

## Exhibitor Services

### TERMS AND CONDITIONS

#### PAYMENT

- Payment in full is required prior to service connection. All outstanding balances must be paid by the end of your event.
- Advance orders paid in full will have priority over floor orders. ACCD cannot guarantee floor orders.
- Exhibitor booths will be audited during the event and charged for any additional services. The charges will be included in the exhibitor's final bill at the floor rate.
- Any work not covered under ACCD's price schedule will be done on a time and material basis.
- All materials and equipment damaged or lost shall be at the responsibility of the exhibitor and will be billed to the exhibitor for the full replacement value at the close of the event.
- All prices are rental only. All materials remain the property of ACCD unless otherwise specified.
- All rates are subject to change without notice.

#### CANCELLATIONS

- Cancellation of services must be made three (3) days prior to the first contracted date of your event.

#### REFUNDS

- No credit will be issued for services or equipment installed but not used.
- Claims and/or refunds will not be considered nor honored unless filed by the exhibitor prior to the close of your event at the Utility Service Desk.
- All questions on billing must be settled prior to the close of your event.
- Refunds for less than \$50.00 will not be considered.
- Refunds for cancelled services must be made three (3) days prior to first contracted date of your event.
- No refunds will be processed after the event closes. NO EXCEPTIONS.

#### GENERAL

- All floor order services and/or changes to orders must be placed at the Utility Service Desk, or through the online ordering portal. The ACCD service staff is not permitted to accept orders directly from exhibitors.
- ACCD cannot guarantee service prior to the show opening for floor orders.
- Wall and permanent building electrical outlets are not a part of booth spaces and are not to be used by exhibitors.
- Access to all wall outlets and floor pockets is restricted to ACCD employees.
- Under no circumstances shall anyone other than ACCD personnel make service connections.
- The ACCD offers a limited inventory of utility service connections and rental equipment to our clients for their exclusive use on a first come first serve basis. ACCD cannot guarantee availability of utility services or rental equipment.
- ACCD is not responsible for power failures or fluctuations in voltage, air or water pressures. Equipment with strict tolerances may require regulating devices. Exhibitor must arrange for regulator valves, line conditioners, back flow prevention devices, etc.
- All equipment and connections regardless of source of power must comply with federal, state and local safety codes.
- Special equipment connections requiring company engineers or technicians for assembly, services, preparatory work and operation may be executed without ACCD personnel. All services connections to ACCD utilities must be made by ACCD personnel only.
- Exhibitor agrees to indemnify and hold harmless the ACCD, City of Austin and their respective officers, agents and employees against and from any and all claims for property damage and personal injury including death, arising out of or in any way caused by exhibitor's negligence in the use or misuse of the utility service equipment, etc., supplied to the exhibitor by the ACCD under this order.
- Exhibitor will be responsible for damage to electrical, water, compressed air, and drainage equipment caused by exhibitor equipment, acts and/or omissions.
- If by reason of any default on the part of exhibitor hereunder, it becomes necessary to engage an attorney, the exhibitor agrees to pay all costs, expenses and attorney's fees expended or incurred by the ACCD in connections herein.
- Ceiling Power - Ceiling power is not available throughout the facility and it cannot be used to power equipment on the show floor. Please contact your ACCD Utility Coordinator to determine if this can be arranged for your booth. Please note, if possible ACCD will run power from the nearest floor/wall connection, and it is the responsibility of your rigger or deco team to advance it from that point to the ceiling mounted equipment over your booth space.

