

Money Saving Tips

Following are some tips that will help contribute to a successful event and save you money!

- Save time by ordering your services via our Online Ordering System. Visit us at www.mccormickplace.com for more information.
- Provide floor plans with all service orders.
- If you are ordering Internet services, please call Technology Services at (312) 791-6113 to ensure the services you are ordering are correct for your needs.
- Please pay attention to the **deadline date**. Having your order, floor plans and full payment submitted by your **deadline date** will save you money.
- McCormick Place requires an approved credit card to be on file for all orders, regardless of the method of payment you select. Please be sure to submit this information when placing your order to prevent any processing delays
- Be sure to check in at our Service Desk upon your arrival to notify our staff when you are ready for your services. Our labor hours are as follows: **ST**- Straight Time / **OT**- Overtime / **DT**- Double Time

	MONDAY-FRIDAY	SATURDAY	SUNDAY/HOLIDAY
12:00am-5:59am	DT	12:00am-4:30pm OT for 1st Eight	DT
6:00am-10:00pm	ST for 1st Eight Consecutive Hours & OT Only After Eight Hours	Consecutive Hours & DT Only After Eight Hours	
10:01pm-11:59pm	OT	4:31pm-11:59pm DT	

Placing an Order

When placing an order, pay particular attention to the **deadline date**. If you place your order by the deadline date, **you will save money**. Orders received after the **deadline date** or orders received without full payment will be billed at the standard rate.

The **Advance** rates apply when your **complete order and payment** are received by us on or before the deadline date. The **Standard** rates apply to all orders received after the deadline date (Late Order), orders received before the deadline date without full payment and floor plans (Partial Order), and all orders placed or changed on site (On-Site Order).

A complete order contains all of the following elements:

- Order and Payment Summary Form
- Full payment of services including a valid credit card on file
- Technology Service Order Form(s)
- Floor Plan Template

During the event you will receive an On-Site Invoice for your technology services including itemized inbound labor and non-itemized tear out labor. **You will remit payment for the On-Site Invoice at this time.**

This invoice will not include any telephone usage. Telephone usage is calculated at the close of the event and charged to your credit card at that time.

Telephone Services

Once installed, telephone service is active 24 hours a day for the entire length of the event. The dial tone is deactivated the morning following the last day of the event. If you require service beyond that, please contact our Service Desk. Reactivating fees apply if service needs to be re-established.

The cost of our telephone service includes telephone usage*. If applicable, telephone usage is billed after the close of the event and billed to your credit card. All telephone calls made from your telephone line once it is installed are your responsibility. Credit will not be given for telephone calls made over installed lines. To guard against unauthorized use, be sure to secure your telephone each night. Telephone usage will be billed to your credit card shortly after the close of the event. If you need a detail of all calls made, contact us at (312) 791-6113.

Telecommunications Tax: In the State of Illinois and the City of Chicago a Telecommunications Tax is required. These taxes are based upon current communications tax rates, and are subject to change without notice. Tax exemptions do not apply for these items.

International Usage Deposit: For internationally billed companies, a usage deposit of \$300.00 per line is required before “calling out” restrictions are lifted. Including the deposit at the time of your initial order will ensure that you will be able to call out as soon as you plug your telephone into the line. If your total usage is less than the usage deposit, the balance will be applied towards any outstanding charges.

Description of Telephone Services

Analog Single Line Service: Includes the installation of a touch-tone line and rental of a single line telephone instrument. We do not require that you return the trimline telephone instruments.

Extension - Single Line: Is an extension of the main Single Line service. This would be ordered if you need one telephone number shared by two telephone instruments. This service is available only if you have ordered an Analog Single-Line Service.

Digital Multi-Line Service: Includes the installation of a touch-tone line and one multi-line telephone with a maximum capacity of up to seven appearances of the telephone line. Voicemail, if requested, is included along with fixed features such as hold, conference and transfer. These telephone instruments are to be returned to avoid being charged a telephone replacement fee.

Extension - Multi-Line: Is an extension of the Digital Multi-Line service. This would be ordered if you need one telephone number shared by two telephone instruments. This service is only if you have ordered a Digital Multi-Line service.

Voicemail System: Our system is designed to ensure that all incoming calls to your booth will always be answered. Voicemail is operational 24 hours a day for the duration of the event.

Other Carrier Services: Any service delivered by an outside vendor such as POT's (Plain Old Telephone), T1's and ISDN.

