



## Frequently Asked Questions

### EXHIBIT/ NETWORKING PRICE GUIDE

Thank you for choosing Encore Event Technologies as your Internet and audio visual equipment provider. Encore is the premier audio visual company for the Radisson Blu Aqua and we look forward to assisting you with all of your audio visual needs during your show appearance.

The following information will help answer frequently asked questions before, during and after your event. Specific question not addressed here should be directed in e-mail form to the following address: 1044radblu@encore-us.com. Please include your show dates, name of your company, and your contact information.

#### **Q. What are the deadlines and/or cut-off dates?**

A. The deadline to complete and fax all forms will be 72 hours prior to the set-up day of your show. All orders received after the 72 hour cut-off date will be considered on-site orders and will incur a 15% ADDITIONAL SERVICE CHARGE. EQUIPMENT WILL BE SUBJECT TO AVAILABILITY.

#### **Q. When will my credit card be charged?**

A. All credit cards will be charged for the entire amount of the order the set-up day of the show. All credit card orders must include the entire number, the expiration date and the CID number located on the back of the card. Orders will be considered incomplete without inclusion of the requested information and therefore will be subject to equipment availability day of show.

#### **Q. Where is my equipment?**

A. On set-up day, the equipment you have ordered will be delivered to the exhibit floor. Equipment will be set up by an Encore representative.

#### **Q. How do I get a receipt?**

A. Receipts for completed orders will be issued upon email request at the conclusion of the show. Please forward all requests to 1044radblu@encore-us.com. Please include your contact information. The name of the show and the show dates will also be helpful. If you are a 3rd party exhibitor requesting a receipt include your company name in the request. Receipt requests will not be fulfilled until the conclusion of the show.

#### **Q. During the show if I have a question, who do I contact?**

A. Encore will have personnel on-site exhibit hall to assist with questions and concerns about equipment and internet lines.

#### **Q. Can I bring my own networking equipment?**

A. No. Customer provided wireless access points or other network infrastructure devices are prohibited to insure uninterrupted operation of existing hotel wireless infrastructure. Customer provided routers, switches and other networking infrastructure devices are prohibited as to ensure uninterrupted and unimpaired operation of existing hotel network services.



## Frequently Asked Questions (continued)

### EXHIBIT/ NETWORKING PRICE GUIDE

#### **Q. Can I pay with a company check?**

A. Credit card payments are strongly encouraged. However, company checks are a valid form of payment. Checks should be made payable to the following company name and address. Radisson Blu Aqua Hotel Chicago c/o KIM ENDERLE, 221 N. Columbus Drive, Chicago, IL 60601. When paying by check please include a copy of your order as generated by Encore, therefore providing verification of the correct amount and the valid order for which it will be applied to. All checks must be received 72 hours prior to the set-up date of the show you are attending.

#### **Q. Are wire transfers an acceptable form of payment?**

A. Yes. Wire transfers are an acceptable form of payment. An additional processing fee of \$30.00 will be assessed. Contact 1044radblu@encore-us.com for written instructions. FOR INTERNATIONAL ORDERS ONLY.

#### **Q. Who do I contact if I have problems with equipment during the show?**

A. For Encore equipment, wired and wireless internet connections, login information and passwords, contact Encore directly at 773-499-9131, or call the hotel operator and ask to be connected to the onsite Encore representative.

#### **Q. Does Encore require a diagram of my booth?**

A. Yes. Diagrams are extremely helpful when setting equipment. If available, send your diagram in with your completed forms.

#### **Q. How will I know my order was received?**

A. Once your completed forms have been faxed to Encore, a written confirmation as generated by Encore should be received by you within 48 hours of receipt. IF YOU CLAIM SALES TAX EXEMPTION IN THIS STATE, PLEASE FURNISH A COPY OF YOUR TAX-EXEMPT CERTIFICATE WITH YOUR ORDER.



# Networking Request Form

## EXHIBIT/ NETWORKING PRICE GUIDE

ADVANCE PAYMENT IS REQUIRED AND RENTAL CONTRACT MUST BE EXECUTED TO RESERVE EQUIPMENT. ALL SECTIONS MUST BE COMPLETED.

### Client/Exhibitor Information

Group/Organization: \_\_\_\_\_ Event: \_\_\_\_\_

On-Site Contact \_\_\_\_\_ Requested by \_\_\_\_\_

On-Site Cell # \_\_\_\_\_ Phone # \_\_\_\_\_

Fax # \_\_\_\_\_ E-mail Address \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

### Service Request

BOOTH/NAME:

DATES:					
START TIME:					
END TIME:					

Note: All computers are required to receive a DHCP assigned IP address passing through NAT from the Omni/Encore network unless other arrangements have been discussed and agreed upon with Encore Event Technologies.

