

## EXHIBITOR PAYMENT POLICY

1. All orders for services from Goodkey Show Services must be accompanied by (1) a completed Credit Card Authorization form.

## 2. ELIGIBILITY FOR DISCOUNT PRICING

To qualify for the discount pricing offered, payment in full must accompany your order and be received in our offices no later than 4:00 PM, Mountain time on the deadline date on top of each order form. Purchase orders do not qualify for discount pricing.

## 3. SHOW SITE ORDERS

Charges for orders placed at show site by the cardholder and/or his or her representative will be added to the credit card number on file.

## 4. METHODS OF PAYMENT

Goodkey Show Services accepts American Express, MasterCard, Visa, Debit Card, Cheque, Bank Wire Transfer and e transfer. Please send e transfer payments to [accounting@goodkey.com](mailto:accounting@goodkey.com) Purchase Orders are not considered payment. Any cheque returned to us and / or any unapproved credit card transaction, for any reason, will incur a service charge of \$100.00.

## 5. BANK WIRE TRANSFER INFORMATION

To properly credit your account, please complete the Wire Transfer form included in this service manual and follow the instructions on the form. Please note that there is a minimum \$30.00 service charge applicable for CAD wire transfers and \$50.00 for all international wire transfers. Fees vary depending on the bank processing the transfer.

## 6. MATERIALS HANDLING

If you are shipping any material to this event, you must complete both the Materials Handling order, the Material Handling Agreement form and the Credit Card Authorization Form. All freight must be shipped to the correct address as instructed in this service manual.

PLEASE REFER TO SHIPMENTS DIRECT TO SHOW SITE ON THE MATERIAL HANDLING FORM.

Please ensure that all shipments are sent

“Prepaid” including all applicable taxes, duties, surcharges, etc. Any charges billed to Goodkey Show Services by your carrier following the event will be charged to the Credit Card number provided along with a \$150.00 service charge.

The greater of actual weight or dimensional weight will be charged on all incoming shipments in excess of 5,000 cubic inches. Dimensional weight is calculated as follows: L x W x H / 139.

Shipment arriving prior to receiving your completed materials handling order forms and / or not properly labeled with Goodkey Show Services shipping labels will incur a 10% surcharge.

## 7. POST EVENT STORAGE

All freight returned to the advanced storage warehouse following the event to await pick up by the Exhibitor Appointed Carrier will incur Post Show Freight Service charges. Storage charges, at standard industry rates, will be incurred on all freight remaining in our warehouse 3 days beyond the close of show. Storage rates begin at \$450.00 minimum, plus applicable service charge.

## 8. LABOR PROVIDED UNDER GOODKEY SHOW SERVICES SUPERVISION

Goodkey Show Services shall be responsible for the performance of labor provided under this option. Goodkey Show Services will not be liable for loss or damage caused by delay in labor beginning work when exhibitor requests labor to begin later than the start of the working day.

## 9. LABOR PROVIDED UNDER EXHIBITOR SUPERVISION

Exhibitor shall be responsible for the performance of labor provided under this option. The exhibitor shall supervise labor secured through Goodkey Show Services in a reasonable manner to prevent bodily injury and/or property damage. It is the exhibitors' responsibility to check in with the Goodkey Show Services Service Desk to collect labor, and to return to Service Desk to release labor when the work is completed.

## 10. CANCELLATIONS

All requests to cancel orders and for refunds must be made in writing no less than 7 full business days prior to Goodkey Show Services scheduled move-in. All cancellations are subject to a minimum 50% cancellation fee. Any cancellations made within 7 full business days of Goodkey Show Services scheduled move-in will be subject to a 100% cancellation fee.

## 11. ADJUSTMENTS / CLAIM(S) FOR LOSS

Exhibitor agrees that all claims for loss must be submitted to Goodkey Show Services, in writing, immediately at show site, and in any case, no later than the conclusion of the exhibit. Exhibitor understands and agrees that all claims made after the conclusion of the exhibit will be rejected and no adjustments will be made after the close of the show.

