Thank you for choosing Encore Event Technologies as your Internet and audio visual equipment provider. Encore is the premier provider of event technologies for the Hyatt Regency Chicago. We look forward to assisting you with all of your audio visual needs during your show appearance.

The following information will help answer frequently asked questions before, during and after your event. Specific questions not addressed here should be directed in e-mail form to the following address: hrcexhibits@encore-us.com. Please include your show dates, name of your company, and your contact information.

**Q. What are the deadlines and/or cut-off dates?**
A. The deadline to complete and fax all forms will be 72 hours prior to the set-up day of your show. All orders received after the 72 hour cut-off date will be considered onsite orders and are SUBJECT TO EQUIPMENT AVAILABILITY. If you are only ordering wireless Internet, no request form is needed. Wireless Internet can be ordered once you arrive onsite by using the web portal. You can use a credit card to book or place your charge to your room.

**Q. When will my credit card be charged?**
A. All credit cards will be charged for the entire amount of the order on the set-up day of the show. All credit card orders must include the entire number, the expiration date and the CID number located on the back of the card. Orders will be considered incomplete without inclusion of the requested information and therefore will be subject to equipment availability on the day of the show.

**Q. Where is my equipment?**
A. Hyatt Regency Chicago is a union hotel. Therefore, on set-up day, the equipment you have ordered will be delivered to the exhibit floor. At that point, responsibility for all equipment will transfer from Encore to Local Union 134. A union electrician will be responsible for the delivery and set-up of the equipment ordered. Encore does not control this schedule.

**Q. How do I get a receipt?**
A. Receipts for completed orders will be issued upon email request at the conclusion of the show. Please forward all requests to hrcexhibits@encore-us.com. Please include your contact information. The name of the show and the show dates will also be helpful. If you are a 3rd party exhibitor requesting a receipt, include your company name in the request.

**Q. During the show if I have a question, who do I contact?**
A. Encore will have personnel on-site in the exhibit hall to assist with questions and concerns about equipment and internet lines.

**Q. Can I bring my own networking equipment?**
A. No. Customer provided wireless access points or other network infrastructure devices are prohibited to insure uninterrupted operation of existing hotel wireless infrastructure. Customer provided routers; switches and other networking infrastructure devices are prohibited as to ensure uninterrupted and unimpaired operation of existing hotel network services.
F.A.Q. Riverside Exhibition Hall  
Exhibit/Networking Price Guide

**Q. Can I pay with a company check?**
A. Credit card payments are strongly encouraged; however, company checks are a valid form of payment. Checks should be made payable to Encore Event Technologies at the address listed below. When paying by check please include a copy of your order as generated by Encore, therefore providing verification of the correct amount and the valid order for which it will be applied to. All checks must be received 72 hours prior to the set-up date of the show that you are attending.

**Q. Why is union labor a separate charge?**
A. On-location set-up and take down by required union labor is not included in the rental price. This fee will be charged by Freeman Exhibitor Services. If there are any questions with regards to this charge contact Freeman Exhibitor Services at 312-938-0320.

**Q. Are wire transfers an acceptable form of payment?**
A. FOR INTERNATIONAL ORDERS ONLY. Wire transfers are an acceptable form of payment. An additional processing fee of $30.00 will be assessed. Contact hrcehibits@encore-us.com for written instructions.

**Q. Who do I contact if I have problems with equipment during the show?**
A. For Encore equipment, wired and wireless internet connections, login information and passwords; contact Encore directly at 312-735-6622. For union related issues, contact Freeman Exhibitor Services at 312-938-0320.

**Q. Does Encore require a diagram of my booth?**
A. Diagrams are extremely helpful when setting equipment. If available, send your diagram in with your completed forms.

**Q. How will I know my order was received?**
A. Once your completed forms have been faxed to Encore, Encore will process them and will send you a final order within 48 hours of receipt. IF YOU CLAIM SALES TAX EXEMPTION IN THIS STATE, PLEASE FURNISH A COPY OF YOUR TAX-EXEMPT CERTIFICATE WITH YOUR ORDER.
Networking Request Form
Exhibit/Networking Price Guide

NOTE: ALL SECTIONS MUST BE COMPLETED

Client/Exhibitor Information

Group/Organization: ______________________________________  Event: ______________________________________
On-Site Contact: ________________________________________  Requested by: ____________________________
On-Site Cell #: ________________________________________  Phone #: _________________________________
Fax #: ________________________________________  Fax #: ________________________________________
E-mail Address: ________________________________________  E-mail Address: __________________________
Address: ________________________________________  City: ____________________  State: ______  Zip: _____________

Service Request

BOOTH NAME/NUMBER:

DATES:

Start Time:

End Time:

Note: All computers are required to receive a DHCP assigned IP address passing through NAT from the Hyatt/Encore network unless other arrangements have been discussed and agreed upon with Encore Event Technologies.

