



CFI + FCICA Annual Convention Information
Rosen Shingle Creek – Orlando, FL
September 20 – 22, 2023

We are delighted to extend our warmest gratitude to you for registering as an exhibitor at the upcoming CFI (Certified Flooring Installers) and FCICA (Floor Covering Installation Contractors Association) Convention!

Event Details:

Date: September 20 - 22, 2023

Location: Rosen Shingle Creek, 9939 Universal Blvd. Orlando, FL 32819, (407) 996-9939

Booth Number: [Your Booth Number]

We are thrilled to have your esteemed company on board, showcasing your latest products and services at our convention. Your presence is instrumental in making this event an incredible platform for industry professionals to explore the cutting-edge trends and innovations in the floor covering sector.

The CFI/FCICA Convention is an unparalleled opportunity to engage with industry leaders, network with potential clients, and stay abreast of the latest developments in the floor covering community. With a diverse lineup of educational sessions, networking events, and the bustling exhibition floor, this event promises to be an enriching experience for all attendees.

As an exhibitor, your contributions, and expertise will undoubtedly play a pivotal role in elevating the convention's success and facilitating meaningful connections within the industry. We are confident that your participation will leave a lasting impact on the attendees and foster fruitful business relationships.

If you require any assistance or have specific requests leading up to the convention, please do not hesitate to reach out to our dedicated team. We are here to ensure your experience is seamless and rewarding.

Once again, thank you for your invaluable support. We are eager to witness the positive impact your presence will have at the CFI/FCICA Convention. We look forward to collaborating with your esteemed company and celebrating the shared passion we all have for the floor covering industry.

With anticipation and gratitude,

Your CFI/FCICA Team
816.918.4888

Hotel Reservations:

Book hotel reservations at Rosen Shingle Creek at [this link](#), or by visiting: <https://www.fcica.com/cfi-fcica-2023-annual-convention/>

Airport Information:

Orlando International Airport (MCO)

Shipping:

Please use the following shipping information on all labels, so that your packages are identified for the CFI/FCICA Convention:

Rosen Shingle Creek
Group Name/Dates
CFI/FCICA Convention
September 20 – 22, 2023
Hold For:
Your Arrival Date:
Attn: Abbie Kellner
9939 Universal Boulevard
Orlando, FL 32819

Your packages must arrive at the hotel no earlier than (5) days prior to the date required. No freight will be accepted after 5pm. Charges for all incoming materials will be assessed and charged at a rate of \$1.00 per pound. Pallets will be charged at the same rate with a maximum charge weight of 400 pounds for each pallet received. Storage for boxes **received more than 5 days prior** to the group's (or recipient's) arrival, an additional charge of \$5 per box per day, and \$50 per pallet per day will be incurred. For shipping out, pre-labeled packages will be charged at a rate of \$10 per box, \$15 per plastic container and \$100 per pallet. Transporting of packages is available to Rosen Shingle Creek Convention/Conference attendees are managed on-site. Services include transporting inbound shipments sent to or outbound shipments sent from Rosen Shingle Creek.

Provided per 10x10 booth space:

- 10' x 10' space
- 6' skirted table and (1) chair
- Space will be piped & draped

[Click here](#) to view the floor plan.

[Click here](#) to submit your booth preference if you haven't already done so.

[Click here](#) to see the list of assigned booths.

Trade Show Setup:

Thursday, September 21, 2023

10:00 a.m. – 1:45 p.m.

Panzacola F3/F4/G2

Trade Show & Reception:

Thursday, September 21, 2023

2:00 p.m. – 5:30 p.m.

Panzacola F3/F4/G2

Trade Show Teardown:

Thursday, September 21, 2023

5:30 p.m. – 6:30 p.m.

Friday, September 22, 2023

8:00 a.m. – 9:00 a.m.

Extras:

Click [here](#) to order additional items for your booth such as power and video equipment.

Click [here](#) to order additional electronics such as Wi-Fi, printers, etc.

NAME OF CONFERENCE		START DATE	END DATE	# OF EVENT DAYS	
COMPANY NAME	ON-SITE CONTACT NAME & NUMBER			BOOTH NUMBER	
BILLING ADDRESS		CITY	STATE OR PROVINCE	POSTAL CODE	COUNTRY
ORDERD BY	EMAIL		PHONE		

ADVANCE RATES are available if order is placed 30 days or more before show opening.

Email completed form to the Encore Representative listed above.