12. All materials and equipment are supplied on a rental basis for the duration of the event and remain the property of Goodkey Show Services.

13. It is understood and agreed that the exhibitor is responsible for the care, custody and control of all materials and equipment supplied by Goodkey Show Services and accepts full responsibility for any loss or damage to the equipment until it is returned to Goodkey Show Services.

14. Goodkey Show Services “Terms and Conditions”, “Payment Policy” and “Electrical Terms & Conditions” are subject to change at the sole discretion of Goodkey Show Services and without notice to any parties.

I confirm I have read and agree to the Terms and Conditions and Exhibitor Payment Policy by Goodkey Show Services. The Terms and Conditions will be binding as of the date that the Exhibitor is signed and accepted below.

Show Name	Show Code	Show Date	Booth Number
Show Venue	Email	Contact Name	Name Of Company
Signature			

**PLEASE READ CAREFULLY! YOU ARE ENTERING A CONTRACT WHICH MAY LIMIT YOUR POSSIBLE RECOVERIES IN CASE OF LOSS OR DAMAGE.**

The terms and conditions set forth below are part of the contractual agreement between Goodkey Show Services and you, the EXHIBITOR, who accepts the terms and conditions of this contract once any of the following are met.

The Credit Card Authorization form is signed; OR the Materials Handling Agreement is signed; OR the Exhibitor materials are delivered by a carrier to either the Goodkey Show Services (GSS) warehouse, an advanced storage warehouse OR a show site where Goodkey Show Services is the official show contractor; OR an order for labor and / or rental equipment is placed with Goodkey Show Services.

## DEFINITIONS

For purposes of this contract, Goodkey Show Services means Goodkey Show Services (GSS), and their employees, agents, officers, and related entities including but not limited to any subcontractors that GSS may appoint. The term "EXHIBITOR" means the Exhibitor, its employees, agents, representatives, and any Exhibitor Appointed Contractor (EAC). Furthermore, it is understood and agreed that the "Exhibitor" is in fact the "SHIPPER" for all purposes, and circumstances notwithstanding anything contained in this contract to the contrary.

## PAYMENT FOR SERVICES

Customer shall be liable for all unpaid charges for services performed by GSS or Agents. Customer authorizes GSS to charge their credit card directly for services rendered on its behalf acknowledges and agrees that all calculations provided by Customer are estimates only and are subject to verification and correction as deemed appropriate by GSS.

## CREDIT TERMS

All charges are due prior to service being performed. GSS has the right to require prepayment at the time of request for services. A failure to pay timely will result in Exhibitor having to pay in cash in advance for future services. GSS is authorized to charge Exhibitor credit card for any unpaid charges for services provided to Exhibitor including charges for return shipping. Any

charges not paid within 30 days of delivery of service will be subject to interest at a rate of 2% per month until paid in full.

## INBOUND AND OUTBOUND SHIPMENTS

Consistent with standard industry practices, there may be a lapse of time between the delivery of shipments to the booth and the arrival of the EXHIBITOR. During such time, the materials will be left unattended. GSS will not be held responsible or liable for any loss, damage, theft or disappearance of materials after same have been delivered to EXHIBITORS booth.

GSS will make every effort to deliver freight to your booth. However, physical limitations of freight elevators, load in doors, etc. may prevent us from doing so and, in these cases, all freight will be placed as close as possible to your booth.

Consistent with standard industry practices, there may be a lapse of time between the completion of packing and the actual pickup of materials from the booth for loading onto outbound carrier. During such time, the materials will be left unattended. GSS will not be held responsible or liable for any loss, damage, theft, or disappearance of materials before same have been picked up for reloading at the conclusion of the event.

All post show freight returned to the advanced storage warehouse will incur both Post Show Freight services charges and storage charges at standard industry prices. \$450.00 Minimum.

Inbound freight shipped to the incorrect advance storage warehouse will incur additional charges consistent with Post Show Freight rates, terms and conditions.

