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**AUSTIN CONVENTION CENTER**

500 E. Cesar Chavez Street  
Austin, Texas 78701



# 2024 Operational Policy

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*\*2021 International Fire Code*

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## Section 1: Accessibility

The Austin Convention Center (ACC) is committed to ensuring that our venues are as convenient, accessible and enjoyable as possible. While we make every effort to ensure accessibility of our facilities, should you require additional assistance, reasonable accommodations will be made for qualified persons with disabilities.

The ACC is responsible for the permanent building access requirements: such as, but not limited to, wheelchair ramps, elevator standards, restroom standards, and internal hallways and doors. The Client is responsible for the non-permanent accessibility requirements, such as, but not limited to, seating accessibility, assistive listening devices, sign language interpreters, signage and other auxiliary aids.

## Section 2: Animals

Animals or pets, except Service animals, **are not allowed** without prior written approval from ACC Management. Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities.

### A. Wild Animals & Bats

Notify the Security Operations Center at (512) 404-4111 or any ACCD employee for any animals in the building. If safely possible, protect others from contact until assistance arrives. Avoid touching animals with bare skin, there is no danger of rabies if not touched.

### B. Animals in Exhibits/Events

The Client assumes full responsibility for any approved animal in the facility. When any approved display includes pens or enclosures containing live animals, the following provisions are required:

- a. A protective coating such as plastic must be used to protect floors and any ACC equipment.
- b. Some type of absorbent (i.e. saw dust or fire retardant wood shavings) must be placed within the pens.
- c. Curbing, fencing or alternate materials must be provided to contain animals.
- d. Animals must be supervised at all times.
- e. Provide clean up and proper disposal of absorbents and waste.
- f. Animals are not permitted to stay overnight inside the facility.

## Section 3: Audio Visual

The ACC currently has the preferred audio visual contractor (Freeman Audio Visual) for your audio visual equipment and operator needs. Electrical and audio patches are only included through with the use of the ACC preferred audio visual company.

Use of the built-in AV equipment in the Austin Suite is an exclusive service to the facility and must be contracted with your Event Coordinator or Sales Representative.

## Section 4: Health and Safety

A. **Emergency Medical Services (EMS)** –ACCD reserves the right to require medical services personnel for any size and type of event. Work with your Security Coordinator on options for EMS Staffing for Events. A minimum of one (1) licensed paramedic is required to be onsite when:

- a. An event has a planned attendance of 5,000 or more, regardless of whether the event is private or open to the public.
- b. The Client leases the facility for the purpose of any type of sporting or athletic event regardless of attendance.
- c. Any event that the ACCD deems necessary.

Wheelchairs are available for medical emergency purposes only. The Client is responsible for providing wheelchairs for non-emergency use.

## Section 4: Health and Safety

- B. **Fire Safety** – Fire safety services must be ordered through your Event Coordinator thirty (30) days in advance. The ACC reserves the right to require fire safety services personnel for any size and type of event. Client shall pay the prevailing rate at the time of the event. Your Event Coordinator can provide an estimate for you. Final charges will appear on your final invoice with the Department.

Approved fire safety personnel are required to be onsite:

- a. When it is required by Federal, State or Local statute.
  - b. When it is required by ACC policy.
  - c. Whenever, in the opinion of the Austin Fire Department, it is essential for safety of the public, ACC staff or any City facility utilized as a public assembly venue.
  - d. The ACC deems it necessary for any Event.
  - e. Anytime pyrotechnics, fog or smoke machine is in use.
- C. **Medical/Hazardous Wastes** – Any event that requires, as part of its planning and production or as a by product, hazardous materials must be declared and receive approval for their request thirty (30) days prior to the event. As part of this request for approval please include the following:
- a. A detailed list of all hazardous materials expected.
  - b. A detailed plan of how materials will be handled, utilized or the process of how they will be produced onsite.
  - c. A detailed plan of how the materials will be removed and any associated cleanup performed.

Your Event Coordinator can assist you with facilitating these arrangements with the ACC Security and Safety Division and the Austin Fire Department.

All potentially hazardous or medical waste shall be removed from the facility at the end of the contracted event dates. Needles and sharps shall be disposed in RED puncture-resistant containers labeled with the bio-hazard symbol. All unregulated waste contaminated with blood or other potentially infectious materials (OPIM) shall be double bagged.

Any hazardous or medical waste materials left at the facility after contracted event dates will be disposed of by the ACC and will be billed to the Client.

## Section 5: Equipment, Furniture and Pre-Function Space

- A. **Carts** – Carts are not provided by the ACC for move-in, show, move-out and/or movement of any materials. Carts may be rented from an outside contractor or brought onsite by the Client or their exhibitors.
- B. **Equipment Rates** – The Client is required to pay the prevailing rate in effect at the time of the event for all services and equipment unless contracted otherwise. Changes made within five (5) days of the event are subject to labor and equipment fees at the standard rate. A fee is assessed for any room or area changeover after the initial room or area is set-up, unless the changeover is for a catered function. The Client is liable to pay for all additional services or equipment requested. Additional services or equipment may include, but not limited to, equipment, utility service, telephone service, security service, audio visual service, technical service, parking, catering service and novelty commission. Equipment rates are set each year on October 1st.
- C. **Furniture** – Furniture located throughout the facility is not designed to be moved. Furniture and equipment for exhibit booth use (trade shows) must be arranged through the General Service Contractor for the show. With the exception of picnic tables, no ACC furniture or equipment may be set outside the building.
- D. **Inventory** – Equipment is maintained to accommodate simultaneous events and is assigned on a first-come, first-serve basis. Equipment and furnishings beyond the inventory of the ACC are the responsibility of the Client to obtain and provide labor to set and dismantle. It is important to provide your Event Coordinator or Sales Representative with all the event information and equipment needs as soon as possible to ensure the facility has the necessary items for your event. The Client will be billed for rental of equipment and labor to set the equipment needed to meet event requirements if the ACC secures the additional equipment.
- E. **Pre-Function and Lobby Areas** – Pre-function or lobby areas are considered facility common areas and may not be leased for event use. Pre-function and lobby areas are used to support business operations for ACCD events, and includes space for pedestrian traffic, registration, ticket sales, ACC concession operations or food service connected with facility events and other activities associated with conducting convention center business. All other event activities must be held within the contracted space. Exhibits set in pre-function space, on any level of the facility, must be approved in advance and a fee will be assessed for exhibits in such areas. Detailed floor plans are required and must be approved before use of pre-function or lobby areas. Pre-function or lobby areas, side doors, escalators and passenger elevators are not to be used for move-in or move-out purposes. Access to all pre-function or lobby area space must be scheduled through your Event Coordinator. The Client is responsible for removal of bulk trash in the pre-function space and will be responsible for costs associated with the removal of such excess.

## Section 5: Equipment, Furniture and Pre-Function Space

- F. **Registration Area** – Registration areas in the pre-function and lobby areas are provided on a complimentary basis. Registration equipment, telecommunication and data equipment and utility services are not included. In the event of multiple events, drape lines are required to cover construction or demolition of registration areas in public space. Access to all public space must be scheduled through your Event Coordinator or Sales Representative. Registration counters may only be set in designated areas. In order to provide safe and attractive access to the facility, registration areas, entrance units and other show specific displays may only be installed in public areas during times when it does not conflict with the activity of other events already in progress.
- G. **Rental of Equipment** – ACC equipment must be set up and operated by authorized personnel only. Labor charges for the operators are in addition to the rental of equipment.
- H. **Safety Railing** – All performance stages and risers 48” or higher and not positioned with the rear of the stage or riser flush against a wall must be equipped with safety railing. All performance staging units are equipped with non-removable hand rails.

## Section 6: Escalators and Elevators

Escalators and passenger elevators are provided for use by the general public and may not be blocked or used to transport equipment. Freight is not permitted in passenger elevators. The lobby areas, escalators and passenger elevators are not to be used for move-in or move-out purposes. It is recommended that escalators not be used for transport of wheelchairs, baby carriages and other similar devices. The North Facility Freight Elevator, located on the north dock, provides access to Ballrooms D-G and Meeting Rooms 11-19. Elevator dimensions and weight capacities are located in Appendix C.

