



# Utility Services Connection Price Sheet

403 North 3rd Street Richmond, Virginia 23219 804.783.7330

## ELECTRICAL CONNECTIONS

The price includes providing power to one connection at the booth with a standard NEMA U.L. outlet provided for service up to 20 amps. Service above 20 amps requires custom installation to be billed at the hourly rate, with a one (1) hour minimum required.

**Advance Rates valid up to 2 weeks prior to load-in. Floor Rates apply if ordering service less than 2 weeks prior to load-in.**

Description	Advance	Floor
<b>STANDARD CONNECTION</b>		
20 amp 110v	\$ 60.00	\$ 80.00
<b>SINGLE PHASE 208V</b>		
30 amp 208v 1 phase	\$ 160.00	\$ 205.00
60 amp 208v 1 phase	\$ 330.00	\$ 425.00
100 amp 208v 1 phase	\$ 535.00	\$ 695.00
200 amp 208v 1 phase	\$ 695.00	\$ 905.00
400 amp 208v 1 phase *	\$ 800.00	\$1,040.00
<b>THREE PHASE 208V</b>		
30 amp 208v 3 phase	\$ 255.00	\$ 325.00
60 amp 208v 3 phase	\$ 445.00	\$ 575.00
100 amp 208v 3 phase	\$ 640.00	\$ 830.00
200 amp 208v 3 phase	\$ 800.00	\$1,040.00
400 amp 208v 3 phase *	\$ 910.00	\$1,185.00
<b>THREE PHASE 480V</b>		
30 amp 480v 3 phase *	\$ 275.00	\$ 350.00
60 amp 480v 3 phase *	\$ 450.00	\$ 585.00
100 amp 480v 3 phase *	\$ 695.00	\$ 905.00
200 amp 480v 3 phase *	\$1,070.00	\$1,390.00
<b>RENTAL ITEMS **</b>		
Power Strip	\$ 15.00	\$ 25.00
Extension Cord	\$ 10.00	\$ 20.00
<b>LABOR FOR CUSTOM ELECTRICAL</b>		
On-Site Electrician (per hour)	\$ 42.75	\$ 64.15

### 24-Hour Power: Add 50% to that service

*This service is for items that require power overnight and during non-show hours.*

**\*On-site orders are subject to equipment availability and additional labor charges.**

**\*\*Rental Items are subject to 6% Virginia Sales tax.**

**\*\*Items remain property of GRCC.**

## MECHANICAL CONNECTIONS

Compressed Air: Exhibitor must supply own drier or regulator for critical applications.

**Advance Rates valid up to 2 weeks prior to load-in. Floor Rates apply if ordering service less than 2 weeks prior to load-in.**

Description	Advance	Floor
Compressed Air 90 - 100 psi CFM Required	\$ 150.00	\$ 175.00
Water Fill & Drain (Under 1,000 Gal.) <i>Water fill and drain service requires 4 hours (minimum) of maintenance labor for the fill and 4 hours (minimum) of maintenance labor for the drain - 8 hours (minimum) total. See below for hourly rates</i>	\$ 125.00	\$ 150.00

Water Fill and Drain (Over 1,000 Gal.) **Call for Details and Price**

Continuous Water Service **Call for Details and Price**

Class K Extinguisher Rental \*\* \$ 50.00 \$ 75.00

*Additional fee applied if extinguisher is discharged*

### Labor For Connections

Labor - Maintenance (per hour) \$ 33.75 \$ 50.00

Labor - Electric (per hour) \$ 42.75 \$ 64.15

## TO PLACE AN ORDER

**The GRCC can no longer accept orders via email or fax. To place an order, please follow one of the following methods:**

### Online

Please visit us at:

<http://www.richmondcenter.com/utilities/>

and click on the "Secure Electronic Order Form" link.

Card payments are accepted, and a receipt will be emailed to the purchaser within two business days.

### Phone

Please dial us at:

804-783-7330

and a Utility Services staff member will assist with your order and take payment information over the phone.

Effective April 14, 2021 (Rates subject to change without notice)

# Greater Richmond Convention Center

## Utility Services Conditions & Regulations

### 1. PAYMENT INFORMATION

- a. We can accept company checks, money orders, Visa, MasterCard and American Express for payment. Acceptance of checks and credit cards is subject to verification. A service charge of \$25.00 will be administered for each returned check.
- b. Advance service orders and payment IN FULL must be RECEIVED a minimum of fourteen (14) days prior to the first scheduled move-in date before a show. Orders submitted without full payment and orders received after the 14-day cut off date are subject to FLOOR PRICES.
- c. Arrangements for payment of Labor & Services must be made before service is installed. Payment IN FULL must be rendered before start of show unless prior arrangements have been made with the Event Services Office.

### 2. RATES AND LABOR CHARGES

- a. Rates quoted for all connections cover only the bringing of service to the booth in the most convenient manner, and DO NOT include connecting equipment to provided services.
- b. Special placement or relocation of service will result in a labor charge. Payment IN FULL shall be rendered for such services before the start of the event.
- c. Services ordered during exhibitor move-in may not be installed before the event opens.
- d. All prices are based on current wage rates and are subject to change without notice.

### 3. INSTALLATION OF SERVICES

- a. Rates quoted for all connections cover only the bringing of service to the booth in the most convenient manner, and DO NOT include connecting equipment to provided services.
- b. Orders will be processed and installations completed on a first-come, first-served basis, or as we determine most convenient. Earliest orders normally receive highest priority.
- c. All materials and equipment furnished by the Greater Richmond Convention Center for any services ordered shall remain the Greater Richmond Convention Center's property and shall be disconnected and removed ONLY by house staff at the close of the event.
- d. Service will begin on the start date and end after the close of the event, unless special arrangements for early connect and/or late disconnect are made.

### 4. CANCELLATION POLICY

- a. If cancellation occurs before installation and more than 6 days prior to the first scheduled move-in day: 90% REFUND.
- b. If cancellation occurs before installation but 6 days or less prior to the first scheduled move-in day: 75% REFUND.
- c. If cancellation occurs after installation or after the start of the first scheduled move-in day: NO REFUND.

### 5. SERVICE GUIDELINES

- a. Electrical
  - Special voltage and/or other specialized power requirements must be received at least thirty (30) days prior to exhibitor's scheduled arrival and move-in. Electrical services available are: 120 volt AC – 1 phase 60 cycle, 208 volt AC – 1 phase and 3 phase 60 cycle, and 480 volt AC – 3 phase 60 cycle.
  - 24-hour power will only be provided to those locations that have ordered and paid for 24-hour service. Otherwise, booth power will be turned on one (1) hour prior to each day's event opening and turned off thirty (30) minutes after closing. Only GRCC house electricians are permitted to service connections and overload protection to equipment.
    - Electrical Connections – Exhibitors or exhibitors' agents may plug into purchased outlets and connect signal wiring (i.e. antenna, audio, video, speakers) within a booth or between the exhibitor's equipment with one booth. Otherwise, under NO circumstances shall anyone other than house electricians make electrical connections. Power requirements crossing aisles will not be installed unless approved by show management AND our Event Services department.
  - Obstructions blocking utility floor boxes are subject to relocation as necessary. House electricians are authorized to cut floor coverings to permit installation of service unless otherwise directed. Standard wall, column and permanent building electrical outlets are not a part of booth space and are not to be used by exhibitors unless authorized by event service department.
  - Prohibited Usage – Use of open clip sockets, latex or lamp cord wire, or unapproved duplex or triplex attachment plugs in exhibits are prohibited.
  - Equipment – All equipment must be properly tagged or marked with complete information as to the type and/or amount of current, voltage, phase, frequency, horsepower, etc. required. 120-volt cords must be of the three-wire grounded type. All exposed, non-current carrying metal parts of fixed equipment, which are liable to be energized, must be grounded. We reserve the right to refuse connection to any exhibitor whose equipment is deemed unsafe by our electrical supervisors. Special equipment requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be executed without house electricians. However, all equipment, regardless of the source of power, must comply with all federal, state and local state safety codes.