Once this request form is submitted, an Encore Representative will contact you for an official order review and signature.

A service charge of 26% and 6.5% sales tax will be applied to all orders. Labor charges at a rate of **\$135/hr** may also be applied.

POWER – 120 VOLT	QUANTITY	ADVANCE RATE	STANDARD RATE
5 AMP (500 WATTS)		\$125	\$170
10 AMP (1000 WATTS)		\$185	\$260
15 AMP (1500 WATTS)		\$215	\$305
20 AMP (2000 WATTS)		\$240	\$345
25' EXTENSION CORD		\$32	\$32
POWER STRIP (6 OUTLETS)		\$32	\$32

VIDEO EQUIPMENT	QUANTITY	DAY RATE	SHOW RATE	SCREEN ORIENTATION	
				HORIZONTAL	VERTICAL
24" MONITOR (TABLETOP ONLY) *		\$145	\$290		
32" MONITOR (TABLETOP OPTIONAL)*		\$275	\$550		
46" MONITOR *		\$525	\$1050		
55" MONITOR *		\$710	\$1420		
70" MONITOR *		\$1195	\$2390		
72" MONITOR FLOOR STAND <small>(only available as add-on equipment for monitors rented from Encore)</small>		\$125	\$125	N/A	
LAPTOP		\$250	\$250	N/A	

* All monitors listed on this form are not capable of supporting a USB flash drive plugged directly into the screen to display images/videos. You will have to connect a computer in order to properly display your content. However, you may rent a device from Encore that helps provide this functionality, please talk to an Encore representative about possible options.

RIGGING REQUESTS

If rigging is required, please use the following link to request approval.

<https://www.encoreglobal.com/rigging-portal/>

There is a minimum of two and a half (2.5) hours labor charge for all Specialty Services, Custom Installations, 208 Volt Services, Island Booths, and any drops that are not in the back center of your booth. A one (1) hour reset fee will apply after lines have been placed. Diagram with measurements for each power drop is required. Final labor charge will be determined after completion.

If You Are Experiencing Technical Difficulties On-Site
 Please Contact Encore At 407-616-4556 or 407-996-4556

ADVANCE RATES are available if order is placed 30 days or more before show opening.

Email completed form to the Encore Representative listed above.

Once this request form is submitted, an Encore Representative will contact you for an official order review and signature. A service charge of 26% and 6.5% sales tax will be applied to all orders. Labor charges at a rate of **\$135/hr** may also be applied.

POWER – 208 VOLT SINGLE PHASE	QUANTITY	ADVANCE RATE	STANDARD RATE
20 AMPS		\$400	\$565
30 AMPS		\$495	\$710
60 AMPS		\$670	\$950
100 AMPS		\$835	\$1180
POWER – 208 VOLT THREE PHASE	QUANTITY	ADVANCE RATE	STANDARD RATE
20 AMPS		\$550	\$785
30 AMPS		\$720	\$1030
60 AMPS		\$985	\$1400
100 AMPS		\$1245	\$1785
200 AMPS		\$1860	\$2320
400 AMPS		\$2740	\$3485
COMPRESSED AIR SERVICE	QUANTITY	ADVANCE RATE	STANDARD RATE
MASTER LINE DROP		CONSULTATION REQUIRED	CONSULTATION REQUIRED
ADDITIONAL CONNECTIONS		\$60	\$80
WATER LINE SERVICE	QUANTITY	ADVANCE RATE	STANDARD RATE
MASTER LINE DROP		CONSULTATION REQUIRED	CONSULTATION REQUIRED
ADDITIONAL CONNECTIONS		\$60	\$80

There is a minimum of two and a half (2.5) hours labor charge for all Specialty Services, Custom Installations, 208 Volt Services, Island Booths, and any drops that are not in the back center of your booth. A one (1) hour reset fee will apply after lines have been placed. Diagram with measurements for each power drop is required. Final labor charge will be determined after completion.

LABOR IS CHARGED AT \$135/hr

RIGGING REQUESTS

If rigging is required, please use the following link to request approval.

<https://www.encoreglobal.com/rigging-portal/>

- Please indicate, on the grid, the location of your power drop(s) and amount of amperage per drop (e.g., 10A)
- If no location is indicated, the power drop will be placed in the middle back of the booth.
- For all equipment supplied, read the ratings from the metal plate attached to the unit (see example below). If the rating is in watts, order by wattage. If the rating is in amps, order by amperage.