### Cost Worksheet

ITEM	DAILY RATE	QUANTITY	DAYS	TOTAL
Wired Internet Access (First line)	Complimentary			
Wired Internet Access (2-8 Users)	\$100.00			
Wired Internet Access (9-16 Users)	\$175.00			
Wireless Internet Access	Complimentary			
Public IP Address (upgrade to wired service)	\$ 100.00 per IP			
Dedicated Bandwidth	PER QUOTE \$		X	
Switches and Cabling	PER QUOTE \$		X	
Expanded Wireless Capacity	PER QUOTE \$		X	
20 Amp Circuit with AC and Powerstrip	\$125.00 Per Circuit		X	
Custom Event Items (e.g. portal landing page; Custom SSID)	PER QUOTE \$		X	

Customer provided wireless access points or other network infrastructure devices are prohibited to ensure uninterrupted operation of existing hotel wireless infrastructure. Customer provided routers, switches and other networking infrastructure devices are prohibited as to ensure uninterrupted and unimpaired operation of existing hotel network services. Please contact your sales manager for available options.

SUBTOTAL: \_\_\_\_\_

On-site orders= 15% of Subtotal: \_\_\_\_\_

Service Charge = 24% of Subtotal: \_\_\_\_\_

City Tax = 8% of Service Charge: \_\_\_\_\_

GRAND TOTAL: \_\_\_\_\_

## Networking Request Form (continued)

### EXHIBIT/ NETWORKING PRICE GUIDE

ADVANCE PAYMENT IS REQUIRED AND RENTAL CONTRACT MUST BE EXECUTED TO RESERVE EQUIPMENT. ALL SECTIONS MUST BE COMPLETED.

#### Video Equipment

ITEM	DAILY RATE	QUANTITY	DAYS	TOTAL
20"-22" Flat Panel Monitor	\$200.00			
DVD Player	\$125.00			
42" Plasma Monitor w/Stand & Cables will sound be required? <input type="checkbox"/> yes or <input type="checkbox"/> no	\$350.00			
LCD Projector (XGA) w/stand & 6' Screen	\$795.00			

#### Sound Equipment

ITEM	DAILY RATE	QUANTITY	DAYS	TOTAL
Mid-Size P.A. System (75 Watt amplified speaker)	\$125.00			
Computer Speakers	\$45.00			
Microphone, Wireless Handheld	\$175.00			
Microphone, Wireless Lavalier	\$175.00			
Microphone, Wired Handheld	\$55.00			
CUSTOM SYSTEMS AVAILABLE	\$ PER QUOTE			

**Computer Equipment** - See Commerce Concierge rental forms for computer rental and smaller display monitors

SUBTOTAL: \_\_\_\_\_

Rental Tax= 9% of Subtotal: \_\_\_\_\_

On-site orders= 15% of Subtotal: \_\_\_\_\_

Service Charge = 24% of Subtotal: \_\_\_\_\_

City Tax = 8% of Service Charge: \_\_\_\_\_

GRAND TOTAL: \_\_\_\_\_



## Exhibit Rental Reservation

### EXHIBIT/ NETWORKING PRICE GUIDE

Exhibitor must be present to sign for order at time of delivery. Please contact the Audio Visual Service Department for delivery. Exhibitor is responsible for equipment until it is picked up by an Encore Event Technologies representative. Pick up will be at close of show unless otherwise specified. No removal of equipment will take place during show hours.

#### Payment Information

**IF YOU CLAIM SALES TAX EXEMPTION IN THIS STATE, PLEASE FURNISH A COPY OF YOUR TAX-EXEMPT CERTIFICATE WITH YOUR ORDER.**

Please Indicate method of payment. This section must be completed before your order can be processed. A credit authorization is requested as a deposit against additional services and/or labor. Payment of any balances may also be made by company check upon presentation of statement while at the show, but a credit card authorization should be on file. Any balances outstanding as of move-out will be charged to your account. Please do not ask us to bill you.