## TERMS AND CONDITIONS, contd.

### ELECTRICAL

- A standard electrical outlet is a single female receptacle. Multi-outlet fixtures are available for purchase. Exhibitors are permitted to provide their own multi-outlet strips and extension cords.
- If special electrical connections are required, the exhibitor is responsible for furnishing the associated wiring schematics and required connectors. Exhibitor will be responsible for all labor charges involved in connecting and disconnecting wires. Please contact [ACCDEXhibitorServices@austintexas.gov](mailto:ACCDEXhibitorServices@austintexas.gov) with any special wiring requirements.
- Use of open clip sockets, latex or lamp cord wire, duplex or triplex plugs is prohibited.
- All exhibitor's cords must be of the three (3) wire grounded type. All exposed non-current carrying metal parts of fixed equipment which are liable to be energized shall be grounded.
- Electrical equipment is to be installed, operated, and maintained in a manner which does not create a hazard to life or property.
- Connection rates cover bringing service to the booth in the manner most convenient to the ACCD and do not include adapters or special wiring.
- Each exhibitor must order power separately. Exhibitors are not allowed to share power sources.
- Unauthorized use of electrical services will be terminated or exhibitor must pay Utility Services charges associated with service.

### 208/220 VOLT ELECTRICAL SERVICES

- Connecting ACCD wires directly to exhibitor equipment is prohibited. Examples include, but are not limited to, hot tubs, stoves/ovens and RV's.
- Connection rates include bringing service to the booth from the floor pocket. Does not apply to 200/400amp services.
- Connection rates do not include adapters or special wiring.
- **200/400amp services are available in specific locations. Exhibitor is responsible for providing the cable and rigging services required to connect.**
- **200/400amp services terminate in cam-lock connections.**
- If special electrical adapters or plugs are required, exhibitor must provide the wiring schematics with required connectors (male & female).
- If adapters or plugs are not provided, exhibitors must provide bare-end tails for hardwiring to disconnect boxes.
- Customers are responsible for labor charges required to connect and disconnect wires and/or adapters.
- Please contact [ACCDEXhibitorServices@austintexas.gov](mailto:ACCDEXhibitorServices@austintexas.gov) and request the Exhibitor Services Representative for your event if you have any questions.

### COMPRESSED AIR

- Exhibitor is responsible for providing the cubic feet per minute (CFM) and the pounds per square inch (PSI) requirements. Without this information, we will be unable to provide service to your exhibit. Please call ACCD Exhibitor Services Division for assistance.
- Exhibitor is responsible for providing compatible adapters to hose lines (3/8" or 5/8" fittings).

### WATER/DRAINAGE

- **Water**
  - All equipment using water must have an inlet and outlet properly tagged by the exhibitor and must connect to a 3/4" hose coupler.
  - All equipment using water must include a backflow prevention device. Without this device, the ACCD will be unable to provide service to your booth.
  - All water supplies must be set to the off position at the end of each day.
  - Availability of water services are subject to restrictions imposed by the City of Austin Water/Wastewater Utility.
- **Drainage**
  - Drains are not designed to handle the discharge of large volumes of water.
  - Drains are strictly for water. Other arrangements must be made for the disposal of materials such as grease, food products, etc.
  - Any exhibitor using 5 gallons or more for their exhibit is required to purchase a water and drain connection.
  - Any exhibitor that is found draining water directly into our floor pockets will automatically have the water and drain service accessed to their invoice, at the floor rate in effect.



## TERMS AND CONDITIONS, contd.

### RIGGING/CEILING POWER GUIDELINES

- **Rigging Services** – Freeman Audio Visual is the exclusive provider of rigging services for the Austin Convention Center, and preferred rigging provider for Palmer Events Center.
  - **Please contact Phil Sherrod with Freeman Audio Visual at 512-827-3200 / [phillip.sherrod@freemanco.com](mailto:phillip.sherrod@freemanco.com).**
- ACCD must be made aware of any rotating signs, any signs that use a hoist/motor and any signs.
- All ceiling electrical services must be ordered through the Austin Convention Center Department Exhibitor Services Division. Online ordering is available at [www.austinconventioncenter.com](http://www.austinconventioncenter.com).
- Electrical cabling is provided for basic 120V electrical services.
- The Austin Convention Center Department does not provide labor to run cabling overhead. Please contact your General Service Contractor.
- **Electrical cabling is NOT provided for services included in the “Power for Motors or Special Equipment” price list.** Exhibitors are responsible for providing electrical cabling and contacting Freeman Audio Visual for Rigging Services.

