



## **Exhibitor Services Postponement and Cancellation Policy**

In understanding the world situation and concerns of health and safety, we at Levy Show Service Inc. fully support the APAIE Association with the decision of postponing the upcoming APAIE Vancouver 2021 event.

We are here to support all exhibitors with a smooth transition into the new March 27 – 31, 2022 APAIE event dates. As this is not a common occurrence, please find below special details on our Postponement and Cancellation Policy for all exhibitor services ordered directly with Levy Show Service Inc. for APAIE.

### **Refunds / Cancellation Requests**

Requests received after **January 29, 2021** will not be fully refunded, as they are subject to our cancellation policy noted below as well as on our standard exhibitor order forms. Refunds may take up to 12 weeks to process.

*\*\*Disclaimer: Custom Builds and Pavilion hard costs, as indicated below, are exempt from this refund policy.*

### **Custom Builds / Pavilions**

- Option to carry over signed contract into 2022: no additional cost will incur; however, this must be agreed upon in writing by both parties and will be based on the initial 2020/2021 approved exhibit design. Amendments or variances to the exhibit design or graphics for 2022 will be quoted in advance. It is suggested that you contact your Levy account manager direct for further information and details.
- Option for refund: We must bill out for all hard costs. The difference of hard costs less client deposit will be refunded in CDN funds in the form of cheque or wire transfer less fees. Hard costs noted below:
  - o All labour incurred to date, for the production and construction of the custom build
  - o All printed signage at quoted rate
  - o Any special or customized purchases required for your build

### **Hardwall and Signage upgrades**

- If signage has been exhibitor approved and printed, 0% refund will apply.
- If signage has not been printed, refund or full credit will be applied on 2022 account.

### **Accessories, Carpet & Flooring, Chairs, Floral, Furniture, Tables**

#### **Labour & In-booth Forklift**

- Option to carry over services ordered into 2022 at no additional cost or a refund or full credit will be applied on 2022 account.

### **Material Handling**

- If freight has arrived and in warehouse; 50% cancellation fee & the exhibitor will have 2 weeks to arrange pick up of items at the exhibitor's expense.
- If freight has not arrived a refund or full credit will be applied on 2022 account.

Should you have any further questions and or concerns please contact Anita MacLeod at 604 277 1726 or [amacleod@levyshow.com](mailto:amacleod@levyshow.com)

~ We look forward to assisting and working with you on the upcoming APAIE Vancouver 2022 event~

## Exhibitor Services Postponement and Cancellation Policy Agreement

APAIE VANCOUVER 2022  
March 27 - 31, 2022  
Vancouver Convention Centre – East Building, Halls ABC

I, \_\_\_\_\_ on behalf of, \_\_\_\_\_,  
(print name) (print company name) (booth #)

hereby acknowledge the postponement of the APAIE Vancouver 2021 to the new scheduled dates of March 27 – 31, 2022 and agree to Levy Show Service Inc's Exhibitor Services Postponement and Cancellation Policy in its entirety.

I further request the below option for my exhibitor service account with Levy Show Service Inc.

- 1. Carry over all services ordered for APAIE 2021 into APAIE 2022 at no additional cost or penalty.
- 2. Apply full credit of services ordered for APAIE 2021 onto APAIE 2022 account at no additional cost or penalty.
- 3. Refund of services ordered for APAIE 2021.  
*\*Request must be submitted prior to Friday, January 29, 2021, otherwise our standard cancellation policy will apply. Refunds may take up to twelve (12) weeks to process.*

*Please note: Custom builds / pavilions, signage, and material handling services to be reviewed internally prior to refund approval.*

Please check all services that apply to your order:

- |                                                    |                                                                |
|----------------------------------------------------|----------------------------------------------------------------|
| <input type="checkbox"/> Material Handling         | <input type="checkbox"/> Carpet, Drape, Flooring & Complements |
| <input type="checkbox"/> Table & Chair             | <input type="checkbox"/> Accessories                           |
| <input type="checkbox"/> Furniture                 | <input type="checkbox"/> Prestige Furniture                    |
| <input type="checkbox"/> Hardwall System upgrade   | <input type="checkbox"/> Graphics & Sign                       |
| <input type="checkbox"/> Plant & Flower            | <input type="checkbox"/> Labour                                |
| <input type="checkbox"/> Custom Builds / Pavilions |                                                                |

\_\_\_\_\_  
Phone number

\_\_\_\_\_  
Email

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

INTERNAL USE ONLY

Request submitted by: \_\_\_\_\_  
(Levy employee name)

Date submitted: \_\_\_\_\_