Master Account #: \_\_\_\_\_ Authorized Signer's Name: \_\_\_\_\_  
Credit Card #: \_\_\_\_\_ CCID: \_\_\_\_\_ Type: \_\_\_\_\_ Exp: \_\_\_\_\_  
Customer Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_  
*(as it appears on credit card)*

#### Terms and Conditions

**ALL ORDERS SUBJECT TO LIMITS OF LIABILITY AND RESPONSIBILITY AS SET FORTH BELOW.**

By executing this order form, Lessee agrees as follows:

1. All checks must be received 72 hours prior to event.
2. Cancellation: In the event Lessee cancels this order, Lessee will be charged a cancellation fee equal to 10% of one day's rental of the subject equipment. Cancellation made within 48 hours of the delivery date will be charged a cancellation fee equal to one day's rental plus handling charges.
3. Risk of Loss: Equipment rental is the responsibility of Lessee. Any equipment which is lost, damaged, or stolen while in Lessee's care or possession will result in Lessee being charged for replacement cost, labor, or parts for repair, as the case may be.
4. Rentals in the City of Chicago are subject to city tax of 9%.
5. Insurance for the subject equipment is Lessee's responsibility.
6. On location set-up and take-down by required union labor is not included in the equipment rental price. This fee will be charged by Freeman Exhibitor Services. If there are any questions with regards to this charge contact Freeman Exhibitor Services at 312-938-0320.
7. Payment tendered for the specified equipment with this reservation form is an estimate only and any changes in equipment requirements and any labor charges will affect this estimate. Lessee is responsible for all charges.
8. It is the responsibility of the exhibitor to advise an Encore Event Technologies representative of any problems with their order at show site. Absolutely no credits will be issued after show closing.
9. Encore Event Technologies must supply all Switches and Hubs for the high-speed internet service.

#### I understand the above condition

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please Type or Print Name: \_\_\_\_\_

## Networking Agreement

### EXHIBIT/ NETWORKING PRICE GUIDE

1. It is understood that Encore does not own or control the telecommunications facilities used to access the Internet and that the Internet is a non-regulated public domain. Customer agrees that Encore shall have no responsibility and no liability whatsoever with respect to insuring access to the Internet. Customer further agrees to indemnify and hold harmless Encore from any and all claims, damages, losses and causes of action whatsoever which may arise directly or indirectly in connection with the Internet services provided.
2. The total order cost will be billed to the form of payment specified in section D.
3. Cancellation charges will be incurred at 100% for cancellations within 24 hours of your event.
4. You are responsible for bringing your own NIC (Network Interface Card) or Wireless Access Card. In the event that you are unable to provide your own wireless card wireless cards are available through Encore for a rental fee. These cards are available on a first come first serve basis, and quantities are limited.
5. Customer provided wireless access points or other similar network infrastructure devices are prohibited to ensure uninterrupted operation of existing hotel wireless infrastructure.
6. Customer provided routers, switches and other networking infrastructure devices are prohibited as to ensure uninterrupted and unimpaired operation of existing hotel network services.
7. Please contact your sales manager for pricing on Encore provided available options.

### I understand the above condition

Authorized Signature: \_\_\_\_\_ Please Type or Print Name: \_\_\_\_\_

1. All materials and equipment furnished by Encore for this service order shall remain the property of Encore and shall be removed only by Encore at the close of the meeting.
2. All request for services after your arrival are subject to the availability of the equipment and the services of our technicians.
3. An additional service charge of 15% will be assessed for all on-site orders
4. Under no circumstances shall anyone attempt to gain unauthorized access to or tamper with any part of the network.
5. You agree to remain entirely liable for all activities conducted through the network connections.
6. The Network may only be used for lawful purposes and in accordance with these terms and conditions. Transition of any materials in violation of any local, state, federal, or international regulation(s) is prohibited. This includes but not limited to, copyrighted materials legally judged to be threatening or obscene, or material protected by trade secrets.
7. These terms and conditions supersede all previous representations, understanding, or agreements and shall prevail notwithstanding any variance with terms and conditions of any order submitted. These terms and conditions may be modified by Encore at any time.
8. No service will be provided without a signed copy of this form. This form must be received no later than one 72 hours prior to the meeting.
9. You or your IT professional will be responsible for appropriate computer configuration for the service provided. Encore personnel cannot be responsible for making configuration changes to your personal computer.
10. If you are uncertain of your requirements or for any changes you must notify 1044radblu@encore-us.com.

**MY SIGNATURE INDICATES THAT I HAVE RECEIVED THIS INTERNET REQUEST FORM AND SERVES AS AGREEMENT OF MY ORDER AND ITS TERMS AND CONDITIONS AND WARRANTS THAT THE UNDERSIGNED HAS THE AUTHORITY TO EXECUTE THIS DOCUMENT AS AN EMPLOYEE AND/OR AGENT ON BEHALF OF CUSTOMER'S EMPLOYER AND/OR PRINCIPAL, IF ANY.**

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

You will receive a confirmation via email within 48 hours. If you do not receive a confirmation email, contact 1044radblu@encore-us.com.