## PACKAGING & CRATES

GSS shall not be responsible for damage to loose, uncrated materials, pad wrapped or shrink wrapped, materials, glass breakage, concealed damage, carpets in bags or poly or materials improperly packed. In addition, GSS shall not be responsible for crates and packaging which are unsuitable for handling, in poor condition or have prior damage. Crates and packaging should be of a design to adequately protect contents for handling by forklift or similar means.

## DESIGNATED CARRIERS

In order to expedite removal of materials from show site, GSS shall have the

authority to change designated carriers if the carrier designated by EXHIBITOR does not pick up shipment(s) within 4 hours following close of exhibits. Where no disposition is made by EXHIBITOR., materials will be taken to GSS warehouse to await EXHIBITOR shipping instructions and EXHIBITOR agrees to be responsible for post show freight charges related to re-routing and handling. **IN NO EVENT SHALL GSS BE RESPONSIBLE OR LIABLE FOR ANY LOSS RESULTING FROM SUCH REROUTING.** EXHIBITOR hereby agrees and understands that the carrier's terms and conditions apply to their shipment and material once it has been accepted by said carrier. **GSS WILL NOT BE RESPONSIBLE OR LIABLE FOR FAILURE TO PROVIDE THESE CARRIER TERMS AND CONDITIONS TO THE EXHIBITOR.**

## DISPOSAL OF GOODS

GSS retains the right to dispose of goods left in our warehouse more than sixty (60) days following the event without liability.

## EMPTY CONTAINERS

Empty container labels will be available from the show site service desk. Affixing labels to the containers is the sole responsibility of EXHIBITOR. All previous labels should be removed or obliterated. GSS assumes no responsibility for.

Error in above procedures removal of containers with old empty labels, removal of containers without GSS empty labels, improper information on empty labels. GSS assumes no liability for loss or damage to goods or crates, or the contents therein, while containers are in storage.

## EXHIBITOR RESPONSIBILITIES

It is agreed and understood that the Exhibitor is responsible for the care and control of all materials and equipment provided by GSS and accepts full responsibility for any loss or damage to the materials and equipment until it is returned to GSS. All materials and equipment are supplied on a rental basis for the duration of the show and remain the property of GSS. All rentals include delivery, installation and removal from your booth.

## GSS' RESPONSIBILITIES

GSS shall be responsible only for those services which it directly provides. GSS assumes no responsibility for any

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persons, parties or other contracting firms not under GSS' direct supervision and control. GSS shall not be responsible for any loss or damage due to strike, lockouts, work stoppages, natural elements, vandalism, acts of God, civil disturbances, power failure, explosions or any other circumstance over which it has no control.

GSS shall not be liable for damage, loss or delay to uncrated freight, freight improperly packed, glass breakage or concealed damage. GSS shall not be liable for ordinary wear and tear in handling of goods or damage of any kind to shrink wrapped goods. All goods should be able to withstand handling by heavy equipment including, but not limited to, forklifts, pallet jacks and dollies. It is the sole responsibility of the Exhibitor to ensure that all goods are packaged correctly prior to shipment or movement on or off the exhibit floor.

**INDEMNIFICATION**

EXHIBITOR agrees to indemnify, forever hold harmless and defend GSS and their employees, officers and agents from and against all demands, claims, causes of action, fines, penalties, damages (including consequential), liabilities, judgements and expenses (including but not limited to reasonable attorneys' fees and investigation costs) on account of personal injury or death, damages to or loss of property or profits arising out of, or contributed to, by any of the following:

- EXHIBITOR'S negligent supervision of any labor secured through GSS, or the negligent supervision of such labor by any of EXHIBITOR'S employees, agents, representatives, customers, invites and/or any Exhibitor Appointed Contractor (EAC).
- EXHIBITORS negligence, willful misconduct, or deliberate act, or the negligence, willful misconduct, or deliberate act of EXHIBITOR'S employees, agents, representatives, customers, invitees, and/or (EAC) at the show or exposition to which this contract relates, including but not limited to the misuse, improper use, unauthorized alteration, or

negligent handling of GSS' equipment.

- EXHIBITOR'S violation of federal, provincial, or local ordinance.
- EXHIBITOR'S violation of Show Regulations and/or Rules as published and set forth by facility and/or Show Management.

