



**INFORMATION TECHNOLOGY TERMS
CONDITIONS & REGULATIONS Fax or Mail to:**

Gaylord National Resort & Convention Center Attn:
Telecommunication Department 201 Waterfront Street National
Harbor Md. 20745 Office: (301)-965-2506 Fax: (301)-965-2598
Email to: Aaron.Harley@gaylordhotels.com

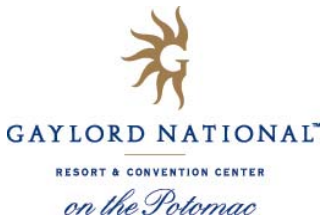
- ⌚ A discounted rate is provided to exhibitors who order services in advance. Full payment and orders must be received at Least Fourteen (14) days prior to the first day of show to qualify for the Advance Price. Payment is accepted through exhibit services in the form of VISA, MASTERCARD, AMERICAN EXPRESS, DISCOVER, DINERS CLUB and Money Order (U.S. funds drawn on U.S. banks only). Maryland State Sales Tax (6%) will be applied to all equipment & service orders. *Checks and cash are not accepted.*
- ⌚ The hotel is not responsible for any injury, loss, or damage that may occur to the exhibitor, the exhibitor's agents, employees, or property, or the any other person or property prior, during, or subsequent to the period covered by the exhibit contract.
- ⌚ In accordance with the Prince Georges County Fire department, no exhibit, display or drape will obstruct, impede or otherwise hinder access to fire strobes, fire speakers, fire department access cabinets or fire pulls.
- ⌚ The Gaylord National Resort and Convention Center has deployed a wireless management system in its exhibit halls that assists Gaylord National IT representatives with the delivery of flawless high speed internet access. The use of any UNORDERED wireless access point or any other device that broadcasts open internet access is strictly prohibited. At no time will an exhibitor or customer power up any wireless access point device, not provided by Gaylord National Resort and Convention Center, without prior authorization. See the "Information Technology Terms, Conditions & Regulations" and "Network & Telecommunication Services" forms enclosed in this service kit for additional information as well as ordering procedure and pricing.
- ⌚ Credit will not be given for services ordered and not used. Cancellations must occur prior to the installation of services.
- ⌚ Exhibits, displays, and equipment are to be brought into and taken from the Exhibit Hall via the loading dock only.
- ⌚ Stick-on decals (except name tags) may not be distributed or used in the convention center.
- ⌚ Holes may not be drilled or punched into any surface in the convention center.
- ⌚ The painting of exhibits or signs is not allowed anywhere inside the convention center.
- ⌚ Decorations, banners, signs, etc. are not to be affixed to any wall, door, window, column, ceiling, or any surface in the convention center.
- ⌚ Static helium balloon displays are permitted in the convention center. Helium balloons may not be used as giveaways. Helium tanks must be removed daily. Storage of tank within the building is not permitted.
- ⌚ Tape used on the floor of the exhibit must be low residue carpet tape and low residue safety tape. Accepted brand are Polyken 105C, Renfrew #147, and Asiachem SST-736 or approved equivalent. It is the responsibility of the Official contractor to remove **ALL** tape from the floor at the end of the event.
- ⌚ The hotel reserves the right to purchase, prepare and provide all food and beverage items.
- ⌚ Cooking permit must be obtained before any cooking activity is permitted within the convention center. A 3A40 B.C. fire extinguisher must be in the booth, within 30 feet of the each cooking device. Compliance with all Prince Georges County Health and fire Department rules and regulations is required. Holding tanks for cooking residue (oils, grease, etc.) are required. Cleaning of equipment is not permitted in hotel restrooms. Clean-up arrangements must be coordinated in advance through show management.

