

**IT-Services Order Form 2022/2023**

Harrogate Convention Centre, King's Road, Harrogate, North Yorkshire, HG1 5LA, T: 01423-500500

Email: [Exhibitionservices@harrogateconventioncentre.co.uk](mailto:Exhibitionservices@harrogateconventioncentre.co.uk)

**Orders placed less than 14 days prior to the event "get in" date will be subject to 20% Surcharge**

All fields marked with an (\*) are required

Today's Date\*      Event Start Date\*      Event Name\*

Company Name\*      Email Address\*

Contact Name\*      On-Show Contact Name\*

Contact Number\*      On-Show Contact Number\*      Stand Name\*      Stand No.

Invoice Address\*      Additional Information/Comments

**Internet Access\*\***

**PC's And Peripherals**

**Telephony**

**IT Technical Support**

Hours

**\*\* Connection of own devices, such as switches, routers, wireless access points or any other devices that are connected with the aim of sharing the internet link is not permitted unless expressly agreed with Harrogate Convention Centre.**

If you have any queries please call  
Exhibition Services on 01423 537448 or  
email :  
[Exhibitionservices@harrogateconventioncentre.co.uk](mailto:Exhibitionservices@harrogateconventioncentre.co.uk)

Sub Total ( Ex.VAT)  
Surcharge ( Ex.VAT)  
VAT @ 20%  
**Grand Total**

## ADDITIONAL CHARGES TERMS AND CONDITIONS

By completing and returning this order form, the Hirer, agrees to pay any services and equipment ordered. Upon receipt of the order form and confirmation of service from Harrogate Convention Centre; a legally binding contract has been formed between the parties and all contractual terms and conditions below apply.

### 1. DEFINITIONS

- 1.1. **"Hirer"** is the person, firm, limited company, corporation, public authority or any other body hiring any services and equipment from Harrogate Convention Centre. Any signature, receipt or action by any official, agent, employee or representative of the Hirer is deemed to be given with the full knowledge and approval of the Hirer and shall be accepted in all respects as though it were the signature, receipt or action of the Hirer.
- 1.2. **"Equipment"** shall mean any equipment provided by Harrogate Convention Centre to the Hirer such as, but not inclusive of, AV equipment, ICT equipment, rigging & electrical equipment, furniture, all ancillary accessories.
- 1.3. **"Services"** shall mean any services provided by Harrogate Convention Centre to the Hirer such as, but not inclusive of, installation of any ICT, AV, rigging, electrical, cleaning, staffing, branding, room layouts, etc.
- 1.4. **"Event Start Date"** shall mean the Date specified in the Order Form by the Hirer
- 1.5. **"Extras"** shall mean any additional services or equipment ordered by the Hirer in addition to the original order during the Event.
- 1.6. **"Event"** shall mean the exhibition, conference, entertainment or other purpose in which the Harrogate Convention Centre is being used for.

### 2. PAYMENT

- 2.1. Orders must be accompanied by full payment inclusive of VAT in Pounds Sterling; no later than **21 days** prior to the event start date. Harrogate Convention Centre reserves the right to refuse to process orders until payment for the services and equipment has been received.
- 2.2. Orders cannot be guaranteed unless received 14 days before the event start date specified by the Hirer.
- 2.3. Any orders placed less than **14 days** prior to the event start date will be subject to a **20% surcharge**. Harrogate Convention Centre will aim to provide any orders as reasonably as it can and as reasonably requested by the Hirer.
- 2.4. Any orders placed in addition to the initial order during the event shall be payable no later than **30 days** of the event start date and **may be subject to the 20% surcharge**. Harrogate Convention Centre will aim to provide any additional extras as reasonably as it can and as reasonably requested by the Hirer. Please note, Harrogate Convention Centre reserves the right to request for credit card payments on-site for any orders or extras placed during the event.
- 2.5. Orders will only be accepted on the official HCC order forms any services and equipment.
- 2.6. Prices quoted for the provision of services and equipment are excluding VAT and in Pounds Sterling.