EXAMPLES OF HOW TO READ METAL PLATES ON EQUIPMENT

0	V120 PH1	0	120V SinglePhase	10	V230	0	230Volts
	Hz60		= 60Cycle		A30		= 30Amps
0	W1000	0	1000Watts	0	PH3	0	3 Phase

- For island booth/non-standard installations, a scaled floorplan must accompany orders showing locations of electrical outlet(s), main drop location, connections, and/or AV equipment. **Labor is a minimum of 2.5 hours at \$135/hr.**
- The expo hall is already carpeted. Will you be using additional carpeting in your booth that we may have to run electrical lines under? Please check one.
 - Yes, there **WILL** be additional carpet in the booth.
 - No, there **WILL NOT** be additional carpet in the booth.
- Each square in the diagram below is _____ feet since our booth is _____ feet wide by _____ feet long.

Company Name:		Booth #
---------------	--	---------

Adjacent Booth No. _____

Adjacent Booth No.

Adjacent Booth No.

Adjacent Booth No. _____

RIGGING: If rigging is required, please use the following link to request approval. <https://www.encoreglobal.com/rigging-portal/>

COMPANY/BOOTH NAME			BOOTH #	
CREDIT CARD NUMBER			EXPIRATION DATE	
BILLING ADDRESS	CITY	STATE	ZIP CODE	
CARDHOLDER'S NAME		PHONE NUMBER		
EMAIL ADDRESS (FOR RECEIPT)				

I, (please print) _____, certify the above information to be true and correct to the best of my knowledge. As the cardholder, I am authorizing the above credit card account to be charged for the attached order. As well as any additional amounts incurred as a result of all show site changes ordered by myself or my representatives and/or place my card on file for Security Deposit purposes in the event of payment default, cancelation fees or damages/losses owed per Encore Terms and Conditions/Exhibit Regulations and General Information.

