

General Planning & Building Information

- The Austin Convention Center is a smoke-free facility.
- Clients and employees are permitted access to the service yard.
- Animals assisting disabled patrons are allowed in the facility.
- Heating, ventilation, air conditioning and house lighting is provided only during show hours.
- A licensed Emergency Medical Technician (EMT) is required to be on site when an event has a planned attendance of 5,000 persons or more (at any given time), regardless of whether the event is private or open to the public or when the Client leases the facility for the purpose of any type of sporting or athletic event regardless of attendance.
- A preliminary agenda is required sixty (60) days before the first contract date.
- A final agenda is due thirty-one (31) days before the first contract date.
- Labor fees may apply to first room sets if room setup information (including times and equipment requirements) is not received within five (5) days of the first contract day.
- Changes made within five (5) days of the first contract date are subject to reset fees (equipment and labor).
- Contractor or an authorized representative must be on-site when exhibitors and/or attendees occupy leased space.
- Contractor is required to pay the prevailing rate in effect at the time of the event for all services and equipment.
- A request to add or delete equipment (a reset) or a request for a change (a changeover) to the first room set is subject to labor fees and/or the cost of the additional equipment requested. (See Equipment and Services Rate Information).
- Helium balloons and special effect machines require prior written approval by the Department.
- Use of tape or adhesive products, nails, tacks, pins, etc. on any surface in the facility is not allowed.
- Contractor must return the facility to the condition in which it was received, with the exception of normal wear and tear. Additional fees are assessed for the disposal of excess refuse or display materials left on-site.
- Costs for damages to the facility or for clean-up of the facility are billed to the Contractor.
- Equipment inventory is maintained to accommodate simultaneous events and is assigned on a first-come first-serve basis. Equipment needs beyond the inventory of the Department are the responsibility of the Contractor to obtain and provide labor for set-up and tear-down.
- The Department maintains an on-site business center when deemed necessary.

Exhibits and Floor Plans

- Contractors can only sell exhibit space once the Facility and Fire Marshal have approved the floor plan to avoid costly changes involving exhibitions.
- A preliminary exhibit floor plan is required one (1) year prior to first contract day.
- Exhibit floor plans must first be reviewed by the Event Coordinator, who then submits the plan to the Fire Marshal for approval.
- Aisles in exhibit halls must be at least ten (10') feet wide.
- The exhibit hall utility boxes are located on thirty (30') foot centers. Plan exhibit layout accordingly.
- Exhibit Hall plans not aligned on thirty (30') foot centers may be assessed additional charges and may not be accessible for utility services.
- An exhibitor list, both in alphabetical and numerical order, is required so prompt service may be provided to exhibitors.
- Exhibits in the ballroom require prior written approval. Utilities in the ballroom are limited and the cost for providing utility and technical services to exhibits is the responsibility of the Contractor.
- Events for the show or sale of firearms require Department approval.
- Contractor must provide any equipment or labor services for exhibit booths, i.e. tables, chairs, booth cleaning, aisle cleaning.

Fire Requirements

- All event floor plans require Department and Fire Marshal approval.
- Fire hose cabinets, fire pull stations, aisle ways and exits may not be blocked or obstructed.
- Covered displays exceeding 300 sq. feet or multilevel displays must meet specific regulations.
- Please refrain from using open flames in the facility.
- Toxic or hazardous materials are subjected to immediate removal if the required information is not received and Fire Marshal instructions are not followed. All costs associated with safe handling of materials, including insurance, are the responsibility of the Contractor. (See Exhibit Regulations for more details.)

Catering and Concessions

- Concessions, alcoholic beverages and catering services are exclusive to the in-house food and beverage management company.
- Department concession space per exhibit hall is a thirty by thirty (30' x 30') area. Additional space is needed for seating.

Audio Visual

- Production requirements must be submitted sixty (60) days in advance.
- Electrical outlets and audio patches are included with the use of the Department Preferred Audio Visual Company only (excludes exhibitors and sponsors).
- Freeman Audio Visual is the Department's exclusive rigging provider.

Utilities

- Utility Services (electrical, water/drainage, natural gas, compressed air, telephone and technical services) are exclusive services managed directly by the Austin Convention Center Department contract.
- Exhibitors are expected to process utilities requests and payments directly with the Austin Convention Center Department (ACCD) without assistance from a third party. Please reference your ACCD contract.
- Wall outlets in ACCD Meeting Rooms and Mezzanine Rooms are complimentary for basic audio visual equipment use. Outlets needed and ordered for computer labs, exhibits or events requiring special electrical configurations will be charged the prevailing rate in effect at the time of the event (excludes Ballrooms, Exhibit Halls and Pre-function Space).
- Credit is unavailable for ordered services unused.
- Production schedules and requirements must be submitted forty-five days in advance.

Security

- Security is an exclusive service to the Department.
- During move-in and move-out, a minimum of three (3) Department security personnel and one (1) Licensed Peace Officer are required to manage the service yard and public street (Red River).
- Final determination of the number and type of personnel required for an event is made by the Department.
- A four (4) hour minimum for labor is charged unless otherwise specified.
- Credit is unavailable for ordered security services unused. Department determines the number and type of personnel required for an event. Overtime fees may apply.

Freight and Deliveries

- The facility refrains from accepting, storing, or shipping packages for exhibitors, delegates, or the Contractor before, during or after an event.
- Shipments should arrive on the first contract day at the earliest.
- ACCD personnel are unable to sign for shipments.

Emergency Medical Services

- EMS services are available for contract from a variety of providers as required or requested for each event. A partial list of providers can be made available to you upon request. Austin Fire personnel are also available as required or requested for each event.
- Notify your Security Coordinator at least 30 days in advance of the EMS provider contracted for your event including contact information. We may require additional medical services personnel for your event.
- A minimum of one (1) licensed paramedic is required to be onsite when:
 - Event attendance is 5,000 or more, regardless of whether the event is private or open to the public
 - Sporting or athletic events regardless of attendance
 - Any event that your Event Coordinator considers necessary for the safety of your attendees
- Wheelchairs are provided for emergency use only by the Department.
- The Facility Contractor is responsible for providing wheelchairs for non-emergency or attendee use. However, there are motorized scooters available for rent to help attendees get around the facility.
- The Department First Aid Room is located on the first level north of the Trinity North elevator.

Date: January 2023

