

ShoWorks Urgent Care On-Call Support

Urgent Care On-Call support is designed for fairs who would like a guarantee of immediate/live assistance 24 hours per day, 7 days per week as well as walk-throughs (for a specific issue, but not "training" i.e. general overviews). This option is available for purchase on a per-week basis. The cost of this service is \$500 per week and includes 3 calls. Unless specified differently below, the contract period begins at 12:01am (CST) on the designated date and ends at midnight the following week (168 hours later) and is not renewed automatically. Contracts must be requested at least two weeks before their period begins. Should Gladstone not return a customer call within 1 hour of the time the call is placed during the contract period, the customer will be given a choice to either cancel the contract for a full refund, or continue in the contract. Notice of the cancellation must be made through E-mail (from an address that is on file with Gladstone under the fair's name) within 24 hours of the placed customer call in consideration. Refunds will be processed within 30 days of the request, made payable to the party in which the original payment was received for the contract.

If no calls are made during this contract period, half of the retainer cost \$500 will be refunded (\$250 will be refunded) making the total cost of the service \$250 if no calls are made.

This contract includes 3 urgent care calls. Additional calls beyond the first three will be billed at \$50/call. A call will not be considered successful until you speak with a technician or the technician returns the call placed.

Account Information

Urgent Care Plan Number: (issued upon completion of contract)

Instructions:

- **Maintenance Support (telephone)** during regular business hours (included with Service Plan), press option 2, then enter your Service Plan Number.
- **Urgent Care Support 24/day** during the Contact Period: (888) 332-2419, press option 2, then enter your Urgent Care Plan Number listed above. Your call will then be transferred to one or more cell phone(s). This process may take up to 2 minutes. If there is no answer, please leave a message including the phone number that you may be reached at. Your call, if not answered immediately, will be returned within 1 hour per the contract.

Fair Name:	
Contract Period (1 week):	Beginning on the day _____ 12:01am CST and lasting exactly 168 hours (7 days) from this date/time.
Authorized Users of Support Plan: <i>write "any" if any person using your fair name is allowed</i>	
Authorized Phone Numbers of Support Plan: <i>write "any" if any number is allowed</i>	
Authorized Emails of Support Plan: <i>write "any" if any email is allowed</i>	

*** IMPORTANT**

In order to initiate this service, please acknowledge to this contact by filling out this form, signing below and faxing to (888) 332-2419 within 2 weeks prior to the beginning of the Contract Period.

Name: _____ Title: _____

Signature: _____ Date: _____