GAYLORD TEXAN®
RESORT & CONVENTION CENTER
on Lake Grapevine

Exhibitor Kit

Gaylord Texan Resort & Convention Center
Exhibitor Services
1501 Gaylord Trail, Grapevine, Texas 76051

ADVANCE PRICE DEADLINE
Tuesday, January 5, 2027

Heavy Duty Aftermarket Week 2027

January 19–20, 2027

Dear Exhibitor,

All utilities and Information Technology services are available through online ordering only using the following link:

https://gaylordtexan.boomerecommerce.com/home/657/EventHome

For questions about these services, call or email the following:

Utilities	texanexhibithall@gaylordhotels.com	817-778-3680
I.T. Solutions	texanitsales@gaylordhotels.com	817-778-3600

Other services available from this kit, along with their contact numbers:

Grapevine Fire Marshal Permit Application		817-778-3680
	https://grapevine.mccicloud.io/Forms/GaylordPermitApplication	
Encore A/V	https://eventnow.encoreglobal.com	817-778-3298
Encore Rigging	https://encoreglobal.com/rigging-request	
Creative Greenery of Dallas		972-442-5592

For shipping instructions, call FedEx Office 817-778-1470

Our staff will be happy to answer any general questions about the show or direct you accordingly.

Thank you!

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Rules and Regulations for Exhibits and Displays

Utilities Orders

- A discounted rate is available for orders received by the Advance Price Deadline of fourteen (14) days prior to show start. Any change made to an advance order or standard priced order will be charged at a rate according to the date.
- Payment is accepted in the form of VISA, MASTERCARD, DISCOVER, and AMERICAN EXPRESS. The local sales tax (currently at 8.25%) will be applied to all equipment, services, and labor orders.
- ***Checks and cash will not be accepted.*** Any check received will be promptly returned via U.S. Mail with a request for a credit card payment. Full payment must be received at least fourteen (14) days prior to the first day of show to qualify for the Advance Price.
- **Cancellation for services must be received *in writing* at least 48 hours prior to move-in date to avoid charges**. Each service is handled by individual departments and must be cancelled through each department separately (e.g., Utilities, Information Technology, Rigging, Audio-Visual, etc.). ***Credit for services not used will not be given if cancelled less than 48 hours prior to move-in date***.

Labor/Special Instructions

- Utilities labor and material charges are based on booth diagram specifications and show floor requests from exhibitors or third-party setup persons, including decorators and exhibit houses.
- Island booths without a diagram will not be set until booth representative arrives at show site and speaks with Exhibitor Services.
- **Utility rates do NOT include connecting utilities (power, water, air, drainage) to equipment inside the booth.** Labor charges may apply for relocation of electricity source or exhibitor-installed cords requiring troubleshooting and/or redistribution in booth.
  Labor rates: 7:00AM–6:00PM, $100 per hour 6:01PM–6:59AM, $150 per hour (1 hour minimum)
- The exhibitor will be required to make all final connections to their equipment. Gaylord Texan staff does not make connections to equipment. Furthermore, Gaylord Texan will provide any special receptacles requested in advance.

Carts/Supplies

- Gaylord Texan does NOT supply any equipment (e.g., carts, dollies, hand-trucks, pallet-jacks, forklifts, etc.). All material moving must be arranged through the general contractor.
- Gaylord Texan does NOT provide cleaning supplies, vacuums, large waste receptacles, or janitorial services for the exhibit space. All cleaning must be arranged through the general contractor.

Loading Dock

- Exhibits, displays, and equipment **must** be brought into and taken from the building via the loading dock only.
- Parking is NOT allowed at the loading dock. ***You must unload your vehicle and immediately move it to the parking garage. You may not set up in the building while your vehicle is at the dock. During move-out you must have your things ready to load before you move your vehicle to the dock***.
- Vehicles are NOT allowed on the loading dock or the loading dock ramps.