- ⌚ The use of “Day tanks” bottled gas may be used in conjunction with an approved exhibit or display for cooking or demonstration purposes. Tanks must have a release valve and be removed from the convention center at the close of daily activities. Storage of tanks inside the building is prohibited.
- ⌚ Vehicles that are used as part of a display should have no more than a 1/4 tank of fuel or 10 gallons whichever is less. The tank must be taped shut or have a locking gas cap and the battery cables must be disconnected.
- ⌚ Covered or multi-leveled booths over 300 sq. ft are required to have an automatic extinguishing system or required fire watch personnel. A battery operated smoke detector will be required for each covered booth, structure or tent regardless of square footage. Scaled, stamped plans of the booth must be submitted. Cost of fire watch personnel is determined by Prince Georges County Fire and Rescue. Contact Conference Services for additional information.
- ⌚ Haze and/or smoke producing devices must use water-based fluids. The use of these devices must be approved in advance through Conference Services in conjunction with Prince Georges county Fire and Rescue Services.
- ⌚ **Freight Services:** Material Handling/Freight Deliveries including but not limited to, small package, overnight, LTL & van line carriers will not be accepted by Gaylord National Resort & Convention Center Exhibit Hall representatives prior to your event, during your event & after your event. Shipments during the event contract dates should be in the attention of the events Official Service Contractor. Those events without a service contractor should contact the business center at Gaylord National. Please call your Official Service Contractor with any shipping questions.

GUIDELINES FOR ALL CARPETED AREAS

The following policy and procedure will be in effect for all areas of the hotel with existing carpet.

- ⌚ Gaylord National does not provide cleaning supplies, vacuums, large waste receptacles, whales or janitorial services for the exhibit hall area unless it is included in the sales contract. Trash removal from the exhibit hall and/or ballroom is the responsibility of the decorating/production company. Any property damaged or destroyed must be replaced to its original condition.
- ⌚ It is the responsibility of the decorating/production company to return exhibit hall and/or ballroom space to “Move-In Condition”. All tape and tape residue as well as stains and debris must be removed. The decorating/production company is responsible for vacuuming the exhibit hall and/or ballroom prior to departure.
- ⌚ Chalk marks or the use of chalk lines will be prohibited on any carpeted area for event layout.
- ⌚ All carpeted areas must be covered with visqueen or Polytac before any decorating/production equipment or freight is brought into the space.
- ⌚ Prior to installation, the exhibit hall staff must approve any tape applied to the hotel carpet. It is required that low tack tape is applied to the carpet and contractor’s double-face tape be applied to the low tack tape.



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Event Name: _____ Event Dates: _____
Company Name: _____ Booth Number: _____
Contact Name: _____ Contact Number: _____

I, _____, the undersigned agree to give Gaylord National Resort and Convention Center authorization to charge for the following services: Telecommunications, Long Distance Services, Electrical Service (labor and materials), Compressed Air, Water and Drain, Rigging and Security Services to my credit card. Payment is accepted through exhibit services in the form of VISA, MASTERCARD, AMERICAN EXPRESS, DISCOVER, DINERS CLUB and Money Order (U.S. funds drawn on U.S. banks only). Maryland State Sales Tax (6%) will be applied to all equipment & service orders. **Checks and cash are not accepted.** All credit card payments should include a copy of the front and back of credit card.

I further authorize the following named person(s) to use the below listed credit card to pay of any additional services either in advance or on-site.

Print Name: Signature:

Credit Card: Visa MasterCard American Express Discover Diners Club

Credit Card: * Expiration Date: Name of Cardholder (Print) Cardholder's Signature: Billing Address:

City: State/Zip: Telephone No.: Fax No.: Email Address:



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Gaylord National Resort and Convention Center Information Technology Terms, Conditions and Regulations

GENERAL:

- ⌚ Installation of telephone, telecommunications, network and cabling services within the Gaylord National Resort and Convention Center is exclusive. Telecommunication services (voice and data) are to be ordered by each exhibitor separately and are not to be shared with other exhibitors. Routine audits are performed to ensure adherence.
- ⌚ All prices are for rental of services only. Material and equipment furnished by the Gaylord National Resort and Convention Center for telecommunication services shall remain the property of the Gaylord National Resort and Convention Center's unless otherwise specified, and shall be returned to the Gaylord National Resort and Convention Center's Exhibitor Service desk at the close of show. There will be a \$250.00 charge for lost or damaged telephone sets and a \$250.00 charge for lost or damaged network equipment. The Gaylord National Resort and Convention Center is not responsible for lost or damaged equipment while in the exhibitor's possession.
- ⌚ Under no circumstances shall anyone other than the Gaylord National Resort and Convention Center's Information Technology technicians make any special wiring within the resort property. Only the Gaylord National Resort and Convention Center's Information Technology technicians are authorized to modify system wiring or cabling. Any wiring or cabling damage costs (plus administration fees) will be billed to the exhibiting firm name.
- ⌚ Delivery of all voice and data transmission lines ordered from an outside vendor will only be allowed to the second floor Data Center. All circuit installs must be coordinated with the Gaylord National Resort and Convention Center's Information Technology group at least 9 weeks in advance of show date.
- ⌚ All exhibitor telephone and network services will be disconnected on the last day of the event, sixty (60) minutes after the show's official closing time.
- ⌚ Rates quoted for all services include bringing the requested communication services to the booth in the most convenient manner and do not include special wiring, over-head drops and/or special placement of communication services, computer equipment or intranet working cabling. All island booths will require a scaled diagram with orientation. Additional labor and materials will be charged for precise placement of communication services. Additional labor charges will be required for relocating service after installation. The Gaylord National Resort and Convention Center will not be responsible for any cutting or altering of any floor coverings in order to bring voice or data services to a booth.
- ⌚ Changes to original orders will require a service order to be signed by the exhibitor acknowledging receipt of service and any associated labor. Labor is charged in ½ hour increments (minimum charge is ½ hour). Labor rate is \$150.00/hour (advanced -- scheduled) and \$200.00/hour (standard -- non-scheduled).
- ¾ Notification of cancellation must be received in writing a minimum of five (5) days prior to the scheduled opening date. Credit will not be given for connections installed and not used. No credit will be given for service canceled less than forty-eight (48) business hours prior to the scheduled event opening. Disputes concerning services must be filed by the exhibitor with the Exhibitor Services Department prior to the close of show. The Gaylord National Resort and Convention Center will resolve disputes in a timely manner.

NETWORK | INTERNET | WIRELESS:

⌚ The network connections provided by Gaylord National Resort and Convention Center may be used only by the directors, officers and employees of the company; exhibitors, agents and consultants while performing service for the exhibiting company and cannot be resold or distributed to other companies. The services being provided by Gaylord National Resort and Convention Center will facilitate communications between the Gaylord National Resort and Convention Center's authorized users and the entities reachable through the Internet. Users of Gaylord National Resort and Convention Center services shall use reasonable efforts to promote efficient use of the network to minimize, and avoid if possible, unnecessary network traffic and interference with the work of other users of the interconnected networks.

⌚ Users of Gaylord National Resort and Convention Center services shall not disrupt any of the Gaylord National Resort and Convention Center network or other associated networks as a whole or any equipment of system forming part of their systems, or any services provided over, or in connection with any of the Gaylord National Resort and Convention Center or other associated networks. Gaylord National Resort and Convention Center services shall not be used to transmit any communication where the meaning of the message, or its transmit distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof.

⌚ Gaylord National Resort and Convention Center reserves the right to troubleshoot with tools such as Sniffer Pro, FLUKE network analyzers, etc. Gaylord National Resort and Convention Center reserves the right to immediately disconnect network connections when activity such as denial of service attacks, port scans, or any other form of network performance degradation activities. After disconnection, isolation and quarantine assistance will be given.

⌚ All devices for which the Gaylord National Resort and Convention Center provides Internet or Networking connectivity shall be required to obtain a Gaylord National Resort and Convention Center assigned IP address. At no time, while connected to Gaylord National Resort and Convention Center network, will the customer use run their own DHCP server. Physical layer network audits are performed to ensure adherence.

⌚ The Customer must provide the node equipment (personal computer, etc.) properly configured, as well as a standard Ethernet adapter card, rated for 10/100Mbps with an RJ-45 jack. The Customer is responsible for the proper configuration of computing machinery and software for Internet and Ethernet communications.

