

SHDA

Security Hardware Distributors Association



43rd Annual Industry Advancement Summit

Your Roadmap for Success

Pointe Hilton Squaw Peak Resort, Phoenix, Arizona

Tuesday, April 30 – Friday, May 3, 2013

Pre-Summit Golf Outing – Monday April 29

Schedule of Events

SHDA 43rd Annual Industry Advancement Summit

Monday, April 29, 2013

- 1:00 pm – 7:00 pm SHDA Golf Outing
Lookout Mountain Golf Club
at Pointe Hilton Tapatio Cliffs
(a 10-15 minute transfer from
the Squaw Peak Resort)
- 3:30 pm – 4:30 pm Ben Silver Trustees Meeting
- 4:30 pm – 5:30 pm Finance Committee Meeting

Tuesday, April 30, 2013

- 7:30 am – 8:00 am Board & Committee
Breakfast
- 8:00 am – 5:00 pm Registration
- 8:00 am – 10:00 am Committee Meetings
- 10:00 am – 11:30 am Board Meeting
- 11:45 am – 3:30 pm **Ben Silver Education Session***
(Seminar includes a luncheon
at the 11:45 am start)
- 3:30 pm – 3:50 pm First Time Attendee Welcome
- 4:00 pm – 5:00 pm One-on-One Scheduling
Session
- 5:30 pm – 7:00 pm SHDA Networking
Cocktail Reception

Wednesday, May 1, 2013

- 7:00 am – 7:45 am Breakfast
- 8:00 am – 11:55 am **One-on-One Sessions begin:**
25-minute sessions (eight) –
with 5 minutes travel time
- 12:00 pm – 1:20 pm Members' Luncheon
- 1:30 pm – 5:55 pm 25-minute sessions (nine) –
with 5 minutes travel time
- 6:00 pm – 7:00 pm SHDA Networking Cocktail
Reception

Thursday, May 2, 2013

- 7:00 am – 7:45 am Breakfast
- 8:00 am – 11:55 am **One-on-One Sessions begin:**
25-minute sessions (eight) –
with five minutes travel time
- 12:00 pm – 1:20 pm Lunch
- 1:30 pm – 5:55 pm 25-minute sessions
(nine) – with five
minutes travel time
- 6:00 pm – 7:00 pm SHDA Networking
Cocktail Reception

Friday, May 3, 2013

- 6:50 am – 7:20 am Continental Breakfast
- 7:30 am – 11:00 am **One-on-One
Sessions begin:**
25-minute sessions
(seven) – with five
minutes travel time
- 11:00 am Convention Ends,
Check Outs and
Departures

* Optional Events Require Pre-Registration

Welcome to Phoenix!

SHDA's 43rd Annual Industry Advancement Summit returns to sunny Phoenix, Arizona on April 30 – May 3, 2013, with an opportunity to extend your networking and

"I think the SHDA Annual Summit is a unique outlet to share information within our industry. The time spent in the one on one sessions with the manufacturers is invaluable."

EDUCATION

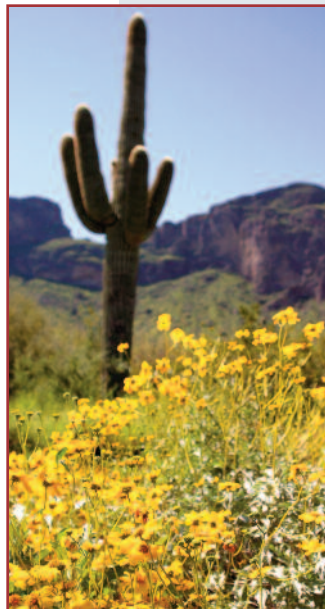
enjoyment of the Phoenix sun by participating in a golf outing on Monday, April 29. The Pointe Hilton Squaw Peak Resort, host of SHDA's 2005, 2009 and 2011 Summit, is an ideal venue for the quality of networking, education and interchange of ideas that members' have come to value so highly. For more than 40 years, the annual SHDA Summit has served the security hardware industry by featuring invaluable One-on-One business appointments where leading Distributors can meet with the 63 SHDA member industry supplier partners in one convenient location, saving their companies hundreds of hours and thousands of dollars annually. See "Maximizing Your Results!" on the next page for more information on the One-on-One conferences.

