

Conference &
Trade Show



Exhibitor Service Manual

May 6-8

HOU
TX

2024

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Exhibitor Schedule

Sunday, May 5

- 8:00 a.m. – 3:00 p.m. General Contractor and Heavy Equipment Scheduled Move-In
12:00 p.m. – 5:00 p.m. Exhibitor Check-In & Set-Up
-

Monday, May 6

- 7:30 a.m. – 5:00 p.m. Exhibitor Check-In & Set-Up
5:30 p.m. – 7:00 p.m. Conference Reception (Tickets available for advance purchase)
• *Marriott Marquis - Parkview Terrace*
-

Tuesday, May 7

- 7:00 a.m. – 6:00 p.m. Attendee/Exhibitor Registration
• *George R. Brown Convention Center*
7:00 a.m. – 9:00 a.m. Completion of Booth Set-Up
9:00 a.m. – 10:00 a.m. Final Preparations by Freeman for Trade Show Opening
10:00 a.m. – 6:00 p.m. Trade Show
-

Wednesday, May 8

- 7:30 a.m. – 12:00 p.m. Attendee/Exhibitor Registration
• *George R. Brown Convention Center*
9:00 a.m. Trade Show Opens
9:00 a.m. – 12:00 p.m. Onsite Rebooking for the ILTA 2025 Trade Show
12:00 p.m. Trade Show Closes
12:00 p.m. – 7:00 p.m. Exhibitor Move-Out
10:00 p.m. Move-Out Completed

Important Dates & Deadlines

March 1	Deadline to Submit Show Guide Listing
March 1	Artwork Deadline for Show Guide Advertising
April 5	Lead Retrieval Discount Order Deadline
April 5 –April 29	Dates for Advanced Shipments to Warehouse
April 8	Freeman Discount Rates Deadline
April 12	Hotel Room Guarantee Cut-Off Date
April 15	Levy & Associates Order Deadline
April 19	Staging Solutions Order Deadline
April 19	SmartCity Discount Order Deadline
April 19	Deadline to Submit Certificate of Liability Insurance

Show Rules & Regulations:

INFORMATION FOR EXHIBITORS

The International Liquid Terminals Association (ILTA), its officers, employees, and agents involved in the management of the Conference & Trade Show shall have full authority to interpret and enforce all rules and regulations governing Exhibitors. All matters and questions not specifically addressed in the rules shall be subject to final determination by ILTA. The rules may be amended at any time by ILTA upon written notice by ILTA to Exhibitors.

ILTA reserves the right to evict any person who does not abide by the rules and regulations established for this event. In addition, failure to comply with these policies may result in loss of priority as an exhibitor and/or exclusion from future trade shows.

Cancellation of Trade Show/Force Majeure

It is mutually agreed that in the event of cancellation of the ILTA Trade Show due to force majeure, including but not limited to acts of God, government regulation, disaster, strikes, civil disorder, damage to the facility and/or its environs, major construction at the facility, or some emergency making it inadvisable, illegal, or impossible to provide accommodations and/or meeting facilities, or for attendees to reach the meeting site in the foregoing circumstances, this agreement shall be terminated and ILTA will determine an equitable basis for the refund of such portion of the exhibit fees as is possible, after due consideration of expenditures and commitments already made.

Exhibitor Eligibility

ILTA reserves the right to determine the eligibility of any exhibitor. Exhibits and the conduct of exhibitors are subject to ILTA's approval. ILTA reserves the right to require modification of any exhibit that is not appropriate for ILTA's terminal industry trade show. This applies to displays, literature, advertising, novelties, souvenirs, and the conduct of representatives. The acceptance of an exhibitor does not indicate an endorsement by ILTA of any equipment, supply, or service and exhibitors may not state or imply any such endorsements to any third party.

Exhibit Operations

- Exhibit booths must be always staffed by at least one responsible company representative during show hours.
- Exhibit booth floor must be covered by appropriate carpeting or other material prior to the opening of the trade show. Floor covering is not included in the exhibit fee. If the booth floor is not covered, ILTA will request carpet and bill the exhibitor.
- Exhibits may not be taken down prior to the closing of trade show on Wednesday, May 8.
- No food or beverage service other than that provided by the convention center is allowed anywhere on the premises.