Food & Beverage

- The hotel reserves the right to purchase, prepare, and provide all food and beverage items. In-booth food and beverage requests should be directed to your group Catering Manager. Contact Exhibitor Services to be put into contact with the Catering Manager.
- Cooking permit must be obtained before any cooking activity is permitted within the building (contact Exhibitor Services). A 3A40 B.C. fire extinguisher must be in the booth within thirty (30) feet of each cooking device. Compliance with all local Health Department rules and regulations is required. Holding tanks for cooking residue (oils, grease, etc.) are required. Cleaning of equipment is NOT permitted in restrooms. Clean-up arrangements must be coordinated in advance through show management.

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Rules and Regulations for Exhibits and Displays (continued)

- All heat-producing devices entering the building for display **MUST** have a permit issued by the Grapevine Fire Marshal. Refer to the Grapevine Fire Marshal Permit Application for display vehicle requirements. The application lists all requirements for a heating device to be displayed inside.

Convention Center

- Stick-on decals (except name tags) may NOT be distributed or used in the building.
- Painting of any kind (exhibits, displays, equipment, etc.) is NOT allowed inside the building.
- "Day tanks" of bottled gas may be used in conjunction with an approved exhibit or display for cooking or demonstration purposes. Tanks must have a release valve and **MUST** be removed from the building at the close of daily activities.
- Drones are NOT allowed to be flown inside any building.

Exhibits

- Decorations, banners, signs, etc., may NOT be affixed to any wall, door, window, column, ceiling, or painted surface in the building.
- Static helium balloon displays are permitted in the building. Helium balloons may NOT be used as giveaways. **A labor charge will be assessed to retrieve a balloon from the Exhibit Hall or ballroom ceiling.** Helium tanks must be secured to a cart or column while inside the building and must be removed daily. Storage of tanks is NOT allowed inside the building.
- In accordance with the Grapevine Fire Marshal, no exhibit, display, or drape may obstruct, impede, or otherwise hinder access to fire exit doors, fire strobes, fire speakers, fire department access cabinets, fire alarm pulls, or electrical boxes (on left side of columns).
- Any vehicle or equipment (such as, but not limited to lawn equipment, generators, etc.) which utilizes a fuel/power source (liquid or battery) entering the building for display **MUST** have a permit issued by the **Grapevine Fire Marshal**. Any heat-producing device (such as, but not limited to cooking/warming devices, heaters, dryers, coffee machines, heat presses, etc.) **MUST** have a permit issued by the **Grapevine Fire Marshal**. Refer to the **Grapevine Fire Marshal Permit Application** for display vehicle/equipment and heat-producing device requirements. The application lists all requirements for a vehicle/equipment to be displayed inside.
- Covered or multi-leveled booths over 300 square feet must have an automatic extinguishing system or required fire watch personnel. Scaled, stamped plans of the booth must be submitted. Cost of fire watch personnel is determined by the Grapevine Fire Marshal.
- Haze and smoke producing devices must use water-based fluids. The use of these devices must be approved in advance through Convention Services in conjunction with Grapevine Fire Rescue and Gaylord Texan Director of Security.
- Maximum floor weight — Exhibit Hall: 350 PSF — Ballrooms: 150 PSF
  Maximum height — Exhibit Hall: 22 feet — Ballroom Level: 22 feet — Tate Ballroom: 20 feet
- No forklifts or boom lifts are allowed on the ballroom level.

Liability

- The hotel is not responsible for any injury, loss, or damage that may occur to the exhibitors, agents, employees, property or any other person or property prior to, during or subsequent to the period covered by the exhibit contract.

Lighting

- Customized lighting is available in the Exhibit Hall for $250. Subsequent changes to custom lighting are $125 per incident.

Marshalling

- Vehicles (e.g., association trucks, production trucks, trailers, etc.) with **PRIOR PERMISSION from Exhibit Hall management** may park overnight in the Marshalling Yard for $100 per vehicle per night. You must have prior permission from Exhibit Hall management. NO EXCEPTIONS. Vehicles with prior permission may park at the Exhibit Hall dock for $200 per vehicle per night.