The Summit offers two full and one half-day of One-on-One appointments. Based on member feedback, your Board of Directors has decided to offer **expanded 25-minute appointments** for the entire Summit to allow partners who need to spend a bit more time to get the full benefit of tailored attention, allowing distributors to make up to 41 appointments. SHDA encourages distributor companies to bring more than one principal to enhance their capacity to expand their exposure to all manufacturer participants. A full "dance card" of appointments will allow all attendees to leave Phoenix with a full complement of business contacts completed and work goals achieved.

The Security Hardware Distributors Association's mission is to *continually improve, through education and services, the proficiency of security distributors in order that they are the most effective and efficient conduit to the marketplace.* The 2013 Summit schedule, as well as the additional networking and educational opportunities offered in Phoenix, will further enhance this commitment to our members.

SHDA's Annual Industry Advancement Summit will provide you with tangible, take-home knowledge that will help you run a better business, provided through SHDA's 2013 Ben Silver Education Program. Presenter, Bob DeStefano, has over 17 years-experience helping business leaders leverage online marketing to produce bottom line results. He is excited to have the opportunity to continue the conversation that he started with attendees in 2012 in Chicago by offering his brand new program "Stop Marketing Like It's 1999: A Roadmap for Sales Success in the 21st Century".

Register now to join your industry colleagues in Phoenix on April 30 – May 3 – you won't want to miss this one!



Maximize Your Results!

The One-on-One Conferences are the most vital part of SHDA membership. Both Distributor and Associate members agree that this unique opportunity to meet with more than 50 industry partners in a matter of two and a half days is one of the most significant benefits of membership.

What are the One-on-Ones? They are a series of appointments that allow distributors a unique opportunity to meet directly with the key representatives of both present and future suppliers. They afford the opportunity for both distributors and suppliers to discuss market trends, review new products and plan future strategies. On Tuesday afternoon at 4:00 pm, Distributors will set up sequential 25-minute appointments for Wednesday, Thursday and Friday morning. During the morning and afternoon of these two days, they will circulate along the Manufacturer Suite portion of the Pointe Hilton Suites visiting the supplier members of SHDA.

"I have been attending SHDA for over 25 years as both a Distributor and a Manufacturer. There is no greater way for us to convey so much vital information and share so many ideas more efficiently with so many people."

Here are a few tips to help you prepare for and conduct these One-on-One sessions:

Distributors should:

- Prepare market data for each vendor
- Check with field personnel for details on products and servicing
- Gather necessary input to maximize your vendor relationship

Manufacturers may wish to bring:

- New product information
- New programs
- Advertising plans
- Individual distributor sales figures
- Vendor sales trends

Important Reminder

The purpose of the One-on-One Conferences is to provide Distributors and Manufacturers a cost effective opportunity to meet with their market partners under one roof. SHDA strives to provide this opportunity to all delegates in a time-efficient fashion at the lowest cost possible. With this in mind, manufacturers are reminded that no alcoholic beverages or food should be permitted in the conference.

**BACK BY
POPULAR
DEMAND!**

BEN SILVER SEMINAR

Tuesday, April 30, 2013

11:45 am – 3:30 pm

Featuring **Bob DeStefano**
SVM E-Marketing Solutions



Bob DeStefano is an online marketing strategist and professional speaker with over 17 years of experience helping B-to-B companies leverage online marketing to produce bottom-line results.

Through his speaking, writing and consulting, Bob makes online marketing understandable and

empowers business leaders with actionable tips and strategies they can put to work immediately to:

- Increase sales & profits
- Generate new business leads
- Strengthen relationships with customers
- Boost marketing results on a limited budget
- Measure marketing ROI

PROFIT

Bob's online marketing career began during the birth of internet marketing in the early 1990's serving as a strategic planner for Dean Witter, Discover & Co. specializing in online marketing strategies. At Dean Witter, Bob spearheaded the creation of the company's first Website.

As president of SVM E-Marketing Solutions, a leading online marketing agency, Bob has worked with a wide variety of companies, from Fortune 500 companies to small family-owned businesses, to help them leverage online marketing to produce bottom-line results. Bob is the author of the B-to-B Online Marketing Toolkit, a step-by-step system for leveraging online marketing to produce bottom-line results. In addition, Bob is a regular contributor to a variety of publications, including Modern Distribution Management and MarketingPros, on the subject of actionable online marketing strategies.

