

2023 Exhibitor Services

Terms and Conditions

General Information

1. Orders received and paid 14 days prior to the first day of event move-in qualify for advance pricing. Orders received after the advance deadlines are subject to standard pricing and the balance owing will be charged to the credit card provided. Preferred method of payment is credit card or EFT.
2. Incomplete orders, missing forms, or failure to include the necessary information, may result in a delay of service installation.
3. Orders that do not include payment will be regarded as incomplete and will not be processed. Purchase orders are not considered payment.
4. All orders must be paid in full, prior to service being provided.
5. Out of country payments may be made by credit card, or bank transfer (bank fees apply to this service and are the responsibility of the payor).
6. On site orders must be paid by valid credit card or debit card.
7. Due to temporary conditions which exist during setup and move-in, installation of services is not guaranteed upon exhibitor arrival. Ordered services will be installed as soon as possible, but all services are not guaranteed until the start of the event.
8. The customer will be fully responsible for the safekeeping of any equipment during the event.
9. Pricing does not include applicable GST.
10. Prices subject to change without notice.

Cancellations / Refunds

1. Full refund will be issued on items listed from our order forms if we receive a cancellation notice in writing 14 days prior to first move in day for the event.
2. Cancelled items will be charged 50% of original price after move-in begins and 100% of original after installation.
3. No credit will be given for any service installed and not used.
4. No refund will be given on services that require advance planning i.e. special electrical circuits, transformers, special lighting and non-electrical items.
5. Refunds for service issues, will not be considered unless the exhibitor has notified an Exhibitor Services representative of any problem with our service or product onsite prior to event close.
6. Third Party Order (Exhibitor Appointed Contractors) - It is understood and agreed that the exhibiting firm is ultimately responsible for payment of services. In the event that the named third party E.A.C. does not pay amount owing by the move-in time, charges will revert to the exhibiting company.

Electrical and Lighting

1. Electrical service and installation is provided exclusively through the BMO Centre at Stampede Park (the Centre). All electrical installations and hard wiring to exhibitor equipment must be completed by an authorized Centre tradesperson.
2. The Centre and the City of Calgary will not be liable for any loss, costs, damages or expenses, incurred directly or indirectly as a result of or as a consequence of any third party including any third-party Service Providers inability or failure to provide telecommunications, utilities or miscellaneous services or any interruption thereto. Customer is liable for and shall indemnify The Centre for any loss of or damage to all equipment or materials loaned or rented to Customer by the Centre regardless of how caused.
3. All electrical power is turned off approximately 1 hour after event closes and turned on approximately 1 hour prior to event opening. If you require power on a 24-hour basis, please indicate and order this requirement on your order.
4. Power is sourced from overhead. We do not have floor ports for electrical.
5. Wall, column and permanent building receptacles are not part of the booth space. Exhibitors utilizing these receptacles will be charged for their use.
6. If a transformer is required for larger power loads, this must reside in your booth space.
7. All electrical connections, installation, motor connections or any electrical operating equipment must conform to all Canadian Standards Association requirements and the Canadian Electrical Code.
8. Exhibitors are permitted to bring in their own extension cords and power bars as long as the electrical use does not exceed the electrical service ordered.
9. Extension cords must be 3-wire grounded cords, minimum of #14-gauge wires. The use of two wire ungrounded extension cords is prohibited.
10. The Centre is not responsible for damages or expenses incurred due to power surges, spikes, or loss of power. Exhibitors are encouraged to supply their own surge protection equipment.
11. Power is dropped only at the back of the booth unless specific placement is requested. Should you require electrical dropped to a specific location within your booth space, please submit the 'Booth Layout Form' with your order. Surcharge applies for under carpet placement (see under carpet surcharge).
12. Floor plan changes made 72 hours or less, prior to first day of event move-in will incur a cost.
13. Additional and/or special electrical/mechanical services are available on request and may be subject to an hourly rate charged for labour plus the cost of material used. Rates quoted and billed out by the Centre are in Canadian funds and include installation, service while in use, and removal.
14. If connection to equipment is required, labour fees will apply – Minimum 1 hour.
15. Borrowing power from an adjoining booth is not permitted. Sharing your neighbours' power may result in no electrical services for either booth.

