

TELECOMMUNICATIONS INSTRUCTIONS & CONDITIONS - 2023

INSTRUCTIONS AND CONDITIONS

- 1) The Sands Expo & Convention Centre and Sands Event Services shall not be liable for, and hereby released from, any special, indirect, incidental, or consequential damage; including without limitation, the following: lost profits, damage to business reputation, lost opportunity or commercial loss of any kind to the customer which results from the use (or the inability to use) any of the services or equipment which is contemplated herein, or from the breach by the SECC, Sands Event Services, or any of their employees, agents or contractors.
- 2) All orders are subject to a cancellation fee if CANCELLED within 7 calendar days prior to show opening date. All services delivered on site cannot be cancelled nor be refunded. All prices are subject to change without prior notice
- 3) All charges are subject to change without prior notice.
- 4) Price Payable may be subject to change due to impending change in the GST Rate

ADDITIONAL CHARGES/FEEs:

- All long-distance and international calls are charged based on the prevailing rates.
- **Instruments** – Instruments with attachment line must be returned to the MICE Customer Service Desk within one hour following the close of the event. **Exhibitors who do not return their instruments will be charged: \$300 for single-line instruments and \$1000 for multi-line and polycom instruments.**
- **Labour Charges** – Labour between the hours of 7am – 7pm, Monday – Friday (minimum 1 hour work), will be at the Straight Time labour rate. After 8 hours of work, Premium labour rate applies. Any work from Monday – Friday, 7pm – 11pm and Saturday, Sunday, Public Holiday 7am – 11pm, Premium rate will apply. Midnight rate will apply for work required from 11pm – 7am next day.

LABOR RATES: Straight Time = \$100/hour Premium = \$150/hour Midnight = \$300/hour



TELECOMMUNICATIONS SERVICES ORDER FORM - 2023

E-mail or fax forms to:

MARINA BAY SANDS PTE LTD – ATTN: SANDS EXPO & CONVENTION CENTRE – MICE SERVICE CENTRE

10 BAYFRONT AVENUE • SINGAPORE 018956

P: +65 6688 3888 • F: +65 6688 3889 • E: secc@marinabaysands.com

Please indicate total number of pages faxed to ensure complete order was received.

EVENT NAME: IAAPA Expo Asia 2023 (65400)		EVENT DATES: 14 – 16 June 2023		BOOTH # / MTG. ROOM #
		HALL LOCATION: Hall A, B, C		
EXHIBITING CO. NAME:				
EXHIBITING CO. ADDRESS: (STREET)	(CITY)	(STATE)	(COUNTRY)	(ZIP CODE)
TELEPHONE:	FAX:		E-MAIL:	
ORDERED BY: (DR/HON/PROF/MDM/MISS/MRS/MS/MR) (Print Name)	JOB TITLE:		SIGNATURE:	
BILL-TO CO. NAME: (If different from above)				
BILL-TO ADDRESS: (STREET)	(CITY)	(STATE)	(COUNTRY)	(ZIP CODE)
TELEPHONE:	FAX:		E-MAIL:	
ORDERED BY: (DR/HON/PROF/MDM/MISS/MRS/MS/MR) (Print Name)	JOB TITLE:		SIGNATURE:	

IMPORTANT: SANDS EVENT SERVICES IS THE EXCLUSIVE TELECOMMUNICATIONS SERVICES PROVIDER AT SECC. TO RECEIVE ADVANCE RATES (UNLESS OTHERWISE STATED) SANDS EVENT SERVICES MUST RECEIVE YOUR ORDER WITH FULL PAYMENT BY 5 PM SGT 12 CALENDAR DAYS PRIOR TO SHOW OPENING DATE TO ENSURE AVAILABILITY. FULL PAYMENT MUST BE INCLUDED TO RECEIVE ADVANCE RATES, UNLESS OTHERWISE STATED. PAYMENT RECEIVED AFTER THE CUT-OFF WILL BE INVOICED AT THE STANDARD RATE WHERE APPLICABLE. ALL OTHER ORDERS WILL BE PROCESSED AT THE STANDARD RATE. NO CREDITS/REFUND WILL BE ISSUED ON SERVICES INSTALLED AS ORDERED EVEN THOUGH NOT USED. ALL ORDERS ARE SUBJECT TO PREVAILING TAXES & CANCELLATION FEE. REVIEW INVOICE PRIOR TO DEPARTURE.

