

# PIPED SERVICES **ORDER FORM**

## IMPORTANT INFORMATION

Prices are valid from 1st September 2017 till 31st August 2018

This form is to be returned to the above address no later than 28 days prior to the first day of build-up.

Orders after this date may be subject to a 20% surcharge  
All prices are shown based on a 5 day hire period from the commencement of tenancy.

A 1/200 Ducted Floor Plan Indicating Required Mains Position and a Company Purchase Order must accompany this Order Form together with payment in full.

Receipt and Acceptance of this order on behalf of IEC Experience is subject to a signed acceptance of the Terms and Conditions available on request.

COMPRESSED AIR			
	Unit Cost	Qty	Total
Depending on the flow rate, Pressure, Dry Air, Fittings, Pipe Diameter we can quote for an installation and supply direct to your stand (Ericsson Exhibition Hall). Please contact us, including a scaled plan for a bespoke quotation	POA		
PIPED SERVICES			
0.5" (15mm) water 1.5" waste (40mm)	524.00		
Additional connections from water or drain (each) (i.e. for water heater not included-to be supplied by contractor)	115.00		

\*All above prices are subject to VAT at the current rate.

Contact Details (please complete in BOLD print)			
Name of Exhibition		Date	
Hall No.		Stand No.	
Company Name		Stand Name	
Address			
Postcode		Website	

Company Tel No.		Company Fax No.	
Order Contact Name		Order Contact No.	
Order Contact Email		Position in Company	
Onsite Contact Name		Onsite Contact Number	
Order Total		£	
Total		£	
Credit Card Surcharges – Standard 3%. Amex 5%		£	
VAT (Prevailing Rate)		£	
Grand Total		£	

Signed ..... Name ..... Date .....

By signing this document you are agreeing and contracting to all terms and conditions set out by the venue.

Method	Details	Tick Method
<b>Debit/ Credit Card</b>	Please tick box and return booking form signed. We will send you an email with a link to make payment via WorldPay. We cannot accept card payment via phone, email or fax.	
<b>Invoice</b>	Please tick this box if you require an invoice prior to payment.	

Please note payments will be required a minimum of 5 working days prior to the event.  
Exhibition order deadlines apply. Please refer to your organiser for event specific deadlines.

All Orders should be received 14 days prior to 1st build up day. Any orders received after this will be subject to availability and a 20% surcharge payment and plus any out of hours labour charges.

VAT REG NO: GB 135 0288 32

Ricoh Arena Conference & Banqueting is managed by IEC Experience Limited.

Reg. Office: Ricoh Arena, Phoenix Way, Foleshill, Coventry, CV6 6AQ

Tel: 0844 873 6500 - Fax: 0844 873 6598 - Email: [orders@ricoharena.com](mailto:orders@ricoharena.com)

## TERMS AND CONDITIONS FOR THE PROVISION OF VENUE SERVICES

This extracts of IEC EXPERIENCE LIMITED Terms of Business summaries the principal matters relating to the provision of Rigging Services. At all times IEC Experience Limited's full Terms of Business will apply and this extract is for clients' convenience only. IEC Experience Limited's full Terms of Business are available on request. Alternatively, a printed copy can be provided, on request, to the IEC EXPERIENCE LIMITED Company Secretary. For convenience paragraphs retain the numbering of the IEC EXPERIENCE LIMITED complete Terms of Business.

1. In placing a Client Order with IEC EXPERIENCE LIMITED the Client accepts, with no reservations, that these Terms and Conditions of Business take the place of any other document, prior written or oral agreement, as well as the Client's terms and conditions of purchase or hire.
2. IEC EXPERIENCE LIMITED's Terms and Conditions of Business can only be amended in writing.
3. The Contract will be interpreted and applied in accordance with English Law and the parties to the Contract agree to submit to the exclusive jurisdiction of the English Courts.
1. A Client Order must be evidenced in writing either by signing an IEC EXPERIENCE LIMITED Pre-Payment Order Forms or by accepting an IEC EXPERIENCE LIMITED Quotation. Except where stated, IEC EXPERIENCE LIMITED's terms and conditions of business for the placing of Client Orders, their variation and cancellation, will apply to Quotations, Pre-Payment Order Forms, site orders and Electronic sales orders.
2. In the event that you cancel an order, even if only advised orally, you will be liable for any work put in hand in order to meet the timescales necessary to complete work to the deadlines of the Event for which the work is intended.
3. All Client Orders placed after the defined Cut off Dates will be subject to late order surcharges. The same will apply for any request to change a Client Order and / or additional Client Orders made outside the aforementioned deadlines.
4. Acceptance of a Client Order will be conditional on timing and on stock availability. IEC EXPERIENCE LIMITED reserves the right to supply in lieu and in place of the equipment ordered; any similar equipment fit for the general purpose of the required items of equipment or service.
5. In the event of cancellation of a Client Order by a Client, the Client will pay to IEC EXPERIENCE LIMITED the labor and material costs of any work undertaken by IEC EXPERIENCE LIMITED in order to fulfil the Client Order, at IEC EXPERIENCE LIMITED's Fully Costed Rates.
6. Any Client Order placed on Site will be charged at the surcharged price as detailed in the exhibitor manual or as detailed on any Prepayment Order Form.
7. All Prices are exclusive of VAT.
8. Where a Client wishes to amend a Client Order after work has started on Site, the Client will be charged in accordance with the terms set out below, for changed Client Orders. IEC EXPERIENCE LIMITED will only proceed to make any change after a Site Order Variation Sheet has been signed by the Client's representative on Site. Labor time incurred by IEC EXPERIENCE LIMITED or its contractors will be charged at the IEC EXPERIENCE LIMITED Fully Costed Rate.
9. It is the duty of the hirer to provide at such event or exhibition, a duly authorised representative to accept the furnishings and to give a written receipt. If the hirer fails to provide for this, he will not be permitted to dispute subsequently the facts of the delivery and be deemed to have accepted the delivery and these conditions.
10. In the event of non-delivery or if the Client is not satisfied that the goods or services that have been ordered are delivered in conformity to the Quotation then a member of the IEC EXPERIENCE LIMITED Site team must be notified before the Open Period of the Event. If the Client is not satisfied with the remedial action taken by IEC EXPERIENCE LIMITED, the matter should be addressed with the senior member of the IEC EXPERIENCE LIMITED site team or with the Event Organiser's on-site staff.
11. In the event of a dispute that cannot be resolved on site, the Client will submit their complaint in writing to IEC EXPERIENCE LIMITED within seven days of the opening of the Event. IEC EXPERIENCE LIMITED will consider the complaint and respond to the Client within 10 working days.
12. No complaint will be addressed unless it has been brought to the attention of IEC EXPERIENCE LIMITED's team before the Open Period of the Event.
13. If, after return, apparently malfunctioning products are found by IEC EXPERIENCE LIMITED to be to specification and fully operational, then the Client will be charged for IEC EXPERIENCE LIMITED's costs in recovering and replacing the item with all costs calculated at the IEC EXPERIENCE LIMITED Fully Costed Rate.
14. Once the Contract is complete, the Client will not be able to claim "force majeure" or an act of God against IEC EXPERIENCE LIMITED, as IEC EXPERIENCE LIMITED will be considered to have performed its contractual obligations.