Show Rules & Regulations: Information for Exhibitors (cont.)

Exhibit Operations (cont.)

- All booths must be kept clean to the satisfaction of ILTA. If necessary, ILTA may request booth cleaning and bill the exhibitor.
- For their own protection, minors are not permitted in the exhibit area at any time, including move-in and move-out or at the social and networking events.
- Exhibitors will abide by all laws, rules, regulations, and ordinances of all government authorities and those of the facility, and agree that said laws, rules, regulations, and ordinances supersede any rights of the exhibitor.
- ILTA has the right to impose further reasonable rules and restrictions that it deems necessary.

Booth Personnel and Marketing Activities

- Booth personnel and their contractors must maintain a professional appearance and always wear appropriate apparel. Business or business casual attire is recommended.
- Show management reserves the right to make determinations on appropriate apparel.
- Exhibitors must confine their activities to the space for which they have contracted. Strolling entertainment is prohibited. Souvenirs/samples may be distributed only from the confines of the booth.
- All marketing must remain within the contracted exhibit space.
- Marketing materials may not be placed in any area that is not within the boundaries of the exhibit booth.
- Show management reserves the right to remove individuals or discard display materials that do not comply with these guidelines.

Noise

- Exhibitors may not use amplifying equipment that is distracting to the atmosphere of the exhibition or annoying to neighboring exhibitors.
- ILTA reserves the right to impose limitations on noise levels and any method of operation that becomes objectionable. Such equipment shall be kept at a sufficiently low volume so as not to project beyond the confines of the Exhibitor's booth.
- No music of any kind is permitted in the exhibit areas. Any exhibit display in violation of this rule will be disassembled by show management.

Booth Displays

Advertising, logos, and displays are not to exceed 8 feet in height. No exhibit may exceed 4½ feet in height if it extends over 5 feet forward from the back drape. Freestanding back walls must be within 18" of the back drape. All exhibitors wishing to exceed 8 feet in height must be in an island configuration. These requirements are necessary to provide visual access to all booths. All unfinished parts of a display/exhibit that are exposed and facing an aisle or neighboring exhibitor must be curtained off at the exhibitor's expense. Any exhibit display in violation will be disassembled by show management.

Any tent, canopy, Double Decker, or covered booth will require a standby. If 50% or more of the top is covered with a material that will not allow water to reach the floor underneath, this will require a standby. Any tent/canopy that exceeds 1,200 sq. ft. or greater will require a Tent permit from the Houston Fire Department.