Cable Television Access

(Limited availability of CATV in North and Lakeside buildings, call Technology Services to confirm availability)

We offer cable television services from Comcast. This includes all channels within the Comcast Business Service tier and the Sports Package. A comprehensive channel listing is available upon request. Damaged equipment can be charged to the customer at \$150/cable box and \$25/remote. Please ensure that you have the appropriate HDMI cable to connect to the cable box.

Some exceptions may apply. Please refer to your order form or visit our website for complete details.

Network Security at McCormick Place and Wintrust Arena

Please be aware that the McCormick Place staff provides no services around securing your data network. Referenced in our Terms and Conditions for Service is the following:

*10. **Internet Security Disclaimer.** The Authority does not provide security, such as, but not limited to, firewalls, for any Internet service it provides. It is the sole responsibility of the Customer to provide any necessary security. With execution of this document, Customer agrees to the Terms and Conditions of this Agreement and will hold the Authority, it's board members, officers, employees, agents, and consultants harmless for any and all liabilities arising from the use of non-secured Internet services.*

Our bandwidth delivery should be treated as you would any Internet provider's service. You will need to manage your own data and network security.

To provide some assistance to that end, please review the following helpful tips:

- Ensure that your computers have the latest Anti-Virus updates, ideally before arriving on site
- Apply all of the most recent operating system patches, ideally before arriving on site
- Utilize firewall software on all connected devices
- Utilize your own physical firewall(s) on each key VLAN
- Report issues immediately to both show management and facility IT representatives.
- Ensure that you do not attempt to troubleshoot physical issues by relocating network cables to a different switch, port, or wall jack
- Make sure you have the permissions for administrative rights for computers on which you might need to install programs or modify settings.
- Be aware that in most cases the facility's wireless network will have peer-to-peer turned off for security purposes. This can be an impact if wanting to perform actions such as wireless printing. To protect yourselves and your attendees, it is better to leave that setting in place and either print with a wired network, or utilize a printer that supports cloud printing, including (but not limited to) Apple AirPrint, Apple iCloud printing, or Google Cloud Printing.

Please review the FTC's guidance for securing a wireless network. Although this document is meant for the home user, many of the same concepts will hold true;

<https://www.consumer.ftc.gov/articles/0013-securing-your-wireless-network>

If you have any questions please contact the Technology Services Department during the ordering process. We work closely with our customers to ensure that they have the best experience possible. We strive to provide a top caliber and very safe experience, however, please understand that we are unable to provide guarantees or warranties against malicious activities, and we are unable to provide guidance on what services or hardware you should use for network security.

Internet Services

We also offer a full menu of Wired and Wireless Internet to meet a wide range of technical needs and budgets. All services include 24-hour access through the move-in, event/meeting days and move-out. The Technology Services department will work with you and your staff to meet your technical needs. There are no firewalls or filtering on our connection to the Internet. Please consider your vulnerabilities: make sure you have up-to-date anti-virus software installed on your computer and consider the use of a firewall for wired services (we offer firewalls for rental). All Internet prices are a flat rate for the duration of your event; no per minute usage or connection charges apply. If you have Internet questions, call (312) 791-6113 or E-mail: technology@mccormickplace.com.

Please note:

The State of Illinois and the City of Chicago require a non-exempt telecommunications tax for all telephone and Internet Services. These taxes are excise, and are not resale or sales tax exempt.

Description of Wired Internet Services

The following chart highlights the wired services offered. Please note the number of additional IP addresses available with each wired service. All wired services are delivered via Category 5 or 6 wiring with RJ45 terminated ends. For wired services, you must supply a device with an Ethernet NIC (Network Interface Card), installed TCP/IP, and an Internet browser.

