



Photography Request Form

Disney's Exhibitor Concierge

The Disney Event Group team of Professional Photographers and Videographers can provide all your convention photo and video needs. Some of our services include:

- Award Photography
- Digital Photographs printed on site
- Candid and Event Documentation
- Headshots
- Video Documentation
- Speaker Graphics Support
- "Happy Face" Video Modules
- Custom Productions

CUSTOMER INFORMATION Please print or type

Company:

Contact:

TRADE SHOW BOOTH PHOTOGRAPHY

Disney's team of professional photographers will take detailed photographs of your trade show booth.

	Qty	Amount	Total
8x10s		\$18 each	
CD Rom		\$20 each	
Photographer (\$100 per documentation required)		\$100	
TOTAL			

DELIVERY INFORMATION

Convention Name:

Convention Location:

On-Site Contact:

Email

Booth #

Date:

Delivery

Pick-Up

Date:

Date:

Time:

Time:

Would you like someone to contact you about our other services?

Need a way to get clients to your booth? Consider sponsoring a photograph location, where prints can be digitally created and distributed at your booth. These photographs will include information about your company, including text, artwork, and company logos.

PAYMENT INSTRUCTIONS

Card # exp.

Card holder name(please print)

Signature:

Subtotal \$

6.5% FL Sales Tax \$

TOTAL \$

For more information or to check on your request, please call Disney's Exhibitor Concierge at 407-939-1717. Please return all forms (including Method of Payment form) to Disney's Exhibitor Concierge via fax 407-939-3889.



Exhibitor Service Request at Walt Disney World Resort

Convention Name	Booth Number
Contact Name	Email Address
Convention Resort	

Billing Information:

Company Name	Phone	Fax	
Address	City	State	Zip
AMEX/MC/VISA #	Expiration Date	Authorized Signature	

Service Information :

Installation Date	Time (AM/PM)
Removal Date	Time (AM/PM)

Services:

Rates:

Quantity:

Services:	Rates:	Quantity:	
Telephone/fax/modem line One time installation fee	\$200.00 each	Qty Requested:	Local Calls are Free 800 Calls are \$.95 each Long Distance Calls are \$.30 each
Telephone Instrument	\$30.00 each	Qty Requested:	
Shared Ethernet 1.54mb Service for Internet Access. Includes Single IP* One time installation fee	\$950.00 each	Qty Requested:	
Additional IP Address One time installation fee	\$75.00 each	Qty Requested:	
Patch Cable Rental 8 Port Hub Rental	\$50.00 each \$150.00 each	Qty Requested: Qty Requested:	
Shared Ethernet 1.54mb Service for Internet Access. Includes Single IP* Daily Rate	\$550.00 Daily	Qty Requested:	This is a daily rate.
Dedicated 1.54 Mb Bandwidth Internet Service (1 IP Address)* One time installation fee	\$4000.00	Qty Requested:	
ISDN Service without modem One time installation fee	\$500.00 each	Qty Requested:	

Please Note:

Expedite Fees:	Less than 10 days	Less than 24 hrs.
Telephone lines	\$75.00/line	\$100.00/line
Shared T-1 Service for Internet Access	\$250.00/line	\$250.00/line
Dedicated T-1 Internet Service	\$250.00/line	\$500.00/line
*Rates listed include bringing the service to the booth in the most convenient manner and does not include computer equipment, NIC card, TCP/IP software or power to the booth.		
Smart City Solutions Federal ID is 22-3810189		
A distance fee of \$500 will be charged for each line requested outside the convention venue.		
For evening, weekend and emergency call out work please call the on call pager number: <b style="color: red;">407-815-0653		
Prices do not reflect taxes. Taxes will be included in your final bill. Prices subject to change without notice. Please call 407-828-6900 to verify rates.		

Please fax completed form to: 407-828-8099

Questions? Please Call 407-828-6900

LIMITATION OF LIABILITY

Except for claims for physical injury to persons, Smart City Solutions “Smart City” and its suppliers or subcontractors 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 Smart City or its suppliers or its subcontractors have been advised of the possibility of such damage or loss. Some states do not allow limits on warranties or on remedies for breach in certain transactions, in such states; the limits in this section may not apply. In no event shall liability exceed a refund of amounts actually paid to Smart City by company for their network attachment.

(1) All Exhibitor Contracts are solely between Smart City and the prospective Exhibitor; (2) Smart City is not the employee, agent, or partner of the Facility; (3) The Facility is not a party to, nor shall it have any obligations or liabilities whatsoever to any Exhibitor, under any Exhibitor Contract, including without limitation, the obligation to provide any of the services covered by such Exhibitor Contract; (4) No representations or warranties are being made by the Facility with respect to any Exhibitor Contract or any Communications Services; (5) The right of the Exhibitor to receive any Communications Service will be terminated if this Agreement is terminated for any reason provided therein; and the Facility will have no obligation to continue providing such services unless the Facility elects in its sole discretion to continue to provide such services itself or through a third party; (6) The provisions of the Exhibitor Contract are separate and independent from the provisions of the exhibitor’s lease space in the building and shall not affect the exhibitor’s obligations under such lease and without limiting the foregoing, in no event shall any default by Smart City under the Exhibitor Contract or any failure with respect to any Communications Services have any effect on any Exhibitor’s obligations to the Facility under any lease or other occupancy agreement between such Exhibitor and the Facility.

TERMS AND CONDITIONS

(1) The customer will not access or permit access to any adult, pornographic or objectionable websites through Smart City’s Internet services (2) Customer acknowledges that Smart City will use its reasonable efforts to stop this access and such efforts may hinder or prevent the Customer’s access to legitimate websites. (3) Smart City will terminate the internet services of Customers who provide access to adult or objectionable websites and will not provide a credit or refund for Smart City services (4) Adult or objectionable websites shall be defined to include any website that contains material that would not be suitable for children of any age or any website deemed objectionable by Smart City or Walt Disney World Co.

1. **Payment** and order must be received no later than 10 business days prior to first day of show move-in to avoid a per circuit expedite charge of **\$250.00**. Orders placed within 24 hours for Dedicated 1.54 Mb Services will be charged **\$500.00 per circuit**.
2. The prices listed on this contract do not include Federal, State or Local Taxes. Taxes will be included on your final bill.
3. Please provide all information requested on the form for speedy processing of your contract.
4. **Conditions for processing service contract / On-time Installation:**
 - a. Payment for service must accompany contract.
 - b. Incomplete contract forms will delay processing.
 - c. Booth number(s) must be identified on face of form.
 - d. Location of circuit in booth must be designated on form or customer provided diagram 2 days before move-in date.
 - e. Customer provided /ordered circuits must be installed and working 2 days before show move-in.
 - f. Orders /changes received within 3 days of show move-in will be worked after other orders are complete.
1. Any problems should be reported to the Smart City main office at 866-288-2321 or 407-828-6900.
2. The exhibitor will be fully responsible for the protection and safekeeping of rental equipment.
3. Claims will not be considered unless filed in writing by Exhibitor prior to close of Show.
4. **Any additional cost incurred by SMART CITY to: 1) assist in trouble diagnosis or problem resolution found not to be the fault of SMART CITY or 2) collect information required to complete the installation that customer fails to provide may be billed to the Exhibitor at the prevailing rate.**
5. Only Smart City personnel are authorized to modify system wiring or cabling. Material and equipment furnished by Smart City for this service contract shall remain the property of Smart City.
6. For your convenience we will use this authorization to charge your credit card for any additional amounts incurred.
7. There will be a \$25.00 service charge for all returned checks.
8. Due to the cost of processing checks, any refunds due in the amount of \$10.00 or less will not be refunded except on request.
9. **Use of Network Connection: (A)** The network attachment to be provided by Smart City may be used only by the directors, officers and

employees of the company, it’s guests and its agents and consultants while performing service for the company. The services being provided by Smart City will facilitate communications between the Company’s authorized users and the entities reachable through the national Internet. Users of Smart City services shall use reasonable efforts to promote efficient use of the networks to minimize, and avoid if possible, unnecessary network traffic and interference with the work of other users of the interconnected networks. (B) Users of Smart City services shall not disrupt any of the Smart City 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 Smart City or other associated networks. Smart City services shall not be used to transmit any communication where the meaning of the message, or it’s transmit distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof. (C) All devices for which the Smart City Network provides Internet connectivity shall be required to obtain a Smart City assigned IP address. This includes all devices sending or receiving data, directly or indirectly, via Smart City data access to include NAT, DHCP or other router protocols.

10. **Internet Performance Disclaimer:** Smart City does not guarantee the performance, routing, or throughput, either expressed or implied, of any data circuit(s) connectivity with regards to the Internet and/or Internet backbones beyond any facility we service.
11. **Internet Security Disclaimer:** Smart City does not provide security, such as but not limited to firewalls etc... for any data circuit(s) we provide. It is the sole responsibility of the exhibitor or customer to provide any necessary security. Exhibitors are to agree to hold Smart City; its agents and contracts harmless for any and all liabilities arising from the use of non-secured data circuits.
12. **CANCELLATION** - There is a minimum \$150 Cancellation fee. Cancellations must be in writing. Additional cancellation charges will apply for orders that have already incurred labor, material, and/or engineering costs. Some broadband services and special circuits cannot be cancelled once ordered and will incur full charges listed / quoted. Credit will not be given for service installed and not used.