Signature: _____ Date: _____

1. Orders must be received with payment a minimum of thirty (30) days prior to scheduled event set up for advance price. Orders received less than thirty (30) days prior to scheduled event set up or without payment will be charged at the standard price.
2. Encore electrical is not responsible for voltage fluctuation or power failure due to temporary conditions. For your protection, you should install a surge protector on your computer(s). All electrical installations and connections to all electrical service should be completed by an Encore electrician. Encore will not be responsible for any damage or loss of equipment, component, computer hardware or software, and/or damage or injury to any person caused by the installation, connection, or plugging into any electrical outlet by person other than an Encore electrician.
3. A separate outlet must be ordered for each location where electricity is needed.
4. Rates listed for all connections include bringing the service to booth in the most convenient manner for Encore and DOES NOT INCLUDE connecting equipment, materials, special wiring, or labor. Under normal circumstances, all electrical outlets will be placed on the floor in the back of the booth. Island booth outlets may be brought to one (1) location at Encore's discretion if no information is provided and this charge is on a time and material basis.
5. Rates are based on current wage scales and are subject to change in the event of wage changes prior to opening or during the operation of the show. A minimum charge of two and a half (2 ½) hours labor charge, one and a half (1 ½) hour to install, and one (1) hour for dismantle. Time will commence upon exhibitor's request. Failure to start labor at requested time will result in a one (1) hour charge per electrician requested, unless 24-hour advance notice is provided in writing.
6. Additional service charges and labor charges may be assessed for installations. Payment must be rendered in FULL when billed during the event. Service may be interrupted if payment is not received.
7. All equipment, regardless of source of power, must comply with Federal, State, and local codes. Encore reserves the right to inspect all electrical devices and connections to ensure compliance with all codes. Encore is required to refuse connections where the exhibitor wiring is not in accordance with local Electrical Code.
8. Standard wall and other permanent building utility outlets or sockets are not part of booth space and may not be used by exhibitors. A separate outlet must be ordered at standard price for each piece of equipment to be connected.
9. All electrical equipment must be properly tagged and wired with complete information as to the type of current required for operation, voltage, phase, cycle, horsepower, etc.
10. All exhibitor's cords must be a minimum of 14/3 with ground. ALL exposed, non-current carrying metal parts of fixed equipment, which are liable to be energized, shall be grounded.
11. A \$25.00 service charge will be assessed for all returned checks and credit cards.
12. Material and equipment furnished by Encore for this service order is furnished on a rental basis, remains the property of Encore, and shall be removed ONLY by Encore Employees. Price also includes all necessary disposable supplies.
13. Encore Employees are authorized to cut floor coverings when essential for installation of service otherwise indicated.
14. Claims will not be considered, nor adjustments made unless filed in writing by the exhibitor prior to close of event. This claim must be verified by an Encore Employee prior to close of event.
15. Credit will not be given for service installed and not used.
16. It is agreed that in the event it becomes necessary to turn this matter over to an attorney for collection, or to file a lien, or foreclosure, or otherwise, exhibitor will pay Encore its attorney fees or applicable agency fees.
17. A service charge of 1.5% per month on any unpaid balances will be made starting 10 days after the date of invoice.
18. Exhibitor holds Encore harmless for any and all losses of power beyond Encore's control including, but not limited to losses due to utility company failure, permanent power distribution failure, power failure caused by vandalism, faulty exhibitor equipment, or overloads caused by exhibitor.
19. As the official Electrical Contractor, Encore will be responsible for all under carpet distribution of electrical wiring and all motor and equipment hook-ups requiring hardware connections. The above items require electrical labor.
20. In the interest of public safety, exhibits in the convention facilities may be inspected to determine if any violations exist. If they are found, qualified electricians are available to correct the problems. This work will be performed on a time and material basis. If the exhibitor does not wish to have the fault corrected, electrical service to the offending booth will not be connected. If an exhibitor is not informed or does not understand basic safety standards for electrical wiring, an electrician should be consulted. Serious risks are involved which can be eliminated by understanding basic requirements of safe wiring inside the booth. For the safety of all, remember these points:
 - All wiring must have a 3-wire grounded cord with a minimum of #14 gauge.
 - The use of clip-on sign sockets, latex, or lamp cord wire in displays or the use of 2-wire clamp on fixtures is prohibited by order of fire prevention bureaus at trade shows and conventions.
 - Zip cords or two-wire cords are ungrounded and could result in safety hazards. Their use is forbidden in all convention facilities.
21. Electricity will be turned on within 30 minutes of show openings and turned off within 30 minutes after the closing.
22. **Event Cancellation.** If Customer cancels the Event or the provision of audiovisual equipment, labor, or services by Encore 30 days or more before the first day of the Event, no cancellation charges will apply, except for any expenses actually incurred by Encore, which will be payable by the Customer. Cancellations received 29 to 15 days before the Event will be subject to a cancellation charge equal to 50% of the charges contained in the Event Quote. Cancellations received 14 to 3 days before the first day of the event will be subject to cancellation charges of 75% of the total charges contained in the Event Quote. Cancellations received less than three days (72) hours before the first day of the Event or after equipment has departed from its storage facility will be subject to cancellation charges of 100% of the total charges contained in the Event Quote. Customer agrees and acknowledges that the cancellation charges described in this paragraph are reasonable and appropriate under the circumstances if Customer cancels the Event or cancels the provision of audiovisual equipment, labor, or services by Encore and that such charges are not a penalty. Cancellation fees, including fees to cover any incurred Encore costs, will be due immediately upon any such cancellation by Customer.

PRE-ORDER TECHNOLOGY FORM

ALL ORDERS MUST BE RECEIVED A MINIMUM OF 14 DAYS PRIOR TO MOVE IN TO RECEIVE PRE-ORDER PRICING.

RENTAL EQUIPMENT AND INTERNET PRICING ARE LENGTH OF EVENT. (Up to 5 days)

Event Name: _____ Install Date and Time: _____ Removal Date and Time: _____

On-Site Contact: _____ On-Site Contact Cell#: _____ On-Site Test Date and Time: _____

Wireless Internet With private IP addresses. Connections capped at a maximum speed of 3 Mbps.	Pre -Order Rate	Rack Rate	Total
1-5 Wireless Connections	\$ 600	\$ 720	
6-10 Wireless Connections	\$ 900	\$ 1,080	
11-15 Wireless Connections	\$1,200	\$ 1,440	
16-20 Wireless Connections	\$1,500	\$ 1,890	
21-25 Wireless Connections	\$1,650	\$1,980	
26-30 Wireless Connections	\$1,800	\$2,160	
31-40 Wireless Connections	\$2,280	\$2,736	
41-50 Wireless Connections	\$2,700	\$3,240	
For more than 50 wireless connections please call for pricing.			