## Section 7: Event Planning and Planner’s Checklist

- A. **Event Agenda** - A tentative agenda is recommended at least six (6) months before the first contract day. A preliminary agenda is required forty-five (45) days before the first contract day. A final agenda containing complete event requirements is due thirty-one (31) days before the first contract day, including but not limited to, event schedule or timeline, exhibition timeline (move-in, show, move-out) and diagram, approved floor plans (exhibits, meetings, general sessions), utility and technical requirements, event security, AV and General Service Contractor production schedules. Send the event agenda and all event specs to your Event Coordinator via e-mail.
- B. **Event Coordinator** – An Event Coordinator will be assigned to your event once the event has an executed contract. Your Event Coordinator will be available to assist you throughout the planning process and make the transition from event planning to show execution as smooth as possible.
- C. **Event Insurance** - A Certificate of Insurance (COI) is required for all events and must be submitted to the Department sixty (60) days prior to the first contract day.
  - a. Commercial General Liability insurance with a minimum combined single limit of \$1,000,000 per occurrence and a minimum \$1,000,000 aggregate including products and completed operations and contractual liability coverage is required.
  - b. Fire Legal Liability included with limits of \$50,000 is required.
  - c. Comprehensive Automobile Liability insurance with a minimum combined single limit of \$500,000 including owned, non-owned and hired coverage is required.
  - d. The “City of Austin” shown as additional insured for both Commercial General Liability and Comprehensive Automobile Liability is required.
  - e. Only insurance written by a company with an A.M. Best rating of no less than a B+ and in good standing with the State Board of Insurance shall be acceptable to the City.
  - f. The Certificate Holder to read: City of Austin – Austin Convention Center Department, P.O. Box 1088, Austin, TX 78767-8838.
  - g. Acceptance of the insurance by the City shall not relieve, limit or decrease the liability of the Client. Any policy deductibles or retention is the responsibility of the Client.
  - h. The Client must control any special or unusual hazards and be responsible for any damage resulting from those hazards. The City of Austin does not represent these insurance requirements which are sufficient to protect the Client’s interests or provide adequate coverage.
  - i. In the event insurance required is not provided or is canceled, the Client is not permitted to begin set-up of their event. Once proper proof of insurance is provided, the ACC staff will permit the Client to proceed with their event.



## Section 7: Event Planning and Planner's Checklist

- D. **Event Invoice** – The balance, if any, owed to the ACC is due and payable within thirty (30) days upon receipt of the final invoice. Your Event Coordinator will present an itemized invoice to the Client reflecting charges for rental, services or equipment used and damages or excessive cleanup costs incurred during the event. The invoice shall reflect any payments received by the ACC.
- E. **Facility Dimensions (See Also Appendix A)** – Facility Dimensions are located in Appendix A to assist you with the planning process for your event. Your Event Coordinator can assist you with determining if the facility dimensions are appropriate for your event's needs.
- F. **Facility Rates** – The ACC offers an Incentive Rate to the Client on equipment and services if the assigned Event Coordinator receives all complete event requirements and specifications forty-five (45) days out from the first contract day. Add-ons and change orders received thirty (30) days or less from the first contracted day are charged the Standard Rate.

Complete event requirements include, but are not limited to:

- a. Event schedule or timeline (agenda)
  - b. Event security
  - c. Emergency medical paramedic Services
  - d. Exhibition timeline and diagram (move-in, show, move-out)
  - e. Production and/or AV schedule
  - f. Approved floor plans (exhibits, meetings, general session)
  - g. GSC production schedule
  - h. Utility and technical requirements schedule
- G. **Hours of Operation** – An event contract day is from 6:00am to 11:59pm. Event hours outside of a contract day are subject to overtime rates plus applicable labor charges at prevailing rates. Administrative office hours are Monday – Friday 8:00am-5:00pm CST. The Administrative office is closed on most major holidays.

## Section 8: Exhibits

- A. **Booth Construction** – Exhibit booths shall be constructed of noncombustible or limited combustible materials. Wood shall be greater than one-quarter inch (1/4") nominal thickness or wood not greater than one-quarter inch (1/4") thickness shall be treated with a fire retardant meeting the requirements of National Fire Protection Association (NFPA) standard 703. Other combustible materials must be flame resistant in accordance with NFPA 701 for textiles and films, and Underwriters Laboratories (U.L.) 1975 for foamed plastics. Cotton batting, straw, dry vines or leaves, celluloid or other flammable material is not allowed unless it is fire proofed in a manner approved by the Fire Marshal. Proof of treatment, if applied by the exhibitor, must be provided and displayed on-site. Fireproofing and approval is required in advance. Vehicle cleaning using wax or Armor-all creates a very hazardous and slippery condition. Applications must be done with a pre-soaked cloth. Spray cans or bottles are not permitted. All hard floor surfaces must be totally covered with a non-porous covering during application of waxes or Armor-all products.

B. **Covered Exhibit Booths** –

Exhibit booths with any type of cover, i.e., tents, canopies, awnings, membrane structures etc., must be one hundred square feet (100 sq. ft.) or less; if larger than one hundred square feet (100sq. ft.) the exhibitor must follow the regulations listed below:

- a. Required approval from the ACC and the AFD Fire Marshal. Fire watch personnel may be required.
- b. Exhibitor must provide at least one 2A10BC portable, dry chemical fire extinguisher in each covered structure.
- c. Adjacent tent/canopy groups consisting of multiple smaller tents may not exceed 400 sq. ft. total covered exhibit space in a group without providing a fire break. (12 foot uncovered exhibit space between tent/canopy groups)

**Exceptions:**

Structures or areas consisting of only noncombustible construction with wholly noncombustible contents and provided with an approved smoke detector.

**Exhibit Display Structures**

If a structure exceeding 400 sq. ft. has a roof and is composed of combustible material or has combustible contents, a sprinkler system is required.

**Exceptions:**

Structures or areas consisting of only noncombustible construction with wholly noncombustible contents and provided with an approved smoke detector.

## Section 8: Exhibits

- C. **Floor Loads (See Also – Appendix B)** – Floor Loads are located in Appendix B to assist you with the planning process for your event. ACC Management can assist you with determining if the floor loads will accommodate your event's needs.
- D. **Floor Plans** – A preliminary exhibit floor plan is required one (1) year prior to the first contract day. Exhibit floor plans must first be sent to your Event Coordinator or Sales Representative for review, who then submits the plan to the AFD Fire Marshal for approval. The ACC and the Fire Marshal approve all floor plans prior to move-in. Floor plans are not considered approved without being signed and stamped "Approved" from the ACC and the AFD Fire Marshal. An approved copy of the floor plan will be returned to the Client and General Service Contractor. The Client is cautioned not to sell exhibit space until the AFD Fire Marshal has approved the floor plan. This is to ensure that exits, aisles and fire protection equipment are clear and unobstructed, as well as, to avoid costly changes involving exhibits. Final approval is given after an on-site inspection by the AFD Fire Marshal is conducted.

Changes in proposed plans may be required to achieve the safe and orderly operation of the facility, compliance with the contract and ACC policies and procedures and coordination of use of the pre-function/lobby areas of the facility by joint users.

The Client must allow a ten foot by ten foot (10' x 10') area for the ACC utility service booth.

### Required information on exhibit floor plans:

- a. Event name
- b. Event date
- c. Area leased
- d. GSC name
- e. Date of initial draft and of revisions
- f. All exits clearly identified
- g. Distance to exits
- h. Total number of booths
- i. To- scale diagram with scale indicated
- j. Utility floor pockets indicated
- k. All aisle dimensions
- l. Concession area(s)
- m. A minimum of two (2) freight- free aisles per hall
- n. Location and dimensions of entrance headers or kiosks
- o. Registration location and set- up time

All floor plans must clearly indicate a minimum of two (2) freight- free aisles per exhibit hall, one North to South and one East to West. Freight- free aisles in exhibit hall(s) must be designated with signage or tape placed by Client or General Service Contractor.

Required specifications for exhibit floor plans - (any exception must be submitted in writing to your Event Coordinator or Sales Representative):

- a. All entrance and exit points must have a minimum of fifteen feet (15') of clear space on all sides.
- b. All aisles must be at least ten feet (10') wide.
- c. No more than two hundred feet (200') of aisle travel is permitted from any location to the nearest exit.

## Section 8: Exhibits

### D. Floor Plans – (cont.)

Required specifications for exhibit floor plans - (any exception must be submitted in writing to your Event Coordinator or Sales Representative):

- d. Dead-end corridors should be no longer than twenty feet (20').
- e. All fire hose connections, fire extinguisher standpipe and alarm call stations must be visible, accessible and kept clear of obstruction at all times.
- f. Visual or physical obstructions of fire exits are not permitted.
- g. Facility graphics, rest room, and concession areas must be clear and not blocked.
- h. If the final floor plan is different from the initial plan submitted and approved, the final plan must be resubmitted and processed for approval at least thirty-one (31) days before the scheduled move-in or fees may apply.