Complete and Return To

**MAIL (US Postal) OR FAX ORDER
W/PAYMENT TO:**
SMART CITY SOLUTIONS
P.O. BOX 22856
LAKE BUENA VISTA, FL 32830-22856
(866) 288-2321 FAX (407) 828-8099

FED EX or UPS ONLY
SMART CITY SOLUTIONS
3100 BONNET CREEK ROAD
LAKE BUENA VISTA, FLORIDA 32830
(866) 288-2321 FAX (407) 828-8099

LIMITATION OF LIABILITY

Except for claims for physical injury to persons, SMART CITY and its suppliers or subcontractors 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 SMART CITY or its suppliers or its subcontractors have been advised of the possibility of such damage or loss. Some states do not allow limits on warranties or on remedies for breach in certain transactions, in such states, the limits in this section may not apply. In no event shall liability exceed a refund of amounts actually paid to Smart City by company for their telecommunications service(s).

(1) All Exhibitor contracts are solely between SMART CITY and the prospective Exhibitor; (2) SMART CITY is not the employee, agent, or partner of the Facility; (3) The Facility is not a party to, nor shall it have any obligations or liabilities whatsoever to any Exhibitor, under any Exhibitor Contract including without limitation, the obligation to provide any of the services covered by such Exhibitor Contract; (4) No representations or warranties are being made by the Facility with respect to any Exhibitor Contract or any Communications Services; (5) The right of the Exhibitor to receive any Communications Service will be terminated if this Agreement is terminated for any reason provided therein; and the Facility will have no obligation to continue providing such services unless the Facility elects in its sole discretion to continue to provide such services itself or through a third party; (6) The provisions of the Exhibitor Contract are separate and independent from the provisions of the exhibitor's lease space in the building and shall not affect the exhibitor's obligations under such lease and without limiting the foregoing, in no event shall any default by SMART CITY under the Exhibitor Contract or any failure with respect to any Communications Services have any effect on any Exhibitor's obligations to the Facility under any lease or any other occupancy agreement between such Exhibitor and the Facility.

TERMS AND CONDITIONS

(1) The customer will not access or permit access to any adult, pornographic or objectionable websites through Smart City's Telecommunications Services or Smart City's Internet services (2) Customer acknowledges that Smart City will use its reasonable efforts to stop this access and such efforts may hinder or prevent the Customer's access to legitimate websites. (3) Smart City will terminate the internet services of Customers who provide access to adult or objectionable websites and will not provide a credit or refund for Smart City services (4) Adult or objectionable websites shall be defined to include any website that contains material that would not be suitable for children of any age or any website deemed objectionable by Smart City or Walt Disney World Co.

1. **Payment** and order must be received no later than 10 business days prior to first day of show move-in or a \$75.00 per line expedite charge will be applied. Orders placed within 24 hours will be charged a \$100.00 expedite fee per line.
 2. The prices on this contract do not include Federal, State or Local Taxes. Taxes will be included on your final bill.
 3. Please provide all information requested on the form for speedy processing of your contract.
 4. **Conditions for processing service contract / On-time Installation:**
 - a. Payment for service must accompany contract.
 - b. Incomplete contract forms will delay processing.
 - c. Booth number(s) must be identified on face of form.
 - d. Location of circuit in booth must be designated on form or customer provided diagram 2 days before move-in date.
 - e. Customer provided /ordered circuits must be installed and working 2 days before show move-in.
 - f. Orders /changes received within 3 days of show move-in will be worked after other orders are complete.
 1. Credit will not be given for service installed and not used.
 2. Any problems should be reported to the Smart City main office at 866-288-2321 or 407-828-6900.
 - a. Unused deposits paid will be refunded by mail within 60 days of show close following final reconciliation of your bill.
 - b. The exhibitor will be fully responsible for the protection and safekeeping of rental equipment.
 1. Claims will not be considered unless filed in writing by Exhibitor prior to close of Show.
 2. **Any additional cost incurred by SMART CITY to: 1) assist in trouble diagnosis or problem resolution found not to be the fault of SMART CITY or 2) collect information required to complete the installation that customer fails to provide may be billed to the Exhibitor at the prevailing rate.**
 3. Due to the cost of processing checks, any refunds due in the amount of \$10.00 or less will not be refunded except on request.
 4. For your convenience we will use this authorization to charge your credit card for any additional amounts incurred.
 5. Only Smart City personnel are authorized to modify system wiring or cabling. Material and equipment furnished by Smart City for this service contract shall remain the property of Smart City.
 6. **Long Distance and Directory Assistance on Dedicated POTS Line:**
 - a. Toll restricted requests will restrict lines to local only or local and "1-800" calling only. All other "1+" or "0+" dialing will be restricted (this includes all long distance calls).
 - b. All lines will be restricted from "976" and "900" dialing unless otherwise requested.
 - c. Smart City will provide a detailed listing of all calls made on the line.
- A \$.95 surcharge per call will be charged on all "1-800, 950" and credit card calls. A \$2.00 surcharge per call will be charged on all directory assistance, Information, 0+ and Operator assisted calls.**
1. In the case of a call which is not connected, but where the called telephone is allowed to ring for more than 45 seconds, our telephone equipment will automatically place a charge on your account as if the call had been completed. To avoid such charges, we suggest that you observe the time when placing calls.
NOTE: THE EXHIBITOR IS RESPONSIBLE FOR ALL LONG DISTANCE, DIRECTORY ASSISTANCE AND OPERATOR ASSISTED CHARGES AGAINST ASSIGNED TELEPHONE NUMBER(S).
 2. The number(s) assigned to you are for the duration of this event only. Service cannot be moved or transferred outside of the Center and intercept service cannot be provided.
 3. There will be a \$25.00 service charge for all returned checks.
 4. **CANCELLATION** - There is a \$150 Cancellation fee. Cancellations must be in writing. Additional cancellation charges will apply for orders that have already incurred labor, material, and/or engineering costs. Some broadband services and special circuits cannot be cancelled once ordered and will incur full charges listed / quoted.

