

INTERNET SERVICES GENERAL INFORMATION – 2019

The network connection provided by Sands Event Services may be used only by the contracted corporation, its directors, officers, and employees, or guests when performing service for the company. **This service cannot be resold or distributed to any other company.** Users of the Sands Event Services network will put forth every effort to avoid unnecessary network traffic and interference with the usage of others. Users of the network shall not transmit any communication which violates any local law or regulation or is likely to offend other users on the network. All devices on the Sands Event Services network will be charged an access fee in the form of an additional IP address or a network package.

Sands Event Services makes no guarantee of the performance, routing, or throughput of any data circuit connected to the Internet outside the facility's own backbone. Please call +65 6688 3888 for assistance in planning your network.

Sands Event Services requires all devices using the network to be protected by updated virus software, Windows security updates, and any other technological precautions deemed necessary to protect yourself and other users from viruses, malicious programs, pop-ups, pop under, and other disruptive applications.

Any device which adversely impacts the Sands Event Services network will result in service interruption with or without prior notice to the user at the discretion of Sands Event Services. The device in question will remain disconnected until Sands Event Services personnel deem that all issues have been resolved. No discount or refund will be issued in these circumstances. Additional fee for problem diagnosis and resolution will apply.

LIMITATIONS

VPN (Virtual Private Networks) may not work at lower-speed connections. VPN should work with dedicated Ethernet line, which is not behind a firewall and will require protection on the devices being connected to it. Sands Event Services does not support VPN software or VPN concentrator issues and does not guarantee its success.

Labour includes configuration of devices and any changes made to Sands Event Services equipment to enhance the exhibitor's network, running cable, tipping cable, or observing as the exhibitor makes changes to his own devices. No drivers or software will be loaded onto an exhibitor's device, and no hardware changes will be made to an exhibitor's device by a Sands Event Services Internet technician. If a hub is rented, it may be picked up at the service desk. Sands Event Services Internet will not deliver the hub to your booth. It is the customer's responsibility to be familiar with and understand their equipment if they chose to bring their own hub or switch. Technical assistance beyond the initial installation will be charged a labour rate. No refunds will be given if technical problems were encountered due to the use of customer-provided equipment, or customer's own computer settings in general.

Due to the unpredictable nature of the World Wide Web, Sands Event Services does not warrant that the services provided will meet the user's requirements or that the user's access to and use of the services will be uninterrupted. Sands Event Services cannot and does not guarantee the privacy, security, authenticity, or non-corruption of any information transmitted through the system from the Internet. If a situation occurs involving non-performance of services furnished by Sands Event Services, user's sole remedy shall be a refund of a pro-rata portion of the price paid for services which were not provided. No credit will be issued for periods of lost service for duration of less than eight hours.



INTERNET SERVICES ORDER FORM - 2019

E-mail or fax forms to:

MARINA BAY SANDS – ATTN: SANDS EXPO & CONVENTION CENTRE – MICE SERVICE
CENTRE 12 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:			
<p>IMPORTANT: SANDS EVENT SERVICES IS THE EXCLUSIVE INTERNET SERVICE PROVIDER AT SECC. NO OTHER PROVIDER WILL BE ALLOWED ON THE SHOW FLOOR AT ANY TIME. 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.</p>					
DESCRIPTION OF SERVICE		QTY	ADVANCE RATE	STANDARD RATE	SUBTOTAL
Internet Service					
a. Broadband Internet connection with DHCP, 6M/6M dedicated Internet bandwidth			\$1,380	\$1,660	
b. Broadband Internet connection with DHCP, 10M/10M dedicated Internet bandwidth			\$2,250	\$2,700	
c. Broadband Internet connection with DHCP, 20M/20M dedicated Internet bandwidth			\$4,200	\$5,040	
d. Broadband Internet connection with DHCP, 30M/30M dedicated Internet bandwidth			\$5,860	\$7,040	
e. Broadband Internet connection with DHCP, 50M/50M dedicated Internet bandwidth			\$9,000	\$10,500	
f. Fixed IP address for Internet (all IP address provided must be used under subscription of service item 'a', 'b', 'c', 'd' or 'e')			\$108	\$141	
Data Network Service					
a. CAT 6 Wiring between two network ports (within different function room or exhibition hall) for in-house services			\$225	\$294	
b. CAT 6 Wiring between two network ports (within different function room or exhibition hall) for third-party services			\$450	\$589	
c. CAT 6 cable run within 30m length			\$100	\$132	
d. 8-port data switch			\$162	\$212	
e. 24-port data switch			\$369	\$483	
Computer – Peripherals & Accessories					
Notebook computer with 15.6" display with Windows 7 and Office 2013			\$110/ day		
Hub rental deposits returned upon receiving working hub. Unused portion of deposit(s) returned w/final billing.				TOTAL	
Hub rental(s) must be returned to the Sands Expo & Convention Centre – MICE Service Centre				GST 7%	
				GRAND TOTAL	
TOTAL PAYMENTS MUST ACCOMPANY ORDER. Credit Card users may fax order to +65 6688-3889.				(SINGAPORE DOLLARS)	

***** Advance Rate applies to orders received WITH PAYMENT 12 days prior to the first day of event.*****

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

- Notes:
- The choice of Internet Service Provider (ISP) is at the sole discretion of Sands Event Services.
 - Sands Event Services is the sole provider of all Internet services. The resale of Internet service is strictly prohibited.
 - Sands Event Services reserves the right to append labour to any order if applicable. This includes, though not limited to, troubleshooting and additional assistance.
 - Sands Event Services reserves the right to remove any equipment deemed to be harmful to the network.
 - Sands Event Services does not guarantee the full functionality of specific applications including, though not limited to, VPN; Video Streaming; Net Meeting; Remote Terminal Services; Citrix; and PC anywhere.
 - Please attach all required floor plans/ diagram. By signing this order, you agree to the terms and conditions of the Sands event services internet department.
 - All on site orders are subject to availability and Marina Bay Sands does not guarantee that all services will be delivered according to customer's own schedule.

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 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)

Prices, Policies, and Procedures Subject to Change without prior notice. GST Registration No. M90364464C

