

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. INTERNET SERVICES ARE PROVIDED WITHOUT ANY WARRANTIES. Direct Energy Centre and its internet service provider are unable to guarantee uninterrupted service, or that the information accessed through the web will be free from worms, viruses, Trojan Horses or other harmful malware. Direct Energy Centre shall have no liability whatsoever for claims, losses, actions, damages, suits or proceedings resulting from other users accessing your hardware; security breaches; eavesdropping; interception of traffic being sent or received. Nor shall the NTC, hold any liability for the loss or deletion of files, errors, defects, delays in operation and transmissions. The Service speed can vary depending on location, line quality, inside wiring, Internet traffic, and other factors beyond the control of Direct Energy Centre. Direct Energy Centre provides the service on a "best effort" standard and does not guarantee upload or download speeds. Users agree not to post or transmit any unlawful, threatening, abusive, libelous, defamatory, profane, obscene, pornographic or racist information/material of any kind.
6. SHARING / BORROWING SERVICE is NOT permitted at Direct Energy Centre. Exhibitors found using services without an order will be subject to the standard rate.
7. 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.
8. 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.
9. 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.
10. INSTALLATIONS that need to be re-located are subject to a \$90.00 fee.
11. 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.
12. ADDITIONAL LABOUR will be charge in one-hour increments. The current labour rate is \$90.00 per hour for both telecommunications and computer services.
13. TELEPHONE SERVICE(S) will be disconnected on the last day of the show/event, one hour after the official closing time.
14. INTERNET SERVICE(S) does not include Computer or Hardware Rentals.
15. INVENTORY OF COMPUTER HARDWARE IS LIMITED and provided on a "first come – first served" basis. Exhibitors are encouraged to forward orders in advance to reserve equipment.
16. COMPUTER and HARDWARE RENTALS require signature accepting delivery and terms of rental. Exhibitor is responsible for retrieval and safe return of rented equipment the Order Desk, within ONE (1) HOUR after the official closing time. Exhibitor assumes responsibility for any rented equipment that is lost or damaged during the rental period at an additional cost that will be determined at the discretion of Direct Energy Centre.
17. 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.
18. CHANGES to original orders will require a service order to be signed by the exhibitor acknowledging receipt of service.
19. 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.
20. 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.
21. 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 booths in regards to rented items.
22. NON-DISCLOSURE: Customer Account information will not be disclosed to third parties without your consent except as permissible by law and our policy.