Types of Booths

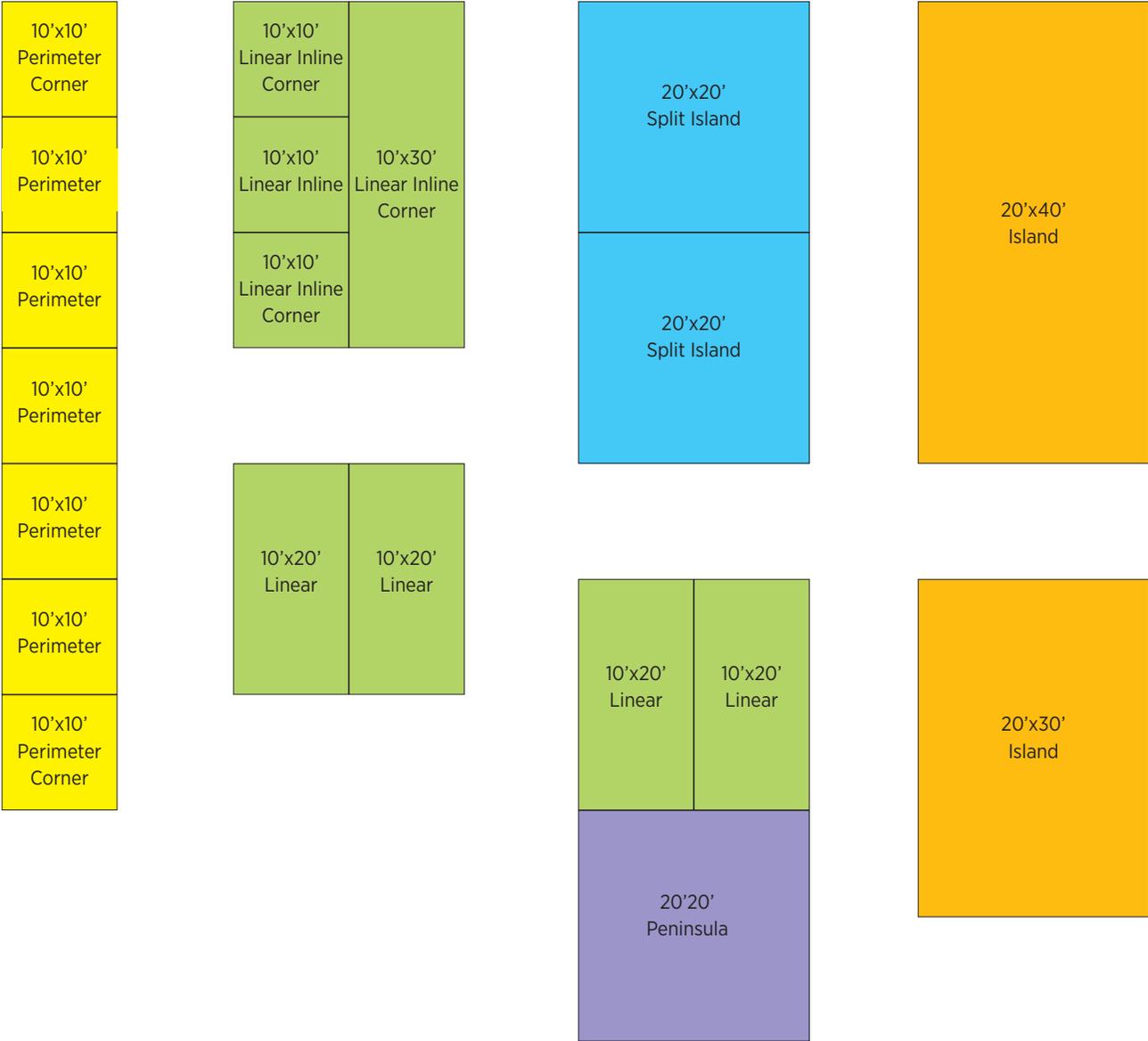
LINEAR/INLINE (GREEN): Linear Booths, also called “inline” booths, are generally arranged in a straight line and have neighboring exhibitors on their immediate right and left, leaving only one side exposed to the aisle.

PERIMETER (YELLOW): A Perimeter Booth is a Linear Booth that backs to an outside wall of the exhibit facility rather than to another exhibit.

PENINSULA (PURPLE): A Peninsula Booth is exposed to aisles on three sides, and is a minimum of 400 sq. ft. There are two types of Peninsula Booths: (a) one which backs to Linear Booths, and (b) one which backs to another Peninsula Booth and is referred to as a “Split Island Booth.”

SPLIT ISLAND (BLUE): A Split Island Booth is a Peninsula Booth, which shares a common back-wall with another Peninsula Booth.

ISLAND (ORANGE): An Island Booth is any size booth exposed to aisles on all four sides.



Booth Height Restrictions

Linear Exhibits (“IN-LINE”)

- **NO HANGING SIGNS PERMITTED**
- **Back wall height limitation of all structures including logos is 8’**

Display materials should be arranged in such a manner so as not to obstruct sight lines of neighboring exhibitors. The maximum height of exhibits (including decorations) is 8’. All display fixtures over 4’ in height and placed within 10 lineal feet of an adjoining exhibit must be confined to that area of the exhibitor’s space that is at least 5’ from the aisle line. No solid exhibit construction may exceed 42” in height except in the rear one-half of the booth. The intent of the height and depth restrictions is that each exhibitor is entitled to a reasonable sight line from the aisles regardless of the size of exhibit.