The exhibit hall utility boxes are located on thirty foot (30') centers.

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 Client.

The Client must arrange for equipment or labor services for exhibit booths, i.e. tables, chairs, booth cleaning, aisle cleaning, etc.

Exhibit floor plans require a thirty foot by thirty foot (30' x 30') area for concession equipment in each exhibit hall or exhibit ballroom area. Additional space is required for seating.

### E. Multi-Level and Two-Story Booths –

Plans for multi-level exhibits must be reviewed and approved a minimum of ninety (90) days prior to the event. The following requirements apply to all Multi-Level Booths. Maximum Occupant Load of 9 for second level.

- Construction documents for multi-level booth required to be submitted to event coordinator for review by Fire Marshal.
- Plans must include show name and dates.
- Plans must include the exhibitor's name and assigned booth number.
- An approved automatic sprinkler system shall be provided in multi-level booths exceeding 400 sq. ft. in floor area per level.
- Each enclosed or covered area must be protected by an audible smoke detector. This includes closets built into the exhibit.
- An aisle of ten feet (10') must be maintained between multi-level exhibits.
- The minimum ceiling height per floor is eight feet (8').
- Maximum height of the second level floor shall be no more than twelve feet (12') from the ground floor.
- All multi-level exhibits must have one (1) 2A10BC fire extinguisher on each level.

#### Multi-level Booths with occupant load of greater than 9 people on second level:

- Minimum 2 egress stairwells from second floor required and located on opposite sides of structure.
- Construction documents required to be stamped and approved by a Licensed Engineer in the State of Texas. Document required to be submitted to the ACCD Fire Marshal or City of Austin Building Inspector for permit approval.
- Maximum occupancy of the load bearing area(s) is limited to one (1) person per fifteen net square feet (15nsf) of floor space. The maximum occupancy load of upper level must be posted.

## Section 9: Exhibitor Guidelines and Exhibitor Service Kit

- A. **Exhibitor Guidelines** – The ACC does not provide exhibit booth cleaning services, equipment or furniture (pipe, drape, tables, chairs, carpet, wastebaskets, etc.) for exhibitor booths or displays. Outside food or drinks are not allowed in the facility. Sample size food and beverage items as a giveaway require approval by the ACC food and beverage management company (ACC Catering). These items are subject to fee charges.

Utilities are ordered by using the ACC Exhibitor Services – Order Form included in the Exhibitor Kit (Manual). On site utility service orders may be placed at the utility service desk and will be assessed the Standard Rate plus labor charges.

- B. **Exhibitor Service KIT** – The ACC requires the following forms be included in the Exhibitor Service Manual:

- a. ACC Exhibitor Services – Order Form
- b. Security Order Form
- c. Fire Regulations
- d. Exhibitor Guidelines
- e. Food and Beverage Guidelines

- f. Rigging Guidelines
- g. Service Yard Access Guidelines
- h. Parking Information and Map

## Section 10: Exclusive Services

ACC exclusive services are:

- Food and Beverage – catered, concessions, and alcohol services
- Security – unarmed event security, badge checkers, ushers, and Licensed Peace Officers (LPO), Service Yard personnel.
- Telecommunications and Data Services – internet services and telephone capabilities
- Utilities – electrical services, technical services, water and drain

## Section 11: Firearms/Weapons

### A. Definitions:

**Firearm means:** (a) gun, pistol, rifle, or device designed, made, adapted, or readily convertible to use explosive energy generated by an explosion or burning substance to expel a projectile through a barrel; or (b) An air gun.

**Demo/Simulated Firearm means:** Simulated rifle, shotgun, pistol or revolver that has been manufactured to resemble actual firearms modified by the manufacturer to be incapable of firing or discharge.

**Dangerous Weapon means:** Gas, liquid, solid, edged weapons, or instrumentality, which, in the manner used, is calculated or likely to produce death or great bodily harm or injury.

**Illegal knife means:** (a) knife with a blade over five and one-half inches; (b) hand instrument designed to cut or stab another by being thrown; (c) dagger, including but not limited to a dirk, stiletto, and poniard; (d) bowie knife; (e) sword; or (f) spear.

### B. Event Requests - All Event requests to possess, show or display any firearms, ammunition, simulated firearms, simulated ammunition or dangerous weapons on ACC premises must be made in writing to the ACC ninety (90) days prior to the first contracted date. The request must include the following information:

- a. Person making the request, including contact information.
- b. Any organization, public or private, represented.
- c. Type and number of firearms, ammunition or weapons to be displayed.
- d. Purpose or intent of the possession, show or display.
- e. Any additional background requested by the ACC Security and Safety Division.
- f. Any supporting material for consideration.

The ACC Chief of Security and Safety will ensure each request is reviewed and approved by the ACC Director as deemed appropriate.

If approved, the requestor will be notified of such and a pre-event meeting may be scheduled with the ACC Security and Safety Division's Health and Safety Specialist.

Events anticipated to attract a large number of costumed attendees may be required to have a dedicated check-in area for those bringing simulated firearms or demonstration/simulated weapons. Staffing charges may apply in these cases.

### C. The Austin Convention Center Department follows all applicable State and local laws regarding the licensed carrying of handguns in the facilities.

- a. It is the policy of the Austin Convention Center Department to allow tenants/clients who lease space to generally control access to the space, including any decision to allow or not allow lawfully carried handguns (concealed or openly carried) in the leased space, during the time of the leasehold. The client is responsible for posting any and all legal signage pertaining to the law.
- b. Some areas of Austin Convention Center Department facilities are considered "Non-Public" and accessible to authorized persons only. These non-public areas include service halls, service yards and department business offices. Weapons, including those lawfully carried, are restricted from these areas.
- c. Illegal weapons are prohibited at all times.

## Section 12: Fire Department Regulations

- A. **Aisles** – Aisles in exhibit halls must be at least ten feet (10') wide. Perimeter aisles must be at least ten feet (10') from the doors in the ballrooms and fifteen feet (15') from the doors in the exhibit halls.
- B. **Candles** – Candles and open flame devices are not permitted within the ACC. Exceptions will be based on adopted International Fire Code and Department and Fire Marshal Approval.
- C. **Capacities** – Set-up capacities may vary due to additional space required for AV equipment and/or catering service. Room capacities are affected by the architectural alcoves and offsets designed within the building. Room capacities are governed by Building Code and Fire Code. The ACC does not allow any space to be set or occupied at greater capacity than approved.