**INSURANCE**

It is understood that GSS is not an insurer. Any insurance shall be obtained by EXHIBITOR in amounts and for perils determined by EXHIBITOR. EXHIBITOR agrees to provide GSS with a release and waiver of subrogation to the extent of any insurance settlement received.

**CLAIM(S) FOR LOSS**

EXHIBITOR understand and agrees that all claims for loss or damage must be submitted, in writing, to GSS immediately at show site, and in any case, no later than the conclusion of the show. For purposes of claim reporting the "conclusion" of the show shall be construed as the time show EXHIBITOR'S materials are delivered to the carrier for transportation from show site. EXHIBITOR agrees and understands that all claims after this time shall be rejected.

**MAXIMUM RECOVERY**

If found liable for any loss, GSS' sole and exclusive MAXIMUM liability for loss or damage to EXHIBITOR'S materials and EXHIBITOR'S sole and exclusive remedy is limited to repair or replacement of like kind and quality, subject to a dollar amount limit equal to the amount paid by EXHIBITOR to GSS for material handling services during the show or exposition under this contract.

**MISCELLANEOUS**

EXHIBITOR, as a material part of the consideration to GSS for material handling services, waives and releases all claims against GSS, its' employees, agents, and officers with respect to all matters for which GSS has disclaimed liability pursuant to the provisions of this contract.

The EXHIBITOR acknowledges that he or she has read this agreement, understands it and agrees to be bound by its terms, and further agrees that it is the complete and exclusive agreement between the parties. The invalidity or unenforceability of any provision hereof shall not affect, modify or impair the validity and enforceability of all other provisions herein.

**BREACH OF CONTRACT AND / OR NEGLIGENCE ONLY**

GSS' liability shall be limited to any loss or damage which results solely from GSS' negligence in the actual physical handling of the items comprising EXHIBITOR'S shipment(s) OR which results from BREACH OF THIS CONTRACT and not for any other type of damage or loss. In no event shall GSS be liable to the exhibitor or to any other party for special, collateral, exemplary, indirect, incidental or consequential damages, whether such damages occur either prior to, subsequent to or are alleged as a result of tortious conduct, failure of the equipment or services of GSS or breach of any of the provisions of this agreement regardless of the form of action, whether in contract or notice of the possibility of such damages, or far any damages caused by EXHIBITOR'S failure to perform EXHIBITOR'S responsibilities. Such excluded damages include, but are not limited to, loss of profits, loss of use or business interruption, or other consequential or indirect economic loss(es).

**JURISDICTION**

THIS CONTRACT SHALL BE CONSTRUED UNDER THE LAWS OF THE PROVINCE OF ALBERTA, BRITISH COLUMBIA, MANITOBA, NEW BRUNSWICK, NEWFOUNDLAND AND LABRADOR, NORTHWEST TERRITORIES, NOVA SCOTIA, NUNAVUT, ONTARIO, PRINCE EDWARD ISLAND, QUEBEC SASKATCHEWAN, AND YUKON WITHOUT GIVING EFFECT TO ITS CONFLICT OF LAWS RULES.

I confirm I have read and agree to the Terms and Conditions and Exhibitor Payment Policy by Goodkey Show Services. The Terms and Conditions will be binding as of the date that the Exhibitor is signed and accepted below.

Show Name	Show Code	Show Date	Booth Number
Show Venue	Email	Contact Name	Name Of Company
Signature			

# METHOD OF PAYMENT

**IMPORTANT!** If you are planning to utilize any of the services provided by **Goodkey Show Services**, please carefully complete and return this form with all your display requirements.

