

**Show Name:** SAPPHIRE NOW and ASUG Annual Conference  
**Incentive Deadline Date:** April 5th, 2019  
**Base Rates Start On/After:** April 6th, 2019  
**OCCC Exhibitor Services Coordinator:** Wanda Thomas  
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**Contact Email:** Wanda.Thomas@occc.net

The Orange County Convention Center is the exclusive provider of electricity, aerial rigging labor and lighting, water, plumbing, compressed air, natural and LP gas, and cable TV services to exhibitors. The OCCC's exclusive on-site service partners include: Internet and telecommunications by Smart City, booth catering by Centerplate, and business center services by FedEx Office. LMG is the OCCC's preferred A/V provider.

**How To Order OCCC Services:**

<b>Order Online:</b> www.occc.net/exhibitor	<b>Order via Email:</b> Exhibitor.Services@occc.net	<b>Fax:</b> (407) 685-9884	<b>Mail:</b> OCCC Exhibitor Services 9860 Universal Blvd. Orlando, FL 32819-8199
<p>If not ordering OCCC services online, please complete all applicable order forms and the required OCCC Method of Payment form. Orders without an OCCC Method of Payment form will not be processed. Please read through all of the OCCC's Guidelines &amp; Conditions before ordering because exhibitors agree to all of the OCCC's Guidelines &amp; Conditions when ordering services. For assistance, email Exhibitor.Services@occc.net or call the OCCC Exhibitor Services Team at <b>(800) 345-9898</b> or <b>(407) 685-9824</b>.</p>			

**OCCC Exhibitor Ordering Conditions & Guidelines**

1. Full payment and an accurate diagram **MUST** be included before services are provided. An accurate diagram indicates the quantity and location of outlets, as well as the booth's dimensions and neighboring booth/aisle numbers for orientation. Orders without full payment will not be processed and service will be withheld.
2. Rates are based on when an exhibitor's order, payment **AND** finalized diagram is received by OCCC. Revised diagrams will affect rates.
3. Orders received during move-in and/or on-site are subject to a 50% price increase over base rates.
4. Modifications to incentive rate orders received after the incentive deadline are subject to base rates or on-site rates.
5. Refunds for issues or unused services will not be considered unless filed by the exhibitor before the close of show at the OCCC Service Desk.
6. Notification of cancellation must be received in writing prior to the first scheduled show management move-in date to receive a refund. All cancellations and/or modifications to orders are subject to a \$35.00 Administration Fee if a refund is required. The Center will not refund overpayments, except sales tax, in an amount less than \$15.00, unless specifically requested in writing.
7. All prices are subject to change without notice.
8. Florida State Sales Tax and Public Services Tax, when applicable, must be included with payment. Services will be rendered after payment in full (including tax) is received.
9. Once the OCCC has received a payment from an exhibitor, that payment is the payment that will be applied to the exhibitor's invoice. The OCCC will not accept an initial credit card payment from an exhibitor, and then refund the exhibitor's credit card if the exhibitor wants to pay with another credit card, a check, or an ETF (Wire/ACH) payment later.
10. Any unpaid balance will be subject to a finance charge of one and one half percent (1 ½%) per month from the date of the last contracted show day of the event."

**OCCC Payment Options:**

**Credit / Debit Cards:** OCCC will charge your credit/debit card in full for your advance order and any additional charges for on-site changes or additions. All aerial hanging sign (rigging) orders require a credit/debit card on file in the Method of Payment form, even if the exhibitor is paying with a check or ETF.

**Company Checks:** Checks must accompany your order submission and must be received, not postmarked, by the incentive deadline in order to receive incentive rates. Make check payable to Orange County Convention Center. Checks must be US funds drawn from a US bank. Please include your show name and booth number on check.

**Electronic Funds Transfers (Wire & ACH):** OCCC accepts both wire transfers and ACH payments. Payment must be cleared, not sent, by the incentive deadline in order to receive incentive rates. It is the exhibitor's responsibility to verify with their Initiating Bank that all fees (including Intermediate Bank fees) are included in their payment. Please contact Exhibitor Services for payment instructions.

**Third Party Billings:** Exhibitors may request for a third party (EACs, I&Ds, etc.) to be invoiced for services provided by OCCC. In doing so the exhibitor understands and agrees said exhibitor is ultimately financially responsible for all OCCC-provided services. If an exhibitor's third party has any outstanding balance at the end of a show, all charges will revert to the exhibitor. The OCCC reserves the right to deny any third party billing, in which case the exhibitor will be responsible for all charges.