## Section 12: Fire Department Regulations

- D. **Crowd Management Plan**-Events expecting large attendance with hard starts may be required to collaborate with the ACC Events and Security Teams on a Crowd Management Plan.
- E. **Compressed Gases and Flammable Liquids** – The use, display or storage of compressed gasses, flammable liquids, or dangerous chemicals is prohibited. Maximum tank size is less than one pound (< 1 lb.) for each appliance. Storage of additional tanks is not allowed inside the facility. All liquid petroleum (LP) gas tanks must be removed from trailers and mobile homes. If the tank is permanently installed in a vehicle for display, the tank must be completely empty.
- F. **Crate & Equipment Storage** – Limited crate storage is provided and confined to the area authorized by the AFD Fire Marshal. Crate storage is not allowed in the exhibit halls, meeting rooms, ballrooms, public lobby or carpeted areas. Crate Storage in the service yard must be approved by your event coordinator and adhere to the following guidelines:
- a. Storage is not permitted on or next to the loading dock/platform at any time.
  - b. Storage must be contained within the designated area on the service yard floor:
    1. Maximum of thirty-four feet (34') by thirty feet (30') by twelve feet (12') high (34'x30'x12').
    2. Maximum height of twelve feet (12')
    3. Covered with plastic and then secured to avoid water damage.
    4. Protected by one (1) 2A10BC fire extinguisher provided by the Client or General Service Contractor.
- Storage of loose or scrap packing materials is permitted in sealed crates only. Storage of flammable or combustible materials, mixtures, liquids, gases, hazardous or medical waste is not permitted inside the facility.
- G. **Exits** – For your safety, exit doors may not be obstructed, locked, blocked, or held open, except by an approved smoke detection closing device. Items may not be placed within fifteen feet (15') of a means of ingress or egress doorway. Exit signs may not be obstructed from view by booth, decorations or any other object or hanging materials.
- H. **Fire Regulations** - The Client, service contractors and exhibitors must comply with all federal, state and municipal fire codes that apply to a place of public assembly, as well as Occupational Safety and Health Association (OSHA) regulations.
- Fire and emergency equipment may not be blocked or obstructed under any circumstance. All fire hose connections, extinguisher cabinets and fire alarm call stations must be visible at all times.
- The following are responsible for ensuring all regulations are followed: Client, exhibitor, General Services Contractors. It is a requirement for the AFD to review and approve all event preplans and floor plans.
- Chains or locks may not be placed on any facility door.
- All curtains, drapes, decorations and decorative or construction materials are to be non-combustible or flame retardant. Documentation affirming non-combustible or flame retardant properties must be available on site.
- Whenever, in the opinion of the AFD, it is essential for public safety in any place of public assembly, the owner, agent or lessee shall employ one or more qualified persons, as required and approved by the AFD, to be on duty. These individuals shall be subject to the AFD's orders and shall be in uniform and remain on duty during the times such places are open to the public.
- All event floor plans require ACC approval. Your Event Coordinator will submit all floor plans to the Fire Marshal for approval. The Client is cautioned not to sell exhibit space until the Fire Marshal has approved the floor plan in an effort to avoid costly changes involving exhibitions.
- Fire hose cabinets, fire pull stations, aisle ways and exits may not be blocked.
- Multi-level exhibits and single-level exhibits with an enclosed ceiling, vehicles, boats and similar exhibited products having over three hundred square feet (400 sq. ft.) of roofed area must be approved in advance (see Multi Level Exhibits.)
- Any exhibit containing a roofed area of one hundred square feet (100 sq. ft.) or more requires a fire extinguisher to be displayed at such exhibit. Covered exhibits or displays exceeding three hundred square feet (400 sq. ft.) or multi-level displays must meet specific fire regulations . (see Covered Exhibits).
- I. **Hazardous Chemicals and Materials** – Hazardous chemicals and materials are not permitted into the facility without prior written approval. Toxic or hazardous materials are subject to immediate removal if the required information is not received and AFD Fire Marshal instructions are not followed. All costs associated with safe handling of materials, including insurance, are the responsibility of the Client. The exhibitor or Client must have immediate access to MSDS sheets for all chemicals brought into the ACC.
- J. **Hotwork** – Hotwork for exhibits requires approval from Fire Marshal or Safety Coordinator.
- K. **Floor Plans and Exhibits** – Exhibit booths or displays may not block access to fire equipment. A display or an exhibit must not be installed or operated as to interfere with access to, egress from or with the visibility of any required exit or exit sign.
- L. **Open Flames** – Open flames are not permitted in the facility at any time.

## Section 12: Fire Department Regulations

- M. **Pyrotechnics** - Any event that has pyrotechnics as part of its planning or production must submit a request for approval sixty (60) days prior to the first contracted date. Any use of Pyrotechnics shall comply with NFPA-1126, Federal, State and Local regulations and industry best practices.
- N. **Smoking** – The ACC is a smoke-free facility. Smoking is allowed in the following designated areas only:
- The only onsite approved smoking area for staff is a sheltered enclosure in the northeast corner of the service yard.
  - Public smoking is only permitted outside the facility and not allowed within fifty (50 ft.) feet of the facility.
  - Exhibit personnel are not allowed dock access during show hours for the purposes of smoking.
  - For purposes of this policy, electronic cigarettes are considered smoking material and are only allowed in designated areas.
- O. **Vehicles** – Please coordinate all displays (gas-powered or electric) with your Security Coordinator.
- Listed below are the requirements for display vehicles at ACC/PEC as determined by the City of Austin Fire Marshal's Office:
- Any method for rendering a display vehicle inoperable other than removal of battery cables or ignition fuses needs to be submitted to the Fire Marshal for approval.
  - A qualified person responsible for disabling the display vehicle will need to be on site during load in and able to demonstrate to the Fire Marshal or ACCD Safety staff that the vehicle starting system has been disabled.
  - Removal of the key as the only method for disabling the vehicle is NOT an approved method.
  - Any vehicles that will be connected to an inverter and powered by ACC utility power, will need to be tested AFTER it is connected to ensure that the vehicle will not start or go in to gear on inverter power.
  - Alternative fuel powered vehicles used for display, require 30 day notice and must be approved by Fire Marshal.
- P. **Welding** – Is not permitted on ACC property at any time.

## Section 13: Food and Beverage

- A. **Alcoholic Beverages** – Alcoholic beverages may not be brought into the facility by any person or outside service. The ACC catering is exclusive to the in-house food and beverage management company (ACC Catering). Additional Event Staff or an LPO may be required for event functions serving alcohol.
- The sales and service of all alcohol in the facility is regulated by the Texas Alcoholic and Beverage Commission (TABC). It is the ACC's responsibility to abide by and administer such rules. All alcoholic beverages must be dispensed by TABC trained facility personnel only.
- Pursuant to Texas State law, it is illegal to serve alcoholic beverages to a minor less than twenty-one (21) years of age. Legal and valid identification will be requested of any individual who appears to be thirty (30) years of age or younger.
- ACC personnel have the right to refuse service to any patron for any reason.
- Alcohol may not be taken out of the facility.
- B. **Concession Services (Permanent and Portable)** – Concessions, alcoholic beverages and catering services are exclusive to the in-house food and beverage management company (ACC Catering). Arrangements for catering services must be made through your assigned Catering Manager.
- The ACC has the right to open and maintain concession stands for any event at the facility. The ACC has exclusive contracts with certain food and beverage providers.
- Portable concessions and bars may be located in other areas of the facility. Portable concession and bar areas require power; therefore, specific placement is recommended in the following areas. Please coordinate this placement directly with your Catering Manager.



## Section 13: Food and Beverage

### B. Concession Services (Permanent and Portable) (cont.) -

ACC requires a thirty by thirty foot (30' x 30') concession area to service five hundred (500) attendees if no other food options are available; a thirty-foot by sixty-foot (30'x 60') area is required to service one thousand plus (1000+) attendees. This space is for the equipment only; additional space is needed for seating.

Exhibit floor plans must indicate the thirty by thirty foot (30' x 30') areas for concession equipment in each hall. Additional space is required to accommodate seating.

Portable concession stands require access to four (4) floor pockets for power requirements or may require a location near a 208 volt power source.

ACC permanent concession locations may not be blocked at any time.

- C. **Catering Inventory & Prep Space** – Equipment is maintained to accommodate simultaneous events and is assigned on a first-come, first-serve basis. In the event that additional equipment needs to be rented to accommodate service: ie. additional glassware, china, table linens, tables, tents, reefer trucks or portable kitchens, the client will be billed for rental of equipment and labor to set the equipment needed to meet event requirements.

Plated Meal Services may require additional space within exhibit halls when accommodating groups larger than 1000 guests. Please speak with your Catering Manager for more detail.

- D. **Food Show Requirements** – Exhibitors distributing food and/or beverage at events must obtain a food permit from the City of Austin Health Department and comply with all rules and regulations. Please coordinate this type of activity directly with your Catering Sales Manager/ACC Catering. Reference **Appendix D** for more information.

**No open flame cooking of any type is allowed in exhibit/booth space.**

Exhibits involving food preparation must provide a clean-up area or use those provided by the Client. Exhibitors are responsible for providing or renting a sink as a washing area.

The following is a list of requirements for food displays:

- a. Chafing dishes are to be designed with a shelf for the fuel or the chafing dish is to be placed on a sheet pan.
- b. Only wicked sternos are permitted in the building.
- c. Devices producing open flames, including sternos, are not allowed in exhibit areas.
- d. A fire watch may be required. The Client is responsible for such expenses incurred.
- e. All heat sources must be at least four feet (4') from the public aisle way.

- E. **Novelty Items** – A novelty item is any non-food or beverage item for sale such as books, programs, photography, t-shirts, coffee cups, cozies, records, tapes or souvenirs commemorating a specific event or program, such as a concert, conference, or convention.

The Director reserves the right to determine which items are considered merchandise or novelty.

Exhibitors may give away free items to event attendees.

- F. **Permits** – Clients with exhibitors distributing food and/or beverage at events open to the public must obtain a food permit from the City of Austin Health Department and comply with all rules and regulations. Special permits are required for event activities such as exhibits involving cooking, pyrotechnics, tents, multi-level or covered exhibits and other potentially hazardous situations. Each situation must be individually approved by the ACC and the regulatory agency.

- G. **Sample Sizes** – The ACC retains the exclusive right to provide, control and retain all food and beverage services for events. Samples are limited to three ounces (3oz.) of beverage (non-alcoholic) and a one ounce (1 oz.) food portion. The Client is responsible for informing exhibitors of all the sample size food and beverage requirements and is also responsible for enforcement. Written authorization is required for distribution of sample size food and/or beverage products.

