

Here are the tradeshow forms you will need to order the following services: electrical, internet, utilities, sign/banner installation & dismantling, telecommunication, audio visual and catering services.

Listed below is the contact information for the Calgary TELUS Convention Centre (CTCC), FMAV and Marriott Calgary Downtown Hotel.

MAIN CONTACTS	
SUPPLIER FORMS	CONTACT
<p><u>CALGARY TELUS CONVENTION CENTRE:</u></p> <ul style="list-style-type: none"> Services Payment Form Electrical / Internet / Telecommunication / Utilities / Sign/Banner Installation & Dismantling / Exhibitor Building Regulations <p>ORDERS MUST BE RECEIVED BY _____ TO QUALIFY FOR THE ADVANCE RATE</p>	<p>Lisa Massier Calgary TELUS Convention Centre</p> <p>P: 403-261-8559 F: 403-261-8581 E: shows@calgary-convention.com</p>
<p><u>MARRIOTT CALGARY DOWNTOWN EXHIBITOR CATERING STANDARD FORM:</u></p> <p>No outside food and beverage is allowed in the facility without approval from the Marriott Calgary Downtown.</p> <ul style="list-style-type: none"> Credit Card Authorization - Catering Services For in-booth catering services For approval of food/drink samples to be given out at booth i.e. water, bottles, ice cream bars, etc. 	<p>Marriott Calgary Downtown Hotel</p> <p>P: 403-261-8500 F: 403-261-8510</p>
<p><u>FMAV:</u></p> <ul style="list-style-type: none"> <u>Audio Visual Rental Order Form</u> 	<p>FMAV</p> <p>P: 1-888-287-3687 E: exhibits@fmav.ca</p>

TOP 5 EXHIBITOR REMINDERS

- ✔ Please read the Exhibitor Building Regulations for rules and regulations within CTCC.
- ✔ All decorative material, banners, signs and hanging decor **must be CAN/ULC-S109** certified or treated with a flame retardant solution. Proof of flame retardant documentation must be stored in your booth.
- ✔ All banners must meet all safety/compliance standards and documentation must be received by the CTCC prior to installation.
- ✔ Animal authorization forms must be received prior to the animal being brought into the facility.
- ✔ No cooking is allowed in the tradeshow. Food warming is permitted with CTCC approval. **Commercial grade equipment must be used for food warming. Residential equipment is not permitted.** A portable Class K and 2A-10BC fire extinguisher needs to be in the booth.

MAILING ADDRESS: 120 NINTH AVENUE SOUTHEAST CALGARY, ALBERTA, CANADA T2G OP3
PH # 403.261.8559 FX # 403.261.8581 E-MAIL shows@calgary-convention.com

ADVANCE RATE DEADLINE DATE: _____

NAME OF SHOW: _____ **EVENT ID** _____

EXHIBITOR INFORMATION

Booth #(s): _____ Show Dates: _____

Company Name: _____ Contact Name: _____

Address: _____

City: _____ Province/State _____ Code _____

Phone #: _____ Fax #: _____ E-mail: _____

METHOD OF PAYMENT – CHECK ONE (✓) – GST # R122089576

CHEQUE (made out to the Calgary TELUS Convention Centre in Canadian funds. Cheque only accepted until the Advance Rate Deadline Date

Credit Card - Please fill out the "Credit Card Information & Authorization" section.

CREDIT CARD INFORMATION & AUTHORIZATION

Check one MasterCard Visa Amex

Card Number: _____ Expiry Date: ____/____
(Please print numbers neatly and clearly.)

Cardholder Name (Print name as it appears on the card): _____

Cardholder Signature: _____

IMPORTANT – READ CAREFULLY

- I, the undersigned, am the card holder of the credit card specified above.
- I further verify that the signature above is my signature as indicated on the reverse of the card specified.
- I hereby authorize the Calgary TELUS Convention Centre to charge my credit card for the following:
 - For services pre-ordered or ordered on-site.
 - For any outstanding balance on services ordered.
 - For a cheque that is NSF, the balance owing plus a service charge of \$25.00.

TOTAL OF SERVICES ORDER		CALCULATION OF SERVICES	
Electrical Order Form	\$	THE CALGARY TELUS CONVENTION CENTRE RESERVES THE RIGHT TO ADJUST PRICING ON ORDERS IF CALCULATED INCORRECTLY, RECEIVED AFTER THE DEADLINE DATE FOR THE ADVANCE RATE OR IF ADDITIONAL SERVICES ARE ORDERED ON-SITE.	
Internet Order Form	\$		
Telecommunication & Cable TV Order Form	\$		
Sign/Banner Installation & Dismantling Order Form	\$		
Utilities Order Form	\$		
Other:	\$		
Total Amount Due	\$	_____	INITIAL HERE THAT YOU HAVE READ THE BUILDING REGULATIONS FOR EXHIBITORS

If you require a copy of your credit card receipt, please indicate below how you would like your receipt(s) sent. If you are having your receipt e-mailed, faxed or mailed please ensure the information is printed completely and clearly in the space above.

E-mail Fax Mail

Delivery of services, equipment or products ordered less than 14 days in advance of your event may not be guaranteed by the CTCC.

MAILING ADDRESS: 120 NINTH AVENUE SOUTHEAST, CALGARY, ALBERTA, CANADA T2G OP3

PH 403.261.8559 FX 403.261.8581 E-MAIL shows@calgary-convention.com

The Calgary TELUS Convention Centre is the exclusive provider of all electrical services. (See reverse/next page – CTCC Instructions and Conditions - Electrical)

ADVANCE RATE DEADLINE DATE: _____

NAME OF SHOW: _____

EVENT ID _____

EXHIBITOR INFORMATION

Booth #(s): _____ Show Dates: _____

Company Name: _____ Contact Name: _____

Address: _____

City: _____ Province/State _____ Code _____

Phone #: _____ Fax #: _____ E-mail: _____

PAYMENT NOTICE

This form is your official invoice. Orders will only be accepted if paid in full, in Canadian Dollars, by either credit card or company cheque. Orders paid by company cheque will only accepted 14 days prior to the first scheduled move-in date. ADVANCE RATE APPLIES ONLY TO ORDERS PAID IN FULL AND RECEIVED 14 DAYS PRIOR TO THE FIRST SCHEDULED MOVE-IN DAY. NO EXCEPTIONS.

ELECTRICAL SERVICES

Quantity	Description	NEMA #	Advance Rate	Regular Rate	Total
	15 Amp - 120 Volt	Standard Outlet	\$105.00	\$130.00	
	20 Amp - 120 Volt		\$165.00	\$185.00	
	20 Amp – 208 Volt		\$250.00	\$325.00	
	30 Amp – 208 Volt		\$350.00	\$400.00	
	50 Amp – 208 Volt		\$375.00	\$450.00	
	20 Amp 3 Phase – 208 Volt		\$400.00	\$525.00	
	30 Amp 3 Phase – 208 Volt		\$450.00	\$550.00	
	60 Amp 3 Phase – 208 Volt		\$550.00	\$650.00	
	100 Amp 3 Phase – 208 Volt		\$825.00	\$950.00	
	200 Amp 3 Phase – 208 Volt		\$950.00	\$1,300.00	
	400 Amp 3 Phase – 208 Volt		\$1,500.00	\$1,750.00	

EQUIPMENT RENTAL- (DUPLEX POWER IS NOT INCLUDED IN EQUIPMENT RENTALS)

	Extension Cord (5m) (Flat electrical cords are not available)		\$15.00	\$20.00	
	Power Bar		\$15.00	\$20.00	

ELECTRICIAN LABOUR - (SEE REVERSE/NEXT PAGE – CTCC INSTRUCTIONS AND CONDITIONS – ELECTRICAL - POINT 2c, 4b, 4e & 4f)

	M-F 0700-1700 (Min. 1 hr.)		\$95.00	\$100.00	
	M-F 1700-0700 & All Day S & S (Min. hrs. to be quoted)		\$165.00	\$215.00	
	Stat Holidays or Emergency Call In (Min. 4 hrs.) –		Price to be Quoted		

SPECIAL REQUIREMENTS (PLEASE CONTACT FACILITIES AT 403.261-8559 FOR QUOTE ON SPECIAL REQUIREMENTS)

	Amps	Phase	Volts	NEMA NUMBER
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MISCELLANEOUS CHARGES: Description of Charge

If requesting power to be placed in particular locations additional labour charges will apply. Also an electrical drawing must be included; if not included power will not be installed until someone is on-site to direct electrician. If electrical needs to be installed under carpet, labour charge does not include cutting of any carpet. Arrangements must be made with your show services provider. Additional labour charges may apply for special connections or wiring, please contact Facilities at 403.261.8559 or fax 403.261.8581 for more information

Subtotal

(5%) GST

Total

METHOD OF PAYMENT (GST # R122089576) & SENDING OF CREDIT CARD RECEIPT

COMPLETE ONE COPY OF THE SERVICES PAYMENT FORM FOR ALL SERVICES ORDERED.

SEND CREDIT CARD RECEIPT E-MAIL FAX MAIL _____

CALGARY TELUS CONVENTION CENTRE (CTCC) INSTRUCTIONS AND CONDITIONS - ELECTRICAL

1) INSTRUCTION FOR PROCESSING THE ORDER FORM

- a) Exhibitor information and method of payment must be marked on order form.
- b) If paying by credit card, one "Services Payment Form" must be filled in completely and clearly.
- c) Payment in full for 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 Facilities, at 403.261.8559, for pricing.)

- a) **Advance Rate** – In order to receive the advance rate, a completed order form with payment must be received by the Facilities Department at the CTCC 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 Rate** – Will be charged in one-hour increments. Services are provided in the most convenient manner for the CTCC Electrician. Special placement, connections, and/or changes after the initial installation will require additional labour and material charges.

3) REGULATIONS

- a) Exhibitors are not permitted to share electrical service; all orders must be placed individually.
- b) Standard wall and other permanent building utility outlets or sockets are not part of booth space and may not be used by exhibitors unless electrical services have been ordered.
- c) The use of external power sources i.e. batteries or generators to operate lights or other pieces of equipment must have approval by the CTCC.
- d) All electrical connection, installations, assemblies, equipment or motors must conform to all federal, provincial, and local electrical and fire codes.
- e) Exhibitor's equipment must conform to the CTCC electrical receptacles, any adaptors or transforms required is the responsibility of the exhibitor.
- f) Delivery of services, equipment or products ordered less than 14 days in advance of your event may not be guaranteed by the CTCC.
- g) **The CTCC reserves the right to refuse service for situations it deems as unsafe.**
- h) **Only the CTCC Electrician can make electrical connections, disconnections, modify system wiring or cabling. Unauthorized electrical disconnect, of power above a 15 amp 120-volt outlet, is a serious health and safety infraction. Live cables or wires left unattended compromise the safety of the Calgary TELUS Convention Centre, staff and supplier staff. Unauthorized electrical disconnection will result in an administrative charge of \$500.00 or investigation from Workplace Health and Safety, or both.**

4) EQUIPMENT PROCEDURES

- a) One standard duplex receptacle supplies a maximum of 12 amps of electrical power at 120 volts. When exhibitor requirements exceed 12 amps, additional receptacles must be ordered to prevent overloading. Overloading of circuitry, regardless of voltage and amperage, will be excusable only on the first interruption of power; if a power interruption occurs again labour charges will apply.
- b) On the 15-amp 120-volt outlet, Electrician labour is not required unless it needs to be placed in a particular location or if it needs to be hardwired.
- c) The CTCC requires a scale drawing of your exhibit space showing where electrical connections need to be placed when paying for Electrician labour. A scale drawing must be provided when ordering any service over a 15 amps or for special connections.
- d) Material and equipment provided by the CTCC for this order shall remain the property of the CTCC. Additional charges will apply for rental equipment that is damaged or not returned i.e. extension cords and power bars. Exhibitors will be responsible for the safekeeping of equipment during the show and returning the CTCC rented equipment at the end of the show.
- e) There will be a labour charge to move/change the location of already installed electrical services.
- f) Connection charges cover the cost of electrical connections to one point in booth. Charges do not cover wiring within booth, repair work or any special wiring from disconnect switch or distribution panel to exhibitor's equipment. Work performed in booth or for special wiring will be charged on a time and material basis.

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:** The CTCC 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 cheque must be certified. **Make cheque payable to:** Calgary TELUS Convention Centre.
- e) **REFUNDS:** There will be no refunds for services ordered and installed but not used.
- f) **SERVICE CHARGE (S):** There will be a \$25.00 service charge for NSF cheque, declined or incorrect credit card information.

6) CANCELLATION, CLAIMS OR DISCREPANCIES POLICY

- a) Any electrical services cancelled within 5 days of the show opening will be charged a cancellation fee. Orders cancelled on-site will be charged the full amount for the service(s) requested.
- b) All claims or discrepancies must be presented by the Exhibitor to the CTCC site desk, located on the main floor of the north building, prior to the show closing. Claims will not be considered once show has closed.

7) EXCLUSIVITY AND LEGAL ENTITY

- a) The CTCC is the exclusive supplier of all electrical, telecommunications (data, internet, telephone, cabling and satellite services), sign banner installation, utility services within our facility.
- b) The CTCC is operated by the Calgary Convention Centre Authority.

MAILING ADDRESS: 120 NINTH AVENUE SOUTHEAST, CALGARY, ALBERTA, CANADA T2G OP3
PH 403.261.8559 FX 403.261.8581 E-MAIL shows@calgary-convention.com

The Calgary TELUS Convention Centre is the exclusive provider of all internet services. (See reverse/next page - CTCC Instructions and Conditions - Internet)

ADVANCE RATE DEADLINE DATE: _____

NAME OF SHOW: _____ **EVENT ID** _____

EXHIBITOR INFORMATION

Booth #(s): _____ Show Dates: _____
 Company Name: _____ Contact Name: _____
 Address: _____
 City: _____ Province/State: _____ Code: _____
 Phone #: _____ Fax #: _____ E-mail: _____

PAYMENT NOTICE

This form is your official invoice. Orders will only be accepted if paid in full, in Canadian Dollars, by either credit card or company cheque. Orders paid by company cheque will only be accepted 14 days prior to the first scheduled move-in date. **ADVANCE RATE APPLIES ONLY TO ORDERS PAID IN FULL AND RECEIVED 14 DAYS PRIOR TO THE FIRST SCHEDULED MOVE-IN DAY. NO EXCEPTIONS.**

WIRED INTERNET SERVICES

Quantity	Service Type	Advanced Rate	Regular Rate	Total
	Shared High Speed Internet with 1 IP Address (Service includes 1 cat 5 cable) (See point 4a. on the CTCC – Instruction and Conditions – Internet)	\$200.00	\$350.00	
	E-10 Internet (Dedicated Port) with 1 IP Addresses – 10 MB Ethernet connection with NAT and DHCP Service. (Service includes 1 cat 5 cable)	\$300.00	\$600.00	
	Additional IP Addresses for Shared or E10 Internet – Each device connected to the internet, is subject to the additional IP Addresses charge.	\$100.00	\$150.00	

WIRELESS INTERNET SERVICES –

	Premium Wireless Internet (10 MBps) – (. Price is per connection, per day. Connection is per device and is not transferable to another device once connected). Can be used for high volume internet usage, streaming videos or presentations			
	Premium Wireless Internet (1 to 9 Connections) – Per Connection, per day)	\$25.00	\$45.00	
	Premium Wireless Internet (10+ Connections) – Per Connection, per day)	\$15.00	\$35.00	
	Number of Connections Required _____ Date Internet Is to be active _____ Date Internet to be Disconnected _____	Number of Days Requested: _____ X \$ _____		

LABOUR – (SEE REVERSE/NEXT PAGE – CTCC INSTRUCTIONS AND CONDITIONS – INTERNET - POINT 2c)

	IT Technician Labour (Min. 1 Hr) – Time Technician Required: _____ Description of Labour: _____	\$110.00	\$150.00	
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MISCELLANEOUS SERVICES

	Computer Rental – Includes rental of computer and one wireless internet connection. Computer includes 24" monitor, Windows 7, Office 2007 and Internet Explorer 8. See page 2, point 4h & 4i. (Limited quantities available).	\$400.00	\$500.00	
	Hub Rental – See page 2, point 4e (limited quantities available)	\$75.00	\$95.00	
	Patch Cables, 25' (Cables not returned or damaged will incur a \$35.00 replacement fee will be charge)	\$25.00	\$35.00	

For additional information on special services or networking, services contact the IT Department, 403.261.8500.	Subtotal	
	(5%) GST	
	Total	

METHOD OF PAYMENT (GST # R122089576) & SENDING OF CREDIT CARD RECEIPT

COMPLETE ONE COPY OF THE SERVICES PAYMENT FORM FOR ALL SERVICES ORDERED.