FORM INFORMATION: (Please read carefully)

- BEFORE TELEPHONE LINES ARE INSTALLED, A CREDIT CARD MUST BE ON FILE. PLEASE FILL OUT THE "CREDIT CARD AUTHORISATION FORM". THE CREDIT CARD WILL BE USED TO INVOICE TELEPHONE CALLS THAT EXCEED THE DEPOSIT OR TO CREDIT ANY UNUSED PORTION OF YOUR DEPOSIT.
- PRE-PLANNING CAN SAVE YOU MONEY. Telephone lines are dropped with the main power drop into booth. PLEASE INDICATE ALL TELEPHONE LINE LOCATIONS BY FILLING OUT THE SERVICE LOCATION PLAN. Failure to notify Sands Event Services of telephone location will result in a charge on a time and material basis to relocate line.
- Telephone service which is pre-ordered cannot be guaranteed prior to one day before event opening due to temporary conditions which exist during set up. Orders that are placed after the cut-off date will be handled on a first-come, first-serve basis. Orders placed at show site cannot be guaranteed. Instruments should be picked up at MICE Customer Service Desk.
- Instruments will not be delivered to your booth. Instruments should be picked up at MICE Customer Service Desk.

ITEM	QTY	ADVANCED RATE	STANDARD RATE	SUBTOTAL (QTY X PRICE)
IP Phone (local calls only) (Comes with IP Phone set. Needs a prefix 9 to get an external line)		\$234	\$306	
IP Phone (international calls) (Comes with IP Phone set. Needs a prefix 9 to get an external line)		\$252 Excludes \$200 deposit	\$329 Excludes \$200 deposit	
Analog Phone Line for Fax Service (local transmission only) (Analog phone set / Fax machine not included)		\$234	\$306	
Analog Phone Line for Fax Service (international transmission) (Analog phone set / Fax machine not included)		\$252 Excludes \$200 deposit	\$329 Excludes \$200 deposit	
Analog Phone Line (voice only/local calls only) (For analogue phone service, credit card / Nets service usage. Analog phone set / Credit card / Nets Machine not included. Credit card / Nets machine needs to preconfigured a prefix 9 for an external line; Phone set need to dial a prefix 9 to get an external line)		\$234	\$306	
IP Teleconferencing System (international & local calls) (IDD charges apply based on consumption inclusive of SGD200 deposit)		\$468	\$612	
TOTAL				
PREVAILING GST %				
GRAND TOTAL (SINGAPORE DOLLARS Price Payable may be subject to change due to impending change in the GST Rate)				

**NOTE: A Service Location Plan (Form 3) must be submitted to process required orders.
Preferred handover date & time of the equipment and/or service requested should also be included.**

All orders are subject to a cancellation fee if CANCELLED within 7 calendar days prior to show opening date. All services delivered on site cannot be cancelled nor be refunded. All prices are subject to change without prior notice.

PAYMENT MODE Credit card information will be used to guarantee the service request on this order form. (Will be used for any and all Sands Event Services you order in addition to those listed on this form.)

☐ Cheque/ Telegraphic No. _____ MAKE PAYABLE TO: MARINA BAY SANDS PTE LTD. **MUST BE RECEIVED 14 DAYS PRIOR TO EVENT START DATE.**

☐ **Cheque Payment:**

All cheques should be crossed and made payable to

Marina Bay Sands Pte Ltd

All payments must be sent directly to:

Marina Bay Sands Pte Ltd

Accounts Receivable

Finance Non-Gaming Department

10 Bayfront Avenue

Singapore 018956

Reference: Please include the show name at the back of the cheque. Failure to do so will result in cheque not properly crediting to your event account.

☐ **Telegraphic Transfer:**

Please make payment to:

Bank Name: DBS Bank Ltd

A/C No.: 003-909346-2

A/C Name: Marina Bay Sands Pte Ltd

Swift Code: DBSSSGSG

Reference: Please include the event/event date during Telegraphic Transfer. Failure to do so will result with the wire transfer not properly crediting to your event account.

NOTE: Organisation will be responsible for the payment of all charges incurred from the bank.

☐ **Credit Card Payment:**

Please complete and submit the Credit Card Authorization Form.

