

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. DELIVERIES must be coordinated through your show/event manager. Direct Energy Centre does not accept responsibility for deliveries relating to booth set-up or material(s) shipped for sale or distribution.
6. HELIUM inflatables are NOT PERMITTED.
7. GAS TANKS IN MOTORIZED VEHICLES used for display within the facility MUST be filled as close to the ¾ full mark as possible and have a locked gas cap. The battery must be disconnected.
8. DIRECT ENERGY CENTRE HAS AGREEMENTS WITH SEVERAL UNIONS; therefore, please ensure that all operations and procedures conform to union agreements.
9. INSTALLATIONS include delivery of service to the booth in the most convenient manner as determined by Direct Energy Centre, unless otherwise specified in advance. Please Note that additional labour charges will apply to special placement or relocation of services, please include booth lay-out. On-Site orders will be subject to review to confirm access and feasibility.
10. RENTAL EQUIPMENT must be used for the sole purpose for which is the equipment was manufactured and intended to be used. Any and all variances from intended application(s) are subject to safety inspection approval by a certified professional safety engineer. Sub-Leasing or Sub-Letting is NOT permitted.
11. FREE ACCESS TO THE EQUIPMENT must be maintained for the purpose of inspecting its use and separation. Direct Energy Centre's Management Team reserves the right to repossess the equipment at its discretion.
12. THE EXHIBITOR IS RESPONSIBLE for ensuring that all rental equipment is returned 1.0 hour after show close in the same condition in which it was received notwithstanding REASONABLE wear and tear and further agrees to accept any and all charges to restore equipment to its original condition.
13. IF THE EQUIPMENT IS LOST OR STOLEN while in the possession of the exhibitor, the exhibitor agrees to charged amounts which equal the current replacement value of the equipment in addition to rental charges accrued until payment is received. Exhibitor also assumes responsibility for any rented equipment that is DAMAGED during the rental period at an additional cost to cover repair(s) to the item(s) that will be determined at the discretion of Direct Energy Centre.
14. 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.
15. 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.
16. 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.
17. 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.
18. 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. Please ensure that all rental equipment is accounted for.
19. INSTALLATIONS that need to be re-located are subject to a relocation fee.
20. 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.
21. ADDITIONAL LABOUR will be charge in one-hour increments in accordance with the current labour rates.
22. SERVICE(S) will be disconnected on the last day of the show/event, one hour after the official closing time.
23. 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.
24. CANCELLATIONS / CHANGES: Notification of cancellation / change 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.
25. 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.
26. 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.
27. NON-DISCLOSURE: Customer Account information will not be disclosed to third parties without your consent except as permissible by law and our policy.