Electrical and Lighting cont'd

16. The Centre conducts an installation audit of power supplied to all exhibits. Exhibitors using power not ordered on our order form will be required to pay on site pricing for electrical service to continue. Exhibitors exceeding power consumption ordered will be required to pay for additional consumption. Power may be disconnected pending receipt of full payment; a reconnection fee of 2 hours Electrician labour will apply.
17. Electrical circuits are not split between locations. If you require electrical in 2 specific areas for example, 2 electrical circuits must be ordered.
18. In-line and peninsula outlets are installed at the back of booth. If you require outlets elsewhere, extension cords will be available at the Exhibitor Order desk service area for a nominal charge. There will be a surcharge for outlets/feeders fed under carpets (see Electrical Order Form under carpet surcharge).
19. Island booth electrical, internet, and phone lines will be placed in one main location at our discretion unless a floor plan is provided.
20. All electrical equipment must have a nameplate attached showing the operating voltage, phase, hertz, ampere/wattage/horsepower/kilowatts and full load current and CSA or UL approval sticker.
21. A Ground Fault Circuit Interrupter (GFI) must protect all 120-volt electrical equipment and devices within 6 feet of a water/liquid source. It is the exhibitor's responsibility to supply their own GFI or rent one from the Centre.
22. It is a requirement of the Electrical Safety Code that any equipment being displayed, offered for sale or used in any event, convention, or similar exhibition must be CSA or UL approved. Without this approval, the Calgary Exhibition and Stampede cannot provide electrical services. For further information, refer to the Municipal Affairs Alberta website at <https://www.alberta.ca/electrical-codes-and-standards.aspx>

Plumbing

1. A floor plan with type of gas appliance(s), location of appliance(s) and BTU's of appliance(s) being connected to natural gas is required prior to your event move-in. A floor plan grid must be submitted with your order.
2. Due to permit restrictions, any Natural Gas orders received less than 72 hours prior to the event move-in may not be accommodated.
3. Gas, water and floor drains are not available in all locations. A booth number is required so that we can compare this against your organizer's approved floor plan for booth location and availability of these services. Grey water cannot be dumped into parking lot drains due to direct draining into river system.
4. Outdoor Services – Limitations on availability. Booth number is required so that we can compare this against your organizer's approved floor plan for booth location and availability of these services. Additional charges are applicable.
5. The customer will be fully responsible for the safekeeping of any equipment during the event.
6. The Centre and the City of Calgary will not be liable for any loss, costs, damages or expenses, incurred directly or indirectly as a result of or as a consequence of any third party including any third-party Service Providers inability or failure to provide telecommunications, utilities or miscellaneous services or any interruption thereto.
7. Customer is liable for and shall indemnify the Centre for any loss of or damage to all equipment or materials loaned or rented to Customer by the Centre, regardless of how caused.
8. All mechanical equipment shall have a nameplate attached thereto showing approval by the applicable Provincial Authority.
9. All installations and connections to be made to the Centre's sources of natural gas and water and all connections to drains, must be made by an authorized Centre tradesperson.
10. Mechanical services are only turned on during event hours.
11. It is the responsibility of the exhibitor to ensure that all pollutants, hazardous wastes, contaminated water etc. is disposed of by a Government Licensed firm for the appropriate waste product.
12. All equipment must comply with provincial and local safety codes.
13. Water Pressure may vary. No guarantee can be made of minimum or maximum pressures. If pressure is critical, exhibitors should arrange to have a pressure regulator valve installed at their expense.
14. Electricity and electrical labour to connect and operate any plumbing apparatus is not included unless otherwise stated.
15. Floor drains are very limited. More information is required by the Centre's Exhibitor Services department to ensure that we can meet your requirements.
16. Propane gas is not available through the Centre and is not permitted for use within the buildings of Stampede Park.
17. Compressed air is not available through the Centre.

Parking

1. Parking permits are available for pre-purchase at a discounted rate up to 10 days prior to the event start date. After this advance deadline, permits are available to purchase at the parking gates upon arrival at the standard rate.
2. Access to the Centre Loading Dock Apron is complimentary for move-in and move-out. Access must be booked ahead of time through the Voyage Control booking system and the time allowed for unloading and loading is determined by vehicle size. Arrival without a booking may result in delayed access to the Loading Dock Apron. There is strictly no parking within the Loading Dock Apron and regular parking rates apply at all other Stampede Park parking lots.
3. Pre-ordered parking permits will be issued in the company name or contact name on the form, unless otherwise stated and will be available for pick up at the exhibitor services desk located on the show floor during move in. Permits are not mailed out.
4. Parking permits must be presented or purchased at the parking gate to allow parking lot access. Refunds will not be given for any passes not picked up.
5. Pricing does not include applicable GST.
6. All sales are final.

