Utility Service Order Terms & Conditions

1) PREPAID ORDERS: To receive prepaid rate, orders must be received a minimum of 5 business days prior to first scheduled Move-In day.
2) CONDITIONS FOR PROCESSING SERVICE ORDER FORMS:
   a) Payment, in full, in U.S. funds must accompany service order form.
   b) Payment may be made by credit card or check in advance.
   c) Date payment is received by Prime Osborn Convention Center will determine applicable rate.
   d) All order form information must be completed in full in order to be processed. Incomplete order forms could results processing delay resulting in slow service installation.
   e) No service will be installed until full payment is received. Receipts are available for pre-ordered connections at the Service Desk during Move-In.
   f) Cancellations:
      Refunds will be computed as follows:
      (1) After installation – NO REFUND.
      (2) Before installation, but 6 business days or less prior to first scheduled Move-In day – 85% REFUND.
      (3) Before installation and more than 6 business days prior to first scheduled Move-In day – FULL REFUND.
3) Prices are based upon current rates and subject to change without notice.
4) All orders placed or paid for at Move-In will be charged at Floor Order Rates. NO EXCEPTIONS.
5) Applicable refunds will be processed approximately two weeks after show close.
6) All connections provided are subject to verification by Prime Osborn Convention Center technicians. Exhibitors utilizing service greater than connections paid for will be subject to charge. All such charges are due prior to close of show.
7) All payments must be complete prior to close of first day of show. Any exhibitor not paid is subject to termination of utility connections.
8) Credit will not be given for service installed and not used.
9) Obstructions blocking utility floor boxes are subject to relocation as necessary.
10) Prepaid orders will receive priority service.
11) Prime Osborn Convention Center technicians are authorized to cut floor coverings to permit installation of service unless otherwise directed.
12) Electrical labor must be ordered in advance in order to have technicians available when needed (2-hour minimum charge is required).
13) All equipment, regardless of power source, must comply with all Federal, State, and Local Safety Codes.
14) Standard wall, column and permanent building electrical outlets are not a part of booth space and are not to be used by exhibitors unless specified otherwise.
15) All equipment must be properly tagged or marked with complete information as to type and/or amount of current, voltage, phase, frequency, horsepower, etc. required.
16) All materials and equipment furnished by the Prime Osborn Convention Center for this service order shall remain the property of the Prime Osborn Convention Center and shall be removed only by the Prime Osborn Convention Center at the close of the show. Exhibitors removing such equipment will be charged at prevailing replacement rates.
17) All exhibitor 120-volt cords must be of the 3-wire grounded type. All exposed non-current carrying metal parts of fixed equipment which are liable to be energized must be grounded.
18) The Prime Osborn Convention Center reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by Prime Osborn Convention Center's Technical Supervisors.
19) Exhibitors are not permitted to share electrical connections. All orders must be placed separately.
20) Prices for utilities are inclusive of all applicable taxes.

PRIME F. OSBORN III CONVENTION CENTER

Electrical Services Request

Event Services
1000 Water Street,
Jacksonville, FL 32204
Office: (904) 630-4010
Fax: (904) 630-4029
Email:nancyth@smgjax.com

Effective: Events after 10/1/17 to 9/30/18

Customer Information:

Event Name: _____ **Event Dates:** _____

Exibitor/Company: _____ **Booth #:** _____ **Fax:** _____

Contact Person: _____ **Telephone:** _____ **E-mail:** _____

Address: _____ **City, State, Zip:** _____

Payment Information:

Credit Card: ❑ Amex ❑ Visa/MC ❑ Discovery **CC#:** _____ **Exp. Date:** _____/_____

Prices include all applicable tax. Please make checks payable to: SMG

Standard Electrical Connections (Approximately 120V, 60 Hz)

Quantity	Description	Advance Order	Floor Order	24-hr. Svc, add 50%	Amount
	0-500W (5 amp)	$ 60.00	$ 77.00		$ -
	501-1000W (10 amp)	$ 79.00	$ 106.00		$ -
	1001-1500W (15 amp)	$ 97.00	$ 140.00		$ -
	1501-2000W (20 amp)	$ 109.00	$ 160.00		$ -
	2001-3000W (30 amp)	$ 120.00	$ 170.00		$ -

