



Exhibitor IT 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 that is 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 Exhibitor 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 Exhibitor Service Desk, or through the on-line 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 IT communication 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 IT service connections and rental equipment to our clients for their exclusive use on a first come first serve basis. ACCD cannot guarantee availability of IT services or rental equipment.
- ACCD is not responsible for network failures or fluctuations caused outside our building by ISP providers, power to device connected, or equipment and wires not provided by ACCD.
- All equipment not provided ACCD IT Services will not be supported or managed by ACCD employees.
- 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 telecommunications services or 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.
- Networking for truss or communication vehicles in service yards will need to be communicated and coordinated with IT services coordinator to evaluate, if possible, from location needed. Once approved exhibitor will need to pay for services and labor involved with ACCD as well as required rigging company to hand off services.