Exhibitors giving away and/or selling food and non-alcoholic beverage products must obtain a permit and pay appropriate fees required by the City of Austin Health Department as well as applicable sales tax to the state of Texas. No Exhibitor may sell food or beverage for on-site consumption.

The Client and the client's exhibitors are fully responsible for any and all liabilities resulting from consumption of their products.

Exhibitors requesting to distribute beer, wine or other alcoholic beverages must contact the in-house food and beverage management company (ACC Catering).

Please reference **Appendix D** for additional information.

- H. **Services** – Catering services are available to Clients. Arrangements for catering services must be made through your assigned Catering Manager.

For a list of services, current pricing and menu items, please refer to [www.austinconventioncentercatering.com](http://www.austinconventioncentercatering.com)

## Section 14: Freight and Shipment of Materials

- A. **Deliveries** – Freight and C.O.D. deliveries including, but not limited to UPS, FedEx, RPS, GSP, or other delivery companies, are not accepted by the ACC before, during or following the contract period. Shipments delivered to the ACC during the contract period must be addressed to the General Service Contractor or a Client representative. Deliveries of hand carried items must be made at the service yard entrance or the designated “show entrance.”
- B. **Freight** – The facility does not accept, store or ship freight or packages for exhibitors, delegates or the Client before, during or after an event. Freight must be consigned to the GSC or delivered directly to Client during the leased period specified on the contract. The ACC will decline receipt of any shipments arriving prior to the first contract day. ACC personnel are not permitted to sign for shipments at any time. All freight must be shipped to the General Service Contractor or drayage company before the event. All materials, equipment and/or freight are to be delivered and removed through the service yard entrance. The ACC is not responsible for any loss or damage to properties of any kind shipped or otherwise delivered to the facility.
- C. **Storage** - The facility does not store freight or packages for exhibitors, delegates or the Client before, during or after an event. Crate or box storage is not allowed behind exhibit booths.

## Section 15: Labor Services

- A. **Room Changeovers** – Equipment is set one (1) time, at no charge, during the term of the contract for meeting rooms and ballrooms (excluding exhibits). Changes to the original set are subject to re-set fees and labor charges, unless the changeover is for a catered function.
- B. **Re-Set Fees** – Re-set fees will be assessed when rooms are changed after the original set. Changes made to room set requirements within five (5) days of the first contract day are subject to re-set fees and labor charges. The standard rate will be applied for room changes.

## Section 16: Lighting and Energy Conservation

- A. **Heating, Venting and Air Conditioning (HVAC)** - Energy conservation is a high priority within the City of Austin, therefore ACC maintains minimum levels of heating, ventilation, air conditioning and lighting during move-in and move-out of exhibits regardless of the space used.

The set point of the facility for air comfort is seventy-two (72) degrees during summer months and seventy (70) degrees during the winter months.

The Client is assessed a utility charge for special lighting and comfort level requirements during move-in, show and move-out.

- B. **Lighting** – Minimal levels of lighting are maintained during move-in and move-out. Facility rental includes lighting in public areas, meeting rooms and ballrooms (except when used for exhibits) during move-in, show and move-out. During low traffic move-in and move-out times, minimal lighting is provided at no charge. Work lighting will be provided during heavier traffic move-in and move-out times at no charge as determined by your Event Coordinator.

The lighting pods in the exhibit halls consist of four different levels: minimal, work lights (2 tubes per fixture), show lights (4 tubes per fixture) and premium lights (6 tubes per fixture).

Show lighting is provided in the exhibit halls thirty (30) minutes prior to the show opening on the first day and fifteen (15) minutes prior to the show opening on subsequent days. Premium lighting is available at the prevailing rates in effect at the time.

The meeting rooms and ballrooms have lighting controls in each room. Special lighting levels may be pre-set, when requested.

Requests to dim lights in the pre-function and lobby areas for an event must be reviewed in advance. Impact on other events in the facility and safety are considered before approval is given.

Fluorescent lighting in the facility is not dimmable.

The ballrooms and exhibit halls have metal halide lights.

The Client is responsible for the costs associated for requests to remove light bulbs to gain a specific lighting effect within the exhibit halls.

The directional lighting grid in Ballrooms D-G is east to west and the directional lighting grid in Ballrooms A-C is north to south.



## Section 17: Loading Docks and Ramps

- A. **Docks and Ramps (See Also - Appendix C)** – The ACC has an “open dock” policy. This allows individual exhibitors the right to handle their own freight if desired. Exhibiting firm personnel are allowed to unload, install and dismantle the exhibits of the exhibit firm.

Loading dock bays are allocated according to the event. The facility does not relinquish control of the loading dock during any event.

Your Event Coordinator assigns the dock space(s) for your events. Storage is not allowed on or near the loading dock.

- B. **Service Yard Access** – All move-in and move-out of exhibits must be through the service yard – the designated loading dock, freight elevators and freight doors. The lobby areas, side doors, escalators and passenger elevators are not to be used for this purpose.

The GSC is required to place at least one (1) representative at the entrance gate to the service yard to issue dock passes for freight waiting to enter the yard and unload at the dock. This person shall work in conjunction with the ACC Facility Service Representative.

Parking is not allowed in the service yard area.

## Section 18: Media and Public Relations

The ACC welcomes the media to events held at the facility. Press releases are sent out for specific ACC activity, but not specific for each event. The Client will be assessed the overtime rate for media access to the facility prior to 6:00am. For safety reasons, the routing of support cables for media must be coordinated through your Event Coordinator. Media support vehicles are not allowed to park on public sidewalks, block entrance/exit doors or route shore power to their vehicles from inside the facility.

## Section 19: Motorized Equipment, Vehicles and Fuel

The GSC's are required to provide all equipment for the handling of freight. Only the employees of the General Service Contractor are authorized to operate any motorized cart or lift equipment brought into the facility by their company. Any person(s) operating motorized equipment must have a valid driver's license and be trained and authorized to operate such equipment.

The Client and the General Service Contractor are responsible for ensuring all equipment operated in the facility does not drip oil or any other staining solutions. The Client will be charged for any and all costs incurred by ACC to clean or remove stains.

- A. All **vehicles, boats and equipment containing fuel** must meet and comply with the following requirements before entry into the facility:
- There is to be no more than five (5) gallons of fuel or ¼ the capacity of the fuel tank, whichever is less.
  - Fuel tanks are to be locked and all portable tanks removed. Locking the vehicle will be sufficient for cars in which the gas cap cover can only be detached from inside the vehicle.
  - Batteries must be disconnected and vehicles must be deemed “inoperable” by the Fire Marshal.
  - Vehicles, boats and similar exhibited products with more than one hundred square feet (100 sq. ft) of roofed area are to have a smoke detector.
  - Alternative fuel powered vehicles used for display, require 30 day notice and must be approved by Fire Marshal
- B. **Rotating Wing (Helicopter) Aircraft** – All events with a related aircraft operation request must be made in writing to the ACC sixty (60) days prior to the first contract date.
- C. All fuel storage tanks/cylinders used must meet applicable Federal, State and Local fuel storage requirements. This includes storage of all LP gas cylinders in secured, well ventilated cages.
- LP gas cylinders**
    - Stored outside of facility in ventilated cage at designated location in service yard.
    - Considered abandoned if left more than 48 hours after end of contracted event
  - LP gas cages**
    - All cages must be “labeled/identified” to indicate
      - The Decorator, A/V or Contractor Company responsible for the cage.
      - Phone number to contact with problems & issues.
    - LP gas cages shall be removed from the premises at the end of the event.

## **Section 19: Motorized Equipment, Vehicles and Fuel**

- D. **Drones/UAV** - All events with Drones and unmanned aerial vehicles (UAV) operations require written approval and compliance with current policies. Contact Event Coordinator for additional information.

## **Section 20: Move-In and Move-Out**

Access to the facility for move-in and move-out is allowed on the date(s) and time(s) listed on the contract under Paragraph 1, 1.Licensed Premises.

During move-in and move-out hours of exhibits, a minimum of three (3) ACC Event Security Staff and one (1) LPO are required to manage the service yard. Move-in or move-out may not commence until event staff is in place. The General Service Contractor is required to place at least one (1) representative at the entrance gate to the service yard to issue dock passes for freight waiting to enter the yard and unload at the dock. This person shall work in conjunction with the ACC Event Security Staff.

All move-in and move-out of exhibits must be through the service yard, the designated loading docks, freight elevators and freight doors. The lobby areas, side doors, escalators and passenger elevators are not to be used for this purpose.