Corner Exhibits

- **NO HANGING SIGNS PERMITTED**

A Corner Booth is a Linear Booth (“In-Line”) exposed to aisles on two sides. All other guidelines for Linear Booths apply.

Island Exhibits (20’ x 20’ or larger)

- **Height limit INCLUDING signage is 25’ (Top of sign at 25’)**

An Island Booth is any size booth exposed to aisles on all four sides.

Dimensions: An Island Booth is typically 20’x20’ or larger, although it may be configured differently.

Use of Space: The entire cubic content of the space may be used up the maximum allowable height.

Peninsula Exhibits

- **NO HANGING SIGNS PERMITTED**
- **Back wall height limitation of all structures including logos is 8’**

A Peninsula Booth is exposed to aisles on three (3) sides and composed of a minimum of four booths. There are two types of Peninsula Booths: one which backs up to Linear Booths, and one which backs to another Peninsula Booth and is referred to as a “Split Island Booth.”

Dimensions: A Peninsula Booth is usually 20’x20’ or larger. When a Peninsula Booth backs up to two Linear Booths, the back wall is restricted to four feet (4’) high within five feet (5’) of each aisle, permitting adequate line of sight for the adjoining Linear Booths.

End-Cap Exhibits

- **NO HANGING SIGNS PERMITTED**
- **Back wall height limitation is 8’**

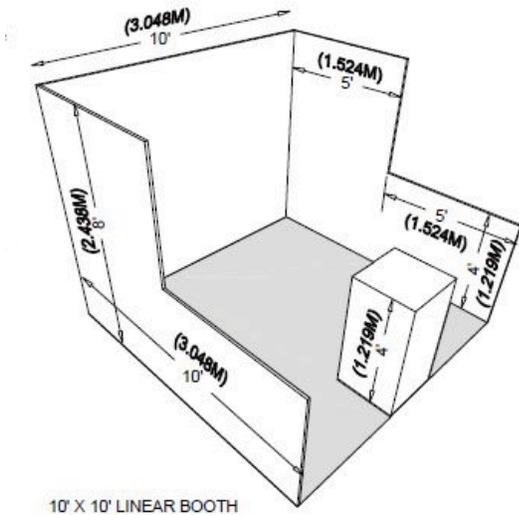
An End-cap Booth is exposed to aisles on three sides and composed of two booths.

Dimensions: End-cap Booths are generally ten feet (10’) deep by twenty feet (20’) wide. The maximum back wall height of eight feet (8’) is allowed only in the rear half of the booth space and within five feet (5’) of the two side aisles with a four foot (4’) height restriction imposed on all materials in the remaining space

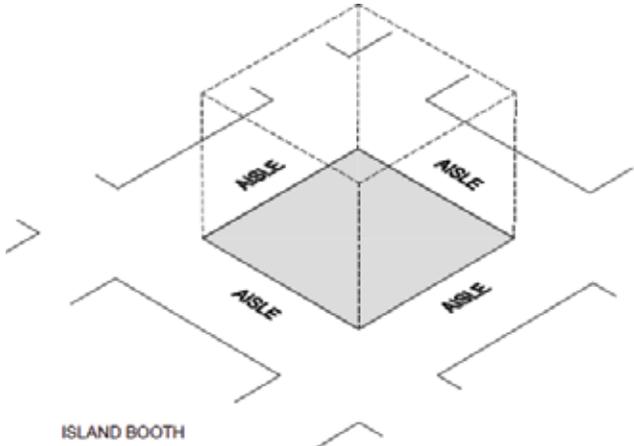
Please refer to the diagrams immediately following for a pictorial description of the blocking rules and height restrictions.