# **Greater Richmond Convention Center**

## **Utility Services Conditions & Regulations**

- **NOTICE:** We cannot accept responsibility for voltage fluctuation or power failure due to temporary conditions beyond our control. For your protection, we advise installing a surge protector on all your computers and other sensitive equipment. All electrical installations and connections to electrical service must be made by a house electrician. We will not be responsible for damage or loss to any equipment, components, computer hardware, software or data, or injury to any person caused by the unauthorized installation of any equipment, connection to service, or wiring of any equipment by persons other than Greater Richmond Convention Center house electricians.
  
- b. Mechanical
  - **Service Connection Guidelines:** Under NO circumstances shall anyone other than house engineers make service connections. Service requirements crossing aisles will not be installed unless approved by show management AND our Event Services department. Obstructions blocking utility floor boxes or other service access points are subject to relocation as necessary. House engineers are authorized to cut floor coverings to permit installation of service unless otherwise directed.
  - **Equipment:** All equipment must comply with all federal, state and local safety codes. Where applications require critical regulation of pressure, flow or moisture content, the exhibitor is responsible for supplying the necessary regulator, conditioner, etc. All equipment must be properly tagged or marked with appropriate information about requirements or tolerances regarding pressure, flow, capacity, rate of fill and/or other factors pertinent to safety. We reserve the right to refuse connection to any exhibitor whose equipment is deemed unsafe by an engineering supervisor. All materials and equipment furnished by Greater Richmond Convention Center for this service order shall remain Greater Richmond Convention Center property and shall be disconnected and removed only by house engineers at the close of the show. Tanks, drums, barrels and other containers requiring water fill and drain exceeding 30-gallon capacity must be filled and drained by house engineers and are subject to a service charge. We reserve the right to not fill any container that shows signs of leakage or is otherwise deemed inadequate by an engineering supervisor. Containers showing signs of leakage will be drained by a house engineer without prior notice.
  - **NOTICE:** Exhibitor assumes responsibility for any damage to Greater Richmond Convention Center facilities caused by faulty exhibitor equipment or negligent operation of exhibitor equipment. We cannot accept responsibility for pressure fluctuations due to temporary conditions beyond our control. For your protection, we advise installing appropriate regulators on any connection requiring critical control of pressure, moisture content, etc. All installations and connections to mechanical services must be made by house engineers. We will not be responsible for damage or loss to any equipment or components or injury to any person caused by the unauthorized installation of any equipment, connection to service or interconnection of any equipment by persons other than house engineers.



# GREATER RICHMOND CONVENTION CENTER

403 N THIRD STREET RICHMOND, VA 23219

For questions, contact Everette Lively at (804) 400-0251 or elively@greaterrichmondcc.com.



## INTERNET/TELEPHONE SERVICES ORDER FORM

EVENT		ONSITE CONTACT	
TODAY'S DATE	DATE/TIME SERVICE BEGINS	CELL PHONE	BOOTH/ROOM #
BUSINESS NAME		ORDER COMPLETED BY	
ADDRESS		PHONE	
CITY	STATE	ZIP	EMAIL

TELEPHONE SERVICES	ITEM QTY	# DAYS OF SERVICE	ADVANCE RATE	STANDARD RATE	TOTAL
			MORE THAN 14 BUSINESS DAYS NOTICE	LESS THAN 14 BUSINESS DAYS NOTICE	
DIAL '9' (UNLIMITED INCOMING AND LOCAL CALLS)			\$195 PER LINE/PER EVENT	\$260 PER LINE/PER EVENT	\$
LONG-DISTANCE (DOMESTIC INCLUDED)					\$
*TELEPHONE HANDSETS			INCLUDED WITH LINE	INCLUDED WITH LINE	\$
*SPEAKER PHONE			\$100	\$150	\$

