



Request of Services

Information of the Party Making the Requirement (Company, Law Firm or Natural Person)

Name: _____

Address: _____

City: _____ Country: _____ PO Box: _____

Telephones: (_____) _____ Fax: _____

Email: _____ Contact Person: _____

Information of the Requested Service

Hearing Room for:

_____ from 5 to 8 people simultaneously in the room

_____ from 9 to 14 people simultaneously in the room

_____ from 15 to 40 people simultaneously in the room

Note: All Hearing Rooms are equipped with Waiting Room with capacity for up to 10 people, 50' LCD Screen, Sound and Recording System (one CD of the audio included), Local Phone Calls, Fax, WIFI, TV and video, technical support in the facilities.

Other Services Available

Audio Transcription Service _____, Video Conference Service _____, Video Recording _____, International Phone Calls _____, Portable Computers Rental _____, Color Photocopy and Printing _____, Snacks and meals _____, Car with Chauffeur _____, hotel

CONDITIONS OF THE SERVICE:

The confirmation of a reservation of the services by payment of deposit implies the acceptance of the General Terms and Conditions of Reservation and Sale below:

1. Customers of the service understand that neither CIA Panama nor CeCAP manage the Arbitration Proceedings, so their services only correspond to the rental of the facilities for the hearings, and in no case, responds to the decisions of the arbitral court.

2. **Terms of Application:** Before any reservation request, a quote will be prepared and sent to the client. This quote must include the price for the rental of the room or rooms, as well as any additional service desired by the client such as delivery of meals, various equipment or the extension of the schedule.

These General Terms and Conditions of Reservation and Sale must be sent to the client, finally; together with the confirmation of the Services and the deposit request.

3. **Price Guarantee:** the prices at the moment of confirmation of the reservation of the services will be effective for the duration of the reservation.
4. **Reservation Terms:** Each reservation request must be confirmed in writing (by letter, fax or email) to CIA Panama. Upon receipt of the application by CIA Panama will open a reservation file and send a cost proposal with the details of the Services; in it, you will be asked for a deposit amount, and the deadline to respond to the proposal. If no deposit is received by the last day of payment stated in the letter, the reservation will be canceled.
5. **Deposit:** The required deposit will be 20% of the total price for the services quoted, and must be paid 2 months before the start date of the provision of services. The remaining 80% must be canceled at least 15 days before the start date of the provision of services.

In cases of reservations made less than 2 months in advance, the customer will be obliged to pay the full price of the services quoted.

6. **Payment of the Deposit:** The Services will not be considered confirmed until the deposit is paid and the service proposal will be received duly signed and having the words "agreed and approved".
7. **Cancellation:** Any cancellation requested by the client must be confirmed in writing (letter, fax or mail) to CIA Panama.

CIA Panama will not make any withholding of compensation when it receives the request for cancellation more than two months in advance of the date of commencement of services and the client may replace reserves with another reservation of equivalent services.

When CIA Panama receives the request for cancellation between one (1) to two (2) months before the date of commencement of services, compensation equal to 50% of the total price of the services, including taxes, will be paid by the client.

When CIA Panama receives the request for cancellation in less than one month before the date of commencement of services, or if the client does not appear on the agreed start date of the services, compensation equal to one hundred percent (100%) of the total price, including taxes, of the services will be paid by the client.

8. **Relocation:** In case of force majeure or special circumstances, CIA Panama reserves the right to make available one or more different rooms of the room or reserved rooms, with no change in the price.
9. Schedule of CIA Panama:
The Hearing Center is open from:
Monday to Friday, from 8:00 a.m. at 5:00 p.m.
Lounges upon request may be available outside these hours, and may be subject to specific pricing supplements as set forth in the quote sent to the client.
10. **Force Majeure:** In case of force majeure or special circumstances that prevent the normal forecast of the services, the services of CIA Panama, will notify the client before the cancellation of the services and will reimburse the deposit paid. The client will not be entitled to any compensation in respect of said cancellation.
11. **Insurance:** Facilities Rental Services do not respond for damages or loss of personal effects of those who participate in the activities or meetings of the services described.
12. **Confidentiality:** The ICC Services staff must maintain strict confidentiality of all documents and information that comes from their knowledge in the course of providing services