

General Information

- Safety First: All personnel operating a forklift, skyjack, or electrical pallet jack, must have a valid license to operate the equipment (license must be available for review).
- The Austin Convention Center is designated a clean-air facility. Smoking is permitted in designate areas only.
- General Service Contractor employees must be identifiable by a uniform, name tag or badge.
- A General Service Contractor supervisor or foremen must be present before General Service Contractor employees may enter the facility.
- General Service Contractor personnel, please refrain from using the Department employee break room.
- Drapes, decorations, bunting and other decorative materials must be fire resistant and/or properly treated to meet the requirements for flame proofing.
- The lobby areas, doors, escalators, and passenger elevators are only for pedestrian traffic.
- Only Department employees are authorized to operate freight doors.
- Exit, fire hose cabinets and fire pull station signs must be visible at all times.
- Utility services (electrical, water/drainage, natural gas, compressed air, telephone and technical services) are exclusive services provided and managed directly by the Austin Convention Center Department. Exhibitors must process utilities requests and payments directly with the Austin Convention Center Department (ACCD). Current utility forms are available from the Department Utility Representatives.
- Service orders for utilities requested by the client's exhibitors must be placed and paid for directly with the Austin Convention Center Department.
- A detailed and accurate production schedule is required thirty-on (31) days prior to the first move-in day.

Registration Area(s) Requirements

- A "to scale" diagram of the registration area(s), if separate from the exhibit hall floor, is required. The placement must be approved by the Department.
- Registration space is provided in public areas. HVAC is provided on a complimentary basis. If registration is placed in the exhibit Hall(s), a fee may be assessed for HVAC on non-show days.
- Installing registration areas, entrance units and other show-specific displays must occur at times different from the event activities already in progress.

Exhibit Floor Plan Requirements

- The Event Coordinator submits the floor plan to the Fire Marshal for approval. It is best to submit a plan for review before booths are sold in an effort to avoid costly changes involving exhibits.
- Covered exhibits and multi-level exhibits require Department approval.
- A "to scale" exhibit floor plan is required and must include the name, dates and location of the event, as well as, the initial draft and revision date(s) of the plan.
- Four (4) 11" x 17" floor plans detailing the exhibit layout, show offices, the service counter(s) and the utility grid are required.
- Allow access to all exits, fire house cabinets, fire alarm pull stations and rest rooms.

Exhibit Floor Plan Requirements, (contd.)

- Minimum aisle space required is ten (10') feet.
- Cylinders of compressed gases require approval by the Fire Marshal. Cylinders must be secured in an upright position at all times.
- Exit signs must be visible at all times.

Concession Requirements

- The Department requires a thirty by thirty (30' x 30') area for concession equipment in each exhibit hall used. When using more than one exhibit hall, total concession area required may be combined.
- An area for concession seating is required in addition to the 30' x 30' area.

Service Yards

- The service yard is unavailable for vehicle parking.
- A General Service Contractor representative is required at the entrance gate to assist with move-in of freight.
- Docks 1 and 11 are for Department use only.
- Docks 2 and 18 are for bobtail loading and unloading.
- Docks 9 and 10 are equipped with lift platforms (gates).
- A "clear zone" must be maintained for vehicles to maneuver.

Move In

- The Department refrains from accepting, storing, or shipping packages for exhibitors, delegates, or the Contractor before an event.
- Requests to drop of equipment or mark the floors must be approved by the Department. Requests for early move-in are taken one (1) week prior to the first move-in day.
- Automobiles require approval to be allowed in the facility. Additional security must be used to facilitate moving vehicles in and out of the building.
- Motorized vehicles are not permitted in permanent carpeted areas.
- Bicycles and carts are allowed only on the exhibit floor and in the service corridors.
- Dock spaces are assigned by the Event Coordinator.

Signage and Rigging

- Freeman Audio Visual is the exclusive rigging provider for the Austin Convention Center Departments.
- All rigging services are performed and supervised by Freeman Audio Visual.
- Any material or equipment related to signs and/or rigging must be completely removed by the end of the last contract day.
- Please prevent from attaching rigging to electrical lighting conduits, utility pipes or sprinkler systems.
- All beam structures or other painted surfaces must be covered with protective material before wire, cable, or the like is attached to prevent damaging the painted surface.
- The Department does not allow bridling; all rigging must be dead hung.

Show

- Department personnel will refrain from entering exhibit booths to clean.
- The decorating company is responsible for servicing all of their equipment (i.e. booth carpet cleaning, emptying booth trash cans, etc.)

Show, (contd.)

- Removal of crates, cardboard and/or pallets from the exhibit hall is required.
- Crate storage must take place in trailers or off premise.
- Flammable liquids are prohibited from being brought into or used in the facility.
- Display vehicles require inspection by the Department.
- Exit signs must be visible at all times.
- Permission from the Department is required to store general service contractor equipment, such as forklifts, truck trailers, etc. before or after the lease premises date(s).

Move Out

- The Department expects the facility to be returned to the condition in which it was received with the exception of normal wear and tear.
- Excessive clean-up required by the Department will be invoiced to the Contractor.
- Remove all form of waste throughout the facility coming from your event.
- Any debris left on premises, tape or residue left on any surface, will be removed by the Department and the cost will be invoiced to the Clients.
- The General Service Contractor is responsible for all damages resulting from their activities.
- Any property not removed and that has not been claimed is considered abandoned by Clients, its contractors or exhibitors. The Department may take possession of and dispose of such property without liability. The Client will be invoiced for the cost associated with such disposal.
- General Service Contractor equipment can only stay in the building or service yard with prior approval by the Department.

Note: The information contained herein does not attempt to cover all ordinances and regulations of the City Of Austin

Date: June 2017