Doorways, carpeted areas and floors must be protected from the movement of crates, registration counters, pallet jacks, plants, sign-hanging activities and all other rolling stock during move-in and move-out. When off loading counters, booths and other heavy objects, the use of floor protection and extreme care is required. Carpeted areas must be protected by the use of a minimum of six millimeter (6mm) polyethylene sheeting (reinforced preferred). For heavy objects and powered lift equipment, temporary carpet or plywood on top of reinforced polyethylene sheeting must be used. Heavy objects are defined as items in excess of 1500 pounds or exceed the limit of an average pallet jack.

Driving into the exhibit halls for loading and unloading is restricted.

Forklifts, truck trailers, LP gas cages or the like are not to be stored in the facility or left on the premises outside of the dates and times listed in Paragraph 1, Licensed Premises of the contract.

## **Section 21: Operable Walls**

The moveable walls in the facility must be operated by authorized ACC personnel only. All exhibitory equipment, boxes, crates, and pallets should be kept at least 3 feet off walls.

## **Section 22: ACCD Parking Areas**

Garage parking for the ACC is located at 201 East Second Street (between Brazos and San Jacinto Streets) and at the corner of 5th Street and Red River. Paid parking is a variable rate and payment is collected upon exit of the garages. Unobstructed height clearance throughout the ACC parking garages is six feet, eight inches (6'8").

Parking is charged at the prevailing rate on move-in, show and move-out days. Overnight parking is permitted at the ACC garages at the prevailing rate.

If the Client is paying for attendee event parking, contact your Event Coordinator for options and information.

The service yard is for service vehicles and scheduled event-related or Austin Convention Center Department loading/unloading. Parking is not allowed in the service yard area.

Event Parking is not allowed in the ACC Circle Drive located on Cesar Chavez Street. Unless otherwise approved by the Department Director, this parking area is strictly for use for use by persons conducting business at the ACC Administrative Offices, 500 E. Cesar Chavez, or for emergency services use only.

Mobility Impaired Parking is available around the ACC and in the parking garages. Eighteen (18) spaces are designated within the ACC parking garages. Vehicles displaying a valid State of Texas approved handicap license plate or placard are allowed to park at any City of Austin parking meter at no charge.

Shuttle bus cutouts are located along Trinity Street from Cesar Chavez to 4th Street. Please notify your Event Coordinator or Sales Representative if you will have shuttle buses for your event and they will assist you with planning details. Vehicles and buses may not be left unattended in the cutouts as they are considered as a portion of a city street and are subject to ticketing by the Austin Police Department, other City of Austin Parking Enforcement staff or ACCD Facility Security staff.

During events, an Event Security Staff member or LPO may be required to control access to circle drive, bus cutouts and driveways to maintain facility access.

## Section 23: Permits and Licenses

Special permits are required for event activities such as exhibits involving cooking, pyrotechnics, tents, multi-level or covered exhibits and other potentially hazardous situations. Each situation must be individually approved by the ACC and the regulatory agency.

The Client or its exhibitors are responsible for acquiring and paying the costs of any and all licenses, permits and taxes required by authorities having jurisdiction over Public Assembly Convention Facilities.

- A. **Health Permit** – Clients with exhibitors distributing food and/or beverage at events open to the public must obtain a Food Permit from the City of Austin Health Department. Exhibitors must comply with all City of Austin Health Department rules and regulations. Reference Appendix D for more information.
- B. **Street Closures** - The City of Austin Transportation Department must be contacted to obtain any street closure. Fees may apply. A copy of such request and the approved permit must be provided to ACC Management.

## Section 24: Preventable Facility Damage and Disfigurement

- A. **Balloons** – Helium balloons are **not recommended** and require prior written approval by the ACC. Charges to retrieve helium balloons or removal of tanks are billed to the Client at the prevailing rate. Helium tanks must be secured to safety cart or permanent object in up-right position with valve safety covers in place except when in use. Tanks must be removed at the end of the event.
- B. **Damage to the Facility** – The Client must return the facility to the condition in which it was received, with exception of normal wear and tear. The Client is responsible for any and all damages caused by the Client or Client's employees, sub-contractors, exhibitors or attendees to the ACC facility. Costs for damages to the facility or clean-up of the facility will be billed directly to the Client. In order to avoid damage charges, please review the following regulations:
  - a. All ACC equipment will be set-up and operated by authorized ACC personnel only.
  - b. Holes may not be drilled, cored or punched into the facility.
  - c. Decorations signage or other items may not be taped, nailed, tacked, stapled or otherwise fastened to ceilings, doors, walls, glass, and columns, painted surfaces, fabric or decorative walls. Cost to repair damage resulting from the improper or unauthorized installation of materials will be charged to the Client.
  - d. Painting of signs, displays, exhibits or other objects is not permitted inside or outside the facility.
  - e. Displays containing soil, peat moss, sand, topsoil, humus, or other landscaping material or pens containing live animals must have a protective coating for the floor such as plastic and carpet or materials of similar strength.
  - f. The floor must be protected from stains.
  - g. Watering must be controlled to eliminate leakage or seepage.
  - h. Crates must be placed on a protective padding instead of directly on carpeted areas.
  - i. Please do not place, lean, or tape any items, or equipment directly against ACC walls; maintain 3 feet clearance off walls.
- C. **Equipment or Material Movement** – The Client and the General Service Contractor are responsible for the transport of crates and boxes to and from the licensed premises. ACC personnel are not allowed to move freight, including, but not limited to, crates, boxes and pallets for the Client or any exhibitor.

Equipment and freight must be loaded and unloaded in the dock area.

Doorways, carpeted areas and floors must be protected from the movement of crates, registration counters, pallet jacks and sign-hanging activities.

When off loading counters, booths and other heavy objects, the use of floor protection and extreme care are required. Carpeted areas must be protected by the use of a minimum of six millimeter (6mm) polyethylene sheeting (reinforced preferred). Temporary carpet or plywood on top of reinforced polyethylene sheeting must be used for heavy objects. Heavy objects are defined as items in excess of 1,500 pounds or that exceed the limit of an average pallet jack.

Motorized vehicles, forklifts, gas or electric carts, bicycles, scooters or similar equipment (except equipment for persons who are mobility impaired) may not be operated on any permanent carpeted area in the facility.

ACC personnel are not permitted to move a piano onto a stage or any raised surface. Tuning is required.

- D. **Tape Adhesive Backed Material and Removal** – Use of tape or adhesive products, nails, tacks, pins, etc. on any surface, glass or equipment in the facility is not allowed.

## Section 24: Preventable Facility Damage and Disfigurement

### D. Tape Adhesive Backed Material and Removal – (cont.)

The use of high residue tape is prohibited on carpeted and uncarpeted areas. Use of low residue carpet tape such as Venture Tape 576-2" or Polyken 105C-2" is approved for use within ACC.

The Client or its General Service Contractor is responsible for removing all tape from the concreted and carpeted floors. The cost to remove tape or tape residue, repair any damage caused to the surface from inappropriate use of cleaning chemicals or tools will be charged directly to the Client.

## Section 25: Recycling and Trash Removal

The ACC places multi-compartment waste bins throughout the facility labeled compost, landfill and recycle. Any contaminated material is placed in the waste compactor by ACC staff.

- A. **Recycling – *The ACC exceeds the City of Austin's recycling program.*** The ACC recycles paper, cardboard, plastic bottles, glass bottles, cardboard, aluminum and metal. Material disposal shall be handled as follows:  
Corrugated cardboard – a separate baler is dedicated for corrugated cardboard only. Cardboard must be flattened by GSC personnel. If ACC labor is used to flatten materials, the Client will be assessed labor charges at the prevailing rate.

The General Service Contractor personnel must not place any material in the cardboard baler. Only ACC designated staff will place items in the baler and operate it. Large recycle bins will be provided to the General Service Contractor in order to discard all cardboard, recycle or landfill materials. Recycling stations, which include a large bin and a recycle sign, will be placed throughout the exhibit halls during move in and move out hours. ACC staff will discard the contents of the bins and place them back in the exhibit halls. All other contents including, but not limited to, wooden materials, wooden pallets, cement block, padding or hazardous materials should not be placed in the bins.

- B. **Trash and Waste Removal** – The ACC will empty its own trash containers placed throughout the building.

The Client is responsible for the removal of bulk trash in the meeting rooms, ballrooms, exhibit halls and pre-function space such as registration areas and show office areas during move-in, show and move-out. Bulk trash is defined as boxes, crates, lumber, pallets, packing materials and any other excessive trash not easily removed by a standard push broom or vacuum. The Client will be assessed labor charges at the prevailing rate for the removal of bulk trash.

All ACC waste compactors will be locked and only accessible by ACC staff. All compost, landfill, recycle, bulk and irregular waste should be placed in large bins provided by ACC staff.