at Stampede Park Internet and Phone Services

1. Routers are not permitted.
2. Electrical service is not included in internet and phone services pricing.
3. Internet access is not included with phone services.
4. Long distance charges will appear on your credit card following the event. A credit Card number is required for Long Distance requests.
5. If under carpet / flooring placement is required for internet, a surcharge applies; please refer to 'Internet and Phone Services' order form.
6. If outdoor wired internet service is required, a surcharge applies; please refer to 'Internet and Phone Services' order form. Outdoor wired internet service is not available in all locations.
7. The Centre reserves the right to reduce/disconnect services to computer/device that has been detected to have viruses.
8. The Centre reserves the right to reduce/disconnect services that conflict with the internet system.
9. The Centre and the City of Calgary will not be liable for any loss, costs, damages or expenses, incurred directly or indirectly as a result of or as a consequence of any third party including any third-party Service Providers inability or failure to provide telecommunications, utilities or miscellaneous services or any interruption thereto. Customer is liable for and shall indemnify the Centre for any loss of or damage to all equipment or materials loaned or rented to Customer by the Centre regardless of how caused.
10. Customer shall not permit any of its users or other third parties to:
 - (a) disclose private communications without permission to parties other than the intended recipient, or the disclosure of confidential information;
 - (b) restrict or inhibit any other user from using and enjoying the Internet;
 - (c) post or transmit any unlawful, threatening, abusive, libelous, defamatory, obscene, pornographic, or profane information of any kind, including without limitation any transmissions constituting or encouraging conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate any local, provincial, state, national or international law, including without limitation, export control laws and regulations;
 - (d) post or transmit any information or software that contains a virus, worm, cancelbot or other harmful component;
 - (e) upload, post, publish, transmit, reproduce, or distribute in any way, information, software or other material obtained through the Internet which is protected by copyright or other proprietary right or derivative works with respect thereto, without obtaining permission of the copyright owner or right holder; or
 - (f) abuse or fraudulently use the Internet in any way not specifically set forth above.
11. Limitation of Liability
 - (a) Customer understands that Customer and its users may access the Internet through the service. Customer understands further that neither the Calgary Exhibition and Stampede nor its Internet Service Provider operate or control the Internet in any way, and that all merchandise, information and services offered or made available or accessible on the Internet are offered or made available or accessible by third parties.
 - (b) Customer assumes total responsibility and risk for Customer's and its users' use of the service and the Internet. Neither The Centre nor its Internet Service Provider make any express or implied warranties, representations or endorsements whatsoever (including without limitation warranties of title or noninfringement, or the implied warranties of merchantability or fitness for a particular purpose) with regard to any merchandise, information or service provided through the Internet, and neither The Centre nor its Internet Service Provider shall be liable for any cost or damage arising either directly or indirectly from any such transaction. It is solely Customer's and its users' responsibility to evaluate the accuracy, completeness and usefulness of all opinions, advice, services and other information, and the quality and merchantability of all merchandise, provided on the Internet generally.
 - (c) Customer understands further that the Internet contains unedited materials some of which are sexually explicit or may be offensive to some people. Customer and its users access such materials at their own risk. The Centre and its Internet Service Provider have no control over and accept no responsibility whatsoever for such materials.
 - (d) The service is provided on an "as is" and "as available" basis without warranties of any kind, either express or implied, including but not limited to warranties of title, noninfringement or implied warranties of merchantability or fitness for a particular purpose. No advice or information given by Centre or its Internet Service Provider or their affiliates or their contractors or their respective employees shall create a warranty. Neither the Centre nor its Internet Service Provider warrants that the service will be uninterrupted or error free or that any information, software or other material accessible on the Internet is free of viruses, worms, trojan horses or other harmful components.
 - (e) Under no circumstances shall the Centre or its Internet Service Provider or their affiliates or contractors be liable for any direct, indirect, incidental, special, punitive or consequential damages that result in any way from Customer's or its users' use of or inability to use the service or to access the Internet or any part thereof, or Customer's or its users' reliance on or use of information, services or merchandise provided on or through the service, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission, or any failure of performance.



