

2026

CAA TSEC EXHIBITOR TERMS OF SERVICE AGREEMENT

This “2026 CAA TSEC Exhibitor Terms of Service Agreement” (the “Agreement”) which contains the Trade Show & Education Conference (“TSEC”) rules, regulations, and show policies, is CAA’s contract for all participating exhibiting companies. Exhibiting companies will accept the terms online during booth registration and no applicant will be able to complete the registration process unless the terms of this Agreement have been accepted. A copy of the terms is provided below for your convenience. Please be sure to read the agreement thoroughly, and communicate all information to all pertinent parties, including (but not limited to) anyone from your company that will be on-site the day of the show.

By registering for a booth, the Exhibiting Company, including its employees, representatives, and booth staff (collectively referred to herein as “Exhibiting Company” or “Exhibiting Company Representatives”) agrees to comply with this Exhibitor Terms of Service Agreement (“Agreement”).

TERMS OF SERVICE

The Exhibiting Company agrees to comply with all Chicagoland Apartment Association (“CAA”), Drury Lane Theatre & Conference Center, Midwest Conference Services (“MCS”) and all Village of Oakbrook Terrace rules, regulations, codes, laws and ordinances. The Exhibiting Company is responsible for communicating such rules, regulations, codes, laws, and ordinances to Exhibiting Company representatives who will be attending and/or involved with the TSEC.

1. Registration

A booth is only officially secured if the Exhibiting Company has both: (i) paid for the booth in full and (ii) paid their 2026 CAA Associate membership dues and any other outstanding CAA invoices. If payment is not received in full by September 16, 2026, CAA may retain any payments made as liquidated damages, any remaining charges will be due as liquidated damages, and the booth space will be forfeited.

2. Cancellation

If the Exhibiting Company chooses to cancel their registration for the TSEC, such cancellation must be received in writing and such cancellation confirmed by CAA staff no later than August 21, 2026 to receive a refund of any fees paid. **No cancellations or refunds of any kind will be accepted after August 21, 2026. No exceptions.**

Refunds will not be issued, and forfeiture of the booth and any other registered items shall occur for the following: (i) cancellation of registration after the aforementioned deadlines; (ii) failure to supply logos (where applicable) or company detail; or (iii) failure to occupy the booth space the day of the event (for any reason).

3. Attendee Traffic; Location of Booth/ Process for Choosing Booth

CAA booth pricing is not a guaranteed indicator of attendee traffic. The Exhibiting Company will not receive a refund if their expectation of attendance/attendee traffic is not met. Exhibiting Companies shall not sublet, share, assign, or apportion the whole or any portion of their booth/exhibit space. CAA

shall have no liability if an Exhibiting Company chose a booth adjacent to, or in close proximity to, competing Exhibiting Companies. Exhibiting Companies may submit a written request for change in booth assignment to CAA within seven (7) days from the date the Exhibiting Company initially chooses a booth. There is no guarantee that the request will be accommodated, but CAA staff will make every effort to do so.

All changes in booth assignment are in CAA's sole discretion and, if no change is available, reasonable, or suitable for the Exhibiting Company, CAA shall have no liability for any injury or damages, direct or indirect, that may occur to the Exhibiting Company related to the Exhibiting Company's booth assignment.

4. Insurance

Prior to the commencement of the TSEC, the Exhibiting Company must provide CAA with a Certificate of Insurance listing CAA as the certificate holder and listing CAA and Drury Lane Theatre & Conference Center as additional insureds, evidencing coverage acceptable to CAA. The Exhibiting Company agrees to carry its own insurance (and if necessary, add a policy) covering their participation in the event (including personal injury and property damage and any other death, injury, or damage). Exhibiting Company understands that it is solely responsible to obtain such coverage at Exhibiting Company's sole expense.

5. Liability

Exhibiting Company hereby indemnifies and holds harmless the CAA, its employees, Board of Directors, representatives, agents and members from all claims, controversies, ordinance violations or causes of action resulting from or related to the TSEC, including the payment of any and all costs of litigation, professional fees, and attorneys' fees resulting therefrom. Exhibiting Company agrees to be responsible for any damage to the Drury Lane Theatre & Conference Center, related equipment or CAA or other Exhibiting Company's property, or any injury to any individual as a result of any act or omission of the Exhibiting Company or Exhibiting Company's Representatives. CAA shall not be held responsible for any injury that may occur to the Exhibiting Company's booth, staff/employees/representatives, or for loss or damage to materials by reason of fire, theft, or any other case, or for any loss or damage related to the Exhibiting Company's booth selection.

6. Additional Rules

Exhibiting Company also agrees to comply with the following rules which are incorporated as material terms of this Agreement:

- a). Exhibiting Company's assigned booth will be open to all attendees.
- b). Only Exhibiting Company Representatives and employees shall work in its assigned booth space.
- c). The Exhibiting Company, regardless of if they (or a parent company) have more than one Associate membership at CAA, may only advertise/promote one (1) company/business per booth space.
- d). At any time, only four (4) Exhibiting Company Representatives may work in each 8x10 booth space, six (6) in each 10x16 booth space at any time.
- e). Exhibiting Company will adhere to move in/out dates, timelines, and guidelines.