Network Configuration	Pre- Order Rate	Rack Rate	Qty.	Total
Static IP (One Time Fee)	\$150/each			
Network Extension/ Drop	\$250	\$300		
Private VLAN	\$1,200	\$1,450		
Public VLAN	\$1,800	\$2,160		
Custom SSID	\$1,200	\$1,500		

Laptops/Tablets	Price	Qty.	Total
Laptop	\$195		
Apple Mac Book Pro	\$315		
Apple iPad	\$185		

HD Monitors Includes a table stand and 5ft cable	Price	Qty.	Total
24" Monitor	\$245		
32" Monitor	\$350		
40" Monitor	\$550		
46" Monitor	\$650		
55" Monitor	\$795		
65" Monitor	\$1,195		

Monitor Accessories Monitors do not include dual pole stands.	Price	Qty.	Total
HDMI or VGA Cable - 25ft (Circle One)	\$25		
Dual Pole Stand with Laptop Tray (Only available w/ rented monitors)	\$95		

Printers/Copiers Two Reams of paper (8.5x11) are included.	Price	Qty.	Total
Black and White Printer	\$300		
Color Printer	\$695		
Black and White Copier	\$1,195		
Color Copier	\$1,595		
Ream of Paper	\$12		
Box of Paper (8.5x 11)	\$80		
Additional toner will be supplied and charged at \$275 (plus service charge and taxes).			

Wired Internet/ Dedicated Bandwidth Prices are per location, with private IP addresses. If cabling under carpet, please call to schedule location.	Pre -Order Rate	Rack Rate	Total
1.54Mbps Dedicated Connection	\$1,800	\$2,160	
3Mbps Dedicated Connection	\$3,000	\$3,600	
5Mbps Dedicated Connection	\$4,500	\$5,400	
10Mbps Dedicated Connection	\$7,500	\$9,000	
Additional connections within the same location (One Time Fee)	\$100	\$150	

Telecommunication Services Additional Phone options and international calling available. Please call for assistance.				
Cisco Digital Phones Installation fee of \$150 included in first day pricing.	Qty.	Single Day Rate	Add'l Days	Total
House Phone		\$180	\$30	
DID or Polycom Local/800		\$250	\$100	
DID or Polycom Local/800/ Long Distance		\$325	\$150	
ATA (Analog Phone Adapter)		\$250	\$100	

Please Note the Following:

- ❖ Internet and Rental Equipment prices are for the length of the show (Up to five days).
- ❖ Additional \$150 fee for all orders placed on site, service charge and applicable taxes will be applied.
- ❖ Millennium does not supply power. For power needs, please contact the exhibition company.
- ❖ Orders cancelled with less than 72 hours' notice will incur a 50% cancellation fee. Orders cancelled on site will incur a 100% cancellation fee.
- ❖ Dedicated bandwidth recommended for VOIP, video streaming, or video conferencing.
- ❖ Any unauthorized equipment will be disconnected.
- ❖ Support will only be provided to MTG equipment.

Ask us about our sponsorship opportunities!

Internet SUBTOTAL	\$	Rental Equipment SUBTOTAL	\$	Telecommunication SUBTOTAL	\$
25% Service Fee	\$	25% Service Fee	\$	25% Service Fee	\$
6.5% Tax on Service Fee Only	\$	SUBTOTAL	\$	12.72% Communication Tax TELECOMMUNICATION SUBTOTAL ONLY	\$
INTERNET GRAND TOTAL	\$	6.5 Sales Tax (On Rental Equipment & Service Fee)	\$	6.5% Sales Tax SERVICE FEE ONLY	\$
		RENTAL EQUIPMENT GRAND TOTAL	\$	TELECOMMUNICATION GRAND TOTAL	\$

Please note that your order is not complete until payment has been received.

TECHNOLOGY

TERMS AND CONDITIONS

LIMITATION OF LIABILITY

EXCEPT FOR CLAIMS FOR PHYSICAL INJURY TO PERSONS, MILLENNIUM TECHNOLOGY GROUP (MTG) AND ITS SUPPLIERS OR SUBCONTRACTORS WILL NOT BE LIABLE FOR ANY SPECIAL, OR CONSEQUENTIAL DAMAGES OR FOR LOSS, DAMAGE OR EXPENSE DIRECTLY OR INDIRECTLY ARISING FROM CUSTOMER'S USE OR INABILITY TO USE THE SYSTEM EITHER SEPARATELY OR IN COMBINATION WITH OTHER EQUIPMENT OR SOFTWARE OR FOR COMMERCIAL LOSS OF ANY KIND (INCLUDING LOSS OF BUSINESS PROFITS) BASED

UPON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT TORT OR ANY OTHER LEGAL THEORY WHETHER OR NOT MTG OR ITS SUPPLIERS OR ITS SUBCONTRACTORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE OR LOSS. IN NO EVENT SHALL LIABILITY EXCEED A REFUND OF AMOUNTS ACTUALLY PAID TO MTG BY COMPANY FOR THEIR NETWORK ATTACHMENT.