SEND CREDIT CARD RECEIPT E-MAIL FAX MAIL _____

CALGARY TELUS CONVENTION CENTRE (CTCC) INSTRUCTIONS AND CONDITIONS - INTERNET

- 1) **INSTRUCTION FOR PROCESSING THE ORDER FORM**
 - a) Exhibitor information and method of payment must be filled out completely and clearly.
 - b) If paying by credit card, one "Services Payment Form" must be filled in completely and clearly.
 - c) Payment in full for services must accompany the order form and be in CANADIAN FUNDS.
- 2) **ADVANCE RATE, REGULAR rate AND LABOUR RATES (Rates are based on a max. of 5 days. For services over 5 days please contact Facilities, at 403.261.8559, for pricing.)**
 - a) **Advance Rate** – In order to receive the advance rate, a completed order form with payment must be received by the Facilities Department of the CTCC no less than fourteen (14) days prior to the first day of the scheduled exhibitor move-in. NO EXCEPTIONS.
 - b) **Regular Rate** – The regular rate will apply for orders received within fourteen (14) days or during the event.
 - c) **Labour Rates** – CTCC IT Technicians' service hours are Monday to Friday between 7am and 5 pm. Should a technician be required during off hours, service charges may apply. Labour rates for CTCC IT Technicians' will be charged in one-hour increments. Services are provided in the most convenient manner for the CTCC 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 any type of telecommunication or internet services. All orders must be placed individually.
 - b) All electronic equipment must conform to all federal, provincial and local electrical and fire codes.
 - c) Delivery of services, equipment or products ordered less than 14 days in advance of your event may not be guaranteed by the CTCC.
 - d) Exhibitors shall not permit any of its users or other third parties to:
 - i. Restrict or inhibit any other user from using and enjoying the internet. Post or transmit any unlawful, threatening, abusive, libelous, defamatory, obscene, pornographic, or profane information of any kind, including without limitation any transmissions constituting or encouraging conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate any provincial, federal or international law, including without limitation, export control laws and regulations. Post or transmit any information or software that contains a virus, worm or other harmful component.
 - ii. Upload, post, publish, transmit, reproduce or distribute in any way, information, software or other material obtained through the internet which is protected by copyright or other proprietary right, without obtaining permission of the copyright owner or right holder.
 - iii. Abuse or fraudulent use of the internet in any way not specifically set forth above.
 - e) The service is provided on an "as is" and "as available" basis without warranties of any kind, either express or implied. No advice or information given by the CTCC Technician or its internet service provider or their affiliates or their contractors or their respective employees shall create a warranty. Neither the CTCC nor its internet service provider warrants that the service will be uninterrupted or error free or that any information, software or other material accessible on the internet is free of viruses, worms, Trojan horses or other harmful components.
 - f) Under no circumstances shall the CTCC or its internet service provider be liable for any direct, indirect, incidental, special punitive or consequential damages that result in any way from Exhibitor's or its users' use of or inability to use the service or to access the internet or any part thereof, or Exhibitor's or its users' reliance on or use of information, services or merchandise provided on or through the service, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission, or any failure of performance.
- 4) **SERVICES AND EQUIPMENT PROCEDURES**
 - a) **Shared High Speed Internet** – The Internet is a shared environment and as such, actual speed will vary.
 - b) **Premium Wireless Internet** – Accessing this connection is dedicated to first device connected; it is not transferable. The internet is shared environment; actual speed will vary.
 - c) **Connecting to the Shared High Speed, Premium Wireless, or E10 Internet Connection** - IP address for the Exhibitor's computer will be issued automatically using DHCP/No Proxy Service. It is the responsibility of the Exhibitor to ensure their computer is properly configured for the internet connection.
 - d) **Additional IP Addresses** – All devices that are used on the network for Internet Access shall require an IP Address that is assigned by the CTCC IT Department. To share the connection with more than one computer a hub maybe required. Client can provide hub or it can be rented from CTCC.
 - e) **Casual Wireless Internet** – SSID for this site is **CTCC-Daily**. Terms and conditions for this service are listed on the internet portal.
 - f) **No active network devices i.e. routers, proxy servers or wireless access points or routers, bridges, etc. are permitted on the shared internet connection.** The E10 service must be ordered and any active network devices i.e. routers, proxy services or wireless access points, bridges, etc. must be approved by the CTCC IT Department. Any use of this equipment without approval will have the service disconnected and will be subject to additional charges.
 - g) Any equipment that is found to be causing disruptions to any part of the CTCC infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of the CTCC IT Department. Exhibitor may be subject to additional charges to correct problem.
 - h) Material, cables and equipment provided by the CTCC for this order shall remain the property of the CTCC. Exhibitors are responsible for the safekeeping of equipment and cables during the show and returning the CTCC rented equipment and cables at the end of the show.
 - i) **Computer Rental** – The rented computer will not be dropped off in booth until an "Equipment Rental Agreement" is signed by Exhibitor on-site accepting the computer. If the computer is lost or damaged, the replacement cost will be approximately \$2,000.00. No applications or other software may be downloaded or installed on the computer without prior consent. If applications or software are downloaded or installed on computer, additional charges may be applied
 - j) Only the CTCC personnel are authorized to modify system wiring or cabling. Any damage to cables or equipment will be billed to the exhibiting firm, plus an administration fee.
 - k) If requesting internet connections to be placed in particular locations additional labour charges will apply and a detailed drawing must be provided. If cable(s) need to be run under carpets, arrangements must be made with the show services provider to have carpet cut.
 - l) **Internet Service requirements/client responsibilities** – It is the responsibility of the client to provide the following:
 - i. Computers, workstations, etc. Electrical services for your booth, room or service location.
 - ii. Standard 10/100 baseT Ethernet Network Interface Card (RJ45 Interface) or wireless 802.11G network interface card for each computer. Network Driver: (TCP/IP). Proper configuration of computer equipment for TCP/IP Connection.
 - iii. Up-to-date Virus Protection Software must be installed and active on all computers connected to the Internet. Failure to have Virus Protection Software installed and running may result in your connection being suspended until software is installed or activated.
- 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:** The CTCC reserves the right to adjust pricing on orders if calculated inaccurately or received after the deadline date for the advance rate.
 - c) **CREDIT CARD: Exhibitors paying by credit card:** Completion of this 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 or 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:** Calgary TELUS Convention Centre.
 - 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 AND DISCREPANCIES POLICY**
 - a) Any services or special ordered items cancelled within 5 days of the show opening will be charged a cancellation fee, price 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 the CTCC site desk, located on the main floor of the north building, prior to the show closing. Claims will not be considered once show has closed.
- 7) **EXCLUSIVITY AND LEGAL ENTITY**
 - a) The CTCC is the exclusive supplier of all electrical, telecommunications (data, internet, telephone, cabling and satellite services), sign banner installation, utility services within our facility.
 - b) The CTCC is operated by the Calgary Convention Centre Authority.

MAILING ADDRESS: 120 NINTH AVENUE SOUTHEAST, CALGARY, ALBERTA, CANADA T2G OP3
PH 403.261.8559 FX 403.261.8581 E-MAIL shows@calgary-convention.com
 The Calgary TELUS Convention Centre is the exclusive provider of all telecommunication services.
 (See reverse/next page - CTCC Instructions and Conditions – Telecommunication & Cable TV)

ADVANCE RATE DEADLINE DATE: _____

NAME OF SHOW: _____

EVENT ID _____

EXHIBITOR INFORMATION

Booth #(s): _____ Show Dates: _____
 Company Name: _____ Contact Name: _____
 Address: _____
 City: _____ Province/State: _____ Code: _____
 Phone #: _____ Fax #: _____ E-mail: _____

PAYMENT NOTICE

This form is your official invoice. Orders will only be accepted if paid in full, in Canadian Dollars, by either credit card or company cheque. Orders paid by company cheque will only be accepted 14 days prior to the first scheduled move-in day. ADVANCE RATE APPLIES ONLY TO ORDERS PAID IN FULL AND RECEIVED 14 DAYS PRIOR TO THE FIRST SCHEDULED MOVE-IN DAY. NO EXCEPTIONS.

TELEPHONE SERVICES

Quantity	Service Type	Advance Rate	Regular Rate	Total
	Telephone Line (Only) – Local/800 calling only, does not include handset. (Line is an analog, Must dial "9" to make outgoing calls. Incoming calls go directly to local assigned)	\$150.00	\$200.00	
	Programming Charge to have Long Distance Access	\$10.00	\$20.00	

*Long distance charges (This area will be completed by the Facilities Department). If paying by company cheque a \$100.00 deposit is required for each line for long distance services. Unused portion of deposit will be refunded within 30 days.