WIRELESS INTERNET SERVICES	ITEM QTY	# DAYS OF SERVICE	ADVANCE RATE	STANDARD RATE	TOTAL
			MORE THAN 14 BUSINESS DAYS NOTICE	LESS THAN 14 BUSINESS DAYS NOTICE	
WI-FI FOR POINT-OF-SALE TRANSACTIONS AT 256Kbps ONLY <small>*intended for use primarily on 5GHz capable mobile devices (i.e. mobile phones/tablets)</small>			\$75 PER EVENT	\$95 PER EVENT	\$
SHARED WIRELESS BASIC FOR WEB BROWSING AND NON-HD STREAMING CONNECTION SPEED UP TO 3 Mbps SUPPORTS ONE DEVICE			\$195 PER DAY	\$295 PER DAY	\$
			\$495 PER EVENT	\$750 PER EVENT	\$
SHARED WIRELESS DELUXE FOR VIDEO STREAMING NEEDS UP TO 1080P CONNECTION SPEED UP TO 8 Mbps SUPPORTS ONE DEVICE			\$495 PER DAY	\$750 PER DAY	\$
			\$1235 PER EVENT	\$1850 PER EVENT	\$
SHARED WIRELESS PREMIUM FOR VIDEO STREAMING NEEDS UP TO 2K CONNECTION SPEED UP TO 15 Mbps SUPPORTS ONE DEVICE			\$995 PER DAY	\$1495 PER DAY	\$
			\$2495 PER EVENT	\$3745 PER EVENT	\$
ADDITIONAL DEVICES FOR SHARED WIRELESS INTERNET UP TO 9 ADD'L DEVICES CALL FOR QUOTE FOR BANDWIDTH AND DEVICE NEEDS ABOVE 10 TOTAL DEVICES			\$95 PER DEVICE /3 Mbps	\$145 PER DEVICE /3 Mbps	\$
			\$145 PER DEVICE /8 Mbps	\$195 PER DEVICE /8 Mbps	\$
			\$195 PER DEVICE /15 Mbps	\$245 PER DEVICE /15 Mbps	\$

WIRED INTERNET SERVICES	ITEM QTY	# DAYS OF SERVICE	ADVANCE RATE	STANDARD RATE	TOTAL
			MORE THAN 14 BUSINESS DAYS NOTICE	LESS THAN 14 BUSINESS DAYS NOTICE	
SHARED WIRED INTERNET NO WIRED OR WIRELESS ROUTERS FOR BASIC E-MAIL & WEB ONLY CONNECTION SPEED UP TO 1.5 Mbps SUPPORTS ONE DEVICE			\$295 PER DAY	\$445 PER DAY	\$
			\$750 PER EVENT	\$1125 PER EVENT	\$
ADDITIONAL DEVICES FOR SHARED WIRED INTERNET UP TO 9 DEVICES CALL FOR QUOTE FOR BANDWIDTH AND DEVICE NEEDS ABOVE 10 TOTAL DEVICES			\$135 PER DEVICE	\$200 PER DEVICE	\$
DEDICATED WIRED INTERNET ROUTERS ALLOWED FOR WEBCASTING, HD STREAMING MUST BE APPROVED BY IT MANAGER CONNECTION SPEEDS ABOVE 3 Mbps MAY INCLUDE 5 STATIC PUBLIC IP ADDRESSES			\$2495 /3 Mbps	\$3750 /3 Mbps	\$
			\$5525 /8 Mbps	\$8275 /8 Mbps	\$
			\$9695 /15 Mbps	\$14545 /15 Mbps	\$
*VLAN/POINT-TO-POINT CONNECTION			\$200	\$300	\$
*HUB/SWITCH RENTAL FOR LANS, 8-PORT, UNMANAGED 10/100 OR GIGABIT			\$50 PER DEVICE	\$75 PER DEVICE	\$
*PATCH CABLES AVAILABLE IN LENGTHS OF 6 TO 50 FEET			\$25	\$35	\$
TECHNICAL SUPPORT MINIMUM CHARGE OF 1 HOUR			\$75 PER HOUR	\$95 PER HOUR	\$
SPECIAL INSTRUCTIONS:				<b>SUBTOTAL</b>	\$
				*6.0% SALES TAX ON EQUIPMENT	\$
				3.5% FEE ON CREDIT CARD CHARGES	\$
				<b>TOTAL</b>	\$

