables: 30" W x 30" H</u>					
4 ft. undraped table	\$45.00	\$65.00	_____	_____	
6 ft. undraped table	\$55.00	\$75.00	_____	_____	
8 ft. undraped table	\$65.00	\$85.00	_____	_____	

<u>Prices includes top covered in white plastic and 3 sides draped.</u>					
4 ft. draped table	\$85.00	\$105.00	_____	_____	___ Blue ___ White
6 ft. draped table	\$95.00	\$115.00	_____	_____	
8 ft. draped table	\$115.00	\$125.00	_____	_____	___ Black ___ Red
4th sided table skirt	\$35.00	\$45.00	_____	_____	

<u>Counter Tables: 30" W x 42" H</u>					
4 ft. undraped counter table	\$55.00	\$75.00	_____	_____	
6 ft. undraped counter table	\$65.00	\$85.00	_____	_____	
8 ft. undraped counter table	\$75.00	\$95.00	_____	_____	
4 ft. draped counter table	\$95.00	\$115.00	_____	_____	
6 ft. draped counter table	\$105.00	\$125.00	_____	_____	
8 ft. draped counter table	\$115.00	\$135.00	_____	_____	
4th side counter skirt	\$45.00	\$55.00	_____	_____	

<u>Cocktail Table 36"rd 42" High</u>					
Cocktail undraped round table	\$95.00	\$125.00	_____	_____	Black White
Cocktail draped round table	\$135.00	\$165.00	_____	_____	Color of linen

Chairs

Black bar stool	\$50.00	\$70.00	_____	_____	
Padded Arm Chair	\$40.00	\$50.00	_____	_____	
Folding Chair	\$10.00	\$15.00	_____	_____	
Padded Counter Stool	\$55.00	\$75.00	_____	_____	

Accessories	Discount	Floor	Quantity	Total
Backwall Drape (8 ft.high)	\$8.50 per foot	\$9.50 per foot	_____	_____
Crossbar / Spreader	\$15.00	\$25.00	_____	_____
Easel	\$50.00	\$60.00	_____	_____
Garment Rack (5' H x 5' H)	\$75.00	\$95.00	_____	_____
Stanchions with 8 ft. chain	\$60.00	\$80.00	_____	_____
Side Rail Drape (3 ft. high)	\$5.50 per foot	\$6.50 per foot	_____	_____
Upright with Base	\$10.00	\$15.00	_____	_____
Wastebasket	\$12.00	\$19.00	_____	_____

All items canceled will be charged at 50% of original price after move-in begins and 100% of original price after Dolphin Events installs,

Prices include installation, rental, and removal.

SUBTOTAL FURNITURE RENTAL ORDER FORMS \$ _____

Yes, I have completed and enclosed along with this order the Payment Policy Form.

CARPET RENTAL ORDER FORM
Deadline for discount: May 6th 2025 at 4:00pm

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Company Name _____ Booth# _____

STANDARD BOOTH CARPET

Size	Quantity	Discount	Floor	Total	Please select color:
9 x 10 Ft.	_____	\$180.00	\$270.00	\$ _____	___ GREY
9 x 20 Ft.	_____	\$245.00	\$355.00	\$ _____	___ Black
9 x 30 Ft.	_____	\$330.75	\$495.75	\$ _____	___ Blue
9 x 40 Ft.	_____	\$448.00	\$668.00	\$ _____	___ Red

Rental includes installation, front edge taping and pickup at the close of the show. IF CARPET IS ORDERED IN MULTIPLIES OF TWO OR MORE, THE CARPETS ARE NOT GUARANTEED TO BE A COLOR MATCH. Standard Carpet canceled will be charged at 50% of original price after move-in begins and 100% of original price after installation. STANDARD CARPET IS NOT DESIGNED TO COVER COMPLETE BOOTH AREAS.

CUSTOM BOOTH CARPET

	Discount	Floor	Total
Complete Area Size _____ x _____	Sq. Ft. @ \$2.85 /	\$3.85 =	\$ _____

THIS CARPET IS CUT SPECIFICALLY TO YOUR BOOTH MEASUREMENTS. Rental includes installation, all necessary taping, and pickup at the close of the show. Include a layout for carpet installation if your carpet size is different from your booth size. If you require additional carpet to cover steps, skids, or display fixtures; include a floor plan and a quote will be forwarded to you before we proceed. Custom Size Booth Carpet canceled after being cut will be charged at 100%.

CARPET PADDING- TAPE - PLASTIC COVERING

			Discount	Floor	Total
Carpet Padding	ft.	ft.=	Sq. ft.@ \$1.25	\$1.65	\$ _____
Additional Taping			Linear ft.@ \$1.45	\$1.85	\$ _____
Plastic Covering	ft.	ft.=	Sq. ft.@ \$1.15	\$1.55	\$ _____

All rental prices include installation & removal. Items canceled will be charged at 100% of original price after being cut.

SUBTOTAL CARPET RENTAL ORDERS _____

Yes, I have completed and enclosed along with this order the Payment Policy Form.

MATERIAL HANDLING ORDER FORM

Note: Deadline Dates & Times: May 14th 2025

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Company Name _____ Booth# _____

MATERIAL HANDLING RATES -ROUNDTRIP RATES, PER SHIPMENT, USE INCOMING WEIGHT ONLY AND ROUND UP TO THE NEXT 100 LBS. THESE RATES ARE SUBJECT TO SURCHARGES (See Below). CERTIFIED WEIGHT TICKETS ARE REQUIRED FOR EACH SHIPMENT, IF NOT PROVIDED, YOU AGREE TO USE: DOLPHIN EVENT SERVICE'S ESTIMATED WEIGHTS.

Please Circle one off ollowing options.

RATE PER 100 LBS. (200 LB. MINIMUM)

Description	Receiving	ST In/ST Out
ON TIME Crated or skidded shipments (Common Carriers)	Advance Warehouse	\$75.00 per cwt
VAN LINES (Irregular route carrier/ company trucks)	Advance Warehouse	\$90.00 per cwt
ON TIME Crated or skidded shipments LTL Carriers with established local terminals	Showsite	\$65.00 per cwt
VAN LINES and loose & uncrated shipments (Irregular route carrier / company trucks)	Showsite	\$75.00 per cwt
Personally Owned Vehicles (Station wagons, regular size 4 x 4, mini vans)	Showsite	\$75.00 per load
Small Packages (UPS / FED EX) Cartons & envelopes received without documentation will be delivered without guarantee of piece count or condition at this rate. Max weight per shipment is 25 lbs	Advance Warehouse Showsite	\$35.00 per package

(ST= Straight Time/ OT= Overtime)

- Overtime Rates will apply if: Inbound vehicles arrive at dock weekdays prior to 8:00 AM or after 4:00 PM or anytime Saturday, Sunday and Holidays.
- Shipments sent direct to exhibit site prior to date specified will not be accepted. This may create delays in getting your shipment on time. Please notify our carrier of the dates and times.
- Separate shipments received by Dolphin Event Services will not be combined.
- Forced Freight: Shipments left on showsite floor will be re-routed to Dolphin Event Service's warehouse for a charge of \$40.00 per 100LBS based on incoming weight or shipped at exhibitors' expense via the house carrier.

**PLEASE SPECIFY ADVANCE WAREHOUSE OR CONVENTON SITE ON ORDER FORM:
 SHIPPING ADDRESSES**

ADVANCE WAREHOUSE	CONVENTION SITE
Your Company Name Booth# Show Name: 915 W. 5 th Street Azusa, CA 91702 ARRIVAL DATES: 30 days prior to last day accepted M/ F 8:00 am- 3:00pm Closed for Lunch 12pm - 1:00pm Last day accepted: 05/14/2025	Your Company Name Booth# Show Name NOT AVAILABLE ARRIVAL DATES: Day(s) accepted: NOT AVAILABLE:

ESTIMATED CHARGES FOR MATERIAL HANDLING:

_____ LBS. x _____ PERCWT. = \$ _____
 Estimated Weight Estimated Rate Sub-Total Estimated Material Handling

MATERIAL AUTHORIZATION FORM

DOLPHIN EVENT SERVICE'S

915 W. 5th street, Azusa, CA 91702

(626) 795-5131

email: josh.k@dolphinevents.biz

Company Name _____ Booth# _____

We hereby authorize Dolphin Event Service's, or its subcontractors, to provide the services necessary to handle our shipment(s) in accordance with the information set forth in the "Material Handling Order Form", further we agree to the following:

1. We have reviewed the "Material Handling Rate Sheet" and understand we will be charged for Material Handling services in accordance with the published rates for such services as are provided.
2. We accept the responsibility for the payment of Dolphin Event Service charges in connection with the handling of our shipment(s) and we guarantee payment to Dolphin Event Services by the close of the show.
3. We agree to the "Limits of Liabilities" as set forth in the Material Handling Information."
4. We agree that Dolphin Event services or its subcontractor's liability shall be limited to any loss or damage which results solely from Dolphin Event Services or its subcontractors negligence in the actual physical handling of the items comprising our shipment(s), and not for any other type of loss or damage.
5. With particular reference to paragraphs "3" and "4" of the above, we agree, in connection with the receipt, handling, storage, and reloading of our materials at the convention site (as distinct from Dolphin Event Services warehouse), that Dolphin Event Service's or its subcontractors, will provide its services as our agent, and not as bailee or shipper. If any employee of Dolphin's shall sign a delivery receipt, Bill of Lading, or other documents, we agree that Dolphin's or its subcontractors, will do so as our agent, and we accept the responsibility there of.
 - a. Relative to inbound shipments, we recognize that there may be a lapse time between the delivery of our shipment(s) to our booth by Dolphin Events or its subcontractors, and the arrival of our representative at the booth during such time our shipment(s) will be left unattended in our booth. We agree that Dolphin Events and its subcontractors shall not be responsible for any loss or damage which may occur during such period.
 - b. Relative to outgoing shipment(s) after the show, we recognize that there will be a lapse of time between the completion of packing and actual pickup of our materials from our booth for loading onto a carrier, and that during such time our shipment(s) will be left unattended in our booth. We agree that Dolphin Events or its subcontractors shall not be responsible for any loss or damage during such period, and we authorize Dolphin Events or its subcontractors to adjust the quantities of items on any Bill of Lading submitted by us to Dolphin Events or its subcontractors, to conform to the actual count of such items in the booth at the time of pickup
6. We agree, in the event of a dispute with Dolphin Events or its subcontractors, relative to any loss or damage to any of our materials or equipment, that we will not withhold payment of any amount due to Dolphin Events for drayage or any other services provided by Dolphin Events or its subcontractors, as an offset against the amount of the alleged loss or damage. Instead, we agree to pay Dolphin Events upon receipt of invoice for all such charges, and we further agree that any claim we may have against Dolphin Events or its subcontractors shall be pursued independently by us as a completely separate transaction to be resolved on its own merits.
7. We agree that all questions relating to classification of exhibitor's materials, rates charged or weights used to determine material handling charges shall be submitted to the Dolphin Events office indicated on the invoice within thirty days of receipt of the invoice. Complaints received after such period shall not be considered and payment of the invoice shall be made in full.

Company Name: _____ Booth #(s): _____

Address: _____ State: _____ Zip: _____

Telephone: () _____ Fax: () _____ Date: _____

Authorized by: _____ Signature: _____

Please Print: _____

MATERIAL HANDLING INFORMATION SHEET

DOLPHIN EVENT SERVICE'S

915 W. 5th street, Azusa, CA 91702

(626) 795-5131

email: josh.k@dolphinevents.biz

Dolphin Event Services shall not be responsible for shipments delivered to the wrong booth due to improper labeling by the exhibitor. The exhibitor is responsible for the removal of all old shipping and storage labels. Dolphin Event Service shall not be responsible for misdirected shipments or removal of crates to storage due to old labels appearing on crates.

WEIGHT CERTIFICATES: If you are using VAN LINE or your OWN TRUCK, you must provide a CERTIFIED WEIGHT CERTIFICATE. This must be presented at time of delivery of shipment. If not provided, you agree to use Dolphin Event Services estimated weights. No credits will be issued after close of show.

All shipments must be prepaid. Collect shipments will not be accepted- No Exceptions.

ENSURE ALL SHIPMENTS FROM THE TIME THEY LEAVE YOUR COMPANY UNTIL THEY ARE RETURNED FROM THE SHOW. Your present insurance carrier can add a rider to your current policy.

LIMITS OF LIABILITIES

The following terms and conditions apply to all shipments. Shipments made according to instructions stated herein shall constitute acceptance of said limits.

Dolphin Event Services shall not be responsible for damage to uncrated materials improperly packed or concealed damage.

Dolphin Event Services shall not be responsible for loss, theft, or disappearance of exhibitor's materials after same have been delivered to exhibitor's booth.

Dolphin Event Services shall not be responsible for loss, theft, or disappearance of materials before they are picked up from exhibitor's booth.

Dolphin Event Services shall not be responsible for loss, damage, or delay due to fire, Acts of God, strikes, lockouts, or work stoppages of any kind, or to any cause beyond its control.

Dolphin Event Service's liability shall be limited to physical loss or damage to the specific article which is lost or damaged, and in any event

Dolphin Event Service's maximum liability shall be limited to .30 per pound per article with a maximum liability of \$50.00 per item or \$1,000 per shipment whichever is less.

Dolphin Event Service's 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.

Shipments arriving without advance written order will automatically be handled and charged as described herein, and the consignment or delivery of a shipment to Dolphin Event Services by an exhibitor (and/or other shipper acting on behalf of an exhibitor) shall be construed as an acceptance of the terms and conditions set forth herein.

Route your shipments through carriers of services that provide Bills of Lading specifying piece count. A copy of the Bill of Lading indicating the number of pieces, proper description, and weights should be forwarded to Dolphin Event Services with a Carriers Pro# and Trailer#.

Shipments left on the floor without forwarding instructions will be shipped out or returned to our warehouse at Dolphin's discretion (see above). **NO LIABILITY OF ANY SORT WILL BE ASSUMED AS A RESULT OF SUCH RE-ROUTING OR HANDLING.** To avoid this from happening, confirm arrangements for re-forwarding your shipments, at close of show, by properly filling out Bills of Lading available at the Dolphin Event Services' service desk.

If exhibitor's specified carrier fails to pick up, refuses the shipment, or goes to wrong location Dolphin Event Service's, will be authorized to divert the shipment to another carrier at its discretion. Dolphin Event Services will assume no liability in such instance.

Outbound Material Handling

DOLPHIN EVENT SERVICE'S

915 W. 5th street, Azusa, CA 91702

(626) 795-5131

email: josh.k@dolphinevents.biz

Company Name _____ Booth# _____

Please fill out Outbound Shipping Information below.

Ship To:

Exhibitor's Carrier: _____

The exhibitor is responsible to schedule a pickup when using their own carrier. Please make sure that the carrier is scheduled to pick up before the scheduled force time.

Da _____ Time _____

Please fill in the date and time that you have scheduled your carrier to pick up your shipment.

IMPORTANT

ALL FREIGHT *MUST* BE PICKED UP BY: 7:30PM Wednesday May 15th 2024 OR WILL BE SUBJECT TO FORCED REMOVAL AT EXHIBITOR'S EXPENSE.

FIRE DEPARTMENT REGULATIONS

DOLPHIN EVENT SERVICE'S

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email: josh.k@dolphinevents.biz

For Exhibits, Exhibitions, Display, and Trade shows - Public or Private

BOOTH CONSTRUCTION

- Booths, platforms, and space dividers shall be of materials that are flame-retardant or rendered so, satisfactory to Fire Department representatives.
- Covering for counters or tables used within or as part of the booth shall be flame-retardant.
- All electrical wiring and apparatus will be of a wire UL type approved.

FIRE DEPARTMENT

A permit shall be required for the following:

- Display and operate any heater, barbecue, heat-producing or open flame device, candles, lamps, lanterns, torches, etc.
- Display or operate any electrical, mechanical, or chemical device, which may be deemed hazardous by the Fire Department.
- Use or storage of flammable liquids and dangerous chemicals.
- Display any internal combustion engine (special requirements available on request).

OBSTRUCTIONS

Aisles and exits, as designated on approved show plans, shall be kept clean, clear, and free of obstacles. Booth construction shall be substantial and fixed in position in specified area for the duration of the show. Easels, signs, etc. shall not be placed beyond the booth area into aisles. Firefighting equipment shall be provided and maintained in accessible, easily seen locations, and may be required to be posted with designating signs.

FIRE-RETARDANT TREATMENT

All decorations, drapes, signs, banners, acoustical materials, cotton, paper, hay, straw, moss, split bamboo, plastic cloth, and similar materials shall be flame-retardant to the satisfaction of the Fire Department. Booth identification banners and signs shall be flame-retardant unless smaller than 1,232 square inches (28" x 44") if separated from other combustibles by a minimum of 12' horizontally and 24" vertically. Oil cloth, tar paper, nylon, and certain other plastic materials cannot be made flame-retardant and their use is prohibited.

COMBUSTIBLES

Literature on display shall be limited to reasonable quantities (one-day supply). Reserve supplies shall be kept in closed containers and stored in a neat and compact manner in a location approved by the Fire Department. All exhibit and display empty cartons must be stored in an approved drayage area. If show is under a 24-hour approved manned Security program, motor vehicles are allowed to retain ¼ tank or less in fuel and gas caps must be taped. Batteries are to be disconnected and taped.

PROPANE CONTAINERS

Containers having a maximum capacity of 12 pounds (nominal 5 pounds LP Gas capacity) are permitted to be used temporarily inside of buildings for public exhibition or demonstration purpose