Booth Layouts

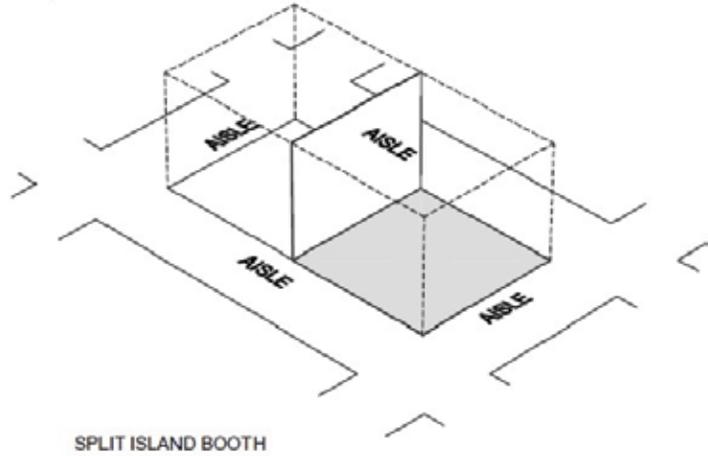
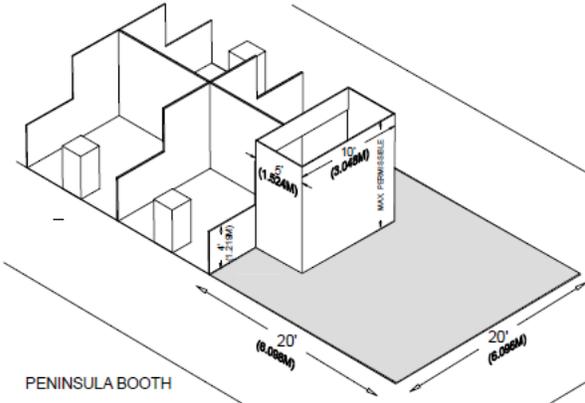
▼ Linear Exhibits (“IN-LINE”)



▼ Island Exhibits (20' x 20' or larger)



▼ Peninsula & Split Island Exhibits (20' x 20' or larger)



Checking in with Show Management

A representative from each exhibiting company must check in at the Exhibitor Registration Desk by 8:00 AM on Tuesday, May 8, 2024. After that time, unclaimed booth space will be awarded to other exhibitors. If this occurs, the “no-show” exhibitor will not be entitled to a refund of the exhibit fee, and the exhibitor may not be allowed to exhibit in future ILTA shows.

Subletting Exhibit Space

Subletting exhibit space is prohibited. The exhibiting company signing the booth contract must occupy the space.

Sharing Exhibit Space

Sharing space must be approved by ILTA in advance and in writing at least 4 weeks prior to event. Only affiliated companies are permitted to share booths. Companies requesting to share a booth must provide information on the affiliation between companies. By affiliated, we mean a parent company and its subsidiary, or a group of affiliated companies all owned by a parent company. Typical commercial relationships, or arrangements for providing mutual assistance, are not adequate to justify booth sharing. Shared booth space must be 10x20 or larger.

Solicitation

Solicitation by non-exhibitors is strictly prohibited. Non-exhibitors found soliciting outside of a booth should be reported to ILTA, and they will be removed from the trade show floor.

Hospitality Suites and Meetings

- Non-exhibitors may not host meetings or hospitality suites at the Marriott Marquis-Houston, the Hilton Americas-Houston or the George R. Brown Convention Center from May 6–8, 2024.
- Requests to host meetings or hospitality suites at the Marriott Marquis-Houston, the Hilton Americas-Houston or the George R. Brown Convention Center must be approved by ILTA at least 4 weeks prior to event. Companies receiving approval to host a hospitality suite must agree to comply with the terms of the ILTA Hospitality Suite Agreement.
- Meetings or social activities (including hospitality suites) may not be scheduled during ILTA meetings, exhibition hours, or other ILTA sponsored functions.
- Hospitality suite attendance may not be solicited by individuals who are not full-time employees, agents or representatives of the sponsoring company.
- Other than in-hotel hospitality suites, any exhibitor sponsoring a function to which 25 or more people are invited must submit its plan to ILTA for review and approval prior to scheduling the function.
- Food, beverage, and service personnel (bartenders, hosts, etc.) must be obtained through the convention center/hotel catering department.
- Suite activities should not include elaborate entertainment, or expensive door prizes.
- ILTA reserves the right to deny permission for hospitality suites and the marketing of hospitality suites.