### Payment

1. Unless otherwise agreed, all Client Orders for items ordered from Pre-payment forms must be accompanied by full payment.
2. In the event of non-payment within the terms detailed in our Quotation IEC EXPERIENCE LIMITED reserve the right to withhold the goods or services that have been ordered.
3. In the event of late payment, with reference to the terms detailed in IEC EXPERIENCE LIMITED's Quotation, IEC EXPERIENCE LIMITED reserves the right to charge interest of 3% p.a. over the HSBC base rate until paid.
4. Save as expressly provided in all these Terms and Conditions, the Client shall indemnify IEC EXPERIENCE LIMITED against all actions, claims and demands whatsoever arising from any loss or damage of whatsoever nature suffered by any party as a result of its conduct in completing the Contract or complying with any Event or Site conditions.
5. It is the duty of the hirer to provide at an event or exhibition, a duly authorised representative to accept the furnishings and to give a written receipt. If the hirer fails to provide for this, he will not be permitted to dispute subsequently the facts of the delivery and be deemed to have accepted the delivery and these conditions.
6. As from its being made available, its delivery or acceptance, the Client will be responsible for the safety of IEC EXPERIENCE LIMITED's property throughout the Duration of the Event and will be responsible for any damage to IEC EXPERIENCE LIMITED's property caused by the actions of the Client or its customers.
7. During this period IEC EXPERIENCE LIMITED disclaims all responsibility concerning documents, objects, samples, equipment or other goods present in /under / on the equipment rented by the Client.
8. Clients are reminded that all equipment should be emptied of personal belongings immediately at the end of the Open Period of the Event, in order that IEC EXPERIENCE LIMITED's property may be removed from Site as quickly as practical. IEC EXPERIENCE LIMITED accepts no responsibility for the safe custody of goods left in cabinets, draws or similar storage items.
9. IEC EXPERIENCE LIMITED provides all goods, including complete stand structures on hire only and the Client undertakes:
10. To use the equipment in accordance with its usual purpose, to do nothing nor allow anything to be done that could lead to its damage or its disappearance, to give it the normal maintenance required, to keep it and to return it in good working order and clean, and to respect the IEC EXPERIENCE LIMITED's particular recommendations, specific advice for use, and appropriate warnings which it acknowledges having read notably in these Terms and Conditions, the specifications sheets, and/or the documents that were handed over to it on delivery.
11. Not to carry out any modification or repair to IEC EXPERIENCE LIMITED's property, however small.
12. Not to nail, apply adhesive or paint, or damage IEC EXPERIENCE LIMITED property in any way without IEC EXPERIENCE LIMITED's agreement or the express permission as set out in the Exhibitor manual for the Event.
13. To allow any of IEC EXPERIENCE LIMITED's representatives or persons authorised by the latter, unrestricted access to the equipment installed for purposes of maintenance and to take any necessary steps to make their mission easier.
14. To return goods to IEC EXPERIENCE LIMITED free of any object.
15. To pay IEC EXPERIENCE LIMITED the cost of repair or replacement (as appropriate) for any item damaged whilst in the care of the Client however caused.
16. All goods, materials, plant or machinery supplied by IEC EXPERIENCE LIMITED, shall be on hire unless otherwise stated. The period of hire will be Duration of the Event unless otherwise stated. IEC EXPERIENCE LIMITED shall enter the Site to collect and to remove its property as soon as permitted after the end of the Open Period.
17. The illustrations and / or photos featured in the sales documentation (irrespective of the medium) are for guidance only and are not binding specifications.
18. Clients may photograph work carried out by IEC EXPERIENCE LIMITED for their own marketing purposes only and attention is drawn to paragraph 9.2 above regarding the use of IEC EXPERIENCE LIMITED designs.