SERVICES ARE PROVIDED BY MTG ON AN 'AS IS' AND 'AS AVAILABLE' BASIS. MTG MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AS TO THE OPERATION OF MTG SERVICE OR THE INFORMATION, CONTENT, MATERIALS, OR PRODUCTS INCLUDED IN MTG SERVICE.

NO WARRANTIES ARE MADE OTHER THAN PROVIDING YOU WITH OUR EQUIPMENT IN GOOD WORKING ORDER. YOU ACKNOWLEDGE THAT BOTH THE EQUIPMENT AND THE MANUFACTURERS OF SAID EQUIPMENT ARE ACCEPTABLE TO YOU. YOU FURTHER ACKNOWLEDGE THAT WE HAVE NOT MADE AND DO NOT MAKE ANY WARRANTY EITHER EXPRESSED OR IMPLIED INCLUDING BUT NOT LIMITED TO: A) THE FITNESS OR DESIGN OF THE EQUIPMENT; B) THE MERCHANTABILITY OF THE EQUIPMENT OR IT'S FITNESS FOR ANY PARTICULAR PURPOSE; C) ANY PATENT, COPYRIGHTS OR TRADE SECRET INFRINGEMENTS AND D) THE COMPLIANCE OF THE EQUIPMENT WITH ANY REQUIREMENTS OF LAW, RULES, SPECIFICATIONS OR CONTRACT.

