

TERMS & CONDITIONS

1. PAYMENT in Canadian Funds or credit card must accompany all orders PRIOR to delivery of services in accordance with the applicable rate schedule. Due to the temporary nature of the installations, all claims / disputes must be brought to the attention of the Exhibitor Services Order Desk PRIOR to the move-out of the show/event. No service(s) will be provided without payment in full. NO EXCEPTIONS. On-site payments prior to the scheduled move-IN date(s) of your show/event are welcome by appointment. Please contact our office in advance.
2. ALL ORDERS MUST BE RECEIVED by the Exhibitor Services Department, in accordance with the date specified on the reverse side to qualify for the ADVANCED DISCOUNT Rates. NO EXCEPTIONS.
3. PROVINCIAL SALES TAX (PST) EXEMPTION STATUS applies to those who are purchasing services for re-sale. A valid tax exemption certificate must be furnished with your order. Exemptions DO NOT apply to the end-user.
4. EXHIBITOR APPOINTED CONTRACTORS are ultimately the responsibility of the exhibiting firm. In the event that an appointed contractor does not meet any of the terms and conditions set herein; the exhibiting firm will be held liable.
5. DEPOSIT for Telecommunications services and equipment is required prior to delivery / installation. All accounts to be settled upon close of show. In some cases, all charges may not be tabulated at that time, in which case refunds will be issued within 4 – 6 weeks, of show / event close. Any outstanding balances are payable upon receipt.
6. TOLL RESTRICTIONS in the amount of the deposit received may be placed upon each line ordered at the discretion of the operator. Larger toll limits must be arranged through Exhibitor Services prior to installation.
7. TELEPHONE INSTRUMENTS are to be picked up at the Exhibitor Services Order Desk. At that time, credit card verification shall be required. All long distance charges from the first move-in date through the last move-out date shall be the exhibitor's responsibility. All telephones and equipment supplied by Direct Energy Centre MUST be returned to the Exhibitor Services Department within 1.0 hour of show / event official closing time.
8. SHARING / BORROWING SERVICE is NOT permitted at Direct Energy Centre. As such, random audits are performed regularly to deter this practice. Exhibitors found using services without an order will be subject to the applicable standard rate(s). Applicable rates apply regardless of duration of show/event, i.e., one day events are subject to the same applicable rates as those contracted on consecutive days.
9. SAFETY REGULATIONS: The Electrical Safety Authority currently enforces Rule 2-022 of the Electrical Safety Code, stipulating that any and all equipment energized, displayed and / or offered for sale MUST BE APPROVED. All electrical / mechanical equipment must conform to the Canadian Standards Association and Canadian Electrical Code. The use of two wire ungrounded extension cords is prohibited. NOTE: Direct Energy Centre and its governing agents are fully committed to the safety and well being of all visitors and employees. As such, Direct Energy Centre's Management Team reserves the right to investigate any and all cause for concern that may put safety at risk.
10. ONLY AN AUTHORIZED Direct Energy Centre Technician is permitted to do any wiring in the facility. Delivery of ALL data transmission lines ordered from an outside vendor will only be allowed to a demarcation point specified by Direct Energy Centre. No electrical / mechanical equipment shall be energized if failure is detected until an authorized electrician or technician has investigated and corrected the source of the malfunction.
11. ALL MATERIAL furnished by Direct Energy Centre for this service order shall remain the property of Direct Energy Centre, and shall be removed ONLY by Direct Energy Centre Personnel.
12. INSTALLATIONS that need to be re-located are subject to a \$90.00 fee.
13. RATES quoted for service include delivery of service(s) in the most convenient manner and DO NOT include special wiring , testing, overhead drops and / or special placement of communications services. Labour may be ordered through the Exhibitor Services Department at an additional cost.
14. ADDITIONAL LABOUR will be charge in one-hour increments. The current labour rate is \$90.00 per hour for both telecommunications and computer services.
15. TELEPHONE SERVICE(S) will be disconnected on the last day of the show/event, one hour after the official closing time.
16. ALTERATIONS TO FLOOR COVERINGS: Direct Energy Centre will not be held responsible for any cutting or altering of floor coverings in order to provide service to a booth.
17. CHANGES to original orders will require a service order to be signed by the exhibitor acknowledging receipt of service.
18. CANCELLATIONS: Notification of cancellation must be received in writing a minimum of seven (7) days PRIOR to scheduled opening date. There will be a \$50.00 administration fee for all refunds requested. Cancellations after the deadline will be subject to full rental charges. Credit will not be given for equipment / connections installed and not used.
19. UNPAID BALANCES: Any balance(s) outstanding after the Move-OUT period will be charged to the exhibitor's credit card. Direct Energy Centre reserves the right to apply a finance charge to unpaid balances after 30 days at 1.5% per month, equivalent to 18.0% per year. If by any reason of any default on the part of the exhibitor, hereunder, it becomes necessary to engage an attorney, the exhibitor agrees to pay all costs, expenses, and the attorney's fees expended or incurred by Direct Energy Centre or Exhibition Place in connection therewith. There will be a \$20.00 charge for returned payments.
20. DISCLAIMER: Direct Energy Centre will not be responsible for any labour strikes, accidents, fires, an Act of God or delays beyond our control, including power surges, spikes or loss of power. Direct Energy Centre accepts no responsibility for direct or indirect damages to exhibits or booths in regards to rented items.
21. NON-DISCLOSURE: Customer Account information will not be disclosed to third parties without your consent except as permissible by law and our policy.