Insurance Requirements

Houston First Corporation and The George R. Brown Convention Center require all exhibitors carry insurance, including workers' compensation, before exhibitors are allowed to move in to the facility. An original Certificate of Insurance is due to ILTA by April 19, 2024 and must include the dates May 6–8, 2024.

- Commercial General Liability insurance against claims for bodily injury or death and property damage occurring in or upon or resulting from the premises. The coverage must provide protection of not less than \$1,000,000 per occurrence, and \$2,000,000 aggregate and such insurance shall include (a) advertising injury and (b) personal injury; and
- Workers' Compensation (statutory amount).

ILTA, Houston First Corporation, and the City of Houston shall be named as an additional insured on exhibitor's policies, except workers' compensation, without any restrictive modifications. All policies shall show the exhibitor's name as it is known to ILTA and shall contain an endorsement waiving any claim or right of subrogation against ILTA.

The issuer of any policy shall have a Best's rating of at least B+ and a Best's financial size category of Class IV or better, according to the most recent edition of Best's Key Rating Guide, Property-Casualty United States.

Any exhibiting company that does not provide a valid certificate of insurance to ILTA by April 19, 2024, ILTA will purchase insurance on their behalf and will be invoiced at a later date.

Payment / Fees

1. Membership dues for 2024 must be paid in full by the booth payment deadline for the member fee to apply.
2. In addition to the actual exhibit space, the fee includes an 8' high back drape and 3' high side rails, a company identification sign, aisle carpet throughout the exhibit hall, aisle signs identifying booth numbers, general security during the official show hours, a full listing with contact information and company description in the show guide and on the mobile app, and the final registrant mailing list.
3. Exhibitor agrees that a NON-REFUNDABLE deposit equal to 50% of the total booth fee is due within 45 days of application submission. Exhibitor also agrees to pay remainder of the booth fee no later than February 29, 2024. Fees are not refundable after February 29, 2024. Make all checks payable to ILTA.
4. Companies applying for booth space after February 29, 2024 must pay the full booth fee when submitting application.

Exhibitor Move In & Set Up

- Sunday, May 5 12:00 PM – 5:00 PM
- Monday, May 6 7:00 AM – 5:00 PM
- Tuesday, May 7 7:00 AM – 9:00 AM

All exhibits must be set up by 9:00 AM on Tuesday, May 7. All empty shipping crates and cartons shall be labeled identifying the company name and booth number for storage during the show. Proper labeling will facilitate the return of packing materials at the close of the show. Exhibitors handling their own freight must make their own arrangements for storage during the show. Please note that the convention center has no storage facilities. Any exhibitor using an independent contractor for setting up and/or tearing down a booth must provide a certificate of general liability insurance from that contractor to ILTA (*see insurance requirements above*).

All exhibits must be set up by 9:00 AM on Tuesday, May 7. Exhibitors who have failed to complete set-up by 9:00 AM on Tuesday, May 7 will be fined \$1000 and will be deducted 5 priority points from their company profile.

Show Rules & Regulations: Information for Exhibitors (cont.)

Exhibitor Move Out & Tear Down

Wednesday, May 8 12:00 PM – 7:00 PM

As a consideration to ILTA attendees and exhibitors, no exhibit may be dismantled or any booth abandoned prior to 12:00 PM on Wednesday, May 8. Dismantling exhibits includes packing equipment, literature, display materials, graphics, giveaways, or in any way altering the appearance of an exhibit. Dismantling exhibits or “preparing to dismantle” before the show closes is prohibited. Failure to comply with this policy will result in a fine of \$500.00, loss of booking priority as an exhibitor, and exhibitor may lose the right to exhibit in future ILTA shows. ILTA staff and floor monitors will be monitoring the aisles to enforce this policy. Any material left on the trade show floor after 7:00 PM on Wednesday, May 8 that is not packed, crated, or covered by a Bill of Lading for shipment will be packed, shipped, or stored at the discretion of Freeman Decorating Company (FDC) with all expenses billed to the exhibitor of record.