Wireless Specific (802.11a,b,g): The Gaylord National Resort and Convention Center has deployed an 802.11a/b/g wireless management system in its meeting facility. This management system assists Gaylord National IT representatives with the delivery of flawless high speed internet access. The use of any unsecured wireless access point or any other device that broadcasts open internet access is strictly prohibited. At no time will an exhibitor or customer power up any wireless device not provided by Gaylord National Resort and Convention Center without prior authorization. If you plan on using any 802.11a/b/g wireless device, please contact the Gaylord National IT department at 407-586-0543 and provide your access point SSID and the total number of devices you plan on connecting to your access point. Failure to do so will result in automatic suppression of your access point rendering your wireless devices incapable of communications.

Internet Performance Disclaimer: Gaylord National Resort and Convention Center does not guarantee the performance, routing, or throughput, either expressed or implied, of any data circuit connectivity with regards to the Internet and/or Internet backbones beyond any facility we service. The Gaylord National Resort and Convention Center is the exclusive supplier of Internet connectivity for all events within the facility. We are equipped with a DS3 (45mbps) dedicated Internet connection to a tier 1 provider, and can provide Internet and networking connectivity to any location on property.

Internet Security Disclaimer: Gaylord National Resort and Convention Center does not provide security, such as but not limited to firewalls, NATing devices, virus protection, etc. for any Internet services we provide. It is the sole responsibility of the exhibitor or customer to provide all necessary security. With execution of this document the Customer is agreeing to the Terms and Conditions of this document and will hold Gaylord National Resort and Convention Center; its agents and contracts harmless for any and all liabilities arising from the use of non-secured data circuits.



NETWORK & TELECOMMUNICATION SERVICES

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ADVANCE PRICE DEADLINE IS 14 DAYS PRIOR TO ARRIVAL

Event Name: _____ Event Dates: _____
Company Name: _____ Booth Number: _____
Contact Name: _____ Contact Number: _____

Ordering Instructions

- 1 Fill out this form completely, including the Credit Card Authorization Form, and mail or fax to the above address. Checks and cash are not accepted. All credit card payments should include a copy of the front and back of credit card.
- 2 **EMail a layout of your booth to dsemeneh@gaylordhotels.com.** Please mark where your connections should be dropped and located. Include booth orientation to the show hall. Charges may apply for changes made after order is processed and changes made within 14 days of show will bear Standard Price
- 3 **All equipment and services are subject to a 6% sales tax.**

NETWORK & TELECOMMUNICATIONS CONNECTIONS - Rates quoted for voice and data connections cover only the delivery of services to the booth in the most convenient manner. Rates do not include connecting or the routing of cables inside the booth area. All telecommunication services installed will be on the floor in the back of the booth for in-line booths. Telecommunications for island booths will come from the ceiling or floor, in the most convenient manner.

Telephone Usage Rates:

Local

9 + Number (There is no access charge for the first 20 minutes. A \$.10 per minute charge will be billed beginning on the 21st minute.)

Direct Long Distance (Gaylord National Resort's Long Distance Carrier is AT&T)

9 + 1 + Area code + number - Gaylord National Resort long distance calls are billed at AT&T operator assisted day rates plus \$2.25 access charge plus 65% surcharge.

Toll-Free Calls

9 + 1 + Toll number (There is no access charge for toll-free calls (including 800 modems) under 20 minutes. A \$.10 per minute charge will be billed beginning on the 21st minute.)

Credit Cards

To access carrier of choice for calling card calls: For Example: For AT&T: Dial 9 -1010 - 2880, Wait for instructions.

International

9 + 011 + Country code + City code + number -Gaylord National Resort international calls are billed at AT&T operator assisted day rates plus \$4.50 access charge plus 65% surcharge.

For Operator Assistance, Credit Card or Collect Calls

Dial 9 + 0 and follow the automated instructions. Auto Collect, Operator Assisted and Calling Card calls will be billed through your local serving telephone company, or AT&T, or through Integretel, 2540 Fourtune Way, Vista, CA 92083.