Cost Worksheet

<table>
<thead>
<tr>
<th>Service Request</th>
<th>DAILY RATE</th>
<th>QUANTITY</th>
<th>DAYS</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wired Internet Access</td>
<td>$100.00 per device</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Wireless Internet Access is not to be purchased in advance if that is the only item that you are purchasing. Exhibitors may sign up onsite for wireless internet access via the web portal. Wireless service can be ordered by using a credit card or charging to a guest room through the onsite automated access portal. Two 12Mbps plans are available from the web portal: “Business Class” $36/device/day for meeting and public space non-roaming or “Business Plus” $39.95/device/day for a full roaming experience (meeting space, public space and guest room).
| Wireless Internet Access (“Business Class”) | 36.00 per device | | | |
| Wireless Internet Access (“Business Plus”) | 39.95 per device | | | |
| VLAN Configuration | Per Quote | | | |
| Specific Bandwidth Configuration | Per Quote | | | |
| Managed Switches and Cabling | Per Quote | | | |
| Expanded Wireless Capacity | Per Quote | | | |
| Special Computer IP Address Needs | Per Quote | | | |
| Custom Event Items (e.g. portal landing page; Custom SSID, etc.) | Per Quote | | | |
| **SUBTOTAL:** | | | | |
| Service Charge=23% of Subtotal: | | | | |
| City tax=8% of Service: | | | | |
| **GRAND TOTAL:** | | | | |

Customer provided wireless access points or other network infrastructure devices are prohibited to ensure uninterrupted operation of existing hotel wireless infrastructure. Customer provided routers, switches and other networking infrastructure devices are prohibited to ensure uninterrupted and unpimpaired operation of existing hotel network services. Please contact your sales manager for available options.

Note: Custom installations or dedicated Internet service beyond the scope of existing facilities will be individually quoted upon request. An additional 15% service charge will be added to all transactions. The service charge is calculated from the full price of the item. Illinois state sales tax will be assessed on the service charge.
# Exhibit Request Form

**Exhibit/Networking Price Guide**

---

**ADVANCE PAYMENT IS REQUIRED AND RENTAL CONTRACT MUST BE EXECUTED TO RESERVE EQUIPMENT.**

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DAILY RATE</th>
<th>QTY</th>
<th>DAYS</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>VIDEO EQUIPMENT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1/2&quot; VHS Player w/ repeat</td>
<td>$100.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DVD Player</td>
<td>100.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>42&quot; Plasma Monitor w/ Stand and Cables will sound be required?</td>
<td>Yes</td>
<td>No</td>
<td>350.00</td>
<td></td>
</tr>
<tr>
<td>LCD Projector (XGA) w/ Stand &amp; 6’ Screen</td>
<td>795.00</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**SUBTOTAL:**

| Sound Equipment | | | | |
| Mid Size P.A. System (75 Watt amplified speaker) | $125.00 | | | |
| Computer Speaker | 45.00 | | | |
| Microphone, Wireless Handheld | 175.00 | | | |
| Microphone, Wireless Lavaliere | 175.00 | | | |
| Microphone, Wired Handheld | 55.00 | | | |
| Custom Systems Available | Per Quote $ | | | |

**SUBTOTAL:**

**Computer Equipment-** See the Encore Business Center Rental Forms for Computer Rental and Smaller Display Monitors.

**SUBTOTAL:**

**RENTAL CONTRACT MUST BE COMPLETE FOR ORDER TO BE PROCESSED**

Rental tax=9% of Subtotal: ___________

Service Charge=23% of Subtotal: ___________

City tax=8% of Service: ___________

Calculated by Encore

**GRAND TOTAL:** ___________

---

**HYATT REGENCY CHICAGO**

UNIQUE. CREATIVE. INNOVATIVE.  www.encore-us.com  E: hrcexhibits@encore-us.com  P: 312-735-6622  F: 312-275-8735

---
Exhibit Rental Reservation
Exhibit/Networking Price Guide

Exhibitor is responsible for equipment until it is picked up by an Encore Event Technologies representative. Pick up will be at close of show unless otherwise specified. No removal of equipment will take place during show hours.

Payment Information

IF YOU CLAIM SALES TAX EXEMPTION IN THIS STATE, PLEASE FURNISH A COPY OF YOUR TAX-EXEMPT CERTIFICATE WITH YOUR ORDER.

Please indicate method of payment. This section must be completed before your order can be processed. A credit authorization is requested as a deposit against additional services and/or labor. Payment of any balances may also be made by company check upon presentation of statement while at the show, but a credit card authorization should be on file. Any balances outstanding as of move-out will be charged to your account. Please do not ask us to bill you.

<table>
<thead>
<tr>
<th>Master Account #:</th>
<th>Authorized Signer’s Name:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Credit Card #:</th>
<th>CCID:</th>
<th>Type:</th>
<th>Exp:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Customer Signature</th>
<th>Print Name (as it appears on credit card)</th>
<th>Date</th>
</tr>
</thead>
</table>

Terms and Conditions

ALL ORDERS SUBJECT TO LIMITS OF LIABILITY AND RESPONSIBILITY AS SET FORTH BELOW.