Name of Company:	Contact:	Booth Number:
Address:	Telephone No:	Fax No:
City, Province/State, Postal Code:	Email:	

  

<input type="checkbox"/> <b>Cash / Wire Transfer / E-Transfer</b>  Please send all e-transfers to <b>accounting@goodkey.com</b>	<input type="checkbox"/> <b>Third Party Authorization</b> FOR USE OF AN EXHIBITOR APPOINTED CONTRACTOR: We understand and agree that we, the exhibiting firm, are ultimately responsible for payment of charges. In the event that the named third party does not discharge payment of the invoice prior to the last day of the show, charges will revert to the exhibiting company. All invoices are due and payable upon receipt, by either party.  The items checked below are to be invoiced to the third party:
<input type="checkbox"/> <b>Company Cheque</b> (REQUIRE A CREDIT CARD BACKUP) Please make cheque payable to: <b>Goodkey Show Services Ltd.</b> <b>Note: No cheques will be accepted after the order deadline date.</b> <b>Address: Goodkey Show Services Ltd.</b> <b>5506 - 48 ST NW</b> <b>Edmonton, Alberta</b> <b>T6B 2Z1</b>	<input type="checkbox"/> ALL SERVICES <input type="checkbox"/> BOOTH CLEANING <input type="checkbox"/> I & D LABOUR <input type="checkbox"/> MATERIAL HANDLING / IN & OUT <input type="checkbox"/> RENTAL FURNITURE & CARPET <input type="checkbox"/> SIGNS <input type="checkbox"/> OCTANORM <input type="checkbox"/> OTHER (please specify) _____
<input type="checkbox"/> <b>Credit Card</b> For your convenience, we will use this authorization to charge your credit card account for your advance orders, and any additional amounts incurred as a result of show site orders placed by your representative. These charges may include labour. Please complete the information requested below:  <input type="checkbox"/> MASTER CARD <input type="checkbox"/> VISA <input type="checkbox"/> PERSONAL <input type="checkbox"/> COMPANY  _____ Expiration Date: _____ CVC: _____  Cardholders name: _____  Signature: _____ <b>Cardholders Billing Address</b>  Street: _____  City/Province: _____  Postal Code: _____	Third Party Agent: _____ Account #: _____  Expiration Date: _____ CVC: _____  <input type="checkbox"/> PERSONAL CREDIT CARD <input type="checkbox"/> COMPANY CREDIT CARD  Cardholders name: _____  Signature: _____  <b>Cardholders Billing Address</b> Street: _____  City/Province: _____  Postal Code: _____ Phone Number: _____ Fax Number: _____  Email: _____
*Please note: Adjustments will not be made after the closure of the show. Please visit our on-site service desk for any questions or concerns regarding your order with Goodkey. We have read, understand and agree to all terms as described above and have advised our show site representative accordingly.	
Exhibitor Signature: _____  Print Name: _____  Date: _____	_____  _____  _____

If you are utilizing Wire Transfer Payment to Goodkey Show Services please complete the following and return to [accounting@goodkey.com](mailto:accounting@goodkey.com) along with your bank confirmation documents.

Event Name: \_\_\_\_\_ Booth #: \_\_\_\_\_

Company Name: \_\_\_\_\_ Sender's name: \_\_\_\_\_

Email address: \_\_\_\_\_ Tel. No. \_\_\_\_\_

Amount transferred: \_\_\_\_\_ Date of transfer: \_\_\_\_\_

**Please note: Orders placed remains unconfirmed until the funds are received by Goodkey.**

Receiver Name: Goodkey Show Services Ltd

Receiver Address: 5506 – 48 Avenue SW  
Edmonton, Alberta T6B 2Z1

Country: Canada

Bank Name: CIBC – Canadian Imperial Bank of Commerce

Bank Address: 10102 – Jasper Ave  
Edmonton, Alberta, Canada T5J 1W5

Account No. 11-27918

Transit #: 00059

Bank #: 010

Swift Code: CIBCCATT

Routing #: CC001000059

**Note: Please add \$ 50.00 bank fee for all international wire transfers and \$ 30.00 for all Canadian wire transfers.**

**Additional info:** We have recently noticed a spike in phishing scheme trying to gain access to confidential information from companies. We ask that if you receive a requests from Goodkey to update our payment information, or notice any irregularities, to please contact our office at 780-426-2211 and speak to Rodella or Calvin Goodkey to confirm the authenticity of the request.