☐ **Cash** (only applicable for onsite orders)

SERVICE LOCATION PLAN – 2023

To assist us in placing your services in the proper location, please utilize this service location plan. If you send us your own floor plan, please make sure that it includes all of the information that we have indicated on this plan.

The service ordered will be dropped from the exhibition hall ceiling vertically above the booth area or obtained from the nearest service closest of the booth on floor level. The termination point will be as close as possible to the required location (s). The service will be terminated at floor level with the appropriate termination. Any horizontal running of the service is subject to a separate charge with quotation on actual work involved.

ELECTRICAL SERVICES:

- Indicate main power location.
- Indicate additional outlet locations with rating
- Indicate lighting connection point (Indicate wattage or amperage required at each location.)

TELECOMMUNICATION SERVICES:

- Indicate main telephone line termination location.
- Indicate extension phone line termination locations.

COMPRESSED AIR/WATER OUTLETS:

- Indicate these locations (for island booths)
By writing "Air/Water" at appropriate location.
(with capacity of the supply rating)

INTERNET SERVICES:

- Indicate location of internet port termination location.

AUDIO VISUAL SERVICES

- Indicate location of Audio-Visual services engaged

RIGGING/HANGING APPLICATIONS:

- You must submit a detailed plan for hanging applications.
Please see page 4 or contact us with questions regarding hanging signs, truss, or use of motorized hoist(s).
- Detach the Service Location Plan and send with your order form(s).
- Please complete this information for ease of booth identification.

EVENT NAME: IAAPA Expo Asia 2023 (65400)		EVENT DATES: 14 – 16 June 2023
EXHIBITING CO. NAME:		BOOTH #:
CONTACT PERSON ON SITE:	LOCAL CONTACT NO. (IF ANY)	EMAIL CONTACT:
PREFERRED SERVICE ACTIVATION / HAND-OVER SCHEDULE: (Time / Date)	<p>Note: All services provided under this standard service order forms are intended to be used by the customer for a continuous rental period of not more than seven (7) days unless otherwise stated. The Centre reserves the right to apply a surcharge for early activation and/or extended usage of the services. A surcharge is also applicable if the customer requests the Centre to handover and/or activates the service outside the license period.</p>	

Please indicate and mark up the location of the service in the diagram below.

Scale: 1 square = _____ square meter OR Other: _____

INDICATE ADJACENT BOOTH NO. THIS DIRECTION _____



INDICATE
ADJACENT
BOOTH NO.
THIS DIRECTION
←

INDICATE
ADJACENT
BOOTH NO.
THIS DIRECTION
→



INDICATE ADJACENT BOOTH NO. THIS DIRECTION _____

E-mail or fax forms to:

MARINA BAY SANDS PTE LTD – ATTN: SANDS EXPO & CONVENTION CENTRE – MICE SERVICE CENTRE
10 BAYFRONT AVENUE • SINGAPORE 018956
P: +65 6688-3888 • F: +65 6688-3889 • E: secc@marinabaysands.com

Please indicate total number of pages faxed to ensure complete order was received.

EVENT NAME: IAAPA Expo Asia 2023 (65400)		EVENT DATES: 14 – 16 June 2023		BOOTH # / MTG. ROOM #
		HALL LOCATION: Hall A, B, C		
EXHIBITING CO. NAME:				
EXHIBITING CO. ADDRESS: (STREET)		(CITY)	(STATE)	(COUNTRY)
TELEPHONE:		FAX:		E-MAIL:
ORDERED BY: (DR/HON/PROF/MDM/MISS/MRS/MS/MR) (Print Name)		JOB TITLE:		SIGNATURE:
BILL-TO CO. NAME: <i>(If different from above)</i>				
BILL-TO ADDRESS: (STREET)		(CITY)	(STATE)	(COUNTRY)
TELEPHONE:		FAX:		E-MAIL:
ORDERED BY: (DR/HON/PROF/MDM/MISS/MRS/MS/MR) (Print Name)		JOB TITLE:		SIGNATURE:
IMPORTANT: TO RECEIVE ADVANCE RATES (UNLESS OTHERWISE STATED) MARINA BAY SANDS PTE LTD ("MBS") MUST RECEIVE YOUR ORDER WITH FULL PAYMENT BY 5 PM SGT 12 CALENDAR DAYS PRIOR TO SHOW OPENING DATE TO ENSURE AVAILABILITY. ALL OTHER ORDERS WILL BE PROCESSED AT THE STANDARD RATE. NO CREDITS WILL BE ISSUED ON SERVICES INSTALLED AS ORDERED EVEN THOUGH NOT USED. ALL ORDERS ARE SUBJECT TO PREVAILING TAXES & CANCELLATION FEE. REVIEW INVOICE PRIOR TO DEPARTURE. FOR CREDIT CONSIDERATION, ALL SERVICE CONCERNS MUST BE MADE KNOWN DURING THE SHOW.				

