



Dear Exhibitor,

Welcome to the Duke Energy Convention Center! We're excited to have you for the upcoming *Franchise Expo*. Our goal is to provide our clients, exhibitors and guests with an experience that goes above and beyond their expectations. We are fully committed to delivering the highest level of building management and operations in the industry.

The Duke Energy Convention Center is the exclusive utilities and carpet cleaning provider. The following services are available through the DECC: electric, electrical equipment and accessories, utilities, carpet cleaning and porter service.

Additionally, orders can be placed directly with our exclusive and preferred on-site partners:

- Ovarions Food Services (exclusive)
  - Catering needs or sampling approval-Maggie Wheeler, Director of Catering Sales: (513) 419-7253
- Smart City (exclusive)
  - Internet (Wi-Fi) and telecommunications-Dave Thomas, General Manager: (513) 419-7200
- Prestige Audio Visual & Creative Services (preferred)
  - Rigging and/or banner hanging and equipment rental-Paul Ramstetter, Director of Audio Visual Services: (513) 419-7326

### **How to Order Electric (service and equipment), Utilities and Cleaning Services**

To become more "green" and preserve the environment we no longer use paper order forms. Please [click here](#) to place your order. *Please note:* you will be prompted to provide your booth number, however if you do not have this information, you may still continue.

**Event or Show:** *Franchise Expo*

**Advance Rate Deadline Date:** *March 13, 2015*

If you choose to fax your order form, forms can be found at [www.duke-energycenter.com](http://www.duke-energycenter.com) by clicking the exhibitors tab, followed by, clicking the service order forms tab.

**Important Note:** The *advance rate deadline date* presents an opportunity to save a considerable amount of money. Orders not received prior to the advance rate deadline date will receive floor pricing.

Please be advised that the DECC does not provide drayage services, nor do we have storage space available on-site. No merchandise/freight will be accepted by DECC personnel. Please see your show management contact or coordinator for further instructions on scheduling shipments to and from the facility.

If you have questions about any of the above services or need additional assistance at any time, please do not hesitate to contact me at [exhibitorservices@duke-energycenter.com](mailto:exhibitorservices@duke-energycenter.com) or (513) 419-7317. We look forward to having you at the Duke Energy Convention Center. Have a wonderful event!

Sincerely,

*Chelsea Raleigh*

Chelsea Raleigh  
Exhibitor Services Manager