



Client Utility Package

Attached are the order forms for the services we offer at the DCU Center in Worcester, Massachusetts.

Things to know –

- > The electrical charge is a one-time charge that will cover you through the entire show.
- > 24-hour service is an additional charge and is required on all equipment that will need to run continuously.
- > If you have a running water display you must have a GFI. If not we will charge you to rent one of ours.
- > These services are offered through the venue and are in no way part of the decorator or promoter costs.
- > To get the advanced rate, you must submit your order 15 days prior to the first scheduled move-in day.
- > For your convenience, orders placed 5 or more days prior to the first scheduled move in day can be submitted via any of the following methods:

Fax: 508-929-0787

Email: Eventservices@dcucenter.com

Mail: DCU Center

50 Foster Street - Exhibitor Services

Worcester, MA 01608

>New orders under 5 days prior to the first scheduled move in day must be hand delivered to the service desk on-site

>For payment or other general service form inquiries, email Eventservices@dcucenter.com

>For additional technical support, call Operations at 508-929-0149, Monday - Friday 9am to 5pm

>In case of emergency outside of the above hours, please call the Security Desk at 508-929-0181

Thank you for visiting us!





50 Foster Street - Exhibitor Services
Worcester, MA 01608
FAX: (508) 929-0787 - Eventservices@dcucenter.com

Service Order Payment Form

Event Name & Date	_____	Booth #	_____
Company Name	_____		
Street Address	_____		
City, State, Zip Code	_____		
Contact	_____		
Email	_____	TOTAL CHARGED	_____

Payment Information - Payment must be in US Funds (Please check one) - **All information must be filled out for processing**

Cash/Check # Visa MC Discover AMEX

Credit Card # _____

Expiration Date _____

CVV # (3 digits on back of Visa/MC/Disc or 4 digits on front of AMEX) _____

Cardholder Name _____

Cardholder Billing Addrss _____

Authorized Signature _____

Please read attached important conditions and regulations.



Revised July 2017



50 Foster Street - Exhibitor Services
 Worcester, MA 01608
 FAX: (508) 929-0787 - Eventservices@dcucenter.com

Electrical Order Form

Company Name _____

Event Name & Date _____ Booth # _____

Payment Notice - Advance Rates apply only to orders paid in full and received 15 days prior to the first scheduled move-in day. Standard Rates must be paid on orders received less than 15 days prior to the first scheduled move-in day. Only credit cards or checks will be accepted with mail-in standard orders.
 Make checks payable to: **SMG/DCU Center**

Location and special instructions for electrician - attach layout drawing if necessary
If you have a display with running water it must have a GFI - We will charge you to rent one of ours

Description	Quantity	Advance Rate	Standard Rate	Subtotal	TOTAL
A) Standard Electrical Service					
110 v 5 amp (500 watts)		\$ 72.00	\$ 89.00		A) \$
110 v 10 amp (1000 watts)		\$ 84.00	\$ 105.00		
110 v 20 amp (2000 watts)		\$ 93.00	\$ 117.00		
B) 24 Hour Service Required - Add 50% to service connection charge					B) \$
C) Service Accessories					
Quad Box		\$ 24.00	\$ 26.00		C) \$
Extension Cord		\$ 19.00	\$ 20.00		
Triple Tap		\$ 13.00	\$ 14.00		
Power Strip		\$ 30.00	\$ 34.00		
GFI Protector		\$ 56.00	\$ 62.00		
D) Special Electrical Services					
208 v single phase 10 amp		\$ 120.00	\$ 150.00		D) \$
208 v single phase 20 amp		\$ 142.00	\$ 177.00		
208 v single phase 30 amp		\$ 169.00	\$ 211.00		
208 v single phase 40 amp		\$ 208.00	\$ 259.00		
208 v single phase 50 amp		\$ 251.00	\$ 313.00		
208 v single phase 60 amp		\$ 289.00	\$ 361.00		
208 v three phase 10 amp		\$ 127.00	\$ 168.00		
208 v three phase 20 amp		\$ 174.00	\$ 245.00		
208 v three phase 30 amp		\$ 220.00	\$ 326.00		
208 v three phase 40 amp		\$ 266.00	\$ 401.00		
208 v three phase 60 amp		\$ 301.00	\$ 424.00		

Please read attached important conditions and regulations.



Revised July 2017

MA Sales Tax (6.25%)	\$
TOTAL FOR ORDER	\$



50 Foster Street, Worcester, MA 01608

ELECTRIC SERVICE - IMPORTANT CONDITIONS AND REGULATIONS

1. **ADVANCE ORDERS:** To receive advance rate, orders must be received a minimum of 15 days prior to first scheduled move-in day.
2. **CONDITIONS FOR PROCESSING SERVICE ORDER FORMS:**
 - a. Payment **IN FULL, IN U.S. FUNDS**, must accompany service order form.
 - b. Date payment is received by the DCU Center will determine applicable rate.
 - c. All order form information must be completed in full for order to be processed. Incomplete order forms could result in processing delays, resulting in slow service completion.
 - d. No service will be completed until full payment is received.
 - e. Cancellations:
 1. After service - **NO REFUND**.
 2. 6 days or less prior to first scheduled move-in day - **85% REFUND**.
 3. More than 6 days prior to first scheduled move-in day - **FULL REFUND**.
3. No Storage of any material shall be permitted behind the booths, between the pole and drape, or in the service isles.
4. Rates quoted for all connections cover only bringing of service to the booth in the most convenient manner as determined by the The DCU Center and **DO NOT** include connecting equipment to provided services. Special placement or relocation of service will result in a labor charge. Payment **IN FULL** must be rendered for such services before the close of event day.
5. Obstructions blocking utility floor boxes are subject to relocation as necessary.
6. Advance orders will receive priority service.
7. Claims will not be considered unless filed in writing by exhibitor prior to close of show.
8. Requests for special voltage and/or other "Special Requirements" (see form) must be received by the DCU Center 30 days prior to scheduled exhibitor arrival and move-in.
9. Electrical labor must be ordered in advance in order to have electricians available when needed.
10. All equipment regardless of source of power must comply with all Federal, State and Local Safety Codes.
11. Use of open clip sockets, latex or lamp cord wire, unapproved duplex or triplex attachment plugs in exhibits is prohibited.
12. Standard wall, column and permanent building electrical outlets are not a part of booth space and are not to be used by exhibitors unless specified
13. Under no circumstances shall anyone other than "house electricians" make electrical connections.
14. Special equipment requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be executed without "house electrician", however, all service connections and over load protection to such equipment must be made by "house electricians" only.
15. All equipment must be properly tagged or marked with complete information as to type and/or amount of current, voltage, phase, frequency, horsepower, etc. required.
16. All materials and equipment furnished by the DCU Center for this service order shall remain the property of the DCU Center and shall be removed by **ONLY** the DCU Center at the close of the show.
17. DCU Center electricians are authorized to cut floor coverings to permit installation of service unless otherwise directed.
18. All exhibitors 120 Volt extension cords must be of the 3 wire grounded type, and must be UL approved. All exposed non-current carrying metal parts of fixed equipment which may be unintentionally energized, shall be grounded.
19. The DCU Center reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by the DCU Center electrical supervisors.
20. Booth power will be turned on 1 hour prior to event opening and turned off 30 minutes after close. 24 hour service will be provided only to those locations that have ordered and paid for 24 hour service.
21. Power requirements crossing aisles will not be installed unless approved by show management.
22. Prices are based upon current wage rates and are subject to change without notice.
23. Requests for refunds or credits must be made in writing prior to first scheduled move-in day.





50 Foster Street - Exhibitor Services
 Worcester, MA 01608
 FAX: (508) 929-0787 - Eventservices@dcenter.com

Housekeeping Order Form

Company Name _____

Event Name & Date _____ Booth # _____

Payment Notice - Advance Rates apply only to orders paid in full and received 15 days prior to the first scheduled move-in day. Standard Rates must be paid on orders received less than 15 days prior to the first scheduled move-in day. Only credit cards or checks will be accepted with mail-in standard orders.
 Make checks payable to: **SMG/DCU Center**

Calculating Square Footage Length Width

Booth Size _____ X _____ = _____ sq. ft. (100 sq. ft. minimum)

Description	Square Foot	Advance Rate	Standard Rate	Subtotal	TOTAL
A) Vacuuming					A) \$
First Day Service		\$ 0.15	\$ 0.18		
Additional Days - Price Per Day		\$ 0.12	\$ 0.15		

Please read attached important conditions and regulations.



Revised July 2017



50 Foster Street, Worcester, MA 01608

HOUSEKEEPING - IMPORTANT CONDITIONS AND REGULATIONS

1. **ADVANCE ORDERS:** To receive advance rate, orders must be received a minimum of 15 days prior to first scheduled move-in day.
2. **CONDITIONS FOR PROCESSING SERVICE ORDER FORMS:**
 - a. Payment **IN FULL, IN U.S. FUNDS** must accompany service order form.
 - b. Date payment is received by the DCU Center will determine applicable rate.
 - c. All order form information must be completed in full for order to be processed. Incomplete order forms could result in processing delay resulting in slow service completion.
 - d. No service will be completed until full payment is received.
 - e. Cancellations:
 1. After service - **NO REFUND.**
 2. 6 days or less prior to first scheduled move-in day - **85% REFUND.**
 3. More than 6 days prior to first scheduled move-in day - **FULL REFUND.**
3. Claims will not be considered unless filed in writing by exhibitor prior to close of show.
4. Prices are based upon current wage rates and are subject to change without notice.
5. Service time(s) are to be determined by the DCU Center Operations Department.





50 Foster Street - Exhibitor Services
 Worcester, MA 01608
 FAX: (508) 929-0787 - Eventservices@dcucenter.com

Water & Compressed Air Order Form

Company Name _____

Event Name & Date _____ Booth # _____

Payment Notice - Advance Rates apply only to orders paid in full and received 15 days prior to the first scheduled move-in day. Standard Rates must be paid on orders received less than 15 days prior to the first scheduled move-in day. Only credit cards or checks will be accepted with mail-in standard orders.
 Make checks payable to: SMG/DCU Center

Description	Quantity	Advance Rate	Standard Rate	Subtotal	TOTAL
A) One Time Water Fill & Drain					
Fill & Drain (up to 500 gallons)		\$ 100.00	\$ 126.00		A) \$
Add'l units in same booth (up to 500 gallons)		\$ 50.00	\$ 63.00		
Each Additional 100 gallons		\$ 18.00	\$ 20.00		
B) Water Connection - Prices based on 1/2" line - ***Drain not included***					
Pressure may vary, minimum pressure 45 PSI to maximum pressure 80 PSI. If pressure is critical, exhibitor should arrange to have a pressure regulator installed					
First Connection		\$ 194.00	\$ 244.00		B) \$
Each Additional Connection		\$ 97.00	\$ 122.00		
Water lines above 1/2" are subject to 50% surcharge. Size of air line required:					
C) Drain Connection - Prices based on 3/4" line - ***Water Connection not included***					
First Connection		\$ 210.00	\$ 263.00		C) \$
Each Additional Connection		\$ 105.00	\$ 131.00		
Drain lines above 3/4" are subject to 50% surcharge. Size of air line required:					
D) Compressed Air - Prices are based on 3/8" line					
Standard supplied connector is 3/8" coil air quick disconnect type. Special adapters & multiple connections will require additional charges Air pressure varies, minimum 90 PSI to maximum 125 PSI. If moisture content and pressure are critical, exhibitor should bring drier & regulator					
USE OF PORTABLE AIR COMPRESSORS IS PROHIBITED.					
First Connection		CALL FOR PRICE			D) \$
Each Additional Connection		CALL FOR PRICE			
Air lines above 3/8" are subject to 50% surcharge Size of air line required:					
TOTAL					\$

Please read attached important conditions and regulations.





50 Foster Street, Worcester, MA 01608

WATER - DRAIN - COMPRESSED AIR SERVICES - IMPORTANT CONDITIONS AND REGULATIONS

1. **ADVANCE ORDERS:** To receive advance rate, orders must be received a minimum of 15 days prior to first scheduled move-in day.
2. **CONDITIONS FOR PROCESSING SERVICE ORDER FORMS:**
 - a. Payment **IN FULL, IN U.S. FUNDS** must accompany service order form.
 - b. Date payment is received by the DCU Center will determine applicable rate.
 - c. All order form information must be completed in full for order to be processed. Incomplete order forms could result in processing delay resulting in slow service completion.
 - d. No service will be completed until full payment is received.
 - e. Cancellations:
 1. After service - **NO REFUND.**
 2. 6 days or less prior to first scheduled move-in day - **85% REFUND.**
 3. More than 6 days prior to first scheduled move-in day - **FULL REFUND.**
3. Rates quoted for all connections cover only bringing of service to the booth in the most convenient manner as determined by the DCU Center and **DO NOT** include connecting equipment to provided services. Special placement or relocation of service will result in a labor charge. Payment **IN FULL** must be rendered for such services before the opening of event day.
4. Obstructions blocking utility floor boxes are subject to relocation as necessary.
5. Advance orders will receive priority service.
6. Claims will not be considered unless filed in writing by exhibitor prior to close of show.
7. Requests for special water or air hookups and/or other "Special Requirements" (see form) must be received by the DCU Center 30 days prior to scheduled exhibitor arrival and move-in.
8. Labor must be ordered in advance in order to have electricians available when needed.
9. All equipment must comply with all Federal, State and Local Safety Codes.
10. Standard wall, column and permanent building water taps are not a part of booth space and are not to be used by exhibitors unless specified otherwise.
11. Under no circumstances shall anyone other than "house engineers" make water or air connections.
12. Special equipment requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be executed without "house engineer", however, all service connections to such equipment must be made by "house engineers" only.
13. All equipment must be properly tagged or marked with complete information as to type and/or amount of current, voltage, phase, frequency, horsepower, water pressure or air pressure required.
14. All materials and equipment furnished by the DCU Center for this service order shall remain the property of the DCU Center and shall be removed **ONLY** by "house engineers" at the close of the show.
15. DCU Center engineers are authorized to cut floor covering to permit installation of service unless otherwise directed.
16. The DCU Center reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by DCU Center engineering supervisors.
17. Water and/or air service will be turned on 1 hour prior to event opening and turned off 30 minutes after close. 24 hour service will be provided only to those locations that have ordered and paid for 24 hour service.
18. Water or Air services crossing aisles will not be installed unless approved by show management.
19. Prices are based upon current wage rates and are subject to change without notice.
20. Requests for refunds or credits must be made in writing prior to first scheduled move-in day.





Internet & Phone Order Form

Company Name _____

Event Name & Date _____ Booth # _____

Payment Notice - Advance Rates apply only to orders paid in full and received 15 days prior to the first scheduled move-in day. Standard Rates must be paid on orders received less than 15 days prior to the first scheduled move-in day. Only credit cards or checks will be accepted with mail-in standard orders.
 Make checks payable to: **SMG/DCU Center**

Wireless internet can be purchased on site. CAT5 (Ethernet connection) must be ordered 2 weeks in advance

Description	# of Devices	Rate Per Day/Per Device	Subtotal	# of Days	TOTAL
A) Internet Service					
**** internet service is per device and per day					
Wireless Internet - Basic Shared Service		\$ 25.00			A) \$
B) Public IP Address - Must purchase 15 days prior to the event move-in					
		Quantity	Rate		B) \$
Public IP Address			\$ 50.00		
C) CAT5 Ethernet Cable Service					
Special note: CAT5 Ethernet Cable services are in addition to the cost of the internet service and are per line needed					
		Quantity	Rate		C) \$
CAT5 Ethernet Cable run			\$ 325.00		
D) Telephone					
Special note: Must dial 9 for an outside line, includes credit card machines. MA Tax Applies to telephone costs					
	Quantity	Advance Rate	Standard Rate	Subtotal	D) \$
Single Line Service		\$ 163.00	\$ 196.00		
			MA Sales Tax 6.25%		
TOTAL					\$