ISDN SERVICE

	ISDN Line used primarily for videoconferencing, occasionally for Internet (check with IT Department before ordering)	300.00	N/A	
	ISDN Line Long Distance Charges Long distance for ISDN will be billed two weeks following the last day of the month in which your event occurred. A credit card number must be provided to process long distance charges or services will not be installed.			

CABLE TV

	Cable TV Connection - Standard resolution (if cable or balin not returned, additional charges will be applied)	\$150.00	\$200.00	
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MISCELLANEOUS CHARGE

Miscellaneous Charge: Description of Service Provided:		
For additional information or services contact Facilities Department at 403.261.8559	Subtotal	
	(5%) GST	
	Total	

METHOD OF PAYMENT (GST # R122089576) & SENDING OF CREDIT CARD RECEIPT

COMPLETE ONE COPY OF THE SERVICES PAYMENT FORM FOR ALL SERVICES ORDERED.
SEND CREDIT CARD RECEIPT E-MAIL FAX MAIL _____

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

- a) Exhibitor information and method of payment must be filled out completely and clearly.
- b) If paying by credit card, one "Services Payment Form" must be filled in completely and clearly.
- c) Payment in full for 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 Facilities Department, at 403.261.8559, for pricing.)**

- a) **Advance Rate** – In order to receive the advance rate, a completed order form with payment must be received by the Facilities Department at the CTCC no less than fourteen (14) days prior to the first day of the scheduled exhibitor move-in. No exceptions.
- b) **Regular Rate** – The regular rate will apply for orders received within fourteen (14) days or during the event.
- c) **Labour Rates** – Is charged in one-hour increments. Services are provided in the most convenient manner for the CTCC Technicians. Special placement, connections, and/or changes after the initial installation will require additional labour and material charges.

3) **REGULATIONS**

- a) Exhibitors are not permitted to share telecommunication services. All orders must be placed individually.
- b) All electronic equipment must conform to all federal, provincial and local electrical and fire codes.
- c) Delivery of services, equipment or products ordered less than 14 days in advance of your event may not be guaranteed by the CTCC.

4) **SERVICES AND EQUIPMENT PROCEDURES**

- a) Exhibitors will be required to check-in at the Guest Services desk in order to receive dial tone and/or pick-up telephones.
- b) Material and equipment provided by the CTCC for this order shall remain the property of the CTCC.
- c) Exhibitors will be responsible for the protection, safekeeping and return of any equipment rented from the CTCC. Any damage done to cables or equipment will be billed to the exhibiting firm, plus an administration fee. There will be a \$250.00 charge for lost or damaged telephone sets and a \$10.00 charge for connector cords.
- d) Only the CTCC personnel are authorized to modify system wiring or cabling.
- e) There will be a labour charge to move/change location of already installed services.

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:** The CTCC reserves the right to adjust pricing on orders if 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 or equipment.
- d) **CHEQUE:** Exhibitors paying by cheque: Payment made by company or personal cheque will only be accepted 14 days prior to first scheduled move-in day. Personal cheques must be certified. Exhibitors requesting long distance on telephone lines must include a deposit of \$100.00 per telephone line ordered in the total of the cheque or include with the cheque a completed services payment form. The balance due over and above the amount of the deposit must be settled at the end of the show. **Make cheque payable to:** Calgary TELUS Convention Centre.
- e) **REFUNDS:** Services ordered, installed but not used will not be refunded. Deposits paid by a company cheque will be refunded within thirty (30) days of the show closing. Refunds will be made payable to the exhibiting firm name.
- f) **SERVICE CHARGE(S):** There will be a \$25.00 service charge for NSF cheques, declined or incorrect credit card information.

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

- a) Any telecommunication services or special ordered items cancelled within 5 days of the show opening will be charged a cancellation fee, price 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 the CTCC site desk, located on the main floor of the north building, prior to the show closing. Claims will not be considered once show has closed.

7) **EXCLUSIVITY AND LEGAL ENTITY**

- a) The CTCC is the exclusive supplier of all electrical, telecommunication (data, internet, telephone, cabling, and satellite services), sign banner installation and utility services within our facility.
- b) The CTCC is operated by the Calgary Convention Centre Authority

MAILING ADDRESS: 120 NINTH AVENUE SOUTHEAST, CALGARY, ALBERTA, CANADA T2G OP3
PH 403.261.8559 FX 403.261.8581 E-MAIL shows@calgary-convention.com

The Calgary TELUS Convention Centre is the exclusive provider of signage/banner hanging & removal. (See reverse/next page – CTCC Instructions and Conditions – Sign/Banner)

ADVANCE RATE DEADLINE DATE: _____

NAME OF SHOW: _____ EVENT ID: _____

EXHIBITOR INFORMATION

Booth #(s): _____ Show Dates: _____
Company Name: _____ Contact Name: _____
Address: _____
City: _____ Province/State: _____ Code: _____
Phone #: _____ Fax #: _____ E-mail: _____

IMPORTANT NOTICE FOR BANNERS

Sign/banner installation forms need to be received five business days prior to the first move in date to guarantee installation, orders received after this date may not be accepted. As per the Alberta Fire code, all banners, signs and hanging decor are subject to and must be CAN/ULC-S109 certified or shall be treated and maintained in a flame retardant condition by means of a flame retardant solution to ensure that the material will pass the match flame test in NFPA2 705, "Field Flame Test for Textiles and Films."

PROOF OF COMPLIANCE IS REQUIRED BY THE CALGARY TELUS CONVENTION CENTRE WHEN ORDER IS PLACED. SIGNS/BANNERS WILL NOT BE HUNG WITHOUT PROPER DOCUMENTATION ON FILE.

SIGN/BANNER HANGING INSTALLATION

Description	Estimated # of Hrs. required	Actual # of Hrs. or Qty (To be completed by CTCC)	Advance Rate	Regular Rate	Total
Technician and Lift to Hang Sign/Banner (min. 1 hour charge) (Scale drawing must be supplied showing location of each sign/banner)			\$100.00 per hr.	\$140.00 per hr.	
Rental of Trusses (price to be quoted) –					
Chain Fall Rental (price to be quoted) –					
Miscellaneous Charge(s) (if required) Description of Charge:					
Number of sign/banners to be hung:				Subtotal	
Size and shape of sign/banners:				GST	
Weight of sign/banners:				Total	
Does the sign/banner require power? (Power must be pre-ordered) Yes / No					
Document providing proof that banner meets the CAN/ULC-S109 Sent: (See point 3.d on the Instructions and Conditions) Yes / No					
Submit completed "scale drawing form" showing where the banner is to be hung in the booth					

- Due to rigging grid and building regulations exact location, orientation and trim height may not be possible. Additional rigging and/or equipment (i.e. trusses or chain falls) may be required when hanging the sign/banner. The technician hanging the sign/banner will advise the on-site contact in the booth and the charges will be automatically added to the order.
- Services ordered less than 7 business days prior to the first move-in date cannot be guaranteed.
- Set-up - It is the exhibitor's responsibility to assemble signs prior to being hung by CTCC Technician.
- Tear-down - upon show closing, exhibitors must remain in their booths until signage can be removed by the CTCC and collected by exhibitor. CTCC is not responsible for loss or storage of signage at show completion.

METHOD OF PAYMENT (GST # R122089576) & SENDING OF CREDIT CARD RECEIPT

COMPLETE ONE COPY OF THE SERVICES PAYMENT FORM FOR ALL SERVICES ORDERED.

SEND CREDIT CARD RECEIPT E-MAIL FAX MAIL _____

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

- a) Exhibitor information and method of payment must be filled out completely and clearly.
- b) If paying by credit card, one "Services Payment Form" must be filled in completely and clearly.
- c) Payment in full for 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 Facilities Department at 403.261.8559, for pricing.)**

- a) **Advance Rate** – In order to receive the advance rate, a completed order form with payment must be received by the Facilities Department of the CTCC no less than fourteen (14) days prior to the first day of the scheduled exhibitor move-in. No exceptions.
- b) **Regular Rate** – The regular rate will apply for orders received within fourteen (14) days or during the event.
- c) **Labour Rates** – Will be charged in one-hour increments. Special placement, connections, and/or changes after the initial installation will require additional labour and material charges.

