



DUKE ENERGY CONVENTION CENTER TERMS AND CONDITIONS

Electrical Service

1. All equipment regardless of source of power must meet federal, state and local safety codes. The DECC reserves the right to refuse connection if equipment is deemed unsafe.
2. Electrical service ordered is (1) outlet per order. If additional outlets are needed, exhibitor may provide or rent a power strip to divide the purchased service, provided the service capacity purchased is not exceeded and safety is not compromised.
3. Advance orders will receive priority service, but ***does not guarantee that the service(s) will be installed prior to exhibitor move-in.***
4. Services ordered during exhibitor move-in may not be installed before the show opens. Orders will be processed and installations completed on a first-come, first-served basis, or as we determine most convenient.
5. Service will begin once installed and remain on until close of show. Special arrangements for early connect and/or late disconnect must be made in advance.
6. Rates quoted cover service to the back of the booth in the most convenient manner. Requests for special services such as routing cords, specific service location within your booth or relocating service(s) will incur a labor charge.
7. If you are exhibiting in an island booth a detailed booth layout or scaled drawing identifying the "Main Drop" location (origin of power), dimensions to each service location within your booth from the Main Drop, the power required at each location, and surrounding aisle or booth numbers to determine orientation of booth is required. Installation of services will be delayed if this information is not received.
8. Requests for special voltage and/or other "special requirements" must be received by DECC 30 days prior to scheduled exhibitor move-in. Requests received within 30 days of show move-in will be filled based upon equipment and labor availability.
9. All material and equipment furnished by the DECC for this service order shall remain the property of the DECC and shall be removed ONLY by DECC technicians at the close of show.
10. Unless otherwise directed, DECC electricians are authorized to cut floor coverings to permit installation of services.
11. Exhibitor cords must be of the 3 wire grounded type and free of damage. Use of open clip sockets, zip cords, latex or lamp cord wire, "romex", household extension cords or unapproved duplex or triplex attachment plugs in exhibits are prohibited.
12. All cords installed under carpet must be type SPT3 flat, 12 gauge or heavier. No round cords are permitted under carpet.
13. DECC conducts an installation audit of power supplied. Clients using power not ordered will be required to pay on site for power to continue service.
14. Walls, column and permanent building utility outlets are not a part of the booth space and are not to be used by exhibitors unless approved by the DECC.
15. Obstructions blocking utility floor boxes are subject to relocation as necessary. No storage of any kind is permitted in utility space behind pipe and drape.
16. In providing services requested, neither the DECC, nor its officers, employees, agents, contractors nor subcontractors shall be liable to the Customer for any damages, including special, incidental, or consequential damages for loss, damage or expense, directly or indirectly arising from the Customer's use or inability to use the services herein requested, or for commercial loss of any kind (including loss of business or profits) whether or not the DECC has been advised of the possibility of such damage or loss.



DUKE ENERGY CONVENTION CENTER TERMS AND CONDITIONS

Utilities (Water, Air, Natural Gas)

1. All equipment must meet federal, state and local safety codes. The DECC reserves the right to refuse connection if equipment is deemed unsafe.
2. Where applications require regulation of pressure, flow or moisture content, the exhibitor is responsible for supplying the necessary regulators, traps, separators, conditioners, etc.
3. All equipment must be properly tagged or marked with appropriate requirements/tolerances regarding pressure, flow, capacity, rate of fill and/or other factors pertinent to safety.
4. All material and equipment furnished by the DECC for this service order shall remain the property of the DECC and shall be removed ONLY by DECC technicians at the close of show.
5. Unless approved by Show Management AND our Events Services department, service required to cross an aisle will not be installed.
6. In providing services requested, neither the DECC, nor its officers, employees, agents, contractors nor subcontractors shall be liable to the Customer for any damages, including special, incidental, or consequential damages for loss, damage or expense, directly or indirectly arising from the Customer's use or inability to use the services herein requested, or for commercial loss of any kind (including loss of business or profits) whether or not the DECC has been advised of the possibility of such damage or loss.

Carpet Cleaning

1. Service is based on total square footage of booth space (not carpet size) per day.
2. Advance orders will receive priority service.
3. Claims will not be considered unless filed by the exhibitor in writing prior to the close of show.
4. Credit will not be given for services already completed.
5. Payment in full must be received prior to service.
6. In providing services requested, neither the DECC, nor its officers, employees, agents, contractors nor subcontractors shall be liable to the Customer for any damages, including special, incidental, or consequential damages for loss, damage or expense, directly or indirectly arising from the Customer's use or inability to use the services herein requested, or for commercial loss of any kind (including loss of business or profits) whether or not the DECC has been advised of the possibility of such damage or loss.

Payment

1. Service orders and payment IN FULL must be received (14) days prior to the show move-in date to receive advance rate pricing.
2. Payment in full is due at time services are ordered.
3. Arrangements for payment of Labor & Services must be made before service is installed.
4. Credit will not be given for services installed and not used.
5. Claims will not be considered unless filed in writing by the exhibitor prior to the close of show.
6. Our Cancellation Policy is as follows:
 - a. If cancellation occurs before installation and more than 6 days prior to the first scheduled move-in day: 90% refund.
 - b. If cancellation occurs before installation and less than 6 days prior to the first scheduled move-in day: 75% refund.
 - c. If cancellation occurs after installation or after the start of the first scheduled move-in day: NO REFUND.
7. Prices are based on current wage rates and subject to change without notice.