

Exhibitor Services

FREQUENTLY ASKED QUESTIONS (FAQs)

- GENERAL INFORMATION
- ELECTRICAL SERVICES

GENERAL INFORMATION

Q WHERE ARE UTILITY SERVICES ACCESSED?

A All services are accessed from the floor and some sources are available along perimeter walls.

Q ARE EXHIBITOR SERVICES AVAILABLE FROM THE CEILING?

A Sources are generally not available from the ceiling. Please contact us to see if we can make them available. Additional fees may apply.

Q CAN I ACCESS UTILITY SERVICES FROM THE FLOOR DIRECTLY?

A No, services must be installed exclusively by ACCD staff.

Q WHERE WILL MY SERVICES BE LOCATED?

A Generally, services are installed at the rear center of a booth space, however, for peninsula and island booths, services will be installed in the location most convenient.

Q DO I NEED TO SUBMIT A FLOOR PLAN OR BOOTH GRID?

A If you require services to be installed in specific locations, especially with carpet installation, you will be required to submit a booth diagram/grid, booth orientation and services coordinates. Island booths and orders with four or more services are required to submit a utility diagram.

Q DO I NEED TO ADD LABOR CHARGES?

A Please see LABOR GUIDELINES for applicable fees.

Q CAN I AND ANOTHER EXHIBITOR SHARE SERVICES?

A No, each exhibitor must order and pay for their own utility services separately.

Q CAN I CANCEL SERVICES ON-SITE?

A Refunds will not be considered for services cancelled on-site.

ELECTRICAL SERVICES

Q HOW DO I KNOW HOW MUCH POWER TO ORDER?

A Please see our ordering guidelines or see our list of power requirements for common office and household items. Please contact ACCDEXhibitorServices@austintexas.gov for further assistance.

Q WILL THE ELECTRICAL SERVICES BE TURNED ON WHEN I ARRIVE AT MY BOOTH?

A Yes, electrical services will be available for use immediately upon installation.

Q HOW MANY PLUGS DO I GET FOR EACH POWER SOURCE ORDERED?

A Each power source ordered and installed by the ACCD is a single receptacle capable of receiving a single device.

Q CAN I SUPPLEMENT THE SINGLE POWER SOURCE PROVIDED WITH EXTENSION CORDS AND MULTI-OUTLET FIXTURES?

A Yes, you can supplement your power source with a surge protector for additional outlets and extension cords to extend your power source. Cords and surge protectors are available at the Utility Service Desk for a fee.



ELECTRICAL SERVICES, contd.

Q CAN I BRING MY OWN EXTENSION CORDS AND SURGE PROTECTORS?

A Yes, customers are welcome to bring their own supplemental equipment.

Q WHAT IS THE MINIMUM POWER I CAN ORDER?

A The minimum power source available at ACCD is (1) 1000 watt receptacle.

Q DOES THE POWER STAY ON FOR 24 HOURS?

A Yes, power is available 24 hours.

Q IS THERE AN ADDITIONAL CHARGE FOR 24 HOUR POWER?

A No, there is not an additional charge for 24 hour power.

Q HOW DO I KNOW WHICH SERVICES BELONG TO MY BOOTH?

A All services will be identified with a LABEL/TAG indicating the show, booth name and booth number.

Q WHAT HAPPENS IF I DID NOT ORDER ENOUGH POWER AND ACCIDENTALLY BLOW A CIRCUIT BREAKER?

A If you blow a circuit breaker on a power strip, you can simply reset it from the unit. However, if you blow a circuit breaker to our distribution boxes, we will reset our box. You may be responsible for a resetting fee. Also, you can order additional power at the exhibitor service desk or through the online ordering portal to augment your needs. This order will be placed at the prevailing floor rate.