Trade Show Hours

Tuesday, May 7 10:00 AM – 6:00 PM
Wednesday, May 8 9:00 AM – 12:00 PM

Exhibitor Services

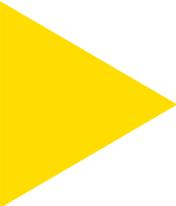
Freeman is the General Service Contractor.

Freight & Shipping Information

Exhibitors may use the freight company of their choice but may wish to consider shipping through Freeman Transportation to Freeman’s warehouse space. Freight delivered to the convention center by Freeman has priority for unloading, which makes scheduling easier. In addition, if you ship ahead, you can verify that your freight has arrived (you may NOT ship ahead to the convention center or to the hotel). Only Freeman personnel or your own employees can move freight onto the exhibit floor, and only Freeman can move freight if heavy equipment is required.

SHIPPING INFORMATION

Warehouse Shipping Address:



Exhibiting Company Name / Booth #
ILTA 2024 CONFERENCE & TRADE SHOW
C/O Jetco/Freeman
3010 Aldine Bender Rd
Houston, TX 77032

Limitation of Liability for Failure to Award Exhibit Space

ILTA will not be liable for failure to award exhibit space to an applicant, nor will ILTA be liable for any failure of performance (including, but not limited to, those listed below) resulting in denial of exhibit space to an applicant.

1. Failure of the U.S. Postal Service or any delivery service to deliver an application to former exhibitors and potential new exhibitors.
2. Failure of the U.S. Postal Service or any delivery service to deliver to ILTA the application of a former exhibitor or a potential new exhibitor.
3. Failure of ILTA to send an application to any former exhibitor or potential exhibitor.
4. Failure of applicant to use the company name known to ILTA.

Security/Liability

ILTA will provide appropriate security in order to ensure the safety of its attendees and Exhibitors.

ILTA, the George R. Brown Convention Center and Houston First Corporation (HFC) assume no responsibility for loss, damage or theft incurred to any exhibit or property of the Exhibitor.

ILTA, the George R. Brown Convention Center and the Houston First Corporation (HFC) cannot guarantee against loss or damage of any kind but will endeavor to protect the property of the exhibitors by locking the doors after exhibit hours and providing appropriate security.

Exhibitors having portable merchandise of high value are cautioned against leaving such material exposed in the exhibit areas after show hours.

Unauthorized persons will not be permitted to enter or remain in the exhibit areas after closing hours; however, certain authorized persons may have access to the exhibit areas at any time.

Any exhibitor may furnish additional security at his/her discretion and expense. Please notify ILTA if you will be providing additional security.

Exhibitor agrees to hold harmless ILTA, Houston First Corporation, the George R. Brown Convention Center, the Marriott Marquis-Houston, and Freeman Decorating Company from and against any loss, liability, or claims whatsoever including , but not limited to damages for injury to persons property caused by negligence or other action relating Exhibitor's use of the facility or participating in the Show, including acts by the Exhibitor, its agents or employees. Loss or injury due to theft, damage by fire, accident or any other causes will be covered by Exhibitor's insurance or self-insurance. All liability and hold harmless provisions in this Contract shall survive the termination of this Contract.

Exhibitor agrees to be responsible for any damages caused by their employees or agents.

Fire Safety

Fire regulations require all display material used for decoration to be flameproof. All electrical equipment used in conjunction with the display's installation, operation, and dismantling must be in good operating condition and able to pass the inspection of the local Fire Marshall. Storage of excess materials around or behind the exhibit/display is prohibited.

Exhibitors shall comply with all local, city, state and federal safety, fire and health laws, ordinances and regulations, **Rules and Regulations** of the George R. Brown Convention Center regarding the installation, dismantling and operation of the exhibit. This information will be included in the online Freeman portal.