By executing this order form, Lessee agrees as follows:

1. All checks must be received 72 hours prior to event.
2. Cancellation: In the event Lessee cancels this order, Lessee will be charged a cancellation fee equal to 10% of one day’s rental of the subject equipment. Cancellation made within 48 hours of the delivery date will be charged a cancellation fee equal to one day’s rental plus handling charges.
3. Risk of Loss: Equipment rental is the responsibility of Lessee. Any equipment which is lost, damaged, or stolen while in Lessee’s care or possession will result in Lessee being charged for replacement cost, labor, or parts for repair, as the case may be.
4. Rentals in the City of Chicago are subject to city tax of 9%.
5. Insurance for the subject equipment is Lessee’s responsibility.
6. On location set-up and take-down by required union labor is not included in the equipment rental price. This fee will be charged by Freeman Exhibitor Services. If there are any questions with regards to this charge contact Freeman Exhibitor Services at 312.938.0320.

I understand the above condition

Authorized Signature: __________________________________________ Please Type or Print Name: ______________________________

7. Payment tendered for the specified equipment with this reservation form is an estimate only and any changes in equipment requirements and any labor charges will affect this estimate. Lessee is responsible for all charges.
8. It is the responsibility of the exhibitor to advise an Encore Event Technologies representative of any problems with their order at show site. Absolutely no credits will be issued after show closing.
9. Encore Event Technologies must supply all Switches and Hubs for the high-speed internet service.

I understand the above condition

Authorized Signature: __________________________________________ Please Type or Print Name: ______________________________
Networking Agreement
Exhibit/Networking Price Guide

• It is understood that Encore does not own or control the telecommunications facilities used to access the Internet and that the Internet is a non-regulated public domain. Customer agrees that Encore shall have no responsibility and no liability whatsoever with respect to insuring access to the Internet. Customer further agrees to indemnify and hold harmless Encore from any and all claims, damages, losses and causes of action whatsoever which may arise directly or indirectly in connection with the Internet services provided.

• The total order cost will be billed to the form of payment specified in this document.

• You are responsible for bringing your own NIC (Network Interface Card) or Wireless Access Card. In the event that you are unable to provide your own wireless card, wireless cards are available through Encore for a rental fee. These cards are available on a first come first serve basis, and quantities are limited.

• Instant wireless access is available in the Riverside Convention Hall for the duration of each event through the use of our automated access portal. A CREDIT CARD is required for use of the portal.

• Customer provided wireless access points or other similar network infrastructure devices are prohibited to ensure uninterrupted operation of existing hotel wireless infrastructure.

• Customer provided routers; switches and other networking infrastructure devices are prohibited as to ensure uninterrupted and unimpaired operation of existing hotel network services.

• Please contact the Exhibit Hall Manager for pricing on Encore provided available options.

• On location install and dismantle by required union labor is not included in the equipment rental price. This fee will be charged by Freeman Exhibitor Services. If there are any questions with regards to this charge contact Freeman Exhibitor Services at 312.938.0320

I understand the above condition
Authorized Signature: ___________________________________ Please Type or Print Name: ___________________________________

• All materials and equipment furnished by Encore for this service order shall remain the property of Encore and shall be removed only by Encore at the close of the meeting.

• All request for services after your arrival are subject to the availability of the equipment and the services of our technicians.

• Under no circumstances shall anyone attempt to gain unauthorized access to or tamper with any part of the network.

• You agree to remain entirely liable for all activities conducted through the network connections.

• The network may only be used for lawful purposes and in accordance with these terms and conditions. Transition of any materials in violation of any local, state, federal, or international regulation(s) is prohibited. This includes but not limited to, copyrighted materials legally judged to be threatening or obscene or material protected by trade secrets.

• These terms and conditions supersede all previous representations, understanding, or agreements and shall prevail notwithstanding any variance with terms and conditions of any order submitted. These terms and conditions may be modified by Encore at any time.

• No service will be provided without a signed copy of this form. This form must be received no later than one 72 hours prior to the meeting.

• You or your IT professional will be responsible for appropriate computer configuration for the service provided. Encore personnel cannot be responsible for making configuration changes to your personal computer.

• If you are uncertain of your requirements or for any changes you must contact hrcexhibits@encore-us.com.

MY SIGNATURE INDICATES THAT I HAVE RECEIVED THIS INTERNET REQUEST FORM AND SERVES AS AGREEMENT OF MY ORDER AND ITS TERMS AND CONDITIONS AND WARRANTS THAT THE UNDERSIGNED HAS THE AUTHORITY TO EXECUTE THIS DOCUMENT AS AN EMPLOYEE AND/OR AGENT ON BEHALF OF CUSTOMER’S EMPLOYER AND/OR PRINCIPAL, IF ANY.

Customer Signature: ___________________________________ Date: ____________________________
Title: ____________________________________________

You will receive a confirmation via email within 48 hours. If you do not receive a confirmation email, please contact hrcexhibits@encore-us.com.