All bins will be properly emptied by ACC staff. Carpet tubes must be cut no longer than two feet (2') in length to be disposed of in the compost compactor or the cardboard baler.

Clean-up of special effect items such as confetti, balloon drops, etc. will be charged to the Client at the prevailing rate.

All carpet should be taken off site by the GSC. ACC will charge a labor and disposal fees for hauling any carpet offsite that is left behind after an event at the prevailing rates.

The ACC is not responsible for open top dumpsters that are ordered by the Client or General Service Contractor.

## Section 26: Rigging and Hanging Points

Requests for installation of show banners, exterior signs, interior signs, directional signs and rigging must be submitted to the ACC thirty-one (31) days before the first contract day. A plan must be submitted indicating all points and the weight for each. An electronic version of facility space may be requested from your Event Coordinator or Sales Representative to assist you with the planning process.

All rigging services are supervised by an ACC rigging specialist. Fees may apply.

The ACC does not allow bridling; all rigging must be dead hung.

The ACC reserves the right to require the use of designated rigging personnel for hanging any item when necessary (including those under 100 lbs.) or when safety is a concern. ACC rigging personnel are required to approve any rigging for more than one hundred pounds (100 lbs.).

Items are not allowed to be attached to electrical or 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.

Any material or equipment related to signs or rigging must be completely removed by the end of the last contract day.

## Section 27: Sales Tax

The ACC does not assess sales tax on facility rental, services or equipment invoiced.

## Section 28: Facility, Event Security and Public Safety

The ACC reserves for itself, or through its designated contractors, the exclusive right to provide all attendants, ushers, badge checkers, security personnel, safety personnel, emergency medical technicians, and certified Texas peace officers to the Facility Client at the prevailing rate. No outside staffing of any personnel listed above is allowed unless approved by the ACC Director. The ACC Director in his or her discretion may also assign minimum staffing requirements for these services as they relate to your event.

- A. **Lost, Found, and Abandoned Property** – Efforts will be made to return found property to its rightful owner and locate reported lost property at ACCD. ACCD will follow policy and procedures in managing the documentation, storage, return or disposal of unclaimed personal property. Attendees or clients may check on found property reports for any ACCD facility by calling ACC Security Control at (512) 404-4111.

**Abandoned Property** – The ACC shall have the right to collect and have custody of articles, exhibits, fixtures, materials, displays, crates, propane tanks or other personal property left in the facility or parking lots of the ACCD if not claimed within forty-eight (48) hours following the last contract day. Such property is considered abandoned by Client, its subcontractors or exhibitors, in accordance with the provisions of Chapter 10-3 of the Code of the City of Austin, 1992, as amended, as it relates to abandonment of personal property. The ACCD is not liable for any loss of or damage to property left on the premises. Charges for the disposition of said property will be billed in accordance with the terms of the contract to the Client.

- B. **Armed Security** – Armed Law Enforcement officers or private security guards employed/working at ACCD Facilities will be approved by the director or his designee. Event Security is an exclusive service of the ACC.

The Client must provide notice to the ACC of any such cash pick-ups or deposits.

The ACC reserves the right to enter any space in the facility covered by the licensed premises in the event of an emergency.

- C. **Doors** – The Client or its General Service Contractor is responsible for removing all tape from the concreted and carpeted floors. The cost to remove tape or tape residue, repair any damage caused to the surface from inappropriate use of cleaning chemicals or tools will be charged directly to the Client.

The exterior doors are not to be used for move-in or move-out purposes.

Locks or chains are not permitted to be placed on any door in the facility. Doors are not allowed to be propped open and any automatic closing device, panic hardware or mullion is not allowed to be removed from the facility doors for any reason.

The ACC does not issue exterior door keys for the facility to any Client, GSC or any other outside vendor. Access to the facility may be arranged through your Event Coordinator.

The ACC reserves the right to require door operators if deemed necessary, especially during move-in and move-out when the exhibit halls are air-conditioned. Door operators may not be volunteers or show management staff. The Client will be responsible for the cost of required door operators.

Posting of notices or flyers is not permitted on any facility doors.

- D. **Emergency Procedures** – Procedures for handling emergency situations in the facility have been established to limit and to control injuries and property damage. The Security Operations Center monitors all building emergency systems and is open twenty-four (24) hours a day, seven (7) days a week.

The ACC is equipped with closed circuit television cameras mounted in various locations inside and outside. The security personnel monitor these cameras from the Security Operations Center.

The Security Operations Center becomes the communications center and command post in the event of an emergency. The ACCD employs the Incident Command model for management of significant emergency incidents. An Incident Commander (IC) is designated to oversee, manage and make decisions in regards to an emergency situation. The IC directs ACC personnel and acts as liaison between police, medical, civil defense and fire services during the emergency. A Department Incident Commander (IC) is available at all times and identified based on immediate availability. An IC may initially be the highest ranking security manager, supervisor or lead on duty. The IC is subject to change during the course of an emergency. Your Event Coordinator will keep the Client and service contractors informed in emergency situations and of decisions relating to events.



## Section 28: Facility, Event Security and Public Safety

### D. **Emergency Procedures** – (cont.)

In the event of an emergency, the Client or any person on site may dial 911 directly from any phone, call the Security Operations Center by dialing 4111 from any house phone or the Client may call the Event Coordinator by radio. Evacuation is required any time an audible fire alarm sounds. A general fire alarm can be heard throughout the facility (north, south or both) using sirens, strobes and verbal announcements. In the event of a facility-wide power failure, the facility is equipped with an emergency generator designed to provide emergency lighting and power within ten seconds of the failure. The facility is equipped with illuminated exit signs at every pedestrian exit. Electronic, magnetic door holders will release all self-closing fire and smoke doors in the related trouble zone.

### E. **Event Personnel** – All event personnel, including the employees of service contactors, must check in with ACCD Security upon entering the facility and wear an approved identification device while on ACCD property.

All event personnel, including show and service contactor staff, exhibitor-appointed contract staff, temporary staff, exhibitors and other workers affiliated with an event must enter and exit the facility through the entrance and exits designated by the Client and the ACC.

All event personnel are subject to inspection of cartons, packages or containers brought into or taken out of the facility. Access to the facility for move-in/set-up, show and move-out/tear-down is allowed on the date(s) and time(s) listed on the contract under Paragraph 1, Licensed Premises.

The Client and service contractors are responsible for the conduct of their personnel and subcontractors and for any damages caused by such personnel while in the facility. Loud or profane language and disorderly conduct are not permitted at any time. The use of alcoholic beverages and illegal drugs is strictly prohibited.

### F. **Facility Access** – Restricted areas of the facility labeled “Authorized Personnel Only” or “Restricted Access” are off limits to all persons except those authorized. Questions regarding access to restricted leased areas of an event will be addressed by an Event Coordinator

Access to the facility for move-in/set-up, show and move-out/tear-down is allowed on the date(s) and time(s) listed on the contract under Paragraph 1, Licensed Premises.

Children (Under 17 years of age) are prohibited from being in the exhibit halls, docks, service corridors or the service yard during an active move in or out. If a client wishes a waiver of this Department rule it must be approved by the Director of the Department or designee. The client must contact Event Services in advance, sign and agree to the terms included in the ACCD Child Waiver/Liability Release.

Exhibit personnel are not allowed access to the service yard or dock during show hours.

Exhibit personnel must use the public entrances for access during show hours.

Exhibits, displays, equipment, and supplies are not allowed to enter or leave the facility through the entrances on Cesar Chavez Street, Trinity Street or Fourth Street sidewalks are considered public space. Facility ingress and egress may not be blocked at any time.

Any facility area is accessible to assigned ACCD employees during an emergency incident which requires immediate action to prevent injuries or damage to property.

### G. **Event Costume Policy** – Costumes are allowed on the property of ACCD facilities as part of a scheduled event or in support of the operations of the Department. The ACCD Director or designee, using reasonable discretion, will make the final determination on the appropriateness of costumes allowed at ACCD facilities. Metal detectors and “weapons holding areas” may be required for events with heavy costume usage.

- a. No costume may be worn that in its manner or design displays nudity that would be deemed illegal or offensive.
- b. No costume that resembles or imitates law enforcement, military personnel or any other government public safety entity will include a mask that covers the individuals face.
- c. A person who has as a part of their costume a weapon or any other instrument that requires a safety check inspection will remove any facial cover or headgear for the duration of that inspection.
- d. Any person who has as a part of their costume a facial cover or headgear that obscures their face may be asked by ACCD security staff to remove the cover.