GENERAL TERMS AND CONDITIONS:

- **Orders placed more than 14 days prior to event will be eligible to use Advanced Pricing.**

- Installation of telephone, telecommunications, network and cabling services within Gaylord Texan Resort & Convention Center is exclusive. Telecommunication services (voice and data) must be ordered by each exhibitor separately and are not to be shared with other exhibitors. Routine audits are preformed to ensure adherence.

- All prices are for rental of services only. Material and equipment furnished by Gaylord Texan Resort & Convention Center for telecommunication services shall remain the property of Gaylord Texan Resort & Convention Center's unless otherwise specified, and shall be returned to Gaylord Texan Resort & Convention Center's Exhibitor Service desk at the close of show. There will be a $250.00 charge for lost or damaged telephone sets and a $250.00 charge for lost or damaged network equipment. Gaylord Texan Resort & Convention Center is not responsible for lost or damaged equipment while in the exhibitor's possession.

- Under no circumstances shall anyone other than Gaylord Texan Resort & Convention Center's Information Technology technicians make any special wiring within the resort property. Only Gaylord Texan Resort & Convention Center's Information Technology technicians are authorized to modify system wiring or cabling. Any wiring or cabling damage costs (plus administration fees) will be billed to the exhibiting firm name.

- Delivery of all voice and data transmission lines ordered from an outside vendor will only be allowed to the second floor Data Center. All circuit installs must be coordinated with Gaylord Texan Resort & Convention Center's Information Technology group at least 9 weeks in advance of show date.

- All exhibitor telephone and network services will be disconnected on the last day of the event, sixty (60) minutes after the show's official closing time.

- Rates quoted for all services include bringing the requested communication services to the booth in the most convenient manner and do not include special wiring, over-head drops and/or special placement of communication services, computer equipment or intranet working cabling. All island booths will require a scaled diagram with orientation. Additional labor and materials may be charged for precise placement of communication services. Additional labor charges may be required for relocating service after installation. Gaylord Texan Resort & Convention Center will not be responsible for any cutting or altering of any floor coverings in order to bring voice or data services to a booth.

- Changes to original orders will require a service order to be signed by the exhibitor acknowledging receipt of service and any associated labor. Labor is charged in ½ hour increments (minimum charge is ½ hour). Labor rate is $75.00/hour.

- **Notification of cancellation must be received in writing a minimum 48 hours prior to scheduled Move-in date. Credit will not be given for connections installed and not used. No credit will be given for service canceled less than forty-eight (48) business hours prior to the scheduled event opening. Disputes concerning services must be filed by the exhibitor with the Exhibitor Services Department prior to the close of show. Gaylord Texan Resort & Convention Center will resolve disputes in a timely manner.**

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NETWORK | INTERNET | WIRELESS:

- The network connections provided by Gaylord Texan Resort & Convention Center may be used only by the directors, officers and employees of the company; exhibitors, agents and consultants while performing service for the exhibiting company and cannot be resold or distributed to other companies unless by specific contractual agreement. The services being provided by Gaylord Texan Resort & Convention Center will facilitate communications between the Gaylord Texan Resort & Convention Center's authorized users and the entities reachable through the Internet. Users of Gaylord Texan Resort & Convention Center services shall use reasonable efforts to promote efficient use of the network to minimize, and avoid if possible, unnecessary network traffic and interference with the work of other users of the interconnected networks.

- Users of Gaylord Texan Resort & Convention Center services shall not disrupt any of Gaylord Texan Resort & Convention Center network or other associated networks as a whole or any equipment of system forming part of their systems, or any services provided over, or in connection with any of Gaylord Texan Resort & Convention Center or other associated networks. Gaylord Texan Resort & Convention Center services shall not be used to transmit any communication where the meaning of the message, or it's transmit distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof.