Copyrighted Works

Exhibitor acknowledges and agrees that it shall be solely responsible for obtaining any licenses, permits, etc. which may be required for it to broadcast, perform, or display any copyrighted materials including, but not limited to, music, video, and software. Exhibitor shall indemnify, defend and hold harmless ILTA, the George R. Brown Convention Center, the City of Houston, Texas, their respective directors, officers, employees and agents, and each of them, from and against any and all claims and expenses, including attorney's fees and costs, arising out of or related to Exhibitor's breach of this provision. The terms of this provision shall survive the termination or expiration of this Agreement.

Americans with Disabilities Act

Exhibitor represents and warrants that its exhibit and product/service information shall comply with the Americans with Disabilities Act, its regulations, and guidelines (collectively "ADA"). Exhibitor shall indemnify, defend and hold harmless ILTA, the George R. Brown Convention Center, the City of Houston, Texas, their respective directors, officers, employees and agents, and each of them, from and against any and all claims and expenses, including attorney's fees and costs, arising out of or related to Exhibitor's breach of this provision or noncompliance with any provision of the ADA.

Online Freeman Exhibitor Portal

Freeman, ILTA's General Services Contractor, offers a **convenient online portal** which includes additional exhibitor information, online forms and access to exhibitor services.

Login is simple. Either login with existing account info used for a prior ILTA event or click on **"Create an Account"** if login is for a new user.

There is a **"Forgot Username or Password"** option if you cannot remember your login credentials.

Book Your Hotel Rooms Now!

GROUP RATE DEADLINE: FRIDAY, APRIL 12, 2024



Marriott Marquis Houston

1777 Walker Street | Houston, TX 77010 USA

Phone: 713-654-1777

Make your reservation online or call at 888-236-2427.

The group rate is \$260/night plus taxes and fees. To get this rate, please mention that you are attending the ILTA 2024 Conference and Trade Show. The deadline for the group rate is Friday, April 12, 2024 (rooms may not be available at the group rate after the deadline, and rooms are on a first-come first-serve basis).

Check-in is at 4:00 p.m.; check-out is at 12:00 p.m.

Reservations made after April 12th will be subject to availability.

Official Service Providers

PLEASE NOTE: ILTA has not contracted with any other company to serve as representatives on behalf of the companies listed above. If you are contacted by a company offering services other than the companies listed, please contact Meredith DeZemler at mdezemler@ilta.org.

Below is the list of service providers for the 2024 show:

Official Service Contractor

(Material handling, machinery rigging, rental furnishings, labor, carpet, etc.)

Freeman

9258 Park South View

Houston, TX 77051

Phone: (888) 508-5054

Website: <https://www.freemanco.com/documents/faqs#contactUS>

Lead Retrieval Services

American Tradeshow Services

217 General Patton Avenue

Mandeville, LA 70471

Phone: (985) 240-5507

Email: orders@american-tradeshow.com

Audio Visual/Computer Rental

Staging Solutions

2014 Lou Ellen Ln.

Houston, TX 77018

Phone: (713) 853-8180

Website: www.stagingsolutions.com

Email: GRBexhibit@stagingsolutions.com

Exhibitor Catering

Levy Food Services

1001 Avenida de las Americas

Houston, TX 77010

Phone: (713) 853-8113

Email: aaron.gonzalez@levyrestaurants.com

Hotel Accommodations

Marriott Marquis Houston

1777 Walker Street

Houston, TX 77010

Phone: (713) 654-1777

Website: www.marriottmarquishouston.com

Booth Cleaning

George R. Brown Convention Center

1001 Avenida de las Americas

Houston, TX 77010

Phone: (713) 853-8001

Email: GRBExhibitorservices@houstonfirst.com

Website: www.GRBBoothCleaning.com

Utilities

(Internet, telephone, electrical service, air, water & gas)

Smart City Electric, Inc.

5795 W. Badura Avenue, Suite 110

Las Vegas, NV 89118

Phone: (888) 446-6911

Email: customerservice@smartcitynetworks.com

Website: <https://orders.smartcitynetworks.com>

Floral Provider

Spencer Florabunda Ltd.

P.O. Box 88207

Houston, TX 77288-0207

Phone: (713) 222-6666

Email: sales@florabundatx.com