Service Connections (Approximately 208V, 60 Hz)

	20 Amps, 208V	$ 145.00	$ 220.00		$ -
	30 Amps, 208V	$ 195.00	$ 260.00		$ -
	60 Amps, 208V	$ 290.00	$ 425.00		$ -
	100 Amps, 208V	$ 370.00	$ 525.00		$ -

Additional Equipment Rentals

	150W Floodlight, & connection	$ 130.00	$ 185.00		$ -
	25' extension cord	$ 18.00	$ 26.75		$ -
	Quad Box	$ 18.00	$ 26.75		$ -
	Power Strip	$ 18.00	$ 26.75		$ -

Electrician Labor, Per Hour (2-Hour Minimum)

Quantity	Description	Advance Order	Floor Order	24-hr. Svc, add 50%	Amount
	For Required Stand-by, special Disconnects, etc.	$ 60.00	$ 77.00		$ -

Acceptance of this Service Request is subject to the Terms and Conditions listed above. For Advance Order Rate qualification, please see Item #1. Connectivity in excess of order is subject to an additional expense to match service level, due and payable at the Service Desk prior to close of first event day.

Total	$ -

PRIME F. OSBORN III CONVENTION CENTER

Electrical Services Request

(3-phase High Amperage)

Event Services
1000 Water Street,
Jacksonville, FL 32204
Office: (904) 630-4010
Fax: (904) 630-4029
Email:nancyth@smgjax.com

Effective: Events after 10/1/17 to 9/30/18

Customer Information:

Event Name: _____ **Event Dates:** _____

Exibitor/Company: _____ **Booth #:** _____ **Fax:** _____

Contact Person: _____ **Telephone:** _____ **E-mail:** _____

Address: _____ **City, State, Zip:** _____

Payment Information:

Credit Card: ❑ Amex ❑ Visa/MC ❑ Discovery **CC#:** _____ **Exp. Date:** _____/_____

Prices include all applicable tax. Please make checks payable to: SMG

Service Connections (Approximately 208V, 60 Hz)

Quantity	Description	Advance Order	Floor Order	24-hr. Svc, add 50%	Amount
	20 Amps, 3-phase	$ 205.00	$ 295.00		$ -
	30 Amps, 3-phase	$ 230.00	$ 310.00		$ -
	60 Amps, 3-phase	$ 450.00	$ 590.00		$ -
	100 Amps, 3-phase	$ 515.00	$ 665.00		$ -
	200 Amps, 3-phase	$ 745.00	$ 1,030.00		$ -
	400 Amps, 3-phase	$ 1,140.00	$ 1,545.00		$ -

** Service levels listed above, are priced with general service order cost. To supply this level of service there may need to be additional expense charges based upon power in excess of service levels of the facilities infrastructure. Contact Event Services for additional information. **

Additional Equipment Rentals

	150W Floodlight, & connection	$ 130.00	$ 185.00		$ -
	25' extension cord	$ 18.00	$ 26.75		$ -
	Quad Box	$ 18.00	$ 26.75		$ -
	Power Strip	$ 18.00	$ 26.75		$ -

Electrician Labor, Per Hour (2-Hour Minimum)

Quantity	Description	Advance Order	Floor Order	24-hr. Svc, add 50%	Amount
	For Required Stand-by, special Disconnects, etc.	$ 60.00	$ 77.00		$ -

Acceptance of this Service Request is subject to the Terms and Conditions listed above. For Advance Order Rate qualification, please see Item #1. Connectivity in excess of order is subject to an additional expense to match service level, due and payable at the Service Desk prior to close of first event day.

