

July 2019

Your company is cordially invited to exhibit at the **41st Annual Customer Service Workshop** sponsored by the Virginia Section A.W.W.A. Customer Service Activities Committee (CSAC). The event will be held October 16-18 at the Holiday Inn & Suites North Beach, located at 3900 Atlantic Avenue, Virginia Beach, VA 23451. The telephone number there is (757) 428-1711.

The workshop's objective is to enhance the level of customer service in water utilities through specifically designed training sessions for management, supervisory and non-supervisory personnel. Attendance cost is low but the training value is high. Many participants are regular attendees.

The Exhibition Area is designed to provide a variety of product and service information appropriate to the workshop character. The number of exhibitors at the workshop is limited in order to increase the value to all that attend. Attendee breakfasts and breaks are scheduled to be held in the Exhibition Area to maximize the available time for interaction between exhibitors and attendees.

*Vendors will have a one-time 5-minute opportunity on Wednesday, during the Vendor Recognitions session, to introduce their organization to the attendees during the workshop.*

## IMPORTANT DATES

<b>September 30, 2019</b>	<b>Last day for booth reservation.</b>
<b>October 8, 2019</b>	<b>Last day to cancel reservation without penalty.</b>
<b>October 15, 2019</b>	<b>Exhibitor set-up beginning at Noon</b>
<b>October 17, 2019</b>	<b>Exhibitor move-out no earlier than 3:30 p.m.</b>

## **WORKSHOP SCHEDULE:**

TUESDAY, OCTOBER 15, 2019

<b>Noon</b>	<b>Exhibitor Set-Up Begins</b>
<b>6:00 p.m.</b>	<b>Meet the Committee Dinner</b>

*Please join the Committee for dinner at a local restaurant. Meet in the lobby at 6pm.*

WEDNESDAY, OCTOBER 16, 2019

<b>8:00 a.m. – 9:00 a.m.</b>	<b>Workshop Registration and Continental Breakfast</b>
<b>9:00 a.m. – 9:15 a.m.</b>	<b>Welcome to VA Beach</b>
<b>9:15 a.m. – 10:15 a.m.</b>	<b>Keynote Speaker, Alison Kelley</b>
<b>10:15 a.m. – 10:30 p.m.</b>	<b>Break - Vendor Exhibits</b>
<b>10:30 p.m. – 11:30 p.m.</b>	<b>Keynote Speaker Continued</b>
<b>11:30 a.m. – 12:00 p.m.</b>	<b>Vendor Introductions</b>
<b>12:00 p.m. – 1:30 p.m.</b>	<b>Lunch Break</b>

1:30 p.m. – 2:30 p.m.

Session-“Can you see what I see”

**2:30 p.m. – 2:45 p.m.**

**Afternoon Break**

2:45 p.m. – 3:45 p.m.

Session-“Diffuse the Fuse”

3:45 p.m. – 5:00 p.m.

Session-Let’s Talk Shop

5:30 p.m. – 6:30 p.m.

Reception

#### THURSDAY, OCTOBER 17, 2019

8:00 a.m. – 9:00 a.m.

Workshop Registration and Continental Breakfast

9:00 a.m. – 9:15 a.m.

Welcome

9:15 a.m. – 10:15 a.m.

Session-“Excellence in Customer Service”

**9:15 a.m. – 10:30 a.m.**

**Morning Break-Vendor Exhibits**

10:30 a.m. – 11:30 a.m.

Session-“The Great Debate”

11:30 a.m. – 1:30 p.m.

Lunch Break

1:30 p.m. – 2:30 p.m.

Session-“How Intelligent Technologies can Impact Water Utilities”

2:30 p.m. – 2:45 p.m.

Afternoon Break

2:45 p.m. – 5:00 p.m.

Session- Virginia FOIA

#### FRIDAY, OCTOBER 18, 2019

(Exhibitor attendance is optional)

9:00 a.m. – 12:00 p.m.

Workshop Sessions and Closing

## BOOTH SPACE FEE

The Exhibit area will be limited to 10' x 8' booths. Each exhibitor may rent no more than one booth space. The charge for a booth space and one vendor representative is \$335.00. A charge of \$50 for each additional representative will also be required. The fees include:

- One 10' x 8' booth space.
- One standard electrical outlet – Limited.
- One 6' table and two chairs.
- A listing in the workshop packet to include your company name, your name, address, telephone phone / fax numbers, and website / email address.
- Acknowledgment of your company's support during the workshop's opening announcements. Brief session time for introductions and remarks.
- Workshop registration including the Wednesday reception and session breaks.

## SPACE ASSIGNMENTS

Booth assignments will be made on a first-arrival, first-serve basis as determined by CSAC on October 15, 2019. Due to the number of companies offering similar or related product lines and the limited amount of space, CSAC cannot guarantee that a company exhibiting similar products or a competitor will not be located in a nearby or adjoining booth space. CSAC retains the right to refuse or deny any application submitted for this event, in which case it shall return the rental fee. CSAC shall not be deemed to have approved an application until it has both deposited the rental fee and returned the countersigned photocopy of the application form.

