

1- TERMS AND CONDITIONS

Orders will be processed the moment the Société du Palais des congrès de Montréal (Société) receives all the appropriate information and on a "first come, first served" basis when quantities are limited or when services are offered on an exclusive basis.

To benefit from early booking pricing, orders must be received a minimum of 15 days prior to the first reservation date and accompanied by all required information, including installation plans as needed.

Orders received after this date and up to 48 hours prior to the first reservation date will be billed at the regular price.

Orders received within 48 hours of the first reservation date as well as on site are subject to approval and billed at the late booking price corresponding to a surcharge of at least 20% of the regular rate.

Orders for labour services must be received at least 48 hours prior to the time the service is required to guarantee availability.

Hourly rates are subject to 50% increase on holidays.

2 - CANCELLATIONS

In the event of a service order cancellation, the following terms apply:

- No charge will be billed if the order is cancelled up to 48 hours prior to the first reservation date;
- 50% of the price will be billed if the order is cancelled within 48 hours of the first reservation date;
- No refund will be made if the order is cancelled on site;
- No refund will be issued for services installed but not used.

To be taken into consideration, any claims or requests for refunds must be made prior to the closing of the event.

3 – PLANS

Upon request, plans of the Palais des congrès de Montréal are provided at no charge.

The client acknowledges that, for installations requiring a configuration plan, failure to provide such a plan in the requested format and within the required timeframe shall automatically entitle the personnel of the Société to set up the equipment as deemed appropriate.

Labour charges apply for the reconfiguration of equipment and services after the set-up begins.

3.1 PLAN FORMATS FOR AUDIOVISUAL INSTALLATIONS

For compatibility purposes, audiovisual plans should be provided in "Autocad" (.dwg or .dxf) format. Charges may apply if other formats provided. If paper plans are the only alternative available, measurements to scale should be added or the order will not be processed.

Approval of audiovisual plans by the Société's technical personnel is mandatory. Any plan not corresponding to the Société's regulations will require modification. Non-compliance could result in delays and extra charges and even lead to the suspension of set-up activities.

Any changes to previously approved plans requested the day of the event must be resubmitted for approval and may be subject to additional fees based on the rates in effect.

For additional information or to request a copy of the Regulations Governing the Installation of Audiovisual and Scenic Equipment (Reg 52-01), call our technical advisors at 514 871-8122 or toll-free 1 800 871-8122.

4 - DISCLAIMER

The client is responsible for protecting and safeguarding all the equipment, technical installations, booths and any other material the client shall supply, own, have in its charge and under his/her control, or rent from the Société (hereafter the "Equipment"). The client shall release the Société from all liability for damaged or lost Equipment resulting from breakage, fire, theft or any other cause.

At the end of the event, the client is responsible for collecting, recovering, returning or otherwise disposing of the Equipment. Failure to do so may result in extra charges.

5 - RIGHTS OF THE SOCIÉTÉ DU PALAIS DES CONGRÈS DE MONTRÉAL

The Société reserves the right to refuse to install equipment that violates the standards and rules in effect.

The Société reserves the right, at all times and at its entire discretion, to modify the invoice to reflect the services actually rendered.

6 - APPLICABLE LAWS

The terms outlined herein and transactions stemming from services purchased/ordered are governed by and construed in accordance with the laws of Québec. Any and all disputes, disagreements or claims arising from or in connection with said terms or transactions shall be submitted to and be subject to the jurisdiction of the courts of Québec. As a result, the courts of Québec shall have exclusive jurisdiction over any suits, actions or proceedings arising from or in connection with said terms or transactions.

7 - TERMS RESPECTING SERVICES INTENDED FOR SETTING UP AUDIOVISUAL EQUIPMENT

All staging and audiovisual installations must comply with the requirements found in the Société's Regulation 52-01.

8 - TERMS RESPECTING ELECTRICAL SERVICES

It is prohibited to share power with or redistribute power to any third party, including other exhibitors. The client will be billed for all costs directly and indirectly incurred while having supplied electrical power to a third party, in addition to the electrical services originally ordered.

9 - TERMS RESPECTING TELECOMMUNICATION SERVICES

The client is responsible for configuring its own equipment so as to enable it to connect to the Société's telecommunications network.

Any equipment that is found to be causing disruptions to any part of the Palais infrastructure will be disconnected.

The client is prohibited from sharing the internet service purchased with any third party, or redistributing it. The client shall be billed for all costs directly and indirectly incurred while having supplied telecom services to a third party, in addition to the telecom services originally ordered.

The client releases the Société from all liability for damages to computer software or equipment the client supplies, owns, has in its charge and under its control, or rents from the Société, including any damages resulting from lost or destroyed data, lost business opportunities, lost revenues or profits caused by, among other things, changes to software configuration, computer viruses, internet network failure, services provided by us or one of our suppliers, or due to any other reason.

10 - TERMS RESPECTING HANDLING SERVICES

Handling services shall be provided during the event on the days scheduled for set-up and dismantling. All shipping and receiving must be done on the dates indicated at the time of booking.

The Société reserves the right to refuse any and all shipments received before or after the aforementioned dates, and the client shall be responsible for all charges incurred as a result of improperly scheduled deliveries.

The Société will transport merchandise from the loading dock to the location indicated at the time of booking. Any additional transportation or handling services are billable.

11 - TERMS RESPECTING BANNER HANGING SERVICES

Banner hanging requires the prior approval of the Société.