### PAYMENT INFORMATION—FOR INTERNAL PURPOSES ONLY

FOR CREDIT CARD SECURITY, PLEASE CALL (804) 783-7320 AND PROVIDE THE FOLLOWING INFORMATION OR MAKE CHECK PAYABLE TO: GREATER RICHMOND CONVENTION CENTER

CREDIT CARD TYPE	<input type="checkbox"/> AMEX	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> VISA
CREDIT CARD NUMBER (CALL WITH NUMBER - DO NOT TRANSMIT VIA EMAIL)			
EXPIRATION DATE	SECURITY CODE (LAST 3 DIGITS ON BACK OF CARD OR 4 DIGITS ON FRONT OF AMEX)		
NAME ON CARD			
BILLING ADDRESS			
CITY	STATE	ZIP	
AUTHORIZED SIGNATURE	DATE		

SIGNATURE ALSO AUTHORIZES ANY UNPAID BALANCES AND/OR LONG DISTANCE CALLS TO BE CHARGED TO THIS CREDIT CARD

### SUBMIT THIS FORM

REV SEPTEMBER 22, 2021

VIA EMAIL TO ELIVELY@GREATERRICHMONDCC.COM

BY SIGNING THIS DOCUMENT YOU AGREE TO ALL GRCC TERMS & CONDITIONS (SEE PAGE 2)

