



## INFORMATION TECHNOLOGY TERMS CONDITIONS & REGULATIONS

Fax or Mail to: Gaylord Palms Resort & Convention Center

Attn: Exhibit Service Representative  
3208 Gaylord Way, Kissimmee, Florida 34746

(407) 586-0543 Fax (407) 586-2279

Email to: GPEXhibits@gaylordhotels.com

### Gaylord Palms Resort and Convention Center Information Technology Terms, Conditions and Regulations

#### GENERAL:

- ❖ Installation of telephone, telecommunications, network and cabling services within the Gaylord Palms 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 Palms Resort and Convention Center for telecommunication services shall remain the property of the Gaylord Palms Resort and Convention Center's unless otherwise specified, and shall be returned to the Gaylord Palms 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 Palms 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 Palms Resort and Convention Center's Information Technology technicians make any special wiring within the resort property. Only the Gaylord Palms 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 Palms 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 Palms 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 \$75.00/hour (advanced -- scheduled) and \$125.00/hour (standard -- non-scheduled).
- ❖ 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 Palms Resort and Convention Center will resolve disputes in a timely manner.
- ❖ **NETWORK | INTERNET | WIRELESS:**
- ❖ The network connections provided by Gaylord Palms 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 Palms Resort and Convention Center will facilitate communications between the Gaylord Palms Resort and Convention Center's authorized users and the entities reachable through the Internet. Users of Gaylord Palms 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 Palms Resort and Convention Center services shall not disrupt any of the Gaylord Palms 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 Palms Resort and Convention Center or other associated networks. Gaylord Palms 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 Palms Resort and Convention Center reserves the right to troubleshoot with tools such as Sniffer Pro, FLUKE network analyzers, etc. Gaylord Palms 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 Palms Resort and Convention Center provides Internet or Networking connectivity shall be required to obtain a Gaylord Palms Resort and Convention Center assigned IP address. At no time, while connected to Gaylord Palms 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 Palms Resort and Convention Center has deployed an 802.11a/b/g wireless management system in its meeting facility. This management system assists Gaylord Palms 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 Palms Resort and Convention Center without prior authorization. If you plan on using any 802.11a/b/g wireless device, please contact the Gaylord Palms 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 Palms 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 Palms 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 Palms 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 Palms 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**  
 Fax or Mail to: Gaylord Palms Resort & Convention Center  
 Attn: Exhibit Service Representative  
 3208 Gaylord Way, Kissimmee, Florida 34746  
 (407) 586-0543 Fax (407) 586-2279  
 Email to: [GPExhibits@gaylordhotels.com](mailto:GPExhibits@gaylordhotels.com)

**ADVANCE PRICE DEADLINE - 14 Days Prior to the First Show Day**

Event Name: \_\_\_\_\_ Event Dates: \_\_\_\_\_

Company Name: \_\_\_\_\_ Booth Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_

**Ordering Instructions**

- 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.
- Fax a layout of your booth to Gaylord Palms Resort and Convention Center Exhibit Services at 407-586-2279.** 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
- All equipment and services are subject to a 7% 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:**

	<u>QTY</u>	<u>Advance Rate</u>	<u>Standard Rate</u>	<u>Total</u>
<b><u>Wireless Internet Access</u></b>				
Wireless Internet (1st Device)	_____	\$750.00	\$1,000.00	_____
Additional Connection	_____	\$250.00	\$300.00	_____
Please choose a User ID: _____				
Please choose a Password: _____				
<b><u>High-Speed Internet Access</u></b>				
High-Speed Internet Access (1st Device)	_____	\$1,300.00	\$1,500.00	_____
Additional Connection	_____	\$300.00	\$350.00	_____
Additional Device (Customer Provided Switch/NAT)	_____	\$250.00	\$300.00	_____
Static Public IP Address	_____	\$350.00	\$400.00	_____
<b><u>Dedicated Internet Access – Dedicated Private VLAN</u></b>				
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	_____
<b><u>Telecommunication (Telephone) Services</u></b>				
Standard DID telephone/fax/modem line	_____	\$300.00	\$350.00	_____
ISDN BRI service	_____	\$700.00	\$750.00	_____
Standard Desk Telephone	_____	\$30.00	\$40.00	_____

**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 Palms Resort's Long Distance Carrier is AT&T)**  
 9 + 1 + Area code + number - Gaylord Palms 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 Palms 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.**

Office Use Only
ELO: _____
AUTH: _____

Charges: \$ \_\_\_\_\_  
 Subtotal: \$ \_\_\_\_\_  
 7% Tax: \$ \_\_\_\_\_  
**TOTAL:** \$ \_\_\_\_\_

Consumer complaints may be directed to:  
 F.C.C. Common Carrier Bureau Enforcement  
 Division Informal Complaints Suite 6202  
 Washington D.C. 20554. For Customer inquiries and rate information, dial 1-800-777-2522.



**CREDIT CARD AUTHORIZATION FORM**

**Fax or Mail to:** Gaylord Palms Resort & Convention Center  
Attn: Exhibit Service Representative  
3208 Gaylord Way, Kissimmee, Florida 34746  
(407) 586-2219 Fax (407) 586-2279  
Email to: GPExhibits@gaylordhotels.com

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Event Name: \_\_\_\_\_ Event Dates: \_\_\_\_\_  
Company Name: \_\_\_\_\_ Booth Number: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_

I, \_\_\_\_\_, the undersigned agree to give Gaylord Palms 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). Florida State Sales Tax (7%) 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: \_\_\_\_\_