



AV/IT "Peace of Mind" Package



PEACE OF MIND AV/IT Technical Support

The success of meetings, presentations and instruction is becoming increasingly dependent on the reliable performance of complicated AV equipment and sophisticated IT hardware and software.

This can add a great deal of stress and worry for your instructors and presenters regardless of how familiar they are with the equipment they are using. To give you the peace of mind that your meeting will not be unduly disrupted by equipment failure or lack of an experienced AV and IT technician, St. Andrew's Club & Conference Centre is pleased to offer our AV/IT "Peace of Mind" Package.

For a cost of \$100 per meeting room per day, we will provide "Peace of Mind" for your group, whether you are using your own equipment or are renting equipment from us.

This service includes:

- Technical support during the entire period of your meeting from our on-site trained service technicians, (For extremely important presentations requiring the continuous presence of an in room technician, we can provide one for an additional charge)
- Pre-meeting testing of all equipment and networks
- Instruction on use of equipment
- Back-up replacement equipment in case of hardware failure (standard rental charges will apply)
- Use of back-up DSL network
- Setting up the ability to print directly from your meeting room to our central photocopier and receive back collated copies, (first 100 copies - no charge)
- Complimentary FAX service

This security package must be ordered in advance of your event. Prior to your meeting you will be requested to complete an AV & IT Function Sheet informing us of your requirements. You will have the opportunity on the Function Sheet to indicate whether you wish to ACCEPT or DECLINE the "Peace of Mind" package.

Should you decide to opt out of the "Peace of Mind" package, standard rental charges will apply for technical services and you will have a lower priority for support from AV & IT technicians.