Service	Connection Speed	IP Addresses	Recommended Uses
Associate Class Shared Wired Service	Typical speeds up to 512 kbps	Includes 1 DHCP IP address	For an individual user who wants easy plug and play access to E-mail and light web surfing on one device. This service is not designed to consistently support streaming audio or video. Connecting a wireless access point is not permitted on this service.
Executive Class Shared Wired Service	Typical speeds up to 1 Mbps	Includes 2 DHCP Private IP addresses, up to 2 additional addresses can be purchased.	For a user who needs a little more bandwidth and the ability to access the internet over multiple devices with plug and play capability. Executive Class service can be used for light to moderate web surfing. Connecting a wireless access point is not permitted on this service.
Dedicated Wired 3.0 Mbps	3.0 Mbps	Includes 5 IP addresses. Up to 5 additional addresses can be purchased	3.0 Mbps. Connecting a wireless access point is not permitted on this service.
Dedicated Wired 6.0 Mbps	6.0 Mbps	Includes 10 IP addresses. Up to 10 additional addresses can be purchased.	6.0 Mbps. Connecting a wireless access point is permitted on this service.
Dedicated Wired 12.0 Mbps	12.0 Mbps	Includes 15 IP addresses. Up to 10 additional addresses can be purchased.	12.0 Mbps. Connecting a wireless access point is permitted on this service.
Dedicated Services Greater than 12.0 Mbps - Please contact Technology Services at (312) 791-6113 or technology@mccormickplace.com for a quote			

Description of Wireless Internet Services

For wireless services, you must provide a device with an 802.11 a, b, g, or n wireless receiver. 802.11ac is available in some areas. Our wireless network is optimized for 802.11 a, n, or ac devices transmitting and receiving at 5.0 Ghz. Your quality of service on the wireless network may vary widely depending upon hardware and environmental factors such as booth structures, attendee traffic, and location. For mission critical applications, McCormick Place strongly recommends using a wired dedicated service whenever possible. The following chart highlights the wireless services offered (**Call for availability of these services**).

Service	Connection Speed	Recommended Uses
VIP Wireless Service (1-device per service) Cannot be transferred across devices.	Typical Speeds up to 1.5 Mbps	This service is only available for devices which use 802.11 a or n operating at 5.0 Ghz, and is intended for users who want a fast wireless internet service capable of downloading heavier graphic content. This service is ideal for an iPad or tablet user who is unable to connect to a wired service. These services provide access to the McCormick Place Wireless Network within the user's booth and throughout the facility. For pricing and information on multi-user discounts, please contact us.
VIP Plus Wireless Service (1-device per service) Cannot be transferred across devices.	Typical Speeds up to 10 Mbps	
VIP Ultimate Wireless Service(1-device per service) Cannot be transferred across devices.	Typical Speeds Up to Unthrottled	

Complimentary Wi-Fi is not available on the exhibit floor or in any space used for exhibits during show days, except in permanent Food Pod Areas in Halls A and F, and in one Hotspot area per exhibit hall (A-F). The Hotspot location will be determined on site by the Show Manager.

Complimentary Wi-Fi at a speed of 768k will continue to be offered in public/function space and meeting rooms.

Restrictions on Use of Outside Wi-Fi Equipment

McCormick Place provides a robust highly-effective wireless solution which uses top of the line Cisco Access Points, Controllers, and the Cisco Prime Network Control System. For high density applications, we may augment the permanent system with additional Cisco wireless access points. McCormick Place has made this investment in order to offer our events the best possible wireless network solution. Deployment of unregulated outside wireless networks and equipment will decrease the overall quality of wireless internet in the facility. Under the best of circumstances, there are limited channels which all wireless equipment must operate on. When competing networks are placed in the same space, users encounter degraded service or the inability to access available networks. McCormick Place may offer a waiver to allow an exhibitor or show manager to provide their own wireless access point. A waiver will only be provided under the following conditions:

- The exhibitor or show manager must register their access point(s) using the McCormick Place Wi-Fi Waiver Form, and provide all required information at least 14 days in advance of the first move-in day for the show.
- The exhibitor or show manager must purchase a 6 Mbps or greater dedicated service from the facility for use with the access point.
- Any approved access points must be capable of manual power output and channel selection adjustments.
- The exhibitor or show manager must configure the approved access point to the requirements specified by the facility.
- Notwithstanding our best efforts to eliminate interference, if the exhibitor or show management provided unit interferes with the facility's Wi-Fi system, the user will be required to disable it. If the access points were registered with the facility, the user will receive a refund for their wired service (excluding any labor to set up their equipment) and be allowed to purchase Wi-Fi service on the facility network.
- If an exhibitor or show manager is found to be operating a non-approved wireless network using a McCormick Place wired service, the wired service will be terminated.
- Exhibitors or show managers who are granted a waiver will not have access to the facility Wi-Fi network for areas outside their broadcast area unless they purchase those services from the facility.

Read carefully before using outside wireless internet providers

There are several vendors who currently provide small portable Wi-Fi systems which connect to a cellular carrier and provide Wi-Fi service to linked devices. While this may appear to be a great solution to an individual who wants to provide temporary Wi-Fi services they typically interfere with the Wi-Fi signal provided to users on the facility system. McCormick Place provides a competitively priced, exhibitor targeted Wi-Fi service which can be used throughout the facility and is supported by an in-house staff. In order to help our customers who need the type of service that is delivered by “internet in a briefcase” providers, McCormick Place has developed a service offering to deliver an improved version of what these outside providers sell, and do so at a lower net cost. The chart below compares a sample third party’s offering with McCormick Place’s improved service;

	Third Party example	McCormick Place VIP Wireless
Basic Service for one device	\$499 (4 devices maximum)	\$300 (\$300 for the first device, \$150 each for the next 9 and less each from there. Unlike 3 rd party offerings, this service can extend to any number of devices needed at a continually reducing scale.)
*Only services from McCormick Place will extend the full run of the facility (public spaces, expo halls, ball rooms and meeting rooms). Services offered by outside vendors only work in range of the device they send. Additionally, onsite support is not available for any Wi-Fi-provider other than McCormick Place.		
Additional days beyond 3	\$125	No charge
*The basic service from our sample provider only covers 3 days.		
Shipping	\$60	No charge
Estimated total for a 4-day show	\$684	\$300

Although the initial appearance may be that the “bring your own internet” option is attractive, clearly it is advantageous to purchase directly from the facility. To recap some of the benefits to McCormick Place’s VIP Wireless offering:

- Price: McCormick Place VIP Wireless is more cost effective than outside providers of Wi-Fi.
- Support: The only supported wireless provider is McCormick Place. As such, we:
 - Visit customers who require customer support
 - Help customers with device configuration
 - Work to resolve interference issues with neighboring exhibitors who may not be following McCormick Place rules for Wi-Fi use
 - Add equipment directly to an affected user’s booth if necessary
- Convenience: There is no need to utilize a freight carrier such as Fed Ex or UPS to transport devices, etc. The in-house equipment is all that is required.
- Service: Unlike “bring your own” options, McCormick Place VIP Wireless works throughout the facility.

Wireless Access Point Waiver

McCormick Place is the exclusive provider of wired and IEEE Standard 802.11 Wireless (Wi-Fi) Internet Services in all McCormick Place Facilities except for the McCormick Place Hyatt Hotel and the Marquis Marriott Hotel.

McCormick Place may offer a waiver to allow an exhibitor to provide wireless service within their own booth/contracted space. A waiver will only be provided under the following conditions:

- The exhibitor must register their access point(s) using the McCormick Place Wi-Fi Waiver Form, and provide all required information at least 30 days in advance of the first move-in day for the show.
- The exhibitor must purchase a 6 Mbps or greater dedicated wired internet service from the facility.
- Any approved access points must be capable of manual power output and channel selection adjustments.
- The exhibitor must configure the approved access point to the requirements specified by the facility.
- Notwithstanding our best efforts to eliminate interference, if the exhibitor provided unit interferes with the facility's Wi-Fi system, the exhibitor will be required to disable it. If the access points were registered with the facility, the exhibitor will receive a refund for their wired service (excluding any labor to set up their equipment) and be allowed to purchase Wi-Fi service on the facility network.

If an exhibitor is found to be operating a non-approved wireless network using a McCormick Place wired service, their wired service will be terminated.

Exhibitors who are granted a waiver will not have access to the facility Wi-Fi network for areas outside their broadcast area unless they purchase those services from the facility.

Terms and Conditions for Internet Services

1. **Pricing and taxes.** Customer agrees to pay the fees and other charges for Internet services and other services and products provided hereunder. The prices listed on this Agreement do not include Federal, State, or Local taxes. Taxes will be included on your bill.
2. **Additional costs.** The Authority reserves the right to bill the Customer for any additional cost the Authority incurs in:
 - a. assisting in trouble diagnosis or problem resolution found not to be the fault of the Authority or
 - b. collecting information required to complete the installation that customer fails to provide.
3. **Use of Internet Services.**
 - a. **Applicability.** Please read this acceptable use policy prior to using the service; by using the Wi-Fi service, you, the user, are agreeing to the terms of this acceptable use policy. You are responsible for any violation of this acceptable use policy or misuse of the service through the use of your device, even if the misuse was conducted by a third party or other end user with access to your device, whether permitted by you or not. It is your responsibility to secure your computer(s), and/or mobile device so that such misuse is prevented.
 - b. **Revisions to Policy.** McCormick place may revise this acceptable use policy from time to time without notice by posting any such revision on mccormickplace.com or any successor URL. Any revision of this acceptable use policy is effective immediately upon such posting. As such, you should regularly visit mccormickplace.com and review the posted acceptable use policy. In the event of a conflict between any user or customer agreement and this acceptable use policy, the terms of this acceptable use policy will govern.
 - c. **Violations.** McCormick place reserves the right to immediately terminate your access without notice at McCormick place's sole discretion if you or others who use your account violate this acceptable use policy. You agree to defend, hold harmless, and indemnify McCormick place, its manager, and their affiliates, directors, officers, employees, agents, licensees, and other partners and employees, from any loss, liability, claim, or demand, including reasonable attorney's fees, made by any third party due to or arising out of your breach of any provision of this acceptable use policy.
 - d. **Commercial Use.** If you have purchased and are using a VIP Wireless service, this paragraph 4 shall not apply to your use of Wi-Fi at McCormick Place. Wi-Fi Service is provided for personal use within McCormick Place. You agree that you will not use, nor allow others to use, the Wi-Fi Service to operate any type of business or commercial enterprise or to use the Wi-Fi Service as an Internet service provider. You agree that you will not use, nor allow others to use, your mobile device as a Web Server, FTP Server, file server or game server or to run any other server applications.
 - e. **No Reselling of Services.** User will not resell or redistribute, or allow others to resell or redistribute, access to the Wi-Fi Service in any manner, including by wireless means.

Terms and Conditions for Internet Services (continued)

- f. **No Illegal or Fraudulent Use.** You agree that you will not use, and not encourage or allow others to use, the Wi-Fi Service to violate any applicable federal, state, local or international laws orders or regulations. You agree that you will not use, nor allow others to use, the Wi-Fi Service to plan or commit, or encourage or help others to plan or commit, a crime, fraud or act of terrorism, including but not limited to posting or transmitting information, data or material that is unlawful, abusive, libelous, slanderous, obscene, profane, unlawful, threatening, or defamatory, posting or transmitting child pornography or obscene material, engaging in a pyramid, Ponzi or other illegal soliciting schemes, sending chain e-mail that request money or other items of value, illegal gambling, the offering for sale of illegal weapons or substances, the promotion or publication of any material that may violate hate crime laws, or exporting software or technical information in violation of U.S. export control laws. You agree to indemnify, defend and hold harmless McCormick Place and its affiliates, suppliers, and agents against all claims and expenses (including reasonable attorney fees) resulting from you engaging in any act prohibited by this Acceptable Use Policy or resulting from your violation of this Acceptable Use Policy. This paragraph will survive any termination or expiration of any applicable subscriber agreement.
- g. **No Infringement of Intellectual Property Rights.** You agree that you will not use, nor allow others to use, the Wi-Fi Service to send or receive any information that infringes the intellectual property, including without limitation patents, trademarks, copyrights, trade secrets or proprietary rights of any other person or entity. This includes, but is not limited to digitized music, movies, books, photographs, art or other copyrighted materials or software.
- h. **No Threats of Harassment.** You agree that you will not use, nor allow others to use, the Wi-Fi Service to transmit any material that threatens or encourages bodily harm or destruction of property or which harasses, abuses, defames or invades the privacy or rights of any other person or entity.
- i. **No Harm To and Protection of Minors.** You agree that you will not use, nor allow others to use, the Wi-Fi Service to harm or attempt to harm a minor, including but not limited to using the Wi-Fi Service to send pornographic, obscene or profane materials, or violating the Children's Online Privacy Protection Act.
- j. **No Spamming.** You agree that you will not use, nor allow others to use, the Wi-Fi Service to send materials in a manner inconsistent with federal and state laws, including without limitation the CAN-SPAM Act of 2003 (15 U.S.C. §§ 7701-7713 and 18 U.S.C. § 1037). These materials include without limitation mass or bulk e-mail, numerous copies of the same or substantially similar messages, empty messages, or messages which contain no substantive content. We reserve the right, in our sole discretion, to determine whether such postings or transmissions constitute an advertisement, promotional material or any other form of solicitation in violation of such laws.
- k. **No Hacking.** You agree that you will not use, nor allow others to use, the Wi-Fi Service to access the accounts of others or to attempt to penetrate security measures of the Wi-Fi Service or access any other person's computer or computer system, software, data, confidential or proprietary information of others without the owner's knowledge and consent ("hacking") or to cause a disruption of service to other on-line users. You agree that you will not use, nor allow others to use, tools designed for compromising network security, such as password guessing programs, cracking tools, packet sniffers or network probing tools.