Stop Marketing Like It's 1999!

A Roadmap for Sales Success in the 21st Century

For generations, industrial companies relied heavily on face-to-face selling as the primary driver for new business growth. While the role of the salesperson is still critical, your old tactics are no longer enough to compete in this rapidly evolving marketplace. The changing face and needs of your customers, combined with the rise of online and mobile technologies in the workplace, has rendered your old tactics inadequate. If you're still relying on marketing strategies from the last decade, your company's success may be in question for the next decade. It's time to step up and take action. But what should you do?

This powerful presentation will provide you with a roadmap to prepare your marketing and sales team for success in the online future.

You will learn:

- Why NOW is the time to transform your marketing
- How to increase sales by marketing your knowledge
- How to REALLY do business online
- How to prepare your sales force for the online future
- How to succeed online without alienating your Boomer customers
- How to Transform your marketing into a measurable investment

NOTE: Separate Registration Fee Required

SHDA Golf Outing

Monday, April 29, 2013
Shotgun Start at 1:00 pm

Range Balls available prior to start

Price: \$153 includes greens fee and cart, range balls, a sleeve of balls, tournament services, supper and prizes. A casual supper will be served at the end of the outing.

Pre-registration required.

Welcome to the Lookout Mountain Golf Club at Pointe Hilton Tapatio Cliffs Resort. This magnificent par-71 course has garnered many honors. Golf Digest named it one of the 450 best public courses in the country and Lookout Mountain has been consistently voted one of the top 25 golf courses in the state of Arizona. The golf course has also hosted celebrity events such as the Harmon Killebrew Invitational, the Royce Clayton Charity Classic and the Phoenix Suns Scramble.

Featuring lush greens entwined by carefully preserved Sonoran Desert Terrain, this championship 18-hole course combines spectacular scenery with challenging play. In fact, you may see quail or even a coyote out on the course. (Please let them play through).

Soak up the Arizona sunshine, as you enjoy this Golf Outing with your fellow SHDA attendees. Closest to the pin, longest drive and other contests will get your competitive juices flowing, as you enjoy the Scramble format. Price includes Greens fee and cart, range balls, a sleeve of balls and prizes.

The Lookout Mountain GC is located at Pointe Hilton Tapatio Cliffs Resort
11111 N. 7th Street Phoenix, Arizona 85020
Phone: 602-866-7500

Registration Summary/Deadlines

MEETING – Early Registration Discount

Deadline: March 1, 2013

Register by March 1, 2013 to take advantage of the discounted delegate registration fee of \$395 (check) or \$410 (credit card), and to guarantee your company's listing in the Preliminary Registration Roster, which will be available on the web and updated every Wednesday evening beginning on March 13, 2013.

MEETING – Regular and Mail-In Registration

Deadline: March 18, 2013

Register by March 18, 2013 to secure the regular delegate registration fee of \$465 (check) or \$490 (credit card) and to guarantee your company's listing in the Official Conference program which will be distributed to all attendees at the Conference in Phoenix.

After this date, fax your registration form to SHDA at (410) 263-1659 and pay the Late Registration Fee of \$495 (check) or \$510 (credit card).

Mail all Meeting Registrations and payment to:

SHDA, 105 Eastern Ave., Suite 104, Annapolis, MD 21403-3300.
Make all checks payable to SHDA.

Spouse Registration Fee - \$275

SHDA's Spouse Registration Fee is designed to be an economical way for your spouse or companion who is over the age of 18 to attend all of the convention activities. Registered spouses are welcome and encouraged to participate in SHDA activities.

Registration and Cancellation Policies

In order to obtain a refund for convention registration fees written notice of cancellation is required, to be received at the SHDA office, by the dates noted below:

- **By March 1, 2013** – for Full Refund
- **By April 3, 2013** – for 50% Refund
- **After April 3, 2013 - No Refund**, with the exception of a medical emergency. If you must cancel your meeting registration, it is also your responsibility to cancel hotel room reservations.

Admittance to convention activities will be by badge.

Non-registered spouses will not receive a badge.

Registration Info:

Register Early to Receive Early Bird Registration Discount and First Choice of Manufacturer Suite Location!