- f). The Exhibiting Company/Exhibiting Company Representatives shall only move booth materials and equipment through the back entrance that Drury Lane Theatre & Conference Center assigns. If anyone is found in violation of this rule, the Exhibiting Company shall be subject to a \$1,000 fine from CAA.
- h). Exhibiting Company Representatives must stay within their assigned booth space and may not enter another booth uninvited, even if it is unattended.
- i). Exhibiting Company representatives may not block or interfere with a neighboring exhibit or any other Exhibiting Company's booth. Interference includes but is not limited to excessive sound and objectionable lighting, to be determined in the sole discretion of CAA.
- j). Exhibiting Company representatives are only allowed to sell/market/advertise from within their assigned booth space unless it has been outlined and agreed to via a CAA approved sponsorship. All aisle space belongs to CAA, and "assigned booth space" does not include any other location in/on the Drury Lane Theatre & Conference Center property (i.e. bathrooms/classrooms).
- k). Exhibiting Company and their representatives shall not deface the furniture, fixtures, or building surface (including the floor) of Drury Lane Theatre & Conference Center in any way through use of tacks, nails, glue, tape, paint or otherwise. Exhibiting Companies shall not be allowed to nail anything into the walls or floors of the exhibit hall/venue.
- l). Exhibiting Company must provide the necessary shielding or safety items to protect attendees, other Exhibiting Companies, and all others from equipment that is operable or any other materials, processes or operations which may cause bodily harm. Mechanical or electrical devices that produce sound must be operated so as not to disturb other Exhibiting Companies. Electrical wiring and equipment must meet the electrical codes of the Village of Oakbrook Terrace as well as MCS/Drury Lane Theatre & Conference Center rules, which are available upon request.
- m). Exhibiting Company shall limit the height of display materials to 42 inches if placed anywhere in the front 7 feet (or 3 feet in the case of tabletops) of their booth space. Display materials may not exceed the height of the back of the booth space (8'). Unfinished sides of backdrops left exposed shall be draped or finished at the expense of the Exhibiting Company.
- n). Exhibiting Company shall be responsible for making any arrangements and providing its own for labor. Loading, electricity, gas, water, and other utilities (and special services) are provided only when the Exhibiting Company orders them through MCS or Drury Lane. Exhibiting Company shall pay through authorized parties in compliance with city/state regulations, insurance, and other requirements, and shall be responsible for directly communicating with said service providers regarding products/services, time, process, etc.
- o). If an Exhibiting Company provides volunteers to assist CAA at the show, their interactions outside of their assigned booth space are limited to the parameters of their assigned volunteer position.
- p). CAA has the right to adjust booth assignments and numbers, and to relocate booth spaces as well as make reasonable changes in the rules, exhibit hours, and the move in/move out day/time/arrangements at any time.

q). CAA shall not be held responsible for the performance of the venue's wireless internet services, or for any services/goods/products that the Exhibiting Company contracts for through MCS, Drury Lane Theatre & Conference Center, or any other third-party. This includes (but is not limited to):

Materials shipped to Drury Lane Theatre & Conference Center or through MCS that do not arrive at the event, or arrive damaged and/or damage to Exhibiting Company's property

r). CAA reserves the right to create/use photography and video taken at the show for marketing, sales, publicity, and other use, including: exhibitors, their booth staff, their booth, and attendees. These images will be CAA's sole property, free of any claims of the company or any persons deriving any rights or interest from the exhibiting company.

s). CAA reserves the right to prohibit a company from exhibiting/sponsoring/participating (at the sole discretion of the CAA Executive Vice President) in TSEC.

t.) All sponsoring companies must be Exhibiting Companies or Regular Members of CAA.

u). All points not covered by the aforementioned are subject to the decision of the CAA Executive Vice President.

7. Violations

If at any point the Exhibiting Company or Exhibiting Company Representatives are found in violation of the terms of this Agreement, CAA has the right to require the Exhibiting Company or Exhibiting Company Representatives to leave the TSEC immediately and not return, and to decline any refund of payment.

Any Exhibiting Company observed selling a product or service outside of their booth or obstructing aisles will be reported to show management and escorted off the show floor.

If Exhibiting Company or Exhibiting Company Representatives are found to be out of compliance with the aforementioned rules & regulations, they may be required to leave the show at any time without refund of any registration or sponsorship payments.

Exhibiting Companies found selling outside of their booth or violating these rules may be required to leave the TSEC without any return on registration or sponsorship payments.

Any Exhibiting Company found to be breaking down their booth ANYTIME prior to 3pm on show day, will be subject to \$1,000 fine and may be prohibited from exhibiting at future CAA shows.

In addition to or in conjunction with the remedies set forth above, enforcement of any of the provisions contained in this Agreement, or any rules and regulations hereunder, may be by proceeding at law or in equity by CAA against any entity, person or persons violating or attempting to violate any such provision, and failure by CAA to enforce any provision shall in no event be deemed a waiver of the right to do so thereafter.

8. Safe Environment

CAA supports a Safe Environment at the TSEC, and all other CAA sponsored events, in which attendees refrain from engaging in any activity that disturbs, threatens, or harasses CAA agents or employees, or any other attendee or third-party vendor, based upon race, color, creed, religion, gender or gender identity, sex, national origin, ancestry, age, marital status, disability, parental status, physical or mental disability, sexual orientation, or any other protected class as provided under state law. CAA expects all Exhibiting Companies to promote a Safe Environment at the TSEC and admonish its agents and employees of the same. CAA assumes no duty or liability under this provision.

THIS AGREEMENT IS CONSIDERED TO BE CONTRACTURAL UPON THE PURCHASE OF BOOTH SPACE.