- CONDITION FOR PROCESSING SERVICE CONTRACT/ON-TIME INSTALLATION:** (a) Payment for service must accompany contract. (b) Incomplete contract forms will delay processing, please provide all information requested. (c) Booth number(s) must be identified on face of form. (d) Complete Floor Plan itemizing location of connections in booth must be designated on form or customer provided diagram(s) 3 days before move-in date (g) Orders /changes received on day of show move-in will be worked after other orders are complete.
- TERM:** The rental shall commence on the day the equipment/services are delivered to you and shall continue until the equipment/services are returned, complete and in good working order.
- TITLE:** Only MTG personnel are authorized to modify system wiring or cabling. Material and equipment furnished by MTG for this service order shall remain the property or MTG. You acknowledge that the equipment/services rented by you belongs to us and that you cannot sell, pledge, mortgage or otherwise dispose of the equipment.
- LOCATION:** The equipment shall be kept at the location you have provided us and may not be moved or relocated without our prior written permission. In the event of loss, you agree to promptly reimburse us for the replacement cost of such equipment and claims for all losses and injuries caused by such equipment.
- USAGE:** You may use our equipment, but you may not abuse it. In particular, you must provide a suitable location, including appropriate electrical power, for our equipment and comply with the manufacturer's operating instructions. If any software is supplied with the property, you agree to be bound by all applicable licenses and copyright laws and, with regard to Microsoft products, you further acknowledge that use of the Microsoft software accompanying our equipment is governed by Microsoft's End User License Agreement attached hereto.
- USE OF NETWORK CONNECTIONS:** a) The network attachment to be provided by MTG may be used only by the employees of the company, its agents and consultants while performing service for the company and will not be resold or distributed to other companies. The services being provided by MTG will facilitate communications between the Company's authorized users and the entities reachable through the national Internet. Users of MTG services shall use reasonable efforts to promote efficient use of the networks to minimize, and avoid if possible, unnecessary network traffic and interference with the work of other users of the interconnected networks. b) Users of MTG services shall not disrupt any of the MTG or other associated networks in part or as a whole. MTG services shall not be used to transmit any communication where the meaning of the message, or it's transmit distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof. c) All devices for which MTG directly or indirectly provides Internet/Network connectivity must pay a connection charge or purchase a MTG assigned IP address. d) The choice of Internet Service Provider (ISP) is at the sole discretion of MTG e) MTG is the exclusive provider of all wired and wireless data services. f) Wired/Wireless Devices not authorized by MTG are strictly prohibited. Anyone wishing to showcase wireless products must contact MTG three weeks in advance of their show to investigate the potential of MTG engineering a customized cohesive network operating without interference g) Rates listed include a single IP address via DHCP, bringing the service to the booth in the most convenient manner and does not include computer equipment, NIC card, TCP/IP software or power to the booth.
- REPAIRS:** During the term of rental, we are responsible for the maintenance of our equipment resulting from every day wear and tear. If the equipment malfunctions, you must notify us immediately and we will, at our discretion, repair or replace the defective equipment in a timely manner. If the equipment is damaged in any manner you will be responsible for all costs, including but not limited to service fees, repair fees, or full replacement costs.
- CREDIT APPROVAL:** We are not obliged to deliver the equipment unless and until your credit is approved by us.
- PAYMENT:** Payment & Order forms must be received no later than 14 days prior to the first day of the event to avoid Pre-Order Penalty Fee of \$100. If ordering on site or after event move-in has started there is a \$150 On Site Order Fee that will be applied. Pricing listed on this contract does not include Federal, State, Local or other Taxes. Taxes/Tax surcharges will be included in your final bill. Checks must be received a minimum of ten days prior to the first day of service. **The Customer shall pay invoices in accordance with the payment conditions stated on the invoice. The Customer shall not be entitled to set off or to suspend a payment.**
- LATE CHARGES:** If any payments have not been made by the conclusion of the event, we may impose a late charge of 1.5% per month.
- WIRELESS SPECIFIC:** The use of any wireless device that interferes with the facility wireless data frequency is prohibited.
- SHARED INTERNET SERVICES SPECIFIC: Proxy Servers are not allowed with any of MTG's shared Internet/Network Services. This includes, but is not limited to, Premium Internet & Basic Internet. MTG can engineer a custom dedicated network(s) to accommodate such special requests.**
- ORDER FORM:** Rates listed include a single IP address with standard installation to the booth in the most convenient manner. To connect additional devices to the bandwidth product a MTG assigned IP address or additional device charge must be purchased.
- INTERNET PERFORMANCE DISCLAIMER:** MTG does not guarantee the performance, routing, or throughput, either expressed or implied, of any data connectivity with regards to the Internet and/or Internet backbones beyond any facility we service.
- INTERNET SECURITY DISCLAIMER:** MTG does not provide security, such as but not limited to firewalls etc. for any data connection(s) we provide. It is the sole responsibility of the exhibitor or customer to provide any necessary security. With execution of this document the Customer is agreeing to the Terms and Conditions of this document and will hold MTG; its agents and contracts harmless for any and all liabilities arising from the use of non-secured data circuits.
- VIRUS PROTECTION REQUIREMENT – WARNING –** MTG requires that all devices directly or indirectly accessing MTG's Network have the latest virus scan software, windows security updates, system patches, and any other technological precautions necessary to protect yourself and others from viruses, malicious programs and other disruptive applications. Any device, which adversely impacts MTG's Network, will be disconnected from the network with or without prior notice at MTG's discretion. The device(s) in question will remain disconnected from the network until all