METHOD OF PAYMENT & AUTHORISATION (will be used for all Sands Event Services you order or incur):

☐ Credit Card (please complete information below)

☐ Personal Credit Card: ☐ American Express ☐ MasterCard ☐ VISA

☐ Company Credit Card: ☐ American Express ☐ MasterCard ☐ VISA

Credit Card Number:

[illegible]

Expiration Date: _____ Cardholder's Name: _____

Cardholder's Signature: _____

Cardholder's Billing Address:

City/State/Zip: _____

IF YOU WILL NOT BE ATTENDING THE EVENT, PLEASE INDICATE PERSON(S) AUTHORISED TO SIGN ON YOUR BEHALF.

OTHER AUTHORISED SIGNER(S):

Print Name _____

Signature _____

Print Name _____

Signature

I, Cardholder of the credit card (whose details are set out above) / the authorized signatory of the cardholder of the credit card (whose details are set out above), hereby authorise Marina Bay Sands Pte Ltd ("MBS") to charge the above-referenced credit card for the services as set out in this Credit Card Authorisation and/or the order forms which are acknowledged by me and/or the authorized signatory of the cardholder of the credit card (the "Amounts"):

Accordingly, I hereby irrevocably and unconditionally authorize MBS to charge to the credit card all the Amounts due and payable and I shall be liable for the payment of all the Amounts so charged to the credit card.

I understand and acknowledge that the primary liability for payment of the Amounts due and payable by [] (name of contracting party) to MBS resides with [] (name of contracting party) and any and all liability in respect of the Amounts shall continue and shall only be discharged upon, and only to the extent that MBS has received, payment in full of such Amounts, whether by me or otherwise.

Further, I agree and acknowledge that MBS may, in its sole discretion, have recourse to any other lawful means of obtaining payment and/or securing performance of this undertaking at any time and in any manner whatsoever as MBS may require. I understand that this authorization is irrevocable save with the consent of MBS.

We recommend that this form be sent to us via Fax or secured/encrypted email. While we have implemented procedures to safeguard and secure your information, we are unable to verify the security of electronic transmissions of such information to us and shall not be liable or responsible for any unauthorised access or loss of information submitted to us.

SERVICES TO BE COVERED BY THIS CARD: ☐ ALL

<input type="checkbox"/> AUDIO/VISUAL	<input type="checkbox"/> HIGH REACH EQUIPMENT	<input type="checkbox"/> PIPED SERVICES (AIR, WATER, DRAIN)
<input type="checkbox"/> BOOTH CLEANING SERVICES	<input type="checkbox"/> INTERNET	<input type="checkbox"/> TELECOMMUNICATIONS – ICT
<input type="checkbox"/> BUSINESS CENTRE SERVICES	<input type="checkbox"/> LABOR	<input type="checkbox"/> TELEVISION PROGRAM SERVICES
<input type="checkbox"/> CATERING	<input type="checkbox"/> LOGISTIC SERVICES	<input type="checkbox"/> TRUSS/LIGHTING RENTAL
<input type="checkbox"/> ELECTRICAL	<input type="checkbox"/> MAIL CENTRE SERVICES	<input type="checkbox"/> OTHER _____
<input type="checkbox"/> HANGING APPLICATIONS/RIGGING	<input type="checkbox"/> MATERIAL HANDLING EQUIPMENT	

OTHER INFORMATION

All invoices need to be settled prior to show close unless special billing privileges have been established with MBS. Credits will not be issued on services installed as ordered even though not used. All orders are subject to a CANCELLATION FEE. Please review all work orders and invoices prior to leaving show site. For credit consideration, all service concerns must be made known during the show. Please read all forms thoroughly for all instructions and conditions prior to placing orders. Price Payable may be subject to change due to impending change in the GST Rate.