- (f) Without in any manner limiting the express limitations contained in this section, neither the Centre nor its Internet Service Provider shall be liable to Customer or its users or any other parties for any:
 - (i) act or omission of a telecommunications carrier whose facilities are used in establishing connections;
 - (ii) disclosure of private communications to parties other than the intended recipient, or the disclosure of confidential information;
 - (iii) restriction or inhibition imposed by a third party;
 - (iv) posting, transmittal or receipt of any unlawful, threatening, abusive, libelous, defamatory, obscene, pornographic, or profane information of any kind, including without limitation any transmissions constituting or encouraging conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate any local, provincial, state, national or international law, including without limitation, export control laws and regulations;
 - (v) posting or transmittal of any information or software that contains a virus, worm, cancelbot or other harmful component;
 - (vi) uploading, downloading, posting, publishing, transmittal, reproducing, or distributing in any way, of information, software or other material obtained through the Internet which is protected by copyright or other proprietary right or derivative works with respect thereto;
 - (vii) infringement of patents or other proprietary rights; or
 - (viii) abuse or fraudulent use of the Internet in any way not specifically set forth above.
- (g) The Centre recommends that clients have administrative rights to all devices that will be connected to The Centre's Visitors network.

Audio Visual

In partnership with The Centre, all audio-visual services are provided by Encore Canada and are bound to their terms and conditions. Please contact the Encore Sales representative, Nelson Chan at 403.701.3545 or nelson.chan@encoreglobal.com for a quote. When requesting a quote, be sure to provide the following information: Name of event you are participating in, company name, your name, booth number and audio visual requirements you require.

Banner and Sign Hanging

1. Banners and Signs that are to be hung off the building structure must be performed by authorized Centre personnel.
2. All banners and signs shall conform and comply with organizer rules and regulations and facility limitations. Please check your Exhibitor's Manual for any event restrictions and obtain necessary approvals from the organizer prior to requesting a quotation from the Exhibitor Services.
3. To receive a quotation for multi-sided/Halo or Circular signs please complete the quote request section of the 'Banner and Sign' order email to exhibitorservices@calgarystampede.com. Quotations are dependent on information received from exhibitor and availability of approved floor plans for your event.
4. If your sign requires rigging equipment, the quote will be provided by Encore, our exclusive provider of rigging services. Payment will then be made directly to Encore for the service.
5. A copy of the Quote, along with a fire certificate for the banner/sign must be attached to your order.
6. Fire Code requirements:
 - (a) As per Alberta Fire Code, all banners, signs and hanging décor are subject to, and must be CAN / ULC-S109 certified or proof of other fire-retardant steps is required before hanging.
 - (b) Certificate of compliance is required by the Exhibitor Services Department upon order and items will not be hung without proper documentation on file.
 - (c) All tents and canopies must be approved for indoor use and have permanently attached label, indicating conformance to CAN / ULC-S109, "Flame Resistance Fabric and Films".
 - (d) Booths that include tents, canopies and / or other structures inside a building shall not be constructed with a roof, ceiling or other obstruction greater than 27.9 m2 (300 square ft) without written approval of the Calgary Fire Department and must meet all additional regulations for structures of that size.

For further information, please see the Calgary Fire Department link at: www.calgary.ca/CSFS/Fire/Documents/CFD-Indoor-Special-Event-Requirements.pdf



at Stampede Park**Digital Signage**

1. Requests for digital signage are accepted in advance only. Orders must be placed 14 days prior to the first day of event move-in.
2. A high resolution .png, .jpg, .tif, .gif or .eps image file of your company logo is required no later than 7 days prior to the first day of move-in for the event. A proof of the final digital ad will be sent to you for revisions and final approvals, prior to proceeding with the signage.
3. Cancellation policy: Items cancelled will be charged 50% of original price after move-in begins and 100% of original price after installation.
4. No credit will be given for any service installed and not used.

Food and Beverage Services

1. Orders received after specified advance deadline dates, as noted on the order form, are subject to availability and will not include the 30% advance order discount.
2. All orders must be paid in full, prior to service being provided.
3. Customer is liable for and shall indemnify the BMO Centre for any loss of or damage to all equipment or materials loaned or rented to customer by the Centre regardless of how caused.
4. Cooking and / or warming appliances brought into the event spaces on Stampede Park shall be labelled for commercial use (not residential) by a recognized testing laboratory (e.g. CSA or ULC). *For further information, please see the Calgary Fire Department link at: www.calgary.ca/CSPS/Fire/Documents/CFD-Indoor-Special-Event-Requirements.pdf*
5. Due to temporary conditions which exist during setup and move-in, installation of services is not guaranteed upon exhibitor arrival. Ordered services will be installed as soon as possible, but all services are not guaranteed until the start of the event.
6. Pricing does not include applicable GST.
7. No refunds will be given after delivery.
8. Lost or unreturned rental items will be billed after the event at current market price.

