

1) **INSTRUCTION FOR PROCESSING THE ORDER FORM**

- a) Exhibitor information must be completed and clearly indicated on "Utilities Order Form" along with "Services Payment Form".
- b) If paying by credit card, "Services Payment Form" must be filled in completely and clearly.
- c) Payment in full for utilities services must accompany the order form and be in CANADIAN FUNDS.

2) **ADVANCE RATE, REGULAR RATE AND LABOUR RATES** (Rates are based on a maximum of 5 days. For services over 5 days please contact Operations, at 403-273-8064, for pricing.)

- a) **Advance Rate** – In order to receive the advance rate, a completed order form with payment must be received by the Operations Department at GCS no less than fourteen (14) days prior to the first scheduled exhibitor move in. NO EXCEPTIONS.
- b) **Regular Rate** – The regular rate will apply for orders received within fourteen (14) days of show move-in or during the event.
- c) **Labour Rates** – Work done after 5:00 p.m. and anytime on Saturdays, Sundays or holidays is at the overtime rate. Services are provided in the most convenient manner for the GCS Technicians. Special placement, connections, and/or changes after the initial installation will require additional labour and material charges.

3) **REGULATIONS AND LIMITATION OF LIABILITY**

- a) Exhibitors are not permitted to share services. All orders must be placed individually.
- b) **GCS reserves the right to refuse service for situations it deems as unsafe.**
- c) Delivery of services, equipment or products ordered less than 14 days in advance of your event may not be guaranteed by GCS.
- d) All equipment must conform to all federal, provincial, and local regulations and fire codes.

4) **EQUIPMENT PROCEDURES**

- a) Material and equipment provided by GCS for this order shall remain the property of the GCS.
- b) Exhibitors will be responsible for the protection, safekeeping and return of any equipment rented from GCS. Additional charges will apply for rental equipment that is damaged or not returned.
- c) There will be a labour charge to move/change location of already installed utilities.

5) **PAYMENT, PRICING, REFUNDS AND SERVICE CHARGE**

- a) **PAYMENT IN FULL:** Exhibitors will be required to pay in full for services at the conclusion of the show.
- b) **PRICING:** GCS reserves the right to adjust pricing on orders calculated inaccurately or received after the deadline date for the advance rate.
- c) **CREDIT CARD: Exhibitors paying by credit card:** Completion of the "Services Payment Form" with an authorized signature or e-mail constitutes as approval for the payment of pre-ordered and on-site services and equipment.
- d) **CHEQUE: Exhibitors paying by cheque:** Payment for services made by company or personal cheque will only be accepted 14 days prior to the first scheduled move-in day. Personal cheques must be certified. **Make cheque payable to:** Global Convention Services Ltd.
- e) **REFUNDS:** Services ordered, installed but not used will not be refunded.
- f) **SERVICE CHARGE(S):** There will be a \$25.00 service charge for NSF cheques, declined or incorrect credit card information.

6) **CANCELLATION, CLAIMS OR DISCREPANCIES POLICY**

- a) Any services or special ordered items cancelled within 5 days of the show opening will be charged a cancellation fee, priced to be quoted. Orders cancelled on-site will be charged full amount for the service requested on the signed and agreed order form.
- b) All claims or discrepancies must be presented by the Exhibitor to GCS site desk prior to the show closing. Claims will not be considered once show has closed. GCS site desk will be clearly identified on site.

7) **EXCLUSIVITY AND LEGAL ENTITY**

- a) GCS is the exclusive supplier of all electrical, telecommunications (data, internet, telephone, cabling, and satellite services), and utility services within the Calgary TELUS Convention Centre (CTCC).