Directory Assistance Local/Long Distance 9 + 411 \$1.00 access fee AT&T Operator 9 + 00 \$1.00 access fee **Applicable taxes will be added. *Rates subject to change.**

The first (20) minutes of all local, 800 number, credit card and third party billed calls are included in the \$10.00 Resort Service fee. **Each additional minute after the first (20) minutes will be billed at a rate of ten (10) cents per minute**

QTY Advance Rate Standard Rate Total

Wireless Internet Access

Wireless Internet Access (1st device)	\$800.00	\$1,100.00
Additional Wireless Device	\$250.00	\$300.00

High-Speed Internet – 3Mb/s Access Speed

High-Speed Internet Access	\$1,300.00	\$1,500.00
Additional CAT 5 Connection	\$300.00	\$350.00
Additional IP Address (Customer Switch or NAT)	\$250.00	\$300.00
Static Public IP Address	\$350.00	\$400.00

Dedicated Internet Access – Dedicated Private VLAN

1.5 Mb/sec	\$6,000.00	\$7,500.00
3.0 Mb/sec	\$9,000.00	\$11,250.00
6.0 Mb/sec	\$13,000.00	\$16,250.00
12 Mb/sec	\$24,000.00	\$30,000.00
24 Mb/sec	\$45,000.00	\$56,250.00
Additional CAT 5 Connection	\$300.00	\$350.00
Public IP Address (1st connection)	\$50.00	\$75.00
Each additional address	\$25.00	\$50.00

Infrastructure/Network Access

Cat 3 dry pair	\$350.00	\$450.00
Cat5e dry pair	\$400.00	\$500.00
Fiber optic cable dry pair	\$1,000.00	\$1,200.00
T1 Extension	\$3,500.00	\$4,500.00
DS3 Extension	\$9,000.00	\$12,000.00
VLAN Setup and Configuration	\$3,000.00	\$3,500.00
Additional CAT 5 Connection	\$300.00	\$350.00
Gig E Fiber Connection	\$2,500.00	\$3,150.00

Telecommunication (Telephone) Services

Standard DID telephone/fax/modem line	\$325.00	\$350.00
House Telephone line	\$200.00	\$250.00
ACD Group Configuration	\$750.00	\$950.00
ISDN BRI service	\$700.00	\$850.00
Lines of Feature (Voicemail/Security, Etc.)	\$50.00	\$65.00
Standard Desk Telephone	\$30.00	\$40.00
16-Button Digital Telephone/Speaker/Display	\$250.00	\$350.00
Poly-Com Conference Telephone	\$250.00	\$350.00

Reader Board Exclusive Use Rental & Customization or Hotel TV Channel Rental

Exclusive Daily Use (per day)	\$2,500.00	\$3,150.00
Exclusive/Dedicated Time (per hour)	\$900.00	\$1,000.00
Rolling Commercial/Image	\$500.00	\$750.00
In-Room TV - one Channel Business Roll (first day)	\$1,000.00	\$1,050.00
Each additional day	\$850.00	\$1,100.00

Labor - Troubleshooting / Move / Change

\$100.00	\$200.00
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Office Use Only

ELO: _____

AUTH: _____

Charges: \$
Subtotal: \$ 6%
Tax: \$ **TOTAL:**
\$



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Event Name:

Event Dates:

Company Name:

Booth Number:

Contact Name:

Contact Number:

Please indicate placement of Electrical/Utility and Telecommunication services ordered.

Adjacent Booth or Aisle # _____ **BACK**

LEFT

Adjacent Booth or Aisle # _____

Adjacent Booth or Aisle # _____ **RIGHT**

FRONT Adjacent Booth or Aisle # _____

NOTE: Island, Peninsula and In-line booths requiring power to be installed other than the back of the booth will be charged time and materials. Please include a scaled floor plan showing the requested location of electrical source. Labor and materials will be charged to the credit card on file.