Mail or Fax Completed Forms with Payment to:

**Smart City Solutions
3100 Bonnet Creek Rd
Lake Buena Vista, Florida 32830**

**Billing Inquires
(866) 288-2321
(407) 828-6900 Local
(407) 828-0899 Fax**

NETWORK SECURITY DECLARATION



Smart City has a Network Security Policy that requires adherence to several necessary precautions in order to maintain a healthy, viable network. This signed declaration of compliance with our network security requirements and acknowledgement of our filtering policies must be completed, signed and mailed or faxed to Smart City prior to your network services being activated.

Smart City requires that all devices directly or indirectly accessing Smart City's network have the latest virus scan software, Windows® security updates, system patches, and any other technological precautions necessary to protect yourself and others from viruses, malicious programs, and other disruptive applications. Any device which adversely impacts Smart City's network may cause service interruptions to yourself and others which can lead to disconnection of your equipment from the network, with or without prior notice at Smart City's discretion. The device(s) in question will remain disconnected until all issues are adequately resolved. All charges will apply and no refunds will be given. Additional charges may apply for trouble diagnosis and/or problem resolution.

In addition to the above policy and in the interest of enhanced network security, Smart City has implemented filtering policies on all Internet routers. These filters block all ICMP (Ping, Traceroute, etc.) either destined to or sourced from any Smart City network. Further, to avoid infection by common Internet worms (Nachi, MSBlaster, LoveSAN, etc.), we have implemented similar filters on the following TCP and UDP port numbers: UDP – 69, 137, 138, 402, 1434 and TCP – 135, 139, 402, 445, 4444.

Understanding that Ping and Traceroute are valuable troubleshooting tools, Smart City's policy allows Internet Control Message Protocol (ICMP) packets to the following two hosts: ns1.smarcity.com and ns2.smarcity.com.

If you require inbound or outbound access to any of the filtered ports, please contact your Smart City customer service representative in advance of your event with details of your requirements so that Smart City may consider the potential of a customized alternative.

Your business is important to us and with advanced and timely notification of your needs we are confident that we can provide network services that perform as expected for all clients.

***** Please inform all show site personnel about the importance of Smart City's Network Security compliance issues *****

***** Services are activated after Smart City is in receipt of this signed declaration of compliance with our network security requirements *****

CONVENTION CENTER: _____ CUSTOMER REF NO: _____

SHOW NAME: _____ BOOTH NUMBER: _____

COMPANY NAME: _____ Are You Renting Computers? Yes No

Rental Company Name: _____ Contact Number: _____

Device(s) Operating System: _____ Total # of Devices: _____

Type of Anti-Virus Software Installed: Norton McAfee Other: _____

Virus Scan Last Updated: _____ Date Security Updates Last Performed: _____ Date

By my signature below, I attest that my equipment, which will be connected to Smart City's network at the above mentioned Convention Center and Show/Event, from beginning date of: _____ through ending date of: _____ has been properly protected, contains anti-virus software, and the latest patches and security updates have been installed. I also accept responsibility for my equipment's performance and understand the conditions placed on service delivery by this document as well as the potential that additional charges may be incurred should my equipment be found to adversely impact the network's performance.

Signature

Date

Printed Name

Title