3) **REGULATIONS**

- a) **The CTCC reserves the right to refuse service for situation it deems as unsafe.**
- b) All illuminated signage, assemblies, motors or electronic equipment must conform to all federal, provincial and local electrical and fire codes.
- c) Delivery of services, equipment or products ordered less than 14 days in advance of your event may not be guaranteed by the CTCC.
- d) **As per the Alberta Fire code, all banners, signs and hanging decor are subject to and must be CAN/ULC-S109 certified or shall be treated and maintained in a flame retardant condition by means of a flame retardant solution to ensure that the material will pass the match flame test in NFPA² 705, "Field Flame Test for Textiles and Films." Proof of compliance is required by the Calgary TELUS Convention Centre when order is placed. Items will not be hung without proper documentation on file.**
- e) A scale drawing must be provided to ensure banner is hung in the proper location.

4) **SERVICES AND EQUIPMENT PROCEDURES**

- a) Material and equipment provided by the CTCC for this order shall remain the property of the CTCC. Exhibitors will be responsible for the protection, safekeeping and return of any equipment rented from the CTCC. Additional charges will apply for rental equipment that is damaged or not returned.
- b) Only the CTCC personnel are authorized to modify or move signs/banners. Any damage to rented equipment will be billed to the exhibiting firm, plus an administration fee.
- c) There will be a minimum charge of \$150.00 to move/change location of already installed sign/banners.
- d) If the banner has motor or needs to be illuminated, power must be pre-ordered.

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**: The CTCC reserves the right to adjust pricing on orders if 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 date. Personal cheque must be certified. **Make cheque payable to:** Calgary TELUS Convention Centre
- 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 cheque declined or incorrect credit card information.

6) **CANCELLATION, CLAIMS AND DISCREPANCIES**

- a) Any services or special ordered items cancelled within 5 days of the show opening will be charged a cancellation fee, price 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 the CTCC site desk, located on the main floor of the north building, prior to the show closing. Claims will not be considered once show has closed.

7) **EXCLUSIVITY AND LEGAL ENTITY**

- a) The CTCC is the exclusive supplier of all electrical, telecommunications (data, internet, telephone, cabling and satellite services), sign banner installation, utility services within our facility.
- b) The CTCC is operated by the Calgary Convention Centre Authority.

CALGARY TELUS CONVENTION CENTRE (CTCC) SCALE DRAWING FORM- SIGN/BANNER

Show Name: _____

Booth # _____ Company Name: _____

Booth Size: _____

Banner Location and Trim Height

Use bold lines to indicate the outline of your booth and label with dimensions.

Clearly place location of banner and label with dimensions.

Banner Trim Height - Desired height from floor to bottom of banner _____

BACK OF BOOTH - Indicate Adjacent Booth or Aisle Number: _____

ADJACENT BOOTH OR AISLE # _____												ADJACENT BOOTH OR AISLE # _____

FRONT OF BOOTH - Indicate Adjacent Booth or Aisle #: _____

Please Note: Due to rigging grid and building regulations exact location, orientation and trim height may not be possible or may require additional rigging and equipment rental in which case you will be advised of any additional charges.

MAILING ADDRESS: 120 NINTH AVENUE SOUTHEAST, CALGARY, ALBERTA, CANADA T2G OP3
PH 403.261.8559 FX 403.261.8581 E-MAIL shows@calgary-convention.com

The Calgary TELUS Convention Centre is the exclusive provider of all utility services. (See next/reverse pages – CTCC Instructions & Conditions - Utilities)

ADVANCE RATE DEADLINE DATE: _____

NAME OF SHOW: _____ **EVENT ID** _____

EXHIBITOR INFORMATION

Booth #(s): _____ Show Dates: _____
 Company Name: _____ Contact Name: _____
 Address: _____
 City: _____ Province/State: _____ Code: _____
 Phone #: _____ Fax #: _____ E-mail: _____

PAYMENT NOTICE

This form is your official invoice. Orders will only be accepted if paid in full, in Canadian Dollars, by either credit card or company cheque. Orders paid by company cheque will only be accepted 14 days prior to the first scheduled move-in date. **ADVANCE RATE APPLIES ONLY TO ORDERS PAID IN FULL AND RECEIVED 14 DAYS PRIOR TO THE FIRST SCHEDULED MOVE-IN DAY. NO EXCEPTIONS.**

WATER AND DRAIN (ONLY AVAILABLE IN EXHIBITION HALL CDEX AND EXHIBITION HALL PREFUNCTION)

Quantity	Description	Advance Rate	Regular Rate	Total
	Cold Water Hook-Up – connection up to ½” (price does not include hoses and fittings to equipment.	\$100.00	\$130.00	
	Special connections for water: please contact Facilities Department at 403.261.8559 for pricing. Description of fitting: _____			
	Drainage – 2 ½” drain line	\$75.00	\$100.00	

COMPRESSED AIR (ONLY AVAILABLE IN EXHIBITION HALL CDEX AND EXHIBITION HALL PREFUNCTION)

	Compressed Air – regulated to a maximum of 90 psi. Requirements beyond this maximum, contact Facilities Department for quotation.	\$100.00	\$130.00	
	Compressed Air Fittings must connect to ¼” basic, female quick connect coupler. There will be a \$50.00 charge for each hose connection fittings that is not returned			
	Scale drawing must be provided for location of air connection. Additional labour charges may apply on location of connection			

LABOUR (SEE NEXT/REVERSE PAGE - CTCC INSTRUCTIONS AND CONDITIONS – UTILITIES - POINT 2 & 2c)

	Technician Labour (rate to be quoted)			
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MISCELLANEOUS CHARGES OR SPECIAL REQUIREMENTS

*SPECIAL REQUIREMENTS OR MISCELLANEOUS CHARGE (Please Print)		
	Subtotal	
	(5%) GST	
	Total	

*Note: Extra charges will apply for special connections. Connection prices listed above cover bringing service from the main line to the booth. All work performed within the booth in attaching lines to equipment, if required, will be charged on a time and materials used basis. Please contact Facilities Department 403.261.8559 or fax 403.261.8581 for rates.

METHOD OF PAYMENT (GST # R122089576) & SENDING OF CREDIT CARD RECEIPT

COMPLETE ONE COPY OF THE SERVICES PAYMENT FORM FOR ALL SERVICES ORDERED.
 SEND CREDIT CARD RECEIPT E-MAIL FAX MAIL _____

- 1) **INSTRUCTION FOR PROCESSING THE ORDER FROM**
 - a) Exhibitor information and method of payment must be filled out completely and clearly.
 - b) If paying by credit card, one "Services Payment Form" must be filled in completely and clearly.
 - c) Payment in full for 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 Facilities Department at 403.261.8559 for pricing.)**
 - a) **Advance Rate** – In order to receive the advance rate a completed order form with payment must be received by the Facilities Department of the CTCC no less than fourteen (14) days prior to the first day of the scheduled exhibitor move-in. No exceptions.
 - b) **Regular Rate** – The regular rate will apply for orders received within fourteen (14) days 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 CTCC Technicians. Special placement, connections, and/or changes after the initial installation will require additional labour and material charges.

- 3) **REGULATIONS**
 - a) Exhibitors are not permitted to share services. All orders must be placed individually
 - b) **The CTCC 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 the CTCC.
 - d) All equipment must conform to all federal, provincial, and local regulations and fire codes.

- 4) **EQUIPMENT PROCEDURES**
 - a) Material and equipment provided by the CTCC for this order shall remain the property of the CTCC.
 - b) Exhibitors will be responsible for the protection, safekeeping and return of any equipment rented from the CTCC. 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:** The CTCC reserves the right to adjust pricing on orders if 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 date. Personal cheque must be certified. **Make cheque payable to:** Calgary TELUS Convention Centre.
 - 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 cheque declined or incorrect credit card information.

- 6) **CANCELLATION, CLAIMS AND DISCREPANCIES POLICY**
 - a) Any services or special ordered items cancelled within 5 days of the show opening will be charged a cancellation fee, price 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 the CTCC site desk, located on the main floor of the north building, prior to the show closing. Claims will not be considered once show has closed.

- 7) **EXCLUSIVITY AND LEGAL ENTITY**
 - a) The CTCC is the exclusive supplier of all electrical, telecommunication (data, internet, telephone, satellite services and cabling), sign banner installation and utility services within our facility.
 - b) The CTCC is operated by the Calgary Convention Centre Authority.

MAILING ADDRESS: 120 NINTH AVENUE SOUTHEAST, CALGARY, ALBERTA, CANADA T2G OP3 PH 403.261.8559 FX 403.261.8581

The Calgary Convention Centre Authority (CCCA) is the operator of the Calgary TELUS Convention Centre.

1. EXCLUSIVE SERVICES

- a) Electrical: For tradeshow, all electrical requirements will be coordinated through the Facilities Department at the Calgary TELUS Convention Centre (CTCC) at 403.261.8559. Sharing of power between exhibitors is not allowed. Each exhibitor must order their own power. The CTCC reserves the right to refuse service for situations deemed unsafe. Current rates will be charged to the exhibitor, see Electrical order form for pricing and conditions
- b) Telecommunications Services: The CTCC is the exclusive provider of all telecommunication services including installation, networking of telephone, data, ISDN, internet, cable TV, fibre optic and satellite connections. Arrangements for these services can be made through the Facilities Department. See the Telecommunication & Cable TV or Internet order forms.
- c) Utility Services: The CTCC has compressed air and cold water hook-ups available in Exhibition Halls C,D,E and Annex only. Connections for these services in Exhibition Hall C, D, E and Annex, see Utilities order form for pricing and conditions.
- d) Security: The CTCC will provide all security requirements in the facility. Security arrangements for tradeshow are coordinated through the Show Manager. If individual exhibitors wish to arrange for security for their booth, please contact the Facilities Department at 403.261.8559.
- e) Business Services: The Business Services Centre is located on the main level of the north building and can be reached by dialing 333 from any house phone. The Business Services Centre provides various services including photocopying, transparencies, word processing and faxing at a charge.
- f) Banner Hanging and Rigging: The CTCC is the exclusive provider of banner hanging and removal for tradeshow in CTCC. For the protection of the CTCC facility, no materials of any kind may be affixed to the ceiling or to any walls, whether painted, wooden, vinyl or glass, by any method whatsoever without CTCC approval. See Sign/Banner Hanging and Removal Order Form.
- g) Material Handling: St. George Show Service Inc. is the exclusive materials handler for the CTCC.
- h) Catering: The Calgary Marriott Hotel is the exclusive caterer to the CTCC. No outside food and/or beverage may be brought in the facility by the Show Manager, its exhibitors, participants or suppliers. For menu selections, please see the Exhibitor Catering Order form or contact the Catering Department at 403.261.8500.

2. PREFERRED SERVICES

- a) Audio Visual Services: FMAV is the in-house supplier of all audio visual equipment and lighting within the CTCC. All arrangements should be made through the conference sales at 1-888-287-3687. The CTCC reserves the right to determine maximum sound levels and minimum lighting levels used in any room.
- b) Show Services: St. George Show Service Inc. is the in-house supplier of show services. All arrangements for show services can be made by contacting their office at 403.261.8575.

3. ORDERING OF SERVICES AND ORDER FORMS

- a) Order forms are available from the CTCC website at www.calgary-convention.com or by calling Facilities Department at 403.261.8559.
- b) The CTCC on-site order desk is located on the main level of the north building at the Business Services Centre.

4. PRIME CONTRACTOR

The Occupational Health and Safety of Act of Alberta, Sections 3(1), 3(2), 3(3) and 3(4) requires that a "prime contractor" for the purpose of safety be designated for a work site if there are two or more employers working at the work site at the same time. The role of Prime Contractor for Safety is assigned to the Calgary Convention Centre Authority (CCCA), the operator of the Calgary TELUS Convention Centre.

5. OCCUPATIONAL HEALTH AND SAFETY

Everyone must comply with the Occupational Health and Safety Act of Alberta (regulations and safety codes) and the CTCC requirements and policies in place at the time of the Event. Written pre-job hazard assessments may be required for workers, contractors and service providers coming into the CTCC.

6. AGE REQUIREMENTS

Due to safety concerns when forklifts and vehicles are in operation, persons under the age of sixteen (16) are prohibited from being in the Space during move-in and move-out.

7. PRE-JOB HAZARD ASSESSMENTS

The Occupational Health and Safety Code of Alberta, Part 2 (Sections 7 to 10) defines an Employer's legal responsibilities for hazard assessment, elimination and control. Due to significant hazards associated with particular types of work, a written pre-job hazard assessment may be required to be prepared by the Exhibitor, Exhibitor Guests or Suppliers to the Exhibitor and/or Exhibitor Guests, as determined by CCCA. It is the responsibility of the applicable Employer to complete pre-job hazard assessments for their workers. Pre-job hazards may be required - but not limited to - the following tasks or functions:

- a) Assembly of booths over 8 feet in height;
- b) Movement of large exhibits, pieces of equipment or vehicles within the CTCC;
- c) Use of forklifts, scissor lifts or other vehicular machinery;
- d) Use of ladders;
- e) Assembly of staging;
- f) Use of tools (such as saws, hammers, etc.); and
- g) Rigging.

8. GENERAL SAFETY OBLIGATIONS

The Occupational Health and Safety Act of Alberta, Sections 2(1), (2), (3), (4) and (5) defines the safety obligations of employers, workers, suppliers, and contractors (etc.). Every person or legal entity entering into the CTCC for the purpose of performing work must take reasonable care, cooperate and comply with the Occupational Health and Safety Act, Regulation and Code of Alberta, and the CCCA's requirements and policies to protect the health and safety of themselves and others. Everyone shall:

- a) Only perform work, handle chemicals or operate equipment if trained and authorized to do so.
- b) Do not permit a worker who is not competent to perform work, or who may endanger him or herself or others, to work without direct supervision of another worker who is competent to perform the work;
- c) Report all injuries, unsafe acts and conditions, including "near miss" incidents, to the CTCC security immediately. **Emergency contact number: 403-261-8573 or ext. 8573 (from a house phone);**
- d) If qualified to do so, correct hazards immediately, then report any hazardous condition or incident to the CTCC Security.
- e) Not consume or possess alcohol, or illegal drugs;
- f) Not fight, engage in horseplay, or otherwise interfere with other workers or persons;
- g) Not commit or engage in theft, vandalism or any other abuse or misuse of CTCC or any property therein;
- h) Wear appropriate personal protective equipment and wear proper fall protection equipment while working at elevated heights where a fall protection system is installed;
- i) Carry out all work in a safe manner as per the job procedure or the completed pre-job hazard assessment;
- j) Use extreme caution and move away from areas where forklifts and vehicles are operating during move-in and move-out;
- k) Do not remove, damage, alter or destroy any safeguard, safety device, notice or warning signage used in the CTCC;
- l) Immediately report any equipment that:
 - i. Is in a condition that will compromise the health or safety of workers using or transporting it;
 - ii. Will not perform the function for which it is intended or was designed;
 - iii. Is not strong enough for its purpose ; or
 - iv. Has an obvious defect.

9. EMERGENCY PROCEDURES AND EVACUATION

- a) In the event of an emergency, all work shall cease until clear instructions are given to proceed. Listen to instructions via the public address system. The CTCC has fire alarm pull boxes located near all designated exits. Smoke detectors are also located throughout the CTCC's ventilation system.
- b) If for any reason the CTCC, or any part of it, must be evacuated, instructions will be given via the CTCC's public address system.

10. FIRST AID

The CTCC has unattended first aid rooms located on the lower level of the South Building and the Plus 15 level of the North Building. First aid boxes are located in the service corridor of Exhibition Hall CDE. Contact CTCC Security at 403.261.8573 (or ext. 8573 on any house phone) in the event first aid is required.

11. FIRE REGULATIONS - These requirements have been prepared in conjunction with Calgary Fire Department. For further clarification please see the Calgary Fire Department Indoor Special Event Requirements (Dated August 2011) posted on the City of Calgary website:

- a) Exhibitor's materials and/or equipment, etc. must remain within the space assigned.
- b) Aisles must be kept clean and uncluttered at all times. The following aisle widths must be maintained at all times for trade and consumer shows: at the front and back of the Exhibition Hall CDEX 11.5 feet or 3.5 metres and the cross aisles are 8 feet or 2.5 metres.
- c) Fire exits, hose cabinets and pull stations are to be in full view and kept clear at all times.
- d) Decorative materials, tents, canopies, etc. (See the Calgary Fire Department Indoor Special Event Requirements for further details).
 - i) All commercial made materials used for draping or decorating, such as, but not limited to, drapes, signs, banners, acoustical material, hay/straw, split bamboo, plastic cloth, canvas, etc. shall be of non-flammable material and shall conform to CAN/ULC-S109 standard. The exhibitor will have to conduct must provide certificates and labels on items available for the CFD or a representative of the CTCC.
 - ii) All non-commercial decorative materials used for draping or decorating must be treated and maintained in a flame retardant condition with the use of flame retardant solution. Appropriate document must be provided showing which product was used and when it was treated. The flame retardant product used on the decorative material must conform to CAN/ULC-S109 standards. In addition, the Exhibitor must conduct a match flame test in NFPA705, "Field Film Test for Textiles and Films." Copies of the appropriate documentation on the product used, the MSDS for the product and a sample of the match flame test must be available for CFD or CCCA representative must be available for review. The Fire Department or the CTCC may choose to test any materials brought into the CTCC. Materials in violation shall be immediately removed from the building.
 - iii) Tents, canopies, etc. must be approved for indoor use and have a permanently attached label indicating conformance to CAN/ULC-S109. Displaying of tents, canopy, etc. must conform to the requirements in the Calgary Fire Department Indoor Special Event Requirements document.
- e) Packing materials (such as excelsior-shredded paper and the like) must be returned to the empty cartons. Accumulation of these materials and empty cartons or crates is prohibited in the booth area. Storage of these items must be arranged with your show services provider.
- f) No hazardous display of any nature will be permitted in any areas of the CTCC. This includes open flames, hot coals, candles, LPG (liquid propane gas) lighters, charcoal grills, flammable gases, liquids or solids, LPG containers, toxic gases, liquids or solids, hazardous chemicals or any hazardous gas, liquid or solid of a similar nature.
- g) No propane is allowed in the CTCC.
- h) Helium-filled balloons are permitted in the facility. Helium tanks must be stored at the loading dock. Helium and compressed air tanks, while in use and/or being transported to the room(s), are to be secured on an appropriate cart. An hourly labour charge will be levied for removal of balloons that have risen to the ceiling.
- i) MSDS (Material Safety Data Sheets) may be needed and provided to the CTCC for products brought into the facility. Please contact the Facilities Department for additional information.
- j) If vehicles are being brought in, minimum gas levels apply. See Section 17.
- k) Open Flame – Approval must be obtained from the CTCC, please contact Facilities Department at 403-261-8559 and an open flame permit must be obtained from the CFD.

12. BOOTH SET UPS AND DISPLAYS

- a) Booth construction must conform to applicable building codes including electrical, plumbing, etc.
- b) All work carried out by the Exhibitor or its contractor must conform to Occupational Health and Safety and WCB regulations of Alberta.
- c) The CTCC does not provide tools or ladders for the set-up or dismantling of your booth.

13. HOUSEKEEPING

- a) Booth cleaning can be arranged through your Show Service Contractor.
- b) All tape used to mark booth space and/or to hold down carpet must be removed at completion of the show. Any tape residue left from Exhibitor's carpet will be subject to a clean-up charge.
- c) Exhibitors must put all garbage in plastic bags in the large waste containers provided by the CTCC at the end of each set-up or move-in or move-out days, as applicable.

14. SHIPMENTS, DELIVERIES, STORAGE, ELEVATORS

- a) All shipments, equipment, or items for your tradeshow booth coming into the CTCC must arrive and depart through the designated loading dock.
- b) COLLECT SHIPMENTS WILL NOT BE ACCEPTED. All shipments must be prepaid and addressed as:

Tradeshow Name and Show Date
 Exhibitor's Company Name
 Booth Number and Room Name
 c/o Calgary TELUS Convention Centre North Loading Dock
 705 – 1st Street S.E. Calgary, Alberta T2G 2G9 CANADA

- c) **All shipments delivered to the CTCC loading docks are subject to a material handling charge from St. George Show Service Inc.** Exhibitors may be subject to a transportation fee for freight brought from a Hotel or the parkade. Shipments sent to the CTCC more than 3 days prior to the first scheduled move-in day may be refused unless prior arrangements have been made with St. George Show Service Inc.
- d) Exhibitors are responsible for all courier, customs, brokerage services, etc. for their booth.
- e) Exhibitor materials, equipment etc. left from a booth will be charged a storage fee before items will be released. If the items are left more than 30 days, the items will be disposed of at the CTCC's discretion.
- f) **The loading dock areas are for loading and unloading only; vehicles left unattended will be towed at the owner's expense.**
- g) Freight Elevators, when in use, will be manned and controlled by operators with St. George Show Service Inc. or CTCC. Load restrictions:
 - i. North Loading Dock: butterfly ramp: height 13'-6" x width 14'-10": maximum 350 lbs/ft² on the dock and Exhibition Hall; and
 - ii. South Loading Dock: elevator load: height 12'-7" x width 9'-2" x length 32'-9"; maximum 30,000 lbs;

15. COOKING/SAMPLES

- a) Cooking of food or deep fat frying is not permitted in the CTCC exhibit areas.
- b) Must have approval from the CTCC prior to any warming of foods, supplying of food samples or bottled water within the CTCC.
- c) Equipment used for warming must be electric and shall be listed and labelled for **commercial use** (not residential) by a recognized testing laboratory (i.e. CSA or ULC). Residential appliances shall only be permitted if they are part of a demonstration and approved by the CTCC and the Calgary Fire Department (CFD).
- d) All guidelines/regulations and permits must be followed/obtained as specified from Alberta Health Services.
- e) All guidelines/regulations must be followed as specified in the Calgary Fire Department Indoor Special Event Requirements, Section for Cooking/Warming and Demonstration Cooking.
- f) A fire extinguisher is required in the booth when cooking equipment is present; if you require one please contact Facilities Department at 403-261-8559 for rental prices.

16. VEHICLES

- a) Load Limits: If a GVW (Gross Vehicle Weight) is not available, it may be necessary to obtain document from the nearest weigh scale.
- b) Cleaning of Vehicles: Cars, trucks and machinery for display must be washed and cleaned before being admitted to the building. Protective sheets of plastic must be placed underneath to prevent stains. Cars, trucks and machinery for display must be washed and cleaned before being admitted to the building and protective sheets of plastic must be placed underneath to prevent stains. Waxing of vehicle(s), including tire, is not permitted at the CTCC unless the vehicles is placed on plastic sheets and the floor is protected. The cleaning/removing of any polishing/cleaning product residue from the floor will be charged directly to the Show Manager. Acceptable polishing product is available at the CTCC Business Services Centre located on the main level of the north building.
- c) Fuel Tank Levels: Fuel tanks will be kept at less than one-quarter (25%) of the tank capacity or 20L whichever is less in each vehicle. All fuel tank caps must be locked or be properly sealed with approved tape i.e. masking tape or cloth tape.
- d) Smoke Detectors and Fire Extinguisher - Vehicles, boats, RV's trailers, Buses and similar exhibited products between 9.3m² and 27.9 m² of roof area, with a source of ignition, external power or vehicle batteries still connected, shall have a one single station smoke alarm installed on each level of the vehicle and a 2A-10BC fire extinguisher. During non-show hours, a window in vehicle must be left open to ensure smoke alarm can be heard.

17. ANIMALS

Animals or pets, with the exception of service animals, are not permitted in the CTCC unless it is an approved exhibit, activity or performance legitimately requiring the use of animals; written approval must be obtained from the CTCC prior to animal or pet being brought into the CTCC. Such animals or pets that have been approved must be on a leash or in a secured and enclosed pen, and under control at all times. The owner must take full responsibility for his or her animal or pet. Please contact Facilities Department at 403.261.8559 for the "Animal Authorization Request" form.

18. HARASSMENT POLICY

The CTCC is committed to providing a work environment that is safe, healthy and free of discrimination. Any form of discrimination, harassment or violence is unacceptable and will not be tolerated at the CTCC.



MARRIOTT
CALGARY DOWNTOWN

calgary TELUS convention
centre
be part of the energy™

**2018 EXHIBITOR CATERING
STANDARD FORM**

MAILING ADDRESS: 120 NINTH AVENUE SOUTHEAST CALGARY, ALBERTA, CANADA T2G OP3 PH 403.261.8500 FX 403.261.8510
The Calgary Marriott Downtown Hotel is the exclusive provider of all catering services at the Calgary TELUS Convention Centre.

No outside Food & Beverage allowed

NAME OF SHOW: _____

EXHIBITOR INFORMATION

Booth #(s): _____ Show Dates: _____

Company Name: _____ Contact Name: _____

Address: _____

City: _____ Province/State _____ Code _____

Phone #: _____ Fax #: _____ E-mail: _____

CATERING INFORMATION

The management of banquet services at the Calgary TELUS Convention Centre offers a range of services to booths during the exhibit. If you wish to obtain other suggestions or information with respect to booth reception, please contact the Catering Sales Office at the Calgary TELUS Convention Centre. **Please note that no outside beverages and/or food may be brought on the premises by the promoter, or the promoter's exhibitors, participants or suppliers.**

- All catering orders should be received no later than 14 days prior to the start of the show.
- All food and beverage orders placed on-site will be from a reduced menu (Chef's Choice).
- Each booth must order a minimum of \$75.00 (before applicable service charges and taxes) or a delivery fee of \$25.00 will be applicable.

BOOTH CATERING SERVICES

	PRICE	QUANTITY	TOTAL
Client providing own espresso machine (corkage); upon facility approval.	\$250.00/booth/day		
Client providing their own "special label" bottled water (corkage); upon facility approval.	\$200.00/booth/day		
Client providing own popcorn machine (corkage); upon facility approval.	\$200.00/booth/day		
Facility providing popcorn machine; inclusive packages available upon request.			
Freshly Baked Croissants	\$34.00/dozen		
Assorted Danish Pastries	\$34.00/dozen		
Freshly Baked Muffins	\$34.00/dozen		
Freshly Baked Cookies	\$34.00/dozen		
Assorted Sweet Squares and Brownies	\$34.00/dozen		
Assorted Loaves	\$34.00/dozen		
Assorted Wraps/Sandwiches (3 pieces)	\$30.00/person		
Bagged Lunch to include (Sandwich, Caesar salad, Bottled Water, chips, granola bar)	\$33.00/box		
Vegetable Platter with Dip (min. 10 orders)	\$11.00/serving		
Cheese Board & Fruit & Crackers (min. 10 orders)	\$19.00/serving		
Sliced Fruits & Berries (min. 10 orders)	\$12.00/serving		
Assorted Pizza; 8 slices (served in box)	\$25.00/each		

Continued On Next Page

BOOTH CATERING SERVICES CONTINUED

	PRICE	QUANTITY	TOTAL
Starbucks Coffee (regular or decaf); 15 mugs/gallon	\$72.00/gallon		
Premium Tazo Tea Selections	\$50.00/half gallon		
Assorted Soft Drinks	\$4.50/can		
Bottled Water	\$4.50/bottle		
Bottled Assorted Fruit Juices	\$4.50/bottle		
Ice Cubes (includes delivery)	\$12.00/16 lbs.		
(Host) Domestic &/or Imported Beer - minimum charges applicable (plus a taxable 19% service charge and 5% GST)	\$8.00/Bottle		
Wine (Host) - minimum charges applicable (plus a taxable 19% service charge and 5% GST)	\$8.00/Glass		

RENTAL OF SPECIAL EQUIPMENT AVAILABLE ON REQUEST

Description of Equipment or Service			
A deposit of 50% is required when sending in your order form. Balance payable at the end of the function by credit card. Prices subject to change without notice. All prices are subject to 19% service & 5% GST	Sub Total		
	Service Charge 19%		
	Sub Total		
	GST 5%		
	TOTAL		

CATERING GUARANTEES

Service Date(s)	Number of Persons	Service Time	

METHOD OF PAYMENT

COMPLETE ONE COPY OF THE CATERING CREDIT CARD AUTHORIZATION FORM FOR ALL SERVICES ORDERED.

**MAILING ADDRESS: 120 NINTH AVENUE SOUTHEAST CALGARY, ALBERTA, CANADA T2G OP3
PH # 403.261.8500 FX # 403.261.8510**

NAME OF SHOW:			
EXHIBITOR INFORMATION		IMPORTANT – READ CAREFULLY	
Booth #(s): _____	Show Dates: _____	<p>I, the undersigned, am the card holder of the credit card specified below.</p> <p>I further verify that the signature below is my signature as indicated on the reverse of the card specified.</p> <p>I hereby authorize the Calgary TELUS Convention Centre to charge my credit card for all catering/equipment services ordered.</p> <p>For a breakdown of the charges, please see Exhibitor Catering Order Form.</p>	
Company Name: _____			
Contact Name: _____			
Address: _____			
City: _____			
Province/State _____	Code _____		
Phone #: _____			
Fax #: _____			
E-mail: _____			

Check one MasterCard Visa Amex

Card Number: _____ Expiry Date: ____/____
(Please print numbers clearly)

Cardholder Name (Print name as it appears on the ard): _____

Cardholder Signature: _____

Subtotal of Catering Charges	\$
Service Charge of 19%	\$
Subtotal	\$
GST	\$
Total Amount Due	\$



MAILING ADDRESS: 120 NINTH AVENUE SOUTHEAST CALGARY, ALBERTA, CANADA T2G OP3
PH # 888-287-3687 E-MAIL: exhibits@fmav.ca

EXHIBITOR INFORMATION

DATE:		SHOW NAME:	
CONTACT:		VENUE:	
COMPANY:		ROOM:	
ADDRESS:		BOOTH #:	
CITY / PROVINCE/STATE:		# SHOW DAYS:	
POSTAL/ZIP CODE:		INSTALLATION DATE:	
ADVANCE DEADLINE DATE:		DISMANTLE DATE:	

AUDIO VISUAL EQUIPMENT DETAIL

QUANTITY	DESCRIPTION	DAILY RATE	# Days	Total
COMPUTER MONITORS & DISPLAYS				
	28" 16.9 FLAT SCREEN MONITOR	\$200.00		
	*42" FLAT SCREEN MONITOR & SPEAKERS WITH 6' CHROME DISPLAY STAND	\$435.00		
	*52" FLAT SCREEN MONITOR & SPEAKERS WITH 6' CHROME DISPLAY STAND	\$610.00		
	*80" FLAT SCREEN MONITOR & SPEAKERS WITH 6' CHROME DISPLAY STAND	\$1,110.00		
	WXGA LCD DATA PROJECTOR 4000 AL	\$400.00		
COMPUTERS				
	WINDOWS 2.4 GHz LAPTOP COMPUTER	\$180.00		
	MACINTOSH LAPTOP COMPUTER	\$300.00		
COMPUTERS ACCESSORIES				
	OPLAY USB MEDIA PLAYER	\$75.00		
	SET OF COMPUTER SPEAKERS	\$30.00		
	PROJECTION CART C/W SKIRT (34" or 42")	\$60.00		
	LEXMARK LASER PRINTER C/W SPARE TONER CARTRIDGE	\$175.00		
AUDIO EQUIPMENT				
	UHF WIRELESS MICROPHONE (COMBO KIT)	\$150.00		
	SHURE WIRED MICROPHONE C/W FLOOR STAND	\$25.00		
	MACKIE 4-CHANNEL AUDIO MIXER	\$65.00		
	QSC K8/10 PORTABLE SPEAKER (100W) C/W MICROPHONE	\$125.00		
SPECIALTY ITEMS AVAILABLE UPON REQUEST				
				EQUIPMENT

CREDIT CARD INFORMATION		ADVANCE DISCOUNT	
Please pay for your order using a credit card, at least 72 hours before load-in to ensure equipment availability. We accept Visa, Mastercard and American Express		LABOUR	
		DELIVERY & PICK UP	
		\$100.00	
Name on Card:		SUBTOTAL	
Card Number:		(5%) GST	
Expiry (MM/YR)	Security Code:	*TOTAL	
Signature		*ADDITIONAL LABOUR MAY BE REQUIRED - MINIMUM \$140.00	

TERMS AND CONDITIONS OF EQUIPMENT RENTAL

- Order cancellation must be received 3 days prior to load-in to avoid rental charge.
- The elements specified in this order included with this contract correspond to the instructions of the customer. The customer agrees to pay all additional charges cause be an omission of the client, changes, modifications, or alterations to the equipment and/or services. The customer shall be charged for all overtime incurred at FMAV current rates.
- Insurance for the full replacement value of the equipment rented is the responsibility of the customer. The customer is hereby advised of his/her responsibility to safeguard the equipment at all times and ensure the security of the meeting room/event space when not occupied.
- The customer shall indemnify FMAV against all losses, expenses, penalties, damages and condemnations, and legal costs which FMAV could incur or be condemned to pay.
- By signing, I hereby accept the terms and conditions as stated above and authorize FMAV to charge my credit for the full amount.
- If you have any questions regarding our rentals, equipment, or other services we offer, please contact us. 1-888-287-3687. Visit us online at www.fmav.ca