

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 | |
|--|---|----------|----------|--|

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