Total	$ -

PRIME F. OSBORN III CONVENTION CENTER

Telecommunication Services Request

Event Services
1000 Water Street,
Jacksonville, FL 32204
Office: (904) 630-4010
Fax: (904) 630-4029
Email:nancyth@smgjax.com

Effective: Events after 10/1/17 to 9/30/18

Customer Information:

Event Name: _____ **Event Dates:** _____

Exibitor/Company: _____ **Booth #:** _____ **Fax:** _____

Contact Person: _____ **Telephone:** _____ **E-mail:** _____

Address: _____ **City, State, Zip:** _____

Payment Information:

Credit Card: ❑ Amex ❑ Visa/MC ❑ Discovery **CC#:** _____ **Exp. Date:** _____/_____

Prices include all applicable tax. Please make checks payable to: SMG

Equipment & Service Requirements

Quantity	Description	Advance Order	Floor Order	Amount
	Standard Line with Instrument	$ 140.00	$ 175.00	$ -
	Standard Line without Instrument	$ 125.00	$ 170.00	$ -
	Dry Pair	$ 225.00	$ 350.00	$ -
	Long Distance Access, per line	$ 69.00	$ 69.00	$ -
	Digital Multi-line telephone with 2 lines	$ 240.00	$ 355.00	$ -
	Each additional line	$ 30.00	$ 50.00	$ -
	Wireless Internet (per day)	$ 20.00	$ 20.00	$ -
	High Speed Internet Service, up to 1 wk* (for 1 unit, user name & password available from Service upon check-in)	$ 325.00	n/a	$ -
	High Speed Internet Service, add'l unit; total of 4 add'l units available to the hub	$ 50.00	n/a	$ -

Wireless connectivity for computers is available at the Service Desk.
Please inquire on-site for rates, user name & password assignment.

Technician Labor, Per Hour (2-Hour Minimum)

Quantity	Description	Advance Order	Floor Order	24-hr. Svc. add 50%	Amount
	For Required Stand-by, special Connects & Disconnects, etc.	$ 52.00	$ 69.00		$ -

Acceptance of this Service Request is subject to the Terms and Conditions listed above. For Advance Order Rate qualification, please see Item #1. Connectivity in excess of order is subject to an additional expense to match service level, due and payable at the Service Desk prior to close of first event day.

Total	$ -

PRIME F. OSBORN III CONVENTION CENTER

Plumbing Services Request

Event Services
1000 Water Street,
Jacksonville, FL 32204
Office: (904) 630-4010
Fax: (904) 630-4029
Email:nancyth@smgjax.com

Effective: Events after 10/1/17 to 9/30/18

Customer Information:

Event Name: _____ **Event Dates:** _____

Exibitor/Company: _____ **Booth #:** _____ **Fax:** _____

Contact Person: _____ **Telephone:** _____ **E-mail:** _____

Address: _____ **City, State, Zip:** _____

Payment Information:

Credit Card: ❑ Amex ❑ Visa/MC ❑ Discovery **CC#:** _____ **Exp. Date:** ____/____

Prices include all applicable tax. Please make checks payable to: SMG

Compress Air Service (Approximately 100 psi), Customer must provide own Regulator*

Quantity	Description	Advance Order	Floor Order	Amount
	Single Outlet, 3/8" Speedaire, Female Quick Convert	$ 125.00	$ 165.00	$ -
	Additional Outlet, same location	$ 77.50	$ 100.00	$ -
	24-Hour Service, add 50% per outlet			call for service

Water (Average 60 psi) and Drain Service

	Single Outlet, Standard 3/4" Male Hose Connection	$ 100.00	$ 132.50	$ -
	Additional Outlet at Same Location	$ 77.50	$ 100.00	$ -
	One-Time Fill & Drain, 125 gallons or less	$ 20.00	$ 35.00	$ -
	One-Time Fill & Drain, 250 gallons or less	$ 40.00	$ 50.00	$ -
	One-Time Fill & Drain, 500 gallons or less	$ 77.50	$ 100.00	$ -
	Single Drain, Standard 3/4" Female Hose Connection	$ 67.50	$ 89.50	$ -
	Additional Drain Connection at Same Location	$ 45.50	$ 70.00	$ -

*Compressed Air Service is available at selected locations only. Call for availablity.

Electrician Labor, Per Hour (2-Hour Minimum)

Quantity	Description	Advance Order	Floor Order	24-hr. Svc. add 50%	Amount
	For Required Stand-by, special Disconnects, etc.	$ 52.00	$ 69.00		$ -

Acceptance of this Service Request is subject to the Terms and Conditions listed above. For Advance Order Rate qualification, please see Item #1. Connectivity in excess of order is subject to an additional expense to match service level, due and payable at the Service Desk prior to close of first event day.

Total	$ -