## RESASSIGNMENT OF SPACE

Exhibit space not assigned by 8:00 p.m. on Tuesday, October 15, 2019, may be reassigned by CSAC to another Exhibitor without refund of rental paid.

## USE OF SPACE

Exhibitors shall not assign, sublet or share space. No exhibit shall be permitted to interfere with the light, space, comfort or view of another exhibit.

CSAC reserves the right to restrict or evict exhibits, which because of noise, method of operation, materials, or any other reason, become objectionable, and also to prohibit or evict any exhibit, which in the opinion of CSAC may detract from the general character of the Workshop as a whole. This reservation includes persons, things, conduct, printed matter or anything of a character, which CSAC determines is objectionable to the exhibit or that interferes with the activities of neighboring Exhibitors. In the event of such restrictions or eviction, CSAC is not liable for any refunds or rentals or other exhibit expense.

The Exhibitor agrees to comply with the rules and conditions of the Exhibitor Invitation and such other terms and conditions as CSAC and the Holiday Inn & Suites North Beach Hotel impose at any time.

CSAC reserves the right, at any time and without any liability to the Exhibitor, or anyone else, to withdraw its approval of an application or to require the Exhibitor to vacate the Exhibition Room for just cause (which includes but is not limited to violation of any of the rules and conditions or interference with neighboring exhibits or the show activities).

## CANCELLATION

In the event that the Exhibitor cancels its reservation of space and does so on or before September 30, 2019, CSAC will refund 75% of the rental fee. Cancellation received after September 30, 2019 will forfeit the entire rental fee. CSAC reserves the right to re-configure booth space as necessary to avoid empty spaces.

If CSAC cancels the Seminar, for reasons other than force majeure, its only responsibility shall be to refund the rental fee. In the event that the Seminar is postponed or canceled, for reasons beyond CSAC's control (force majeure) – including but not limited to actions taken by the Holiday Inn & Suites North Beach Hotel or its members, employees, agents, or assigns; and war, fire, flood, construction, public catastrophe, public enemy, or acts of God – CSAC's sole obligation shall be either:

1. At the Exhibitor's option, if the Workshop is rescheduled to another date in 2019, to provide the space reserved or roughly equivalent substitute space at the rescheduled event; or
2. To refund the rental fee – less handling costs of 25% per booth and any non-recoverable expenses for the space.

## EXHIBIT INSTALLATION AND DISMANTLING

Displays may be installed beginning at 12:00 p.m. on Tuesday, October 15, 2019. All exhibits must be completely assembled by 8:00 p.m. on Tuesday, October 15, 2019 and must be on display during the times designated in the Seminar Schedule.

Exhibits may not be dismantled prior to 3:30 p.m. on Thursday, October 17, 2019 and they must be removed from the Exhibition Area by 12:00 noon on Friday, October 18, 2019.

## LIABILITY AND INSURANCE

The Exhibitor assumes entire responsibility for, and hereby releases CSAC and the Holiday Inn & Suites North Beach Hotel and their members, employees, officers, directors, agents and assigned from any and all liability resulting from, arising out of, or in any way connected with, its presence at the Workshop.

The Exhibitor shall indemnify, save, and hold harmless A.W.W.A., and Holiday Inn & Suites North Beach Hotel and their members, officers, directors, employees, agents and assigns from and against any and all claims, losses, damages, injuries, awards, fines, government charges, and liability – together with all costs, expenses, and reasonable attorneys' fees in connection with its display or presence at the Workshop (including, but not limited to, installation, operation, use, visitation, and removal of the display, or use of the Exhibition Room). The obligations set out in this and the preceding paragraph shall exclude instances of negligence on the part of CSAC and the Holiday Inn & Suites North Beach Hotel and shall survive termination, performance, and expiration of the contract.

It shall solely be the Exhibitor's responsibility to obtain adequate insurance for its participation in this event, including, but not limited to, insurance covering cancellation, event interruption, liability, personal injury, property loss and property damage.

## SPONSORSHIP OPPORTUNITIES

During the week, the Committee provides breakfasts, breaks and a reception for all in attendance. Financial assistance by exhibitors toward these activities would be greatly appreciated and recognized during the specific activity. Suggested sponsorship levels are \$100 for breakfast, \$150 for a morning break and \$250 for afternoon break.

Sponsors will be recognized for their contributions.

We look forward to your attendance at our workshop. If you have any questions beforehand please email me at [mtomlin@rockbridgecountyva.gov](mailto:mtomlin@rockbridgecountyva.gov), or call 540-463-4329. For online registration please visit <https://vaawwa.org/events/2019csworkshop/>.

Sincerely,

*Megan Tomlin*

Megan Tomlin  
Business Manager  
Rockbridge County Public Service Authority  
[mtomlin@rockbridgecountyva.gov](mailto:mtomlin@rockbridgecountyva.gov)

P: 540-463-4329  
F: 540-463-3126

150 South Main Street  
Lexington, VA 24450