

General Terms and Conditions for Contracting Services

GENERAL TERMS AND CONDITIONS

- Drawings must be provided for all services that require them.
- All services are provided on a rental basis.
- Rented products must not be drilled, painted or damaged.

CONTRACTING PERIODS

- For services which must be contracted through BEC, 30 days before starting erection.
- For stands, fittings and furniture, 15 days before starting erection.
- For other services, 15 days before starting erection.
- In exceptional circumstances, the Services Department may notify exhibitors at a certain event of the extension or curtailing of said period in accordance with the general requirements of the exhibition.
- BEC does not commit itself to provide any services requested outside the stipulated period.
- If it should prove impossible to provide any service requested, which has already been paid for, BEC will reimburse the corresponding total amount.

FINANCIAL TERMS AND CONDITIONS WHEN CONTRACTING SERVICES

- Requests or alterations made within the contracting period: All services requested must be paid for, at the latest, before starting erection, except those which, because of their nature, can only be requested during the event. If payment is not made within the period stipulated, **BEC** can not guarantee that services will be provided.
- Requests or alterations made outside the contracting period: All services requested will be subject to a surcharge of 30% and must be fully paid for on receipt of requests.

PAYMENT METHODS

- For requests made prior to the start of the event:
 - Direct debit (only for requests made 30 days before starting erection).
 - Bank transfer (a copy of the bank transfer document must be sent to BEC by fax: (+34) 94 4040235).
 - Credit card.
- For requests made during the event:
 - Bank transfer (a copy of the bank transfer document must be sent to BEC by fax: (+34) 94 4040235).
 - Cheque payable to Bilbao Exhibition Centre, S.A.
 - Credit card.
 - Cash.

BEC's BANK ACCOUNTS

- BBVA 0182 1290 38 0201504440
- BBK 2095 0611 00 9105880388

VAT RATES APPLICABLE TO THE SERVICES LISTED IN THIS CATALOGUE

- Events organised by BEC: 7%.

- Events held at the BEC complex but not organised by BEC: 16%.

PLACING ORDERS (CARTS)

- Once an order (cart) has been placed, additional services may be requested in new orders (carts) as many times as necessary, but their contents may only be changed or cancelled as explained below.

ORDER MODIFICATION

- Once an order has been placed, its contents can only be altered by contacting BEC by phone on (+34) 94 4040051/53/56/57 or by e-mail on servitec@bec.eu. All modifications which are notified within the contracting period shown above will be accepted.
- Cancellations received by BEC later than the contracting periods will be charged in full.
- If demand for any service exceeds available stocks, the Services Department will replace the product request with one of similar characteristics.