- Gaylord Texan Resort & Convention Center reserves the right to troubleshoot with tools such as Sniffer Pro, FLUKE network analyzers, etc. Gaylord Texan Resort & Convention Center reserves the right to immediately disconnect network connections when activity such as denial of service attacks, port scans, or any other form of network performance degradation activities are detected. After disconnection, isolation and quarantine assistance will be given.

- All devices for which Gaylord Texan Resort & Convention Center provides Internet or Networking connectivity shall be required to obtain a Gaylord Texan Resort & Convention Center assigned IP address. At no time, while connected to Gaylord Texan Resort & Convention Center network, will the customer use their own DHCP server unless by specific agreement. Physical layer network audits are performed to ensure adherence.

- For wired connections The Customer must provide the node equipment (personal computer, etc.) properly configured, as well as a standard Ethernet adapter card, rated for 10/100Mbps with an RJ-45 jack. The Customer is responsible for the proper configuration of computing machinery and software for Internet and Ethernet communications.

Internet Performance Disclaimer: Gaylord Texan Resort & Convention Center does not guarantee the performance, routing, or throughput, either expressed or implied, of any data circuit connectivity with regards to the Internet and/or Internet backbones beyond any facility we service. Gaylord Texan Resort & Convention Center is the exclusive supplier of Internet connectivity for all events within the facility. We are equipped with a Gigabit dedicated Internet connection to a tier 1 Internet Service Provider, and can provide Internet and networking connectivity to any location on property.

Internet Security Disclaimer: Gaylord Texan Resort & Convention Center does not provide security such as, but not limited to firewalls, NATing devices, virus protection, etc. for any Internet services we provide. It is the sole responsibility of the exhibitor or customer to provide all necessary security. With execution of this document the Customer is agreeing to the Terms and Conditions of this document and will hold Gaylord Texan Resort & Convention Center and its agents and contracts harmless for any and all liabilities arising from the use of non-secured data circuits.

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Grapevine Fire Marshal

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Grapevine Fire Marshal Permit Application

Any vehicle or equipment (such as, but not limited to lawn equipment, generators, etc.) which utilizes a fuel/power source (liquid or battery) entering the building for display MUST have a permit issued by the Grapevine Fire Marshal. Any heat-producing device (such as, but not limited to cooking/warming devices, heaters, dryers, coffee machines, heat presses, etc.) MUST have a permit issued by the Grapevine Fire Marshal. Refer to the Grapevine Fire Marshal Permit Application for display vehicle/equipment and heat-producing device requirements. The application lists all requirements for a vehicle/equipment to be displayed inside.

Here is the link to the permit application:

https://grapevine.mccicloud.io/Forms/GaylordPermitApplication

Effective immediately, the Grapevine Fire Marshal's Office is introducing a late fee for event permit applications to streamline our permit process and encourage timely submissions. The following late fees will apply for applications submitted close to the event move-in date:

- $250 – For applications submitted 2 days before the show move-in.
- $500 – For applications submitted 1 day before the show move-in.
- $750 – For applications submitted on the day of show move-in.

Please note that these fees are in addition to the standard permit application fee. Failure to submit applications on time may result in delays to event setup. We strongly encourage all event coordinators and vendors to submit applications well in advance to avoid additional fees. Late permit applications will only be accepted Monday through Friday, between 8:00 AM and 5:00 PM, and only when staffing allows. To avoid late fees, all applications must be submitted at least 3 business days prior to the show move-in date.

The late application process should be considered a last resort, as it may not always be available. If you have any questions or need further clarification, please contact the Grapevine Fire Marshal's Office at 817-410-4427.

Easy Ordering

As the preferred Technology Provider of Gaylord Texan , Encore is committed to making your experience as easy and stress-free as possible.

Self-service option available through our online store – EventNow

Step 1

Visit EventNow (https://eventnow/encoreglobal.com/) and select 'I am planning an exhibit booth'

Step 2

Browse our technology catalog

Step 3

Select from a list of available products/product packages and service packages, then check out.*

- EventNow is only available more than two days prior to event load in. If ordering within two days, contact your Encore on-site team.
- Power and Internet can be ordered through Gaylord exhibit kit.

