



**GAYLORD TEXAN®**

RESORT & CONVENTION CENTER

*on Lake Grapevine*

## **NETWORK & TELECOMMUNICATION SERVICES**

**Fax or Mail to:** Gaylord Texan Resort & Convention Center  
ATTN: Technology Solutions Coordinator  
1501 Gaylord Trail, Grapevine, Texas 76051

**PH: 817-778-3600 FAX: 817-778-3688**

### **Terms, Conditions and Regulations**

#### **GENERAL:**

- Orders placed less than 14 days prior to show will be charged an additional 20%.
- Installation of telephone, telecommunications, network and cabling services within Gaylord Texan Resort & Convention Center is exclusive. Telecommunication services (voice and data) must be ordered by each exhibitor separately and are not to be shared with other exhibitors. Routine audits are performed to ensure adherence.
- All prices are for rental of services only. Material and equipment furnished by Gaylord Texan Resort & Convention Center for telecommunication services shall remain the property of Gaylord Texan Resort & Convention Center's unless otherwise specified, and shall be returned to Gaylord Texan Resort & Convention Center's Exhibitor Service desk at the close of show. There will be a \$250.00 charge for lost or damaged telephone sets and a \$250.00 charge for lost or damaged network equipment. Gaylord Texan Resort & Convention Center is not responsible for lost or damaged equipment while in the exhibitor's possession.
- Under no circumstances shall anyone other than Gaylord Texan Resort & Convention Center's Information Technology technicians make any special wiring within the resort property. Only Gaylord Texan Resort & Convention Center's Information Technology technicians are authorized to modify system wiring or cabling. Any wiring or cabling damage costs (plus administration fees) will be billed to the exhibiting firm name.
- Gaylord Texan Security Officers are required to monitor event areas during production hours. For this purpose, production includes the load-in / set-up & teardown / move-out of all rigging, exhibits, decorations, AV, etc. Rates listed in the Security Services Agreement apply to this work. The Director of Security and Safety Services will decide officer staffing requirements and coverage hours.
- Delivery of all voice and data transmission lines ordered from an outside vendor will only be allowed to the second floor Data Center. All circuit installs must be coordinated with Gaylord Texan Resort & Convention Center's Information Technology group at least 9 weeks in advance of show date.
- All exhibitor telephone and network services will be disconnected on the last day of the event, sixty (60) minutes after the show's official closing time.
- Rates quoted for all services include bringing the requested communication services to the booth in the most convenient manner and do not include special wiring, over-head drops and/or special placement of communication services, computer equipment or intranet working cabling. All island booths will require a scaled diagram with orientation. Additional labor and materials may be charged for precise placement of communication services. Additional labor charges may be required for relocating service after installation. Gaylord Texan Resort & Convention Center will not be responsible for any cutting or altering of any floor coverings in order to bring voice or data services to a booth.
- Changes to original orders will require a service order to be signed by the exhibitor acknowledging receipt of service and any associated labor. Labor is charged in ½ hour increments (minimum charge is ½ hour). Labor rate is \$75.00/hour.
- Notification of cancellation must be received in writing a minimum 48 hours prior to scheduled opening date. Credit will not be given for connections installed and not used. No credit will be given for service canceled less than forty-eight (48) business hours prior to the scheduled event opening. Disputes concerning services must be filed by the exhibitor with the Exhibitor Services Department prior to the close of show. Gaylord Texan Resort & Convention Center will resolve disputes in a timely manner.



## INFORMATION TECHNOLOGY TERMS, CONDITIONS & REGULATIONS

Gaylord Texan Resort & Convention Center  
Information Technology  
1501 Gaylord Trail, Grapevine, Texas 76051

PH: 817-778-3600 FAX: 817-778-3688

### NETWORK | INTERNET | WIRELESS:

- The network connections provided by Gaylord Texan Resort & Convention Center may be used only by the directors, officers and employees of the company; exhibitors, agents and consultants while performing service for the exhibiting company and cannot be resold or distributed to other companies unless by specific contractual agreement. The services being provided by Gaylord Texan Resort & Convention Center will facilitate communications between the Gaylord Texan Resort & Convention Center's authorized users and the entities reachable through the Internet. Users of Gaylord Texan Resort & Convention Center services shall use reasonable efforts to promote efficient use of the network to minimize, and avoid if possible, unnecessary network traffic and interference with the work of other users of the interconnected networks.
- Users of Gaylord Texan Resort & Convention Center services shall not disrupt any of Gaylord Texan Resort & Convention Center network 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 Gaylord Texan Resort & Convention Center or other associated networks. Gaylord Texan Resort & Convention Center services shall not be used to transmit any communication where the meaning of the message, or its transmit distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof.
- Gaylord Texan Resort & Convention Center reserves the right to troubleshoot with tools such as Sniffer Pro, FLUKE network analyzers, etc. Gaylord Texan Resort & Convention Center reserves the right to immediately disconnect network connections when activity such as denial of service attacks, port scans, or any other form of network performance degradation activities are detected. After disconnection, isolation and quarantine assistance will be given.
- All devices for which Gaylord Texan Resort & Convention Center provides Internet or Networking connectivity shall be required to obtain a Gaylord Texan Resort & Convention Center assigned IP address. At no time, while connected to Gaylord Texan Resort & Convention Center network, will the customer use their own DHCP server unless by specific agreement. Physical layer network audits are performed to ensure adherence.
- For wired connections The Customer must provide the node equipment (personal computer, etc.) properly configured, as well as a standard Ethernet adapter card, rated for 10/100Mbps with an RJ-45 jack. The Customer is responsible for the proper configuration of computing machinery and software for Internet and Ethernet communications.
- **Wireless Specific (802.11a,b,g): The use of any wireless access point or any other device that interferes with the facilities wireless data frequencies is strictly prohibited. At no time will an exhibitor or customer power up any wireless device not provided by Gaylord Texan Resort & Convention Center without prior authorization.**

Internet Performance Disclaimer: Gaylord Texan Resort & Convention Center does not guarantee the performance, routing, or throughput, either expressed or implied, of any data circuit connectivity with regards to the Internet and/or Internet backbones beyond any facility we service. Gaylord Texan Resort & Convention Center is the exclusive supplier of Internet connectivity for all events within the facility. We are equipped with a DS3 (45mbps) dedicated Internet connection to a tier 1 provider, and can provide Internet and networking connectivity to any location on property.

**Internet Security Disclaimer: Gaylord Texan Resort & Convention Center does not provide security, such as but not limited to firewalls, NATing devices, virus protection, etc. for any Internet services we provide. It is the sole responsibility of the exhibitor or customer to provide all necessary security. With execution of this document the Customer is agreeing to the Terms and Conditions of this document and will hold Gaylord Texan Resort & Convention Center; its agents and contracts harmless for any and all liabilities arising from the use of non-secured data circuits.**



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## Network & Telecommunications Services

Fax or Mail to: Gaylord Texan Resort & Convention Center  
ATTN: Technology Service Representative  
1501 Gaylord Trail, Grapevine, Texas 76051

PH: 817-778-3600 FAX: 817-778-3688  
texanitsales@gaylordhotels.com

- Customer supplied wireless access points are not permitted unless by specific agreement.
- Order forms and booth layouts should be faxed to Gaylord Texan Technology Services at 817-778-3688.
- Rates quoted for connections cover only delivery of services to the booth in most convenient manner.
- Rates do not include connecting or routing of cables inside the booth area.
- **Cancellation Policy:** Cancellations must be received at least 48hours prior to show to avoid charges.

Telecommunication	Qty	Advance Price	On-site Price	Total
• <b>Standard DID telephone/fax/modem line</b> Account will be charged for any toll and long distance charges.	___ x	\$300	\$360	_____
• <b>House line (5-digit in-house dialing only)</b>	___ x	\$200	\$240	_____
• <b>PolyCom conference telephone</b>	___ x	\$500	\$600	_____
• <b>Barco advertising</b>	___ x	\$500	\$600	_____

High-Speed Internet—Shared, 1.5Mbps	Qty	Advance Price	On-site Price	Total
• <b>High-Speed Internet Access (HSIA)</b> 10/100 Mbps, RJ-45 connection with 1 private IP address	___ x	\$1200	\$1440	_____
• <b>Additional connections to HSIA</b> Gaylord Texan provided switch/hub/cables	___ x	\$300	\$360	_____
• <b>Additional devices sharing same connection</b> Customer provided router/switch/hub/cables	___ x	\$200	\$240	_____
• <b>Wireless High-Speed Internet Access</b> High Speed Access, 1 User ID and PWD	___ x	\$750	\$900	_____
• <b>Additional Wireless HSIA connections</b>	___ x	\$225	\$270	_____

Wireless User ID (Assigned by Gaylord): \_\_\_\_\_ Choose a 6-digit Password: \_\_\_\_\_  
 Wireless login credentials will be programmed specifically for your event and will remain confidential. User name will be emailed to each exhibitor prior to show. Please note password and ID are cAsE sEnSITIVe, and may consist of any combination of numbers and letters.

EVENT: \_\_\_\_\_ EVENT DATES: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_ ROOM NAME OR BOOTH #: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ CITY, ST, ZIP: \_\_\_\_\_

CONTACT PERSON : \_\_\_\_\_

E-MAIL: \_\_\_\_\_ PHONE: \_\_\_\_\_

ON-SITE CONTACT PERSON: \_\_\_\_\_ PHONE: \_\_\_\_\_

Group Master Account if applicable: \_\_\_\_\_ or fill in Credit Card information below

Payment in full required prior to event. Checks and cash not accepted.

Money Order in the amount of \$ \_\_\_\_\_

VISA MasterCard American Express Discover Diners Club

Card No.: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Name on Card (Please print): \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(Exhibitor is responsible for all unreturned equipment including, but not limited to: telephones, and accessories.)

Subtotal	\$ _____
8.25% Sales Tax	\$ _____
<b>TOTAL</b>	<b>\$ _____</b>