

GeneralInfo

Ordering Policies and Procedures

Pricing: Discount and Standard rates are available for some services. To qualify for the discount rate, order requests must be received 21 days prior to the first event day. Standard rates will apply to orders received after the discount cut-off date.

Ordering: Please visit www.clevelandconventions.com/exhibitor to place an order. Exhibitors may also mail their orders using the Service Order Forms located in

Appendix A of this guide. There is a \$15 manual processing fee for mailed orders.

No orders will be accepted via e-mail as it is not a secure form of transmission.

Exhibitors should be aware of the following when placing orders:

- All payments must be in U.S. currency
- The date orders are received determines the applicable rate
- Incomplete orders or payment information will delay processing
- Booth numbers must be identified on all order forms

Payments: Payments for services must be received in advance. Service will be scheduled and delivered only after payment is received. All outstanding charges must be paid before the close of the show.

Refunds: Claims for refunds must be submitted by exhibitors prior to the close of the event. Credit will not be given for services installed but not used.

General Terms and Conditions

- All booth number changes must be communicated by exhibitors to the Center prior to move-in. Additional charges may result if services must be moved after initial set-up.
- All equipment and material furnished by the Center or Edlen Electric, shall remain the property of the Center or Edlen Electric and shall not be removed from the Center .
- Floor boxes and other permanent building outlets (e.g., electrical, telephone, plumbing, etc.) are not part of the event space and may not be used by anyone other than Center personnel or designated services providers.
- Service connections must be made by Center personnel or designated service provider.
- Connection services generally cover the installation of service in the most safe and convenient manner to the Center.
- All equipment must comply with state and local safety codes. The Center will refuse connection to any equipment that constitutes a safety hazard.
- Unless otherwise directed, Center personnel are authorized to cut floor coverings to permit installation of services in the exhibit hall.