## Exhibit Electrical Reservation

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#### Electrical Services

120/208 Volt Single Phase Service	DAY/SHOW	QUANTITY	# of DAYS	TOTAL
20 Amp 120v (includes one extension cord & power strip)	\$125.00/S		N/A	
20 Amp 208v	\$190.00/D		N/A	
30 Amp 208v	\$285.00/D		N/A	
<b>208 Volt Three Phase Service</b>				
60 Amp circuit	\$675.00 /D		N/A	
100 Amp circuit	\$810.00/D		N/A	
200 Amp circuit	\$1,110.00/D		N/A	
400 Amp circuit	\$2,266.00/D		N/A	
Power Strips	\$25.00/D			
25' Extension Cord	\$25.00/D			
50' Extension Cord	\$50.00/D			
IMPORTANT: Electrical services include setup labor. Additional extension cords and power strips are extra, five or more power strips or extension cords will require additional labor.				
TOTAL				

**ABOVE TOTAL DOES NOT INCLUDE TAXES OR SERVICE CHARGES. RENTAL CONTRACT MUST BE COMPLETE FOR ORDER TO BE PROCESSED.**

#### Electrical Regulations

1. For your protection you should install a surge protector on your computer(s). All electrical installations and connections to all electrical service will be made by an Encore Event Technologies representative. Encore Event Technologies will not be responsible for any damage or lost equipment, component, computer hardware, or software and/or any damage or injury to any person caused by the installation, connection or plugging into any electrical outlet by a person other than an Encore Event Technologies representative.
2. All column and wall outlets are not a part of booth space. A separate outlet must be ordered at regular price for each piece of equipment to be connected.
3. All production companies are to provide pigtails or camlock cables to designated power location.
4. All equipment connected by Radisson Hotels must comply with NEC, Federal, State, & local codes.
5. All cords, plugs, and power strips must be UL listed..



## Exhibit Electrical Reservation (continued)

### EXHIBIT/ NETWORKING PRICE GUIDE

#### Client/Exhibitor Information

Event Name: \_\_\_\_\_ Event Location: \_\_\_\_\_  
 Exhibitor: \_\_\_\_\_ Booth#: \_\_\_\_\_  
 Contact Name: \_\_\_\_\_ Email: \_\_\_\_\_  
 Phone#: \_\_\_\_\_ Fax#: \_\_\_\_\_ Delivery Date: \_\_\_\_\_  
 Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Please contact Encore Event Technologies for delivery. Exhibitor must be present to sign for order at time of delivery. You must notify our representative that you are at your booth and have electrical power in place.

Pick-up Date: \_\_\_\_\_

Exhibitor is responsible for equipment until it is picked up by an Encore representative. Pick up will be at close of show unless otherwise specified. No removal of equipment will take place during show hours.

#### Payment Information

**IF YOU CLAIM SALES TAX EXEMPTION, PLEASE FURNISH A COPY OF YOUR TAX-EXEMPT CERTIFICATE WITH YOUR ORDER OR TAX WILL BE CHARGED.**

This section must be completed before your order can be processed. A credit authorization is requested as a deposit against payment while at the show, but a credit card authorization should be on file. Any balances outstanding as of move-out will be charged to your account. Please do not ask us to bill you.

1 - Master Account #: \_\_\_\_\_ Authorized Signer's Name: \_\_\_\_\_  
 2 - Room #: \_\_\_\_\_ Name on Reservation: \_\_\_\_\_ Confirmation #: \_\_\_\_\_  
 3 - Credit Card #: \_\_\_\_\_ CCID: \_\_\_\_\_ Card Type: \_\_\_\_\_ Exp: \_\_\_\_\_  
 Customer Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_  
(as it appears on credit card)

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2. Risk of Loss: Equipment rental is the responsibility of Lessee. Any equipment which is lost, damaged, or stolen while in Lessee's care or possession will result in Lessee being charged for replacement cost, labor, or parts for repair, as the case may be.
3. Insurance for the subject equipment is Lessee's responsibility.
4. Union labor costs, if applicable, are not included in equipment rental price.
5. Payment tendered for the specified equipment with this reservation form is an estimate only and any changes in equipment requirements and any labor charges will affect this estimate. Lessee is responsible for all charges.
6. It is the responsibility of the exhibitor to advise an Encore Event Technologies representative of any problems with their order at show site. Absolutely no credits will be issued after show closing.

Authorized Signature: \_\_\_\_\_

Please Type or Print Name: \_\_\_\_\_