

1. Full payment and an accurate diagram MUST be included before services are provided. An accurate diagram indicates the quantity and location of outlets, as well as the booth's dimensions and neighboring booth/aisle numbers for orientation. Orders without full payment will not be processed and service will be withheld.
2. Rates are based on when an exhibitor's order, payment AND finalized diagram is received by OCCC. Revised diagrams will affect rates.
3. Orders received during move-in and/or on-site are subject up to a 50% price increase over base rates.
4. Modifications to incentive rate orders received after the incentive deadline are subject to base rates or on-site rates.
5. Refunds for issues or unused services will not be considered unless filed by the exhibitor before the close of show at the OCCC Service Desk.
6. Notification of cancellation must be received in writing prior to the first scheduled show management move-in date to receive a refund. All cancellations and/or modifications to orders are subject to a 5% Administration Fee based on the total order, and if a refund is required. The Center will not refund overpayments, except sales tax, in an amount less than \$15.00, unless specifically requested in writing.
7. All prices are subject to change without notice.
8. Florida State Sales Tax and Public Services Tax, when applicable, must be included with payment. Services will be rendered after payment in full (including tax) is received.
9. Once the OCCC has received a payment from an exhibitor, that payment is the payment that will be applied to the exhibitor's invoice. The OCCC will not accept an initial credit card payment from an exhibitor, and then refund the exhibitor's credit card if the exhibitor wants to pay with another credit card, a check, or an ETF (Wire/ACH) payment later.
10. Any unpaid balance will be subject to a finance charge of one and one half percent (1½%) per month from the date of the last contracted show day of the event."
11. Manual orders and orders with payments via check or wire will incur a \$35 administrative fee.