Once your order is completed, a confirmation email will be sent with all your order details and a dedicated professional will still be on-hand to answer any questions regarding your order.

EventNow℠

offers a range of solutions for any exhibitor:

As the preferred Technology Provider of Gaylord Texan, Encore is committed to making your experience as easy and stress-free as possible.

- Large and small format HD monitors (40" monitors and above include floor stands)
- PC Based Laptops
- Various Audio Packages
- Wireless Presentation Controls
- HDMI Cables, Distribution Amplifiers, and Adapters
- LED Lighting
- Flipchart Packages

NEED RIGGING

If so, please fill out rigging request, https://www.encoreglobal.com/rigging-request/

Encore representative will be in touch with you.

We make it easy

Easy ordering options

Confirmation email is sent with your order details

We regularly maintain and service all equipment

Encore delivers, installs, and tests equipment

After the show, Encore picks up your rental equipment

Need assistance or products/solutions not offered in EventNow?

Call your Encore on-site contact directly:

Felix Dozier
Director of Sales
Felix.Dozier@encoreglobal.com
O +817-778-3298

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CREATIVE GREENERY
OF DALLAS
101C North Greenville Ave
Ste. 440, Allen, TX 75002
Tel: 972-442-5592 Fax: 866-931-2437
Email: Todd@dallasgreenery.com

Show Name: _____
Show Date: _____
Location: _____



Mums



Kalanchoes


Bromeliads

FLOWERING PLANTS

DESCRIBE	COLOR	PRE-PAID PRICE	CONVENTION PRICES	AMOUNT
MUMS	Yellow___ White___ Lavender___	$30.00	$40.00	
KALANCHOES	Yellow___ Pink___ Red___	$30.00	$40.00	
BROMELIAD	Red___ Pink___ Orange___	$38.00	$48.00	


Small Fern


Large Fern


Dracaena


Arborcolla


2-4’ Ficus


6’ Ficus


Palm

GREEN PLANTS

HEIGHT	TYPE	SPECIFY	PRE-PAID PRICE	CONVENTION PRICE	AMOUNT
SMALL	Ferns		$32.00	$42.00	
LARGE	Ferns		$40.00	$50.00	
2-3’	Palm, Arborcolla, Spath, Ficus	Circle Preference	$45.00	$55.00	
4’	Palm, Ficus, Dracaena	Circle Preference	$55.00	$65.00	
5’	Palm, Ficus	Circle Preference	$65.00	$75.00	
6’	Palm, Ficus	Circle Preference	$75.00	$85.00	
8’	Palm, Ficus	Circle Preference	$85.00	$95.00	

CONTAINER SELECTION

DESCRIPTION	SPECIFY	PRICE
White_____ Black_____ Wicker Baskets_____	Circle Preference	Free
Glass Bubble Bowl		$24.00

GAYLORD CONFIDENTIAL AND PROPRIETARY INFORMATION



Spring



Tropical

FRESH FLORAL ARRANGEMENTS

DESCRIPTION	SPECIFY	PRE-PAID PRICE	CONVENTION PRICE	AMOUNT
Spring Floral Arrangements	Circle One: Round or One-Sided	$80.00	$90.00	
Exotic Tropical Floral Arrangements		$90.00	$100.00	

PAYMENT INFORMATION

Sub Total:_____ Sales Tax (8.25%):_____Delivery, Maintenance & Removal $30.00___

Total:_____

Payment Enclosed: Check:____ Visa____ M/C____ AMX____

Credit Card No:_____ Exp Date:_____ CID_____

Card Holder Name:_____

Signature:_____

COMPANY INFORMATION

Booth #_____
Company:_____
E-Mail:_____
Phone:_____
Fax:_____
Address:_____
City:_____
State:_____ Zip:_____
Booth Representative:_____