

TELECOMMUNICATIONS INSTRUCTIONS & CONDITIONS - 2019

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.

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

LAST DAY TO RECEIVE ADVANCE RATE IS 04 OCTOBER 2019



TELECOMMUNICATIONS SERVICES ORDER FORM - 2019

E-mail or fax forms to:

MARINA BAY SANDS – 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: ITB Asia 2019		EVENT DATES: 16-18 October 2019		BOOTH # / MTG. ROOM #	
EXHIBITING CO. NAME:		HALL LOCATION: Hall D-F			
STREET ADDRESS:		CITY:	STATE:	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 A 7% GST & 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)
DIGITAL IP PHONE (LOCAL CALLS ONLY/ELECTRICAL SOCKET INCLUDED)		\$234	\$306	
NORTEL IP PHONE (INTERNATIONAL ACCESS/ ELECTRICAL SOCKET INCLUDED)		\$252 Excludes \$200 deposit	\$329 Excludes \$200 deposit	
ANALOGUE VOICE/ FAX LINE (LOCAL TRANSMISSION ONLY, HANDSET/ FAX MACHINE NOT INCLUDED)		\$234	\$306	
ANALOGUE VOICE/ FAX LINE (INTERNATIONAL TRANSMISSION, HANDSET/ FAX MACHINE NOT INCLUDED)		\$252 Excludes \$200 deposit	\$329 Excludes \$200 deposit	
ANALOGUE LINE FOR CREDIT CARD OR NETS SERVICE (CREDIT CARD/ NETS MACHINE NOT INCLUDED. The machine needs to prefix a digit 9 in front for outgoing)		\$234	\$306	
ISDN2 DIGITAL LINE WITH NETWORK TERMINAL (NT)		\$270	\$353	
DIGITAL IP BASED TELECONFERENCING SYSTEM with phone line – (IDD charges apply based on consumption inclusive of SGD200 deposit)		\$468	\$612	
TOTAL				
GST 7%				
GRAND TOTAL (SINGAPORE DOLLARS)				

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.

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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 fill up the Credit Authorisation Form and submit together with front and back of the credit card.

Note: To omit the 3 digit CVV/CVC numbers at the back of the credit card due to security issues.

Cash (only applicable for onsite orders)