Manufacturer Suite Reservation Form on Page 6

- **Early Delegate Registration Fee...**\$395 (check) or \$410 (cc)
- **Spouse Registration...**\$275

Included in registration fee:

- All conference materials (program, badge, etc.) *
- Networking opportunities with your marketing partners in the One-on-One Conference Program
- Three breakfasts *
- Two luncheons *
- Three cocktail receptions (with open bar)*

** Included in spouse registration fee – badge admits spouses to SHDA functions*

- **Early Bird Registration Deadline** – March 1, 2013
- **Hotel Sleeping Room Deadline** – April 1, 2013
- **March 18, 2013 for inclusion in the Official 43rd Annual Industry Advancement Summit Program.** Registrations received after this deadline will appear on the supplemental registration list available onsite at the Annual Summit.

Register online at www.shda.org

43rd Annual Industry Advancement Summit - Registration Form

Pointe Hilton Squaw Peak Resort • Phoenix, Arizona • Tuesday, April 30 – Friday, May 3, 2013

Pre-Summit Golf Outing – Monday April 29

Please Check One: Distributor Associate Please check if first time attendee

Please type or print information, as you would like it to appear on your Registration Badge and in the Official Convention Program.

Please submit one copy of this form, or a photocopy for each individual or family attending SHDA's 43rd Annual Industry Advancement Summit.

Payment must accompany your registration. To register by fax, sign this registration form, indicating your VISA, MasterCard, Discover or American Express number and the expiration date. Or, mail a copy of the completed form with your check to: SHDA, 105 Eastern Avenue, Suite 104, Annapolis, MD 21403-3300. Delegate registration forms received by March 1, 2013 will qualify for the \$395 early registration, cash discount fee or \$410 early registration credit card fee. The \$465 regular registration, cash discount fee or \$490 regular registration credit card fee will apply to delegate registrations received between March 2, 2013 and March 18, 2013. All delegates registered by March 18, 2013 will appear in the Official Conference Program. Delegate registrations received after March 18, 2013 will pay the \$495 late-faxed-in, cash discount fee or \$510 late-faxed-in credit card fee.

Delegate Name _____ Badge Nickname _____

Title _____ Company Name _____

Company Address _____

City _____ State/Province _____ Zip/Postal Code _____ Country _____

Country _____ Email _____

Phone _____ Fax _____

Do you have any physical conditions requiring special needs? YES NO If yes, please specify. _____

Do you have any dietary restrictions? YES NO If yes, please list: _____

Spouse Name (if attending) _____ Badge Nickname _____

Guest/Companion Name _____ Badge Nickname _____

Home Address (spouse/guest correspondence will be mailed to the home, if requested) _____

City _____ State/Province _____ Zip/Postal Code _____ Country _____

Do you have any physical conditions requiring special needs? YES NO If yes, please specify. _____

Do you have any dietary restrictions? YES NO If yes, please list: _____

Registration Fees/ Sign Up Sheet

| | |
|---|----------------|
| Delegate Name _____ | |
| Delegate Early Registration Fee, cash discount (If paid by March 1, 2013) | \$395 \$ _____ |
| Delegate Early Registration Fee, credit card payment (If paid by March 1, 2013) | \$410 \$ _____ |
| Delegate Regular Registration Fee, cash discount (If paid between March 2, 2013 and March 18, 2013) | \$465 \$ _____ |
| Delegate Regular Registration Fee, credit card payment (If paid between March 2, 2013 and March 18, 2013) | \$490 \$ _____ |
| Delegate Late-Fax-In Registration Fee, cash discount (If paid after March 18, 2013) | \$495 \$ _____ |
| Delegate Late-Fax-In Registration Fee, credit card payment (If paid after March 18, 2013) | \$510 \$ _____ |
| Spouse/Companion/Guest Registration Fee, cash discount | \$275 \$ _____ |
| Spouse/Companion/Guest Registration Fee, credit card payment | \$290 \$ _____ |
| Ben Silver Seminar (Tuesday, April 30, 2013), cash discount | \$150 \$ _____ |
| Ben Silver Seminar (Tuesday, April 30, 2013), credit card payment | \$165 \$ _____ |
| Golf Tournament (Monday, April 29, 1:00 pm) | \$153 \$ _____ |
| Delegate Golf Club Rental Indicate <input type="checkbox"/> Left or <input type="checkbox"/> Right (tax included) | \$44 \$ _____ |
| Indicate Handicap/Average Score: _____ I'd like to play with: _____ | |
| Spouse/Guest Companion Golf Club Rental Indicate Left or Right (tax included) (Spouses will be paired with the Delegate Spouse unless otherwise indicated) | \$44 \$ _____ |
| Total Fees Due for Each Attendee | \$ _____ |
| My company would also like to contribute to the Ben Silver Fund. I have enclosed a contribution of | \$ _____ |
| GRAND TOTAL DUE: | \$ _____ |

Payment Options

GRAND TOTAL DUE: \$ _____

Enclosed is my check for \$ _____

Please make checks payable in U.S. dollars, to **SHDA**, and mail to:

SHDA
105 Eastern Avenue, Suite 104
Annapolis, MD 21403-3300.

Please charge to my (check one)
 VISA MasterCard Discover American Express

Account # _____

Exp. Date _____ Verification Code _____

Name on card (please type or print)

Card Signature

Telephone Inquiries (410) 940-6346

Register by Fax (410) 263-1659

Register online at www.shda.org

For office use only

Check Date _____

Check # _____

Invoice # _____

43rd Annual Industry Advancement Summit

Manufacturer Suite Reservation Form

Pointe Hilton Squaw Peak Resort • Phoenix, Arizona • Tuesday, April 30 – Friday, May 3, 2013

ALL RESERVATIONS MUST BE MADE BY: April 1, 2013

Associate Members must use this form to reserve their One-on-One Conference Suites. Manufacturers' Suites must be reserved as a three-night package. Additional nights may be added to accommodate individual travel plans. Be sure to reserve your accommodations through the SHDA Office no later than April 1, 2013. You must also register as a delegate to the conference on page 5.

Last Name _____ First Name _____

Company Name (as it should be listed in the Official Conference Program) _____

Company Address _____

City _____ State/Province _____ Zip/Postal Code _____ Country _____

Phone _____ Fax _____

Name(s) of person(s) sharing accommodations: _____

Number of people in room: _____

Special requests: _____

If you would like your suite to be placed next to specific companies, please list them below. *Requests are not guaranteed.*

To avoid suite placement near your primary competitor(s), please list them below. *Requests are not guaranteed.*

Please indicate preference accommodations: King Double/Double Handicap Access

** Please note, all accommodations are non-smoking due to local laws.*

Manufacturer Suite \$861.00 single occupancy or double occupancy (price includes boom & tax) 3 nights deposit required.

Please note: This price is exactly the same as 2011!

Each additional night may be added at \$287 per night, single occupancy or double occupancy. If you are playing golf in the SHDA Golf Outing (at 1:00 pm on Monday April 29), you may need to add one or two additional nights' lodging. Please note: you should allow a **minimum** of 90 minutes from airline arrival time at Phoenix Sky Harbor International Airport to reach the golf course.

3 nights lodging deposit @ \$861.00, cash advance (check) Arrival Date: _____ Departure Date: _____

3 nights lodging deposit @ \$904.00, credit card payment Arrival Date: _____ Departure Date: _____

4 nights lodging deposit @ \$1,148.00, cash advance Arrival Date: _____ Departure Date: _____

4 nights lodging deposit @ \$1,205.00, credit card payment Arrival Date: _____ Departure Date: _____

5 nights lodging deposit @ \$1,435.00, cash advance Arrival Date: _____ Departure Date: _____

5 nights lodging deposit @ \$1,507.00, credit card payment. Arrival Date: _____ Departure Date: _____

6 nights lodging deposit @ 1,722.00, cash advance. Arrival Date: _____ Departure Date: _____

6 nights deposit @ \$1,808.00, credit card payment Arrival Date: _____ Departure Date: _____

Your package price includes room and tax only - incidentals are on own.

Suite cancellations and full refunds will be honored until Monday, March 1, 2013. Suite cancellations after this date will not be refunded unless due to a medical emergency provided in writing to SHDA Headquarters. As a courtesy, please notify SHDA if you plan to check out before Friday, May 3. Partial refunds will not be provided unless due to a medical emergency provided in writing to SHDA Headquarters.

