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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 # _____ |
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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.