Terms and Conditions for Internet Services (continued)

1. **No System Disruption.** You agree that you will not use, nor allow others to use, the Wi-Fi Service to disrupt, restrict, destroy, impair or create any unusually large burden, disrupt any backbone network nodes or network service used by McCormick Place or others. You also agree that you will not use, nor allow others to use, the Wi-Fi Service to disrupt other Internet service providers or services, including but not limited to by e-mail bombing or the use of mass mailing programs, viruses, locks, keys, worms, Trojan horse or other harmful or debilitating feature; distribute mass or unsolicited e-mail, including commercial advertising, announcements or junk mail; or otherwise generate large levels of traffic sufficient to impede other's ability to send or receive information.
4. **No Impersonation of Forgery.** You agree that you will not, nor allow others to, impersonate another user, falsify one's user name, age, digital or manual signature or identity in e-mail or in any post or transmission to any newsgroup or mailing list or other similar groups or lists. You agree that you will not, nor allow others to, forge any message header of any electronic transmission, originating or passing through the Wi-Fi Service, or use an IP address not assigned to you.
5. **No Abuse of Newsgroups.** You agree that will not, nor allow others to, post a similar item to more than three (3) newsgroups or mailing lists. You agree that you will not, nor allow others to, post or transmit any private, third party e-mail to any newsgroup or mailing list without the explicit approval of the sender.
6. **No Viruses.** You agree that you will not use, nor allow others to use, the Wi-Fi Service to restrict, inhibit, or otherwise interfere with the ability of any other person to use or enjoy the Wi-Fi Service or any features of the Wi-Fi Service, any Equipment or the Internet, regardless of intent, purpose or knowledge, including, without limitation, by posting or transmitting any information or software which contain computer "viruses," worms, "Trojan horses" or other harmful software programs and that you will use your best efforts to prevent the unintentional transmission of such viruses.
7. **Wi-Fi Monitoring.** McCormick Place reserves the right at any time to monitor bandwidth, usage, transmissions, and content on the Wi-Fi Service from time to time; to seek or identify violations of this Policy; and/or to protect the network, the Wi-Fi Service and McCormick Place users. McCormick Place may not, however, routinely monitor the activity of your Wi-Fi Service account for violations of this Acceptable Use Policy. McCormick Place's failure to enforce this Acceptable Use Policy, for whatever reason, shall not be construed as a waiver of any right to do so at any time. You agree that any portion of this Acceptable Use Policy held invalid or unenforceable will as much as possible be construed consistent with the intent and applicable law; the remaining portions of this Acceptable Use Policy will remain in full force and effect.
8. **Wireless Specific.** The use of any wireless device that interferes with the facility wireless data frequency is prohibited.
9. **Performance Disclaimer.** The Authority does not warrant that the services provided hereunder will meet Customer's requirements or that Customer's access to and use of the services will be uninterrupted or free of errors or omissions. The Authority cannot and does not guarantee the privacy, security, authenticity and non-corruption of any information transmitted through, or stored in any system connected to the internet. The Authority shall not be responsible for any delays, errors, failures to perform, or disruptions in the Hosting services caused by or resulting from any act, omission or condition beyond the Authority's reasonable control. In situations involving performance or nonperformance of services furnished under this Agreement, Customer's sole remedy shall be a refund of a prorated portion of the price paid for services which were not provided. Credit will only be issued for periods of loss greater than 24 hours.