### 3. COLLECTION AND RETURN OF EQUIPMENT

- 3.1. All equipment supplied on hire remains the property of Harrogate Convention Centre at all times. The equipment shall be delivered to the Hirer's stand by Harrogate Convention Centre before the start of the event. The Hirer will be asked to inspect the equipment, sign to acknowledge the receipt of it and satisfy themselves that it is in good working order.
- 3.2. The Hirer is responsible for returning all equipment to Harrogate Convention Centre on or before the end of the event. Harrogate Convention Centre will inspect the equipment and sign to confirm its return in good working order.

### 4. HIRER'S RESPONSIBILITIES

- 4.1. The Hirer shall be responsible for the safe custody of all equipment supplied on hire and shall keep it at all times on Harrogate Convention Centre's premises. Risk of damage to or loss of the equipment will pass to the Hirer upon delivery of the equipment to the Hirer.
- 4.2. The Hirer shall be responsible to see that the equipment is operated by competent operators and shall be responsible for the competent handling of the equipment. The Hirer shall not modify the equipment in any way and shall ensure it is returned in the same condition at the end of the hire period.
- 4.3. Where any part of the equipment is electrical, it should normally be used with plugs and/or sockets as fitted but if temporarily fitted with other suitable plugs or sockets, this must be carried out by a competent person who must also return it to its original condition. It will be the Hirer's responsibility at all times to arrange a suitable supply of electricity for use with the equipment. Under no circumstances should electrical equipment be used without it being correctly earthed, unless it is of insulated specification. All electrical installations must meet the requirements of BS7671 and be inspected and tested, with a copy of the results submitted to Harrogate Convention Centre.
- 4.4. Connection to Harrogate Convention Centre's network is granted strictly on the basis that the Hirer complies with "Harrogate Convention Centre's Acceptable Use Policy" a copy of which can be found at: [www.Harrogateconventioncentre.co.uk](http://www.Harrogateconventioncentre.co.uk) Connection of hubs, switches, ISA servers, routers or any other devices that are connected with the aim of sharing the internet link amongst multiple hosts is not permitted unless this has been expressly agreed with Harrogate Convention Centre in writing when placing the order.
- 4.5. The Hirer will comply with all relevant laws and regulations, including Health & Safety laws when operating the equipment – refer to the e-Guide for best practice for installation, handling and most up to date guidance.

### 5. BREAKDOWN AND REPAIRS

- 5.1. Harrogate Convention Centre takes reasonable precautions to ensure that all equipment supplied on hire is of sound construction and workmanship. Specifications, and other product details are given in good faith but it may not be possible for Harrogate Convention Centre to control minor deviations from such specifications and product details and therefore it reserves the right in such cases to supply equipment of substantially similar specification and detail.
- 5.2. The Hirer must inspect the equipment hired and satisfy themselves that it is sound and sufficient for any purposes to which it may be applied. If the Equipment is found not to be working satisfactorily, the Hirer must notify Harrogate Convention Centre immediately. In the event that the Equipment is faulty, Harrogate Convention Centre shall at its option either repair or replace the defective Equipment within 2 hours. In the event that a repair or replacement is not possible within that time Harrogate Convention Centre shall refund a proportion of the hire charge of the defective item of equipment only, such proportion is to reflect the percentage of time the item of Equipment was inoperable. This will be the Hirer's sole remedy.

### 6. LIABILITY

- 6.1. Harrogate Convention Centre shall not be liable to the Hirer or any of the Hirer's employees, agents or contractors for:
  - a) Loss, theft and/or damage to goods or property at the Venue; or
  - b) Any financial loss (whether direct or indirect) suffered by anyone including, but not limited to, loss of profits, business or goodwill

### 7. CANCELLATION

- 7.1. Cancellation of orders will only be accepted when made in writing. Refunds will only be given if written cancellation is received no less than **21 days** prior to the event start date.