

TELEPHONE SERVICE REQUEST

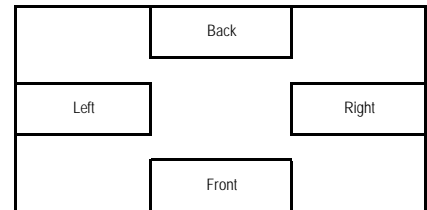
Victoria Conference Centre

Please read the entire form carefully, including the Terms and Conditions. By completing this form you understand and agree to the guidelines set below.

Event Name:	Event Date:	
Contact Name:	Company Name:	
Address:	City:	
Province/State:	Postal/Zip Code:	
Telephone Number:	Fax Number:	
Email Address:	Room/Location:	Booth #:
In-Service Date:	Time:	
Disconnect Date:	Time:	

Please indicate the approximate location of service placement within the booth with an X and note any neighbouring booth numbers. If available, please attach additional documentation/floor plans to ensure accurate placement of service(s). If a location is not provided two days before show move-in date, our services will be placed in the most convenient location and the customer is then responsible for the placement of services.

Please note: there will be a \$50 setup/installation fee to change line location once on site.



SERVICES REQUIRED	QUANTITY		ADVANCED RATE	STANDARD RATE	TOTAL
			14 days prior to show move-in	Less than 14 days to show move-in	
Telephone Line with Single Line Handset <input type="checkbox"/> Long Distance	# of Lines		\$150.00	\$200.00	
Telephone Line for Standard Computer Modems/Fax/Interac/Conference Call (line only) <input type="checkbox"/> Long Distance (required for Interac and toll free)	# of Lines		\$125.00	\$175.00	
Speaker Phone (for up to four (4) people)	# required		\$175.00	\$225.00	
Conference Line - must order conference call unit from Sharp's Audio-Visual 250.361.1095	# of Lines		\$125.00	\$150.00	
Deposit for Long Distance *deposit waived for VCC contracted clients; unused portion will be refunded within 30 days			\$50.00	\$50.00	

PAYMENT INFO:	<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	<input type="checkbox"/> American Express	Subtotal:
Cardholder's Name:	<input type="checkbox"/> Bill to Master Account			5% GST:
Credit Card Number:	Expiry Date:			7% PST:
Cardholder's Signature:	Date:			AMOUNT PAYABLE:

PAYABLE TO:	Amount payable is subject to prevailing taxes and is payable in Canadian Funds
Victoria Conference Centre 720 Douglas Street, Victoria, B.C. V8W 3M7 CANADA www.victoriainconference.com	Phone 250.361.1000 Fax 250.361.1099 GST Registration #R122206394

I hereby authorize the Victoria Conference Centre or its agents to install the service(s) described above and agree to assume complete responsibility for all charges including lost or stolen equipment and additional labour charges which may exceed the amount payable made herewith.

VCC Technician Labour Rates *Telus service requires a VCC technician for coordination and connection within VCC

Monday through Friday 08:00 to 17:00 - \$70.00 per hour (minimum 2 hour call-out)

Weekends & Evenings 17:00 to 08:00 - \$90.00 per hour (minimum 2 hour call-out)

INTERNAL USE ONLY	10/04	VCC Event Manager _____	VCC Event # _____
ASSIGNED PHONE NUMBER(S):	361- _____	361- _____	
	361- _____	361- _____	

Client Services
 Facility Operations
 Sharp's A/V
 Diagram Location

TELEPHONE SERVICE REQUEST

Victoria Conference Centre

TERMS AND CONDITIONS

1. Telephone system, cabling and equipment are property of the Victoria Conference Centre.
2. Conference and/or trade show requests for more than ten (10) telephone lines, telephone lines with handsets, or special services which require coordination with an outside provider (eg. TELUS) must be received a minimum of thirty (30) days in advance of the scheduled in-service date.

Victoria Conference Centre contracted client is responsible for the additional VCC Technician Labour costs related to the coordination of these special services.
3. Complete information must be provided on the Telephone Services Request form to ensure prompt processing of your order; incomplete information will delay processing.
4. Conditions for processing service request forms:
 - (a) Payment for service and the deposit for long distance access must accompany service requests. (Contracted VCC clients will be invoiced for services rendered.)
 - (b) Unused portions of a deposit will be refunded by mail within 30 days following the disconnect date.
5. A \$50.00 cancellation fee will apply for all orders cancelled within 48 hours of the scheduled installation time; credit will not be given for service installed and not used.
6. Equipment management:
 - (a) **If service is required before 08:00 or after 17:00** it is the client's responsibility to confirm arrangements with the Victoria Conference Centre by contacting the VCC Event Manager listed on the request form.
 - (b) The customer will be fully responsible for the safe-keeping and prompt return of the telephone equipment to the Facility Operations Office at the Victoria Conference Centre on the date and time specified for disconnection.
7. It is understood that if the Victoria Conference Centre must change a pre-assigned telephone number the customer has no recourse for compensation against the Victoria Conference Centre. Every effort will be made to maintain the originally assigned number.
8. Only Victoria Conference Centre personnel are authorized to modify system wiring or cabling.
9. Material and equipment furnished by the Victoria Conference Centre for this service order shall remain property of the Victoria Conference Centre.
10. The Victoria Conference Centre is not liable for any indirect, special or consequential damages arising out of this agreement even if Sharp's Audio-Visual has been advised of the possibilities thereof, including but not limited to loss of profits, loss of business revenue, failure to realize expected savings or any claim against the customer by a third party.
11. If you require special data circuits or centrex lines, contact TELUS a minimum of fourteen (14) days in advance of the event. Please advise the Victoria Conference Centre as soon as possible if these services have been arranged.

01/08



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Phone 250.361.1000 Fax 250.361.1099 Toll Free 1.866.572.1151
www.victoriainconference.com