- issues are adequately resolved. Additional charges may apply for trouble diagnosis and/or problem resolution
17. **PERFORMANCE:** MTG shall, to the best of its ability, do its utmost to perform the services with due care and, where appropriate, in accordance with the agreements and procedures recorded in writing with the customer. All of MTG's services shall be performed on the basis of a best efforts obligation, unless and insofar as the MTG has expressly promised a result in the written Agreement and the result concerned has also been described with sufficient definiteness. Any agreements concerning a service level must always be expressly agreed in writing.
18. **MODIFICATION AND ADDITIONAL WORK:** If, at the request of or with prior consent from the Customer, MTG has performed work or rendered other performances which goes beyond the substance or scope of the agreed services, the Customer shall pay for that work or performance according to our usual rates. Expanding or modifying a system analysis, a design or specifications shall also constitute additional work.
19. **PUBLICITY:** Notwithstanding anything to the contrary in the Agreement or applicable Statements of Work, MTG shall be permitted to disclose in summary form the nature of work performed for clients under the applicable Statement of Work; however, MTG shall not disclose the proprietary business processes of Client or otherwise result in any breach of any other term of this Agreement.
20. **RENEWALS AND RATE CHANGES:** The rental will automatically be renewed for successive rental periods following the initial rental term.
21. **CANCELLATIONS & ADJUSTMENTS:** No adjustments to invoices will be made after the close of the Event. Claims will not be considered unless filed in writing by Exhibitor/Client prior to close of Show/Event. All orders cancelled within 72 hours of the first day to the Event whether it be by the Exhibitor, due to the cancellation of an Event or their non-participation, will be charged a cancellation fees equal to 50% - 100% of the total order, based on the status of move-in, work performed and/or MTG set-up costs or expenses. Some broadband services and special circuits cannot be cancelled once ordered and will incur full charges listed /quoted. Credit will not be given for service installed and not used.
22. **INDEMNIFICATION:**
- a. You shall defend, indemnify and hold MTG harmless against all costs and expenses, including reasonable attorney's fees, associated with the defense or settlement of any claim that:
- i. MTG's use, access or modifications of any software that you have requested that we use, access or modify as part of the Services infringes any patent, copyright, trademark, trade secret or other intellectual property right, or
- ii. Your use of any Services in violation of any requirements or representations in this agreement violates any law or infringes any patent, copyright, trademark, trade secret or other intellectual property right.
- b. You further shall pay any judgments or settlements based on any such claims.
23. **GENERAL PROVISIONS:** a) The laws of the State of Florida shall govern this Agreement between you and MTG. b) Although you do not have the right to assign this Agreement, we do. If we exercise this right, we may direct you to make all future payments to another party at their address. c) You hereby waive trial by jury in any action or proceeding pertaining to this Rental Agreement. d) Paragraph headings are for convenience only.
24. **PERSONAL DATA PROTECTION**
- a. "Personal Data" means any information regarding any identified or identifiable person associated with the meeting, that may be provided or discovered during the course of performing under the meeting Agreement. Hotel may process and use the Personal Data only to the extent necessary to perform its obligations under the meeting Agreement. Hotel may disclose the Personal Data only to Hotel's agents, employees and subcontractors as necessary to perform the Hotel's obligations under the meeting Agreement, who have received training on the handling of Personal Data from Hotel, and who are bound by confidentiality obligations. Hotel may disclose Personal Data as required to fulfill regulatory or legal requirements within the travel industry. Hotel may not sell, rent or lease Personal Data to any other party. Hotel may not use any Personal Data to send direct marketing materials to Client, its members or employees, unless they have provided their explicit written consent or have otherwise provided personal data for such purpose, i.e. have opted in to receive such materials from Hotel.
- b. Hotel will use the same reasonable degree of care to prevent the unauthorized use, dissemination or publication of the Personal Data, as it uses to protect its own information of similar nature, and will implement any technical and organizational measures to protect personal data which are required by the applicable law. Hotel will adhere to all applicable export, personal data protection and security laws, regulations and rules when collecting, using, storing, transferring and otherwise processing Personal Data. Hotel agrees to notify Client if it becomes aware of any actual, suspected or alleged unauthorized use of, disclosure of, or access to Personal Data by itself or others that also creates a notification obligation to affected individuals under state or federal law. In the event of such a security incident, Hotel will cooperate with Client in accordance with the applicable laws, including: conducting the investigation; cooperating with authorities; and notifying affected persons, credit bureaus, other persons or entities deemed appropriate by the Client.
25. **CUSTOMER EQUIPMENT:** Customers wishing to place their equipment within the IDF's must obtain authorization to do so through MTG. MTG nor Rosen Hotel & Resorts will be held responsible for the loss or damage of customer provided equipment. This includes but not limited to damage due to power, liquids, leaks, or other naturally occurring events. Plugging in to any outlet or circuit currently utilized by MTG equipment or Rackspace is strictly prohibited. Power must be ordered from the hotel's convention power provider. All access to IDF's require a representative from MTG to be present at all times. No keys will be issued to a customer or group and the door must remain securely locked at all times. All patching and un-patching of ports and or fiber can only be performed by a MTG representative.
26. **ENTIRE AGREEMENT:** These terms and conditions together with any documents expressly referred to in them, contain the entire agreement between us relating to the subject matter covered and supersede any previous agreements, arrangements, undertakings or proposals, written or verbal: between us in relation to such matters. No verbal explanation or verbal information given by any party shall alter the interpretation of these terms and conditions. In agreeing to these terms and conditions, you have not relied on any representation other than those expressly stated in these Terms and Conditions and you agree that you shall have no remedy in respect of any misrepresentation, which has not been made expressly in these Terms and Conditions.