

Technical Services Terms and Conditions

1. Payment Terms:

- Standard rates will be applicable to all Service Order Forms received at the Gold Coast Convention & Exhibition Centre (GCCEC) less than seven (7) days for Internet – Network Services **PRIOR** to the show/event opening.
- Payments must accompany all service orders. No service order will be processed without payment. Exhibitors with outstanding balances from prior shows must satisfy the payment requirement or service(s) will not be provided. Current show balances and/or charges incurred for additional service(s) must be paid in full prior to show opening or service(s) will be disconnected. **NO EXCEPTIONS.**
- Cheque, money orders, American Express, VISA, Master Card or Diner Club credit card transactions are accepted.
- Refunds for overpayment will be processed by the GCCEC Accounting Department 15-30 days after the show closing date.

2. Prices are subject to change without notice.

3. The GCCEC reserves the right to require a deposit for certain Telecommunications service(s)/equipment, **PRIOR** to installation.
4. It is the client's responsibility to ensure safe return of rented equipment to the GCCEC Technology Services Department. **DO NOT LEAVE EQUIPMENT UNATTENDED IN BOOTH.**
5. All claims / disputes must be brought to the attention of the Technology Services Department **PRIOR** to the move-out of the show/event. Refunds will not be issued for defective services not reported. **NO EXCEPTIONS.**
6. Rates listed for all connections include bringing the service(s) ordered to the booth in the most convenient manner, and **DO NOT** include any additional equipment, special wiring, computer hardware/software/set-up/configuration and/or special placement of communications service(s).
7. Notification of cancellation must be received a minimum of seven (7) days **PRIOR** to show/event scheduled opening date.
8. A charge of 20% of the standard rate will be applied per service(s) for any changes, moves or cancellations to orders within seven (7) days of show/event scheduled opening date.
9. There are no refunds for orders canceled after show opening has commenced or for services installed and not used during the event.
10. Internet – Network service(s) is contracted for actual show days only. Internet – Network service(s) will be disconnected on the last day of the show/event, within one (1) hour after the official closing time. Please inform the Technology Services Department of any special requirement(s).
11. Any unused data will not be re-funded. Any Additional data charges for over usage will be billed at the end of the Event.
12. Only an authorized GCCEC Technician is permitted to do any wiring in the facility (excluding in-booth cabling). Delivery of ALL telephone/data transmission lines ordered from an outside vendor will only be allowed to a demarcation point specified by the Technology Services Department. Additional fees will apply to extend service(s) to booth.
13. All materials and equipment furnished by the GCCEC remain the GCCEC's property, and shall be removed **ONLY** by GCCEC Personnel.
14. Any equipment that is found to be causing disruptions to any part of the GCCEC infrastructure will be removed and not reinstated until the problem has been rectified to the satisfaction of the GCCEC Technology Services Department.
15. The Technology Services Department does not provide technical support for computer hardware or software related issues.
16. The Technology Services Department does not provide technical support on any issues related to the configuration of your computer equipment.
17. All devices that are used on the network for Internet Access will be dynamically assigned an IP address by our server.
18. The GCCEC does not allow the use of routers, proxy servers, DHCP servers or Wireless Access Points on the High Speed Internet Connection. If any special service need to be connected to the network they must be approved by the GCCEC Technology Services Department.
19. Due to the dynamic nature of the Internet, the GCCEC cannot guarantee any level of performance or accessibility beyond our gateway. The GCCEC does, however, monitor traffic and bandwidth usage in order to maintain an acceptable level of performance from the Ethernet for all users.
20. The GCCEC has the right to charge for any damage or loss of any of the GCCEC's equipment.
21. ***20c per MB will be charged if the downloads exceeds the limit**
22. **Wireless Services:**
 - Wireless Access is available throughout GCCEC. This is a self service option.
 - BYO Wireless Access Points are strictly prohibited unless authorized by the Gold Coast Exhibition & Convention Centre.
23. **Internet service requirements/client responsibilities – It is the responsibility of the client to provide the following:**
 - Computers, workstations, etc.
 - Standard 10/100 baseT Ethernet Network Interface Card (RJ45 Interface) for each computer.
 - Network Driver: TCP/IP.
 - Proper configuration of computer equipment for TCP/IP connection.
 - Up to date Virus Protection Software (i.e.: Norton or McAfee) must be installed and active on all computers connected to the Internet. Failure to have Virus Protection Software installed and running may result in your connection being temporarily suspended until software is installed or activated.