Check-In: 4:00 p.m. – Check-Out: 11:00 am (immediately following the last One-on-One Conference on Friday)

Accommodations will be confirmed with a credit card guarantee. Credit Card: VISA MasterCard Discover American Express

Cardholder's Name: _____ Cardholder's Signature _____

Credit Card number: _____ Expiration Date: _____ Security Code: _____

I, _____, give authorization to SHDA Headquarters to charge my credit card.

Signature: _____ Phone _____

Mail or fax this page with your credit card information directly to:

SHDA Headquarters 105 Eastern Ave., Suite 104, Annapolis, MD 21403 • Fax: 410-263-1659

6 Questions? Call 410-940-6346

Hotel Information

Pointe Hilton Squaw Peak Resort

7677 North 16th Street • Phoenix, Arizona 85020



Reservations:

1-800-876-4683

Resort:

602-997-2626

Resort Fax:

602-997-2391

Check-in: 4:00 pm

Check-out: 11:00 am

The Pointe Hilton Squaw Peak Resort offers 563 suites, 48,000 square feet of meeting space, three restaurants and a standard of excellence that has earned it AAA's Four Diamond award, Meetings & Conventions' Gold Key and most recently, an award of excellence from Corporate & Incentive Travel.

The Resort's two-room suites offer a choice of one king bed or two queen beds. Both single and double accommodations may include a queen sleeper sofa in the living room, if requested. All Standard Suites feature a wet bar with a refrigerator for guest's convenience, and are equipped with two two-line telephones and television in both the bedroom and the living room as well as hair dryers, irons and ironing boards. Each two-room suite has one bedroom and a separate living room area.

Dining options on property include: Rico's American Grill featuring all the foods you love - American favorites served with a Southwestern flair, The Hole-in-the-Wall serving down-home Western fare beside the waters of the River Ranch and Slim Picken's presenting casual dining and libations at the River Ranch.

A true resort property in sunny Phoenix, Arizona, spectacular water features are an integral part of a stay at the Squaw Peak Resort. The Hole-in-the-Wall River Ranch features acres of water fun, including a half-mile lazy river for tubing and a 130-foot slide known as Slippery Rock Slide. A beautiful lagoon pool with a 10-foot waterfall offers a relaxing ambiance while a sports pool entertains the more active. From the Spanish phrase "Touching the Mountains," Tocasierra Spa & Salon is continually expanding with new services offering the most updated treatments in anticipation of your needs and desires, leaving you feeling relaxed and rejuvenated.

Pricing: If you are reserving a sleeping room only (*not a company One-on-One Suite*), please call 1-800-876-4683 to make your sleeping room reservation directly with the Pointe Hilton Squaw Peak Resort. Make certain that you mention that you will be attending the SHDA conference to receive the special SHDA room rate:

Single or Double Occupancy Room Rate: \$209.00, plus state and local taxes.

SHDA sleeping rooms will be available until April 1, 2013. After this date, rooms may be available on a space available/rate available basis. *It is vitally important that you reserve your accommodations at the Pointe Hilton Squaw Peak Resort. SHDA is contractually obligated to fill our hotel room block and may be exposed to significant financial liability should our members fail to support this room block.*

If you are an Associate (manufacturer) member and you are reserving your company's One-on-One Suite, please fill out the Associate Member One-on-One Reservation Form on Page 6. You do not need to contact the hotel for this suite – it will be assigned by SHDA.

Logistics

Phoenix Sky Harbor International Airport (PHX) is one of the ten busiest airports in the world. On a typical day nearly 1,500 aircraft arrive and depart. PHX is served by 16 airlines including:

| | | |
|-------------------|--------------------------|----------------|
| AeroMexico | www.areomexico.com | (800) 237-6639 |
| Air Canada | www.aircanada.ca | (888) 247-2262 |
| Air Tran | www.airtran.com | (800) 247-8726 |
| Alaska Airlines | www.alaskaair.com | (800) 426-0333 |
| American | www.aa.com | (800) 433-7300 |
| British Airways | www.british-airways.com | (800) 247-9297 |
| Delta | www.delta-air.com | (800) 221-1212 |
| Frontier | www.frontierairlines.com | (800) 432-1359 |
| Great Lakes | www.greatlakesav.com | (800) 554-5111 |
| Hawaiian Airlines | www.hawaiianair.com | (800) 367-5320 |
| Jet Blue Airways | www.jetblue.com | (800) 538-2583 |
| Southwest | www.southwest.com | (800) 435-9792 |
| Sun Country | www.suncountry.com | (800) 359-6786 |
| United | www.ual.com | (800) 241-6522 |
| US Airways | www.usairways.com | (800) 428-4322 |
| West Jet | www.westjet.com | (888) 937-8538 |