Terms and Conditions for Internet Services (continued)

10. **Internet Security Disclaimer.** The Authority does not provide security, such as, but not limited to, firewalls, for any Internet service it provides. It is the sole responsibility of the Customer to provide any necessary security. With execution of this document, Customer agrees to the Terms and Conditions of this Agreement and will hold the Authority, its board members, officers, employees, agents, and consultants harmless for any and all liabilities arising from the use of non-secured Internet services.
11. **No Warranties.** The Authority makes no warranty of any kind with respect to services and products provided under this Agreement. The Authority disclaims all warranties, express and implied, including the warranties of Merchant ability and the fitness for a particular purpose.
12. **Limitation on Liability.** The Authority will not be liable for any damages Customer may suffer arising out of acts of God, use or inability to use the Authority's Internet services or related products unless such damages are caused by an intentional and willful act of the Authority. The Authority will not be liable for any special or consequential damages, or for loss, damage, or expense directly or indirectly arising from Customer's use or inability to use the system either separately or in combination with other equipment or software or for commercial loss of any kind, including loss of business profits, based upon breach of warranty, breach of contract, negligence, strict tort, or any other legal theory whether or not the Authority or its suppliers or its subcontractors have been advised of the possibility of such damage or loss. In no event shall the liability of the Authority exceed an amount equal to the price of products and services purchased by Customer during the twelve-month period preceding the event which caused the damages or injury.
13. **Indemnity.** Customer agrees to indemnify and hold the Authority, its board members, officers, employees, agents, and consultants harmless against any claim or demand by any third party due to or arising out of the use by Customer of Internet services and related products provided hereunder.
14. **Termination.** Customer's failure to comply with the terms and conditions of this Agreement will result in immediate termination of Internet services provided hereunder. Customer acknowledges that the Authority reserves the right to terminate this Agreement for convenience.
15. **Changes.** The Authority reserves the right to change these terms and conditions at any time. The terms and conditions in effect at the time of services are ordered shall apply. Customer may view the most current terms and conditions by visiting: <http://www.mccormickplace.com/exhibitors/wireless-internet.php>
16. **Miscellaneous.** This Agreement constitutes the entire agreement of the parties and supersedes any prior or contemporaneous agreements between the parties with respect to the subject of this Agreement. This Agreement shall be governed by and construed in accordance with the laws of the State of Illinois without regard to its conflict of laws principles.

Payment Policy

Your on- site representative must be aware of this payment policy and be prepared to make payment upon installation of technology services. Payment must be made by credit card, company check or wire transfer. Regardless of the method of payment you select, an approved credit card must be on file.

The exhibiting firm is responsible for payment. If a third party (i.e. agent, exhibitor appointed contractor, etc.) is hired to handle display and/or billing for any services, the exhibiting firm agrees that they are responsible for payment of the charges in the event that the named third party (i.e. agent / exhibitor appointed contractor, etc.) does not discharge payment of the invoice prior to the last day of the show. All charges would then revert to the exhibiting company. All invoices are due and payable upon receipt by either party by the close of the event. For charges that are invoiced, payment is due upon receipt of invoice. Any charges unpaid 30 days after the invoice date will incur a finance charge of 1.5% per month, 18% annually, or the maximum legally allowable rate, whichever is lower. In addition, all future orders will be on a pre-paid basis only.

This payment policy agreement shall be governed by and construed in accordance with laws of the State of Illinois.

Submitting Your Payment

All payments must be in U.S. funds drawn on a U.S. bank. Make check payable to: "McCormick Place / SMG"

US mail/First Class Mail/Couriers or Overnight Express (remember to allow ten days):

McCormick Place/SMG
Metropolitan Pier and Exposition Authority
301 E. Cermak Road
Chicago, IL 60616

Wire Transfer:

Please note: You are responsible for any and all wire transfer fees that result from your payment by both the sending and receiving banks. If you have any questions, please investigate with your financial institution before performing any transfers.

BMO Harris Bank, N.A.
111 West Monroe Street
Chicago, IL 60603
ABA Routing # 071000288
ACH Routing # 071000288
Account #329-793-4
Attn: SMG McCormick Place Depository

All wire transfers should include the following information:

- Your company name
- The event/show name
- Your booth/space number
- Your order/invoice number (if applicable)

Cancellation Policy

- For full cancellation of all technology services ordered and not yet installed, a cancellation fee in the amount of 10% of the value of the services ordered will be charged.
- For partial cancellation of technology services ordered, but not yet installed, no cancellation fees will be incurred.
- For partial cancellation of technology services ordered and installed, but not yet used by the exhibitor, the installation labor costs will be charged.
- For cancellation of a service that has been installed but not yet used, a 10% cancellation fee plus labor will be charged.
- For cancellation of telecommunication services that have been installed and used, the full cost will be charged.

Limitation of Liability

Any liability of McCormick Place for the provision of services, or the failure to provide services or with respect to any claim, loss or cause of action arising from the provision of services or the failure to so provide is limited to the amount actually paid for the services in question.