



## AUDIO VISUAL RULES & REGULATIONS

### Rate Policy

1. ADVANCE RATES require that Order Forms AND full payment MUST be postmarked or received a minimum of seven (7) calendar days PRIOR TO the first day of the show. FLOOR RATES will apply after the deadline.
2. All order forms must be complete for equipment to be scheduled. Incomplete order forms may result in delayed processing and a possible delay of equipment installation.
3. All equipment rental prices are per show day. Equipment may be delivered up to three (3) days prior to show opening without incurring additional charges.
4. Delivery includes 30-minute set-up and pick-up. Any additional labor required will be charged at the following rates subject to a one-hour minimum charge:

STRAIGHT TIME	Mon-Sun	6am-1am	\$35.00/hr
OVERTIME	Mon-Sun	1am-6am	\$52.50/hr
		Federal Holidays	\$52.50/hr

### Cancellation Policy

1. Notification of cancellation of services must be remitted IN WRITING a minimum of 7 CALENDAR DAYS PRIOR to the first scheduled show date to receive a refund.
2. No refunds will be given for equipment ordered and installed but not used.
3. Claims for misdelivery or non-delivery of equipment will not be considered for refund unless reported to the Service Desk PRIOR to the close of the event.

### Payment Policy

1. 100% payment (in U.S. currency ONLY) must accompany each order. Advance payment may be made using cash, money order or credit card. **No checks will be accepted.** All service orders received after the 7-day deadline date must be paid using cash, credit card or money order. Credit Cards accepted: Visa, MasterCard, AMEX and Discover.
2. Payment for additional labor required beyond standard set-up and pick-up, or for equipment requested upon arrival, must be made in advance. No equipment or labor will be provided without prior payment.
3. If you are exempt from the payment of sales tax, an exemption certificate for the State of Nebraska must be forwarded to MECA.



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### **General Policies**

1. J&S Audio Visual is Qwest Center Omaha's exclusive in-house provider of audio-visual and rigging services within Qwest Center Omaha. Whenever these services are required, J&S will be available and able to provide all needed labor and state-of-the-art equipment.
2. Advance orders will receive priority service.
3. J&S employees are the only persons permitted to connect audio visual equipment. Any Exhibitor accessing floor boxes, electrical panels, or other equipment belonging to Qwest Center Omaha or J&S will be subject to removal from the building. Any damages caused by the Exhibitor will be charged accordingly.
4. All materials and equipment furnished shall remain the property of MECA or J&S and shall be removed ONLY by Qwest Center Omaha or J&S personnel at the close of the show.
5. Any J&S equipment removed from the premises or damaged will be charged accordingly.
6. Unless otherwise directed, Qwest Center Omaha or J&S personnel are authorized to cut floor coverings to permit the installation of equipment.
7. All equipment shall be used by the Exhibitor in the manner intended. Equipment may be removed if MECA or J&S has reason to believe that the equipment is being used inappropriately.
8. The liability of J&S, MECA and the City of Omaha shall be exclusively limited to the refund of charges in the event of misdelivery or non-delivery of equipment. The users of such equipment hereby waive any and all incidental, actual, or consequential damages related to the misdelivery or non-delivery of such equipment.