Ground Transportation

RENTAL CAR Special rates have been established through

Hertz Hertz for SHDA members if you plan on renting a car at the Phoenix Airport. The rates are listed below and include unlimited mileage. Rates are available from April 22 to May 10, 2013. Weekend daily rates are available from noon Thursday – Monday at 11:59 pm. Please call 1-800-654-2240 and refer to Hertz code: CV# 027W0019

TAXIS Taxi terminal access is as follows: Terminal 2: North curbside, Terminal 3: North curbside and Terminal 4: Level 1, north curbside.

The following taxis are contracted to pick up passengers at Phoenix Sky Harbor:

- **Apache Taxi:** (480) 557-7000
- **AAA/Yellow Cab:** (480) 888-8888
- **Mayflower Cab:** (602) 955-1355

Rates remain the same regardless of company, number of passengers and number of bags. The first mile is \$5.00. Each additional mile is \$2.00. Each hour of a traffic delay is \$23.00. The minimum fare is \$15.00. Each per trip airport surcharge is \$1.00. You can plan on approximately 8 miles to reach the Pointe Hilton Squaw Peak Resort.

LIMOUSINES Limousines offer airport-to-door service. For-hire limousines are available on the south curbs of Terminals 3 & 4 and just east of the north curb of Terminal 2. Rates vary according to destinations but typically range from \$35 to \$85.

The following limousine services are contracted to pick up passengers at Phoenix Sky Harbor:

- **Zion Limousine:** (602) 694-6064
- **Mechelle Limousine:** (602) 501-5199
- **Black Pearl Limo:** (602) 290-8923
- **All Star Trans:** (480) 628-3722
- **Monarch Limousine:** (602) 531-6132
- **AMP Enterprises:** (480) 961-1100

SCHEDULED VANS The SuperShuttle operates 24 hours on a scheduled basis, with vans departing every 15 minutes from 9 a.m. to 9 p.m. Call (602) 244-9000 for more information. For the telecommunications device for the deaf (TDD), please call (602) 243-7786.

Van terminal access is as follows: Terminal 2: North curbside, Terminal 3: North and south curbside and Terminal 4: Level 1, north and south curbside.

SUCCESS

"It is a meeting that serves us well in both tactical and strategic planning."

Networking:

SHDA's Annual Conferences are considered the best networking opportunity in the industry. The 43rd Annual Industry Advancement Summit will be no exception, as SHDA strives to combine education and industry development with relationship building and fun. With a Welcome Reception, two nights of Networking Receptions and several Networking Breakfasts and Luncheons, there will be plenty of chances to enhance your business relationships. Whether you're in a business session, a cocktail reception or simply in taking a break in the sunshine, you will come away knowing that you have met with many of your dealers or suppliers without the cost or hassle of hours of travel time. SHDA's 43rd Annual Industry Advancement Summit will bring you together conveniently and affordably.



Welcoming Reception

- Tuesday, April 30, 2013
5:30 pm – 7:00 pm

SHDA Networking Cocktail Receptions

- Wednesday, May 1, 2013
6:00 pm – 7:00 pm
- Thursday, May 2, 2013
6:00 pm – 7:00 pm

SHDA Networking Luncheons

- Wednesday, May 1, 2013
12:00 pm – 1:20 pm
- Thursday, May 2, 2013
12:00 pm – 1:20 pm

SHDA receptions and cocktail parties are casual affairs. Networking receptions will feature light hors d'oeuvres and an open bar. There are two restaurants on property for a full dinner after the receptions.

Weather

Phoenix generally experiences temperatures in the upper 80's and lows in the mid 60's during mid-spring. A light jacket or sweater may be handy for evenings.

Wardrobe

The attire for the 43rd Annual Industry Advancement Summit is business casual. For men, golf shirt or dress shirts and leisure slacks are appropriate. For women, skirt or pant sets and business casual dresses are appropriate. Meeting rooms can be chilly, so sweaters are also helpful. And please pack your sunscreen, as you walk the open air corridor to meetings, you will catch more of the intense Arizona sun than you might predict.