# TERMS AND CONDITIONS

- GRCC is the exclusive provider of all Internet, Network and Telecommunications services (wired and wireless) at the Greater Richmond Convention Center**
- Orders** — Customer must provide all information necessary for the effective set-up/installation of services while submitting the IT Order. Failure to provide this information at time of submission may result in the delay of order processing and/or installation, and may cause associated costs to revert to Standard Rates.
- Floor Plan** — Customer must provide floor plan with desired placement of ordered services clearly marked, if wired. If Order is submitted without a floor plan, services will be installed to the most logical location as determined by a GRCC representative. Relocation of installed services will incur an additional fee per endpoint connection that is moved.
- Internet/Network Services** — Ethernet access to our core services, with Shared or Dedicated internet access up to 1Mbps or greater depending on ordered services, is provided for each ordered device and includes one private DHCP IP Address. Routers, Proxy Servers, Streaming Appliances, DHCP, NAT or VOIP are NOT PERMITTED with our shared internet/ Network Services. Customer must purchase additional connection service for each device in order to use internet services. Higher Internet speeds than those listed here may also be available. Please call for a quote.
- Wireless Internet** — GRCC is the exclusive provider of wireless services at the Greater Richmond Convention Center within our internal/private network, currently both 2.4 GHz and 5.0 GHz 802.11a/b/g/n/ac. Wireless devices not authorized by GRCC to be on our network are strictly prohibited. Customers that desire to showcase their wireless products must contact the GRCC 21 days in advance of show move-in to investigate the potential of GRCC engineering a customized cohesive network to operate without interference to other Customers (applicable charges may apply). Due to potential interference from privately owned mobile devices within the exhibition/vendor booth spaces the GRCC does not utilize 2.4GHz in these spaces and it is highly recommended that all Mobile Hot spots are turned off. No guests are allowed to connect their wireless devices to the GRCC's network without prior arrangement. Please contact the GRCC at 804-783-7320 with your device Name, Model Number, MAC address, and device SSID, for approval and/or coordination. Failure to provide this information may result in a delay in accessing wireless services. For all critical or higher-demand internet requirement such as video streaming, product demonstrations, presentations, etc., either Deluxe/3Mbps wireless service and above or a wired connectivity are recommended. Misuse of any wireless service may result in service interruption to yourself or other Customers and can lead to disconnection of the Customer's equipment. All wireless access point connections to the GRCC network which are not previously disclosed and authorized by GRCC are strictly prohibited. (5GHz USB dongles may be available on-site at a fee of \$40 each.)
- Internet Security** — All customers are responsible to provide their own internet security for all devices. Failure to protect your device may result in the termination of Internet services. Additional Firewall protection services may be available upon request. Please call for a quote.
- Internet Performance Disclaimer** — GRCC provides no guarantee, either expressed or implied, as to the performance, throughput, routing, nor reliability of core trunk circuits outside of the Greater Richmond Convention Center.
- Long Distance Calls** — Customers must specify in advance of any lines needing international Long Distance Capability. All lines are otherwise restricted to domestic, U.S.-only dialing. GRCC will provide a detailed listing of all billable calls made from associated services. Customers are implicitly responsible for any/ all long distance charges, to include international, and all other charges associated to their assigned numbers.
- Any additional costs incurred by GRCC** to assist in troubleshooting, diagnosis, or problem resolution found not to be the fault of the GRCC or collection of information required to complete the installation that Customer fails to provide (i.e. floor plans or special circuit numbers, etc.) may be billed to the customer at the prevailing rates.
- Only GRCC personnel** are authorized to modify system wiring or cabling material and equipment furnished by the GRCC for this service contract, and all shall remain the property of the GRCC.
- Rental Equipment** — Customer will be fully responsible for the protection and safekeeping of rental equipment and will be responsible for returning all rental equipment in good working condition to the GRCC IT Manager or designee within one hour following close of the show. If provided equipment is not returned in time the customer will be charged a replacement fee.
- Rates** — Advanced rates are applied when a fully completed Order with payment is received no later than 14 days prior to the first day of show move-in. Standard rates are applied to all orders received less than 14 days prior to the show move-in has started, or orders received on or before 14 days of the show move-in day but missing payment, or orders placed on site or after show move-in has started.
- Cancellation** — all cancellation requests must be in writing. Oral cancellation requests by phone or in person may also be allowed at the discretion of the GRCC IT Manager. Only cancellation requests received at least 3 days prior to scheduled show move-in will be honored and will incur a minimum \$130.00 or 10% cancellation fee (whichever is greater). Additional charges may also apply for orders that have already incurred processing, labor, material, and/or engineering costs. \*Some specialized broadband services and/or customer-specific services cannot be cancelled once ordered and will continue to be billed at the listed, agreed-to rate. Credit will not be given for services(s) installed and not used.
- \*ALL SUSPECTED SERVICE-RELATED ISSUES MUST BE REPORTED TO THE GRCC IT MANAGER\*** No service claim not filed in writing by Customer prior to close of show will be considered.
- Prices are based upon current industry rates and are subject to change without notice.**
- Payment-in-Full must accompany all Internet/Telphone Orders.** For Credit Card payment please call the GRCC IT Manager at 804-783-7320. As a convenience, original credit card authorization will be used for additionally incurred charges as well.
- The Greater Richmond Convention Center accepts payment** in U.S. Dollars, in the form of Cash, Checks, Wire Transfers, or any of the following Credit Cards: Visa, MasterCard, AMEX. Checks must be made payable to Greater Richmond Convention Center and mailed to 403 N. Third St., Richmond, VA 23219.
- For convenient online ordering, please visit [www.richmondcenter.com/telecommunications](http://www.richmondcenter.com/telecommunications). For service and order inquiries, please call (804) 783-7320.**

## CUSTOMER ACCEPTANCE OF ALL GRCC TERMS AND CONDITIONS

With execution of this document the Customer hereby authorizes the GRCC to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of these Terms & Conditions. In case of using wireless services the Customer hereby attests to his or her understanding of limitations and vulnerabilities of the wireless services provided by GRCC as well as admits that in case of using this service for any reason including, but not limited to, demonstrating, showcasing or presenting own product(s), GRCC will not be held liable for the possibility of interference.

\_\_\_\_\_  
PRINT AUTHORIZED NAME

\_\_\_\_\_  
AUTHORIZED SIGNATURE

\_\_\_\_\_  
DATE SIGNED