Failure to comply with the guidelines set out above may result in removal of the person from ACCD property.

### H. **Facility Contractor Property** – The Client assumes full responsibility to safeguard display, advertising material, and goods held for display or sale and all other property owned or used by Client or any of its exhibitors or attendees. The Client hereby waives any claims against the ACC and the person described for damages to, or loss of, the property.

### I. **Forklifts** – All forklift operators must have documented training prior to working in the facility. Verification of training certification must be carried at all times when operating equipment on site. The ACC reserves the right to restrict any operator if any equipment is not being operated in a safe manner.

### J. **Keys & Lock Changes** – Please coordinate your key order through your Event Coordinator.

## Section 28: Facility, Event Security and Public Safety

**K. Security** – Event security is an exclusive service of the ACC. ACC security personnel (unarmed) patrol all facility perimeters, parking decks, exterior grounds and public areas.

The ACC maintains twenty-four (24) hour building security in the public space and grounds.

The Client is responsible for event staffing to secure licensed premises and support areas from the first contract day to the last contract day. A minimum level of event staffing is required for move-in and move-out, concerts, dances, sporting events etc. The Client is responsible for event security of the areas in the licensed premises of the contract, as well as public areas used for displays, registration and possibly the parking garages.

Abusive language, threats, assault, vandalism, theft and other conduct detrimental to the successful staging of an event are grounds for immediate removal from the premises or arrest, depending on the nature of the offense. Solicitation is prohibited.

Credit is not given for services ordered and not used. A four (4) hour minimum may be required and charged for labor unless otherwise specified. The ACC determines the number and type of security personnel required for an event. Overtime fees may apply.

During move-in and move-out hours of exhibits, a minimum of three (3) Department Security Event Staff and one (1) Licensed Peace Officer (LPO) are required to manage the service yard area.

Final determination of the number of, type of and duties of personnel required for an event is made by ACC Management.

**L. Service Contractor Personnel** – The following requirements are mandated for all decorator or service contractor staff and labor:

- a. All decorator and/or service contractor staff and labor must check in with ACCD Security upon entering the facility and wear an approved identification device while on ACCD property.
- b. A company shirt must clearly display the name of the company. Company name must not be covered.
- c. The shirt must be worn at all times while the employee is in the facility or on the facility grounds.
- d. While working on-site all decorator and/or service contractor staff and labor may only take meal breaks in designated areas. Under no circumstances are breaks to be taken in pre-function areas or those visible to the general public.
- e. While working on-site all decorator and/or service contractor staff and labor may only smoke at designated ACCD smoking areas.
- f. ACCD Break rooms are for ACC employees only.

The GSC is required to place at least one (1) person at the entrance gate to the service yard to issue dock passes during move-in and move-out. This person must work in conjunction with the ACC Security Event Staff.

## Section 29: Services

**A. Bicycle Racks** – The ACC has permanent bicycle racks located around the facility. If the Client requires additional bicycle racks, the Client may make arrangements for such after receiving approval from your Event Coordinator.

**B. Business Center** – The ACC's business center is located on the street level outside Exhibit Hall 3 (Trinity Street – west side of the facility). The business center is available for your convenience. Please check with your Event Coordinator for business center hours during your event

**C. Cleaning and Custodial Services** – The ACC provides custodial service for all public areas, restrooms, meeting rooms and ballrooms (except when used for exhibits) at no cost to the Client. Booth cleaning and aisle vacuuming in any exhibit area is the responsibility of the Client or General Service Contractor. ACC personnel will clean non-carpeted food service areas on show days only. The ACC will empty its trash containers placed in the aisles during show and non-show hours.

The Client is responsible for the removal of bulk trash in the meeting rooms, ballrooms, exhibit halls and pre-function areas such as registration and show office areas during move-in, show and move-out. Bulk trash is defined as boxes, crates, lumber, pallets, packing materials and any other excessive trash not easily removed by a standard push broom or vacuum.

The Client is responsible for removing all tape from the exhibit hall floor or carpeted areas at the end of the event.

Clean-up of special effect items, such as confetti, balloon drops, etc., will be charged to the Client at the prevailing rate. The Client will also be responsible for costs associated with excessive clean-up.

**D. Coat and Baggage Check** – ACC can staff a Coat & Baggage Check if needed – contact your Event Coordinator to schedule. Events may also handle coat and baggage checks themselves, but ACC is not responsible for any lost or stolen articles at locations that are not handled by ACC staff. Coat and baggage check can be set up at client request areas with preference being a secure, enclosed area such as a contracted meeting room.

**E. Paging System** – The facility has zoned paging capabilities inside the Exhibit Halls. A paging microphone can be installed for show management.

## Section 30: Signage and Decorations

- A. **Balloons** – Helium balloons are not recommended and require prior written approval by the ACC.  
Charges to retrieve helium balloons are billed to the Client at the prevailing rate. Helium Tanks must be secured to safety cart or permanent object in up-right position with valve safety covers in place except when in use.
- B. **Candles** – Candles and open flame devices are not permitted within the ACC. Exceptions will be based on adopted International Fire Code and require Fire Marshal approval.
- C. **Decorations and Decals** – The ACC does not provide decorations (such as plants, etc.) for any event at the facility. The service for such may be arranged through the General Service Contractor or another subcontractor of the Client. Cost to repair damage resulting from the improper or unauthorized installation of materials will be charged to the Client.  
All curtains, drapes, decorations and decorative or construction materials must be non-combustible or flame retardant. Documentation affirming non-combustible or flame retardant properties must be available on site.  
Cleanup fees are assessed at the prevailing rate when special effect items are used, such as confetti or balloon drops. Live Christmas trees are not permitted. Construction painting is not permitted on the premises.  
Pressure-adhesive stickers or decals or similar promotional items are not allowed for distribution in the facility.  
The facility requests that gum is not used as a decoration or give-a-way to attendees while in the facility.  
All decorations remaining in the facility at the conclusion of the event are considered trash.
- D. **Fog and Smoke Machines** – Fog and smoke machines, as well as the schedule for use of such, require advance approval. Any “fogging” or “hazing” has the potential to activate one of the many types of fire detection devices in the facility. Therefore, at least sixty (60) days advance notice given to your Event Coordinator is required to avoid unwanted disruption to an event. Fog and smoke machine usage is restricted to water based chemicals. Use of fog or smoke machine(s) will require a fire watch. Such costs are at the Client’s expense.
- E. **Marquee** – The ACC manages the messages displayed on the marquee, the date the message will appear, as well as, ACC information line. The Client is required to submit event information for approval and display. The marquee is not available for purposes of advertising.
- F. **Outside Areas and Displays** – Outside exhibits are considered on a case by case basis and will be based on other show activity in the facility and/or type of exhibit. The Client may not place exhibits outside the facility without prior approval.
- G. **Signs, Window Clings and Carpet Adhesive Graphics** – The ACC strives to accommodate a requests to promote events with interior signs, banners and other forms of promotional advertisement, including exhibitor’s requests for signage above booth areas. The following guidelines are designed to protect the interest of all users of the facility and maintain an appropriate building environment. Generally, these guidelines do not apply to floor installations by individual exhibitors within exhibit booths.
- a. Requests for installation of show banners, exterior, interior or directional signs, window clings and carpet adhesive graphics must be submitted to your Event Coordinator forty-five (45) days in advance of your event.
  - b. Final requests are required thirty (30) days before the first contract day.
  - c. Decorations, signs, banners or similar materials may not be taped, nailed, tacked, stapled or otherwise fastened to ceilings, doors, walls, glass, columns, painted surfaces, fabric or decorative walls. Damage resulting from the improper and/or unauthorized installation of materials will be charged to the Client.
  - d. Third party advertisement banners are not allowed.
  - e. The Facility’s permanent directional signs or graphics may not be obstructed in any manner.
  - f. Due to safety concerns, the ACC reserves the right to require the use of rigging personnel for hanging items when it deems necessary.
  - g. All rigging services are supervised by ACC rigging personnel. Fees may apply.
  - h. Signs are not allowed to be attached to electrical lighting conduits, utility pipes or sprinkler systems.
  - i. 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.
  - j. The Client is responsible for damage, injury or the like resulting due to the hanging of a sign or attachment to the facility by any exhibitor, sub-contractor, contractor, representative or agent.
  - k. Any material or equipment related to signs must be completely removed by the end of the last contract day.
    - l. In accordance with the City of Austin Department of Transportation, signs or banners may not be installed within the right-of-way of the public roadways.
  - m. If the ACC is required to dismantle any sign, the Client will be charged the applicable labor and equipment charges at the prevailing rