



FAQ – Exhibitor AV Services

1. What happens if I need to cancel all or part of my order?

All cancellation notices must be in writing and confirmed as received by Encore before becoming effective. Any expenses incurred by Encore will be charged for regardless of date of cancellation. For cancellations received by Encore 30 days or more before the first day of the order, no cancellation charges will apply. Cancellations received 29 to 15 days before the first day of the order will be subject to a cancellation charge equal to 50% of the charges contained in the order. Cancellations received 14 to 3 days before the first day of the order will be subject to a cancellation charge of 75% of the charges contained in the order. Cancellations received less than 3 days (72 hours) before the first day of the order will be subject to a cancellation charge equal to 100% of the total charges set out in the order.

2. Is there a minimum labor requirement?

The minimum charge for basic installation & dismantle labour is \$255.00 as listed on the order form. Ordering additional/multiple AV services will increase the installation & dismantle labour charges. Labour charges for dedicated exhibit technicians, floaters, or any other form of A/V labor is a minimum 4 hours at \$85.00/hour.

3. Does my order include electrical service?

No - electrical service is not included in equipment pricing and must be ordered separately.

4. Do I need to be present for equipment to be delivered?

Yes - a representative must be in your booth or meeting room to sign for equipment delivery. Please note that delivery and installation times are prioritized once the order has been completed and processed. Encore is not responsible if equipment installation does not meet an exhibitor's timeline due to any unforeseen circumstances occurring at the show site.

5. Are there any guidelines regarding audio volume within my exhibit booth?

Encore retains the right to regulate the volume of any sound equipment if it infringes upon others within the facility, is determined to be offensive, or otherwise violates the terms/rules/regulations or license agreement. Show management may also have guidelines regarding volume.

6. What happens if my rental equipment is damaged or lost?

Customers are responsible for all equipment that is damaged, lost, or stolen (whether by use, misuse, accident, or neglect), unless caused by Encore's negligence. In addition to amounts due to Encore in connection with the Event Quote, Customer agrees to pay Encore, upon demand, all amounts incurred by Encore on account of lost, damaged and stolen equipment, based upon repair costs for reparable equipment or full replacement cost for lost or irreparable equipment.

7. Who can I contact for AV assistance during the event?

For assistance, please contact Encore by email (encoreav@vancouverconventioncentre.com) or by phone (VCC Guest Services) at 604-647-7299 during show hours.