

Hilton Cincinnati Netherland Plaza
 35 West Fifth Street
 Cincinnati, Ohio 45202
 (513) 421-9100

**TRADE SHOW BOOTH OR EXHIBIT TABLE
 ELECTRICAL / INTERNET / PHONE SERVICE ORDER FORM**

**RATES FOR ELECTRIC INCLUDE ONE POWER STRIP AND EXTENSION CORD
 WHICH WILL BE PROVIDED BY THE INHOUSE AV COMPANY.**

STANDARD ELECTRICAL SERVICE AVAILABLE:

120 Volt, AC, Single Phase, 60 Cycle
 208 Volt, AC, Single Phase, 60 Cycle
 208 Volt, AC, Three Phase, 60 Cycle

CONDITIONS AND REGULATIONS:

1. Orders must be received a minimum of five (5) days prior to arrival for move in.
2. Walls, columns, building utility outlets and public function space are not to be used unless specified otherwise.
3. Under no circumstances shall anyone other than the "House Electrician" make electrical connections.
4. Claims will not be considered unless filed by the user prior to the close of the function.
5. Prices are subject to change without notice.
6. All equipment must comply with federal, state and local safety codes.
7. Use of open clip sockets, latex or lamp cord wire, duplex or triplex attachment plugs is prohibited.
8. Special equipment requiring company technicians for assembly may be executed without the "House Electrician". Service connections and overload protection to such equipment must be made by the "House Electrician."
9. Equipment must be tagged and wired with complete information including current, voltage, cycle, etc.
10. Material and equipment furnished by the Hilton Cincinnati Netherland Plaza for this order shall remain The Netherland Plaza's property and shall be removed only by the Netherland Plaza after the event.
11. Exhibitor's cords must be 3 wire grounded type
12. Exposed non-current carrying metal parts of fixed equipment must be grounded.
13. Rates cover only the bringing of service to the room in the most convenient manner and do not include connecting or special wiring.

DEDICATED AND BRANCH CIRCUITS:

Qty.	Description	Advance Order	Floor Order	AMOUNT
___	20 amp, 120v circuit	\$50.00	\$60.00	_____
___	20 amp, 1 phase, 208v	\$55.00	\$65.00	_____
___	30 amp, 1 phase, 208v	\$70.00	\$80.00	_____
___	20 amp, 3 phase, 208v	\$65.00	\$75.00	_____
___	30 amp, 3 phase, 208v	\$70.00	\$80.00	_____
___	40 amp, 3 phase, 208v	\$95.00	\$115.00	_____
___	100 amp, 1 phase, 208v	\$120.00	\$145.00	_____
___	100 amp, 3 phase, 208v	\$145.00	\$170.00	_____

(Minimum 24 hours)

FOR ELECTRICAL LABOR WORK:

Time will be charged in 1 hour increments.
 Minimum 1 hour charge.

___	Monday thru Friday 7:00am-3:00pm excluding holidays	\$55.00 per hr.	_____
___	Monday thru Friday 3:00pm-7:00am Saturday, Sunday and holidays	\$85.00 per hr.	_____

HIGH SPEED WIRELESS INTERNET ACCESS:

1-5 Devices \$125/Day x ___ Days = \$ _____
 Price is for a 24 hour period

TOTAL \$ _____

Name of Event _____ Email _____

Company Name _____ Telephone No. (____) _____

Address _____ City _____ State _____ Zip _____

Authorized By (PRINT) _____ Title _____

Signature _____ Date _____

CHECK, MONEY ORDER, OR CREDIT CARD FORM MUST ACCOMPANY THIS ADVANCE ORDER FORM

Make remittance payable to:

Hilton Cincinnati Netherland Plaza

ATTN: Conference Services Department – Mary Moore (fax 513-564-6408) or mary.moore3@hilton.com

COPY: CUSTOMER, CONVENTION SERVICES, ACCOUNTS RECEIVABLE, ENGINEERING, PRESTIGE AV

REVISED 2/16

**Hilton Cincinnati Netherland Plaza
 35 West Fifth Street**

STANDARD CONDITIONS FOR TRADE SHOW BOOTHS OR EXHIBIT DISPLAY TABLES

NON-FLAMMABLE MATERIALS: All materials used in the Hotel must be non-flammable to conform with the fire regulations of Cincinnati, Ohio. Electrical wiring and equipment installation must conform to applicable Cincinnati, Ohio codes. Material not conforming with such regulations will be removed immediately at the exhibitor's expense. Engines, motors or any kind of equipment may be operated only with the consent of the Convention Services Manager of the Hotel.

SPECIAL NOTICES: All equipment, furniture and carpeting must be confined to the measured limits of the exhibit area. No nails or bracing wires used in erecting displays may be attached to the building without written consent of the Convention Services Manager of the Hotel. All property destroyed or damaged by exhibitor or groups must be replaced in its original condition by the user at the user's expense.

FOOD AND BEVERAGE GIVE-A-WAYS: Any food or beverage dispensed or given away must be purchased from the Hilton Cincinnati Netherland Plaza.

LIABILITY: The Hotel will not be responsible for any injury, loss or damage that may occur to the exhibitor or group, the exhibitor's or group's employees or property, or to any other person, prior, during or subsequent to the period covered by the contract, provided said injury, loss or damage is not caused by the willful negligence or wrongful act of an employee of the Hotel. Each exhibitor or group expressly releases the Hotel from such liabilities and agrees to indemnify the Hotel against any and all claims for such injury, loss or damage.

INSURANCE: Exhibitors or groups who desire to carry insurance on their exhibits must place it at their own expense.

STORAGE: The Hotel has no facilities for the storage of exhibits or materials. All shipments must be directed to the official displayer. Shipments that arrive prior to the event will be directed to the official displayer's warehouse for storage and delivery to the exhibitor's booth at show time at the exhibitor's expense.



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Credit Card Payment Authorization Form

Please complete all areas below. Incomplete requests may be rejected. This form must be received at least 5 business days prior to the Check-In, or by specified date in Event Contract, to ensure acceptance of the credit card to be charged.

FAX COMPLETED FORM TO: 513-564-6408 or email luann.ulrich@hilton.com
Please fill in completely

ATTN: Luann Ulrich
Date: _____

Guest / Group Name:	
Check-In / Event Date:	
Name of Person/Group Making Reservation:	Phone:
(Hotel Use Only) Authorized Amount:	Approval Code:

CARDHOLDER - Please complete the following section and sign/date below.

Cardholder Name as it Appears on Credit Card:				
Cardholder Billing Address:				
City:	State:	Zip:		
Email address to send receipt to upon check out				
Daytime / Business Telephone:			Evening Telephone:	
Credit Card Number:		CVV2*	Expiration Date:	
Credit Card Type: (Circle one)				
<input type="radio"/> Visa/MasterCard	<input type="radio"/> American Express	<input type="radio"/> Discover	<input type="radio"/> JCB	<input type="radio"/> Diners Club
Credit Card Issuing Bank Name:		Bank Phone Number (from back of your credit card):		
I agree to cover the following categories of charges: (Please circle)				
<input type="checkbox"/> For Guarantee Only	<input type="checkbox"/> All Charges	<input type="checkbox"/> Room & Tax	<input type="checkbox"/> Food & Beverage	<input type="checkbox"/> Retail <input type="checkbox"/> Recreation
I agree to cover the above categories of charges up to a maximum amount of \$_____.				
DIRECT BILL ACCOUNT PAYMENTS ONLY (FILLED OUT BY THE HOTEL):				
Name on Invoice/Statement _____		Date on Invoice/Statement _____		
Invoice/Statement Number _____		Authorized Amount \$ _____		

Amount to be immediately charged to credit card for room and taxes or deposit: (hotel use only): \$ _____

Final Balance Billed to Credit Card (hotel use only): \$ _____

By signing below, you authorize the hotel to charge your credit card immediately for the amount indicated above up to the "Maximum Amount: indicated above. You further acknowledge that if "all charges" has been selected, then all guest/group related charges (less Deposit) will be charged to the above card number at the time of check-out or event conclusion.

*CVV2 number is required for acceptance of CC. (Visa/MC 3 digits on signature line, Amex 4 digits at the end of the card number)

Cardholder Signature: _____ Date: _____



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Package Handling, Shipping & Receiving Information

SHIPPING DIRECT TO HOTEL VIA UPS/FEDEX/USPS, ETC.:

Packages or material sent directly to the hotel must reference a registered guest of the Hilton Cincinnati Netherland Plaza and the number of boxes in that shipment: 1 of 4, 2 of 4, 3 of 4 etc....

Please use the following format for your shipping labels:

TO: Hilton Cincinnati Netherland Plaza Hotel
Attn: (***please list your on-site representative – preferably a hotel guest***)
(*Group Name & Conference/Event Name*)
(*Conference/Event Dates*)
35 West Fifth Street
Cincinnati, Ohio 45202

Box #1 of 4 etc...

Upon arriving to the hotel, there will be a message on your guest room reservation. During check in the front desk agent will let you know your package and or packages have arrived and can assist in arranging delivery via the hotel bell stand.

If your packages arrive after check in, the message light will be blinking on your guest room phone. Simply call the operator and they will tell you how many packages have been received in your name and the location of the packages.

A bellman will deliver your packages to wherever you request, and will charge your guest room or the master account as applicable (unless other arrangements are made in advance) according to the following scale:

- Boxes weighing less than 35 lbs. - \$1.50 each
- Boxes weighing between 35-100 lbs. - \$5.00 each
- Boxes weighing more than 100 lbs. will be charged 10% of the box weight.
- Boxed delivered off-property will be assessed an additional \$15.00
- Pallets or crates – see below & contact the Conference Services Manager handling the Group to discuss delivery instructions – there will be additional charges based on weights.

You must be present to sign for the packages and to inform the bellman where to post the delivery charge (i.e. master bill, room account). If you are not a guest in the hotel, you must pay cash for the delivery charge.

The Netherland Plaza will receive a limit of 50 packages per guest. Shipments are accepted up to three days prior to the conference or arrival date. Excessive and or length storage by the hotel will result in daily storage fees.

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SHIPPING FROM THE HOTEL VIA UPS/FEDEX/USPS, ETC.:

To ship packages from the hotel, you must provide your own return shipping labels, packing tape, and the account number for a shipper (i.e. UPS, Federal Express, etc.). If an account number is not provided, there will be a 30% surcharge on all shipments.

When your items are “shipping ready”, call the bellstand and they will deliver your packages to the shipping department. Box handling charges remain the same as the arrival delivery charges listed above.

SHIPPING/DELIVERING DIRECT TO HOTEL VIA PRIVATE CARRIER/VEHICLE:

The Hilton Cincinnati Netherland Plaza is part of a complex that includes the Carew Tower and hotel. Deliveries are not permitted through any Carew Tower Arcade or Hotel entrance other than the designated loading dock. The loading dock entrance is located on Race Street just past Hilton Hotel Valet Parking. The City of Cincinnati prohibits parking adjacent to the Carew Tower complex on Race or Fourth Streets. ***Please ensure that those handling delivery have reviewed and understand the dock access information section of this document (pages 3-5).***

The loading dock is shared by all within the Carew Tower complex and is accessible to hotel guests that need to get large equipment and/or boxes into or out of the hotel.

The loading dock is open and staffed during the following time frames:

6:00am to 6:00pm – Monday through Friday

6:00am to 12:00 Noon – Saturday

During “off hours”: Notify your Catering or Conference Services Manager two weeks in advance if loading into the hotel after dock open hours. The loading dock will be accessible by contacting the Hilton Netherland Plaza Hotel’s main number 513-421-9100 when arriving to the truck elevator. To depart the complex, vendor will contact this number when ready to leave the loading dock area.

VERY IMPORTANT: When moving items on carts/dollies through the hotel’s carpeted meeting rooms, public spaces and foyer areas, maintain loads to a maximum of 250 pounds per rubber coated wheel no less than 3” in width. For wheels less than 3” in width, maintain loads to a maximum of 125 pounds per wheel. Weights carried below these amounts should not damage the carpet or seams. Damages caused by vendors will bear the full costs and responsibilities associated with restoring these areas to like new condition. ***Pallet Jacks and Skids are not permitted within the hotel.***

Please assist us in keeping these areas the work of art they are.

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ACCESSING THE DOCK:

There are two doors at the load in entrance on street level. You may pull into either one. You can pull your vehicle onto the elevator, which will take you to the loading dock. Please note that you are not at the hotel freight elevator yet. This elevator takes you to the loading dock only. The elevator is 13' tall, 9' wide, and 32' long. The weight capacity of the elevator is 60,000 pounds. (Please make sure your vehicle/truck will fit on the elevator before you arrive.) The driver, or driver's company, assumes responsibility for the elevator during time of use. Any damage to the gates, graffiti, or vandalism during use will be at the driver, or driver's company's, expense to repair.

To operate this first elevator, get out of your vehicle and push the call button. If the elevator is in use or if someone has forgotten to close the door, the elevator will not come. If the dock man is unavailable and the elevator still will not come, contact the Hilton Netherland Plaza Hotel main number 513-421-9100 for assistance. The problem most likely will be that the doors were not closed by the previous occupant.

Once the doors open, pull vehicle onto the elevator. (Please turn off the ignition while the elevator doors are closed.) Get out of your vehicle again and close the elevator door – holding the button in until it is completely closed. Push the “SB” button for the sub basement. When the elevator stops push the open door button. You will pull off the elevator and see the loading dock in front of you. Close the elevator door before proceeding to the dock or come immediately back and close it. If you do not, no one else can use it.

Back your vehicle up to the dock. All vehicles must register with the Tower Place receiving office and receiving manager on duty, located to the left of the elevators prior to entry. The driver will be required to produce:

- A valid and appropriate driver's license or endorsement (CDL, chauffeur)
- Bill of lading, packing slip, delivery form, work order, or manifest
- Upon request at least one form of identification linking the driver to the delivery or service company: employee identification card, or similar ID

The receiving manager on duty will register the vehicle with the above information as well as log the delivery destination, time of entrance and time of departure, and the vehicle license plate number. The receiving manager will give instructions on elevator operation, if needed, at that time. During the delivery, the vehicle is to remain unlocked, with the keys left on the dashboard. Upon exit, the receiving manager on duty will record the exit of the vehicle. Vehicle parking other than delivery purposes is prohibited. Once a delivery is made the vehicle must be removed from the dock. Only ONE vehicle will be permitted at a time in the loading dock area.

Facing the dock, the hotel freight elevator is to your left. There is a hydraulic lift (weight limit is 20,000 lbs) that you can load onto and then raise up to the level of the hotel freight elevator. Push the call button for the freight elevator. As with the dock elevator, if it is in use or if the doors are not closed, it will not come. After business hours, contact hotel security for assistance. (You will have to go into the hotel to reach security.) During business hours and on some Saturdays, there is someone is the hotel's Shipping/Receiving Department located just a

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few feet away. They may be able to assist you if the elevator will not come. Follow the yellow line to the left and then to the right, through the double doors, and to the caged in area. No items are permitted on the loading dock at any time (storage on the dock is prohibited). Any items left remaining on the dock will be removed from the premises without notification.

Private carriers that do not meet the height and weight restrictions of the dock access elevator will be directed to the following local freight carrier offices to make arrangements for cross-dock service. Additional fees will apply and are the responsibility of the group or original private carrier. Please consider contacting these companies regarding freight service prior to confirming with another carrier. Both carriers make regular deliveries to the complex and are very familiar with all processes.

US Cargo (ask for Sam or Amanda)
5770 Este Ave
Cincinnati OH, 45223
513-242-7050

Unger Distributing (ask for Mike or Tutti)
4110 Dane Ave
Cincinnati OH, 45223
513-542-4747

Load your equipment onto the elevator making sure to close the doors. (Dimensions of this elevator are 7'10" high, 14'6" wide and 18'6" from gate to gate and a 10,000 pound maximum.)

To access the 4th floor space of the hotel (Rosewood, Pavillon, 4th Floor Registration Area, Caprice, Salon A, B, C, D, E, F, G, H, I, M, and the Rookwood rooms) Proceed to the 4th floor; unload your equipment and close the elevator doors so someone else may be able to use the elevator.

To access the 3rd floor space of the hotel (Hall of Mirrors and Julep rooms), unload from the 4th floor and proceed to the internal freight elevator of the hotel on the 4th floor. This elevator is located through the left carpeted doors at the end of the hallway before the pre-function area on the 4th floor. Elevator – 5'3" Deep/6'8" High/6'10" Wide. Take this elevator down one floor and proceed to the right through the service hallway, through the double doors and into the Hall of Mirrors.

To access the 2nd floor (Continental Room/Mezzanine Level), unload from the 4th floor and proceed to the internal freight elevator of the hotel on the 4th floor. This elevator is located through the left carpeted doors at the end of the hallway before the pre-function area on the 4th floor. Elevator – 5'3" Deep/6'8" High/6'10" Wide. Take this elevator down two floors by pressing the "M" button on the elevator key pad. This will deliver you to the Banquet Kitchen.

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The Continental Room service doors are located across the Banquet Kitchen and down the service ramp into the back of the Continental Room.

To access the Lower Level of the Hotel (Mayflower Rooms), press “C” floor off of the freight elevator from the loading dock. Locate the glass doors through valet parking and proceed to the function rooms.

Staff and Management at the hotel caution you to not overload your carts, as heavy equipment causes excessive wear and tear to our carpets. You will be held responsible for any damages. Please bring your own dollies and carts. The hotel cannot provide these for your use.

The Tower Place truck elevators that take you to the loading dock area are in heavy demand weekdays from 7am –12 Noon. The Director of Operations of Tower Place (241-7700) kindly suggests that you come quickly in and quickly out during these times. Truck parking can be arranged with advance notice through the hotel’s Conference Services Department.

The loading dock is not a secure area. Neither the Hilton Cincinnati Netherland Plaza Hotel nor the Tower Place Mall will be responsible for any lost or stolen items. If you leave your vehicle unattended for any reason for any amount of time, it will be towed at your own expense.

We know that your time is valuable and we hope that this helps you get in and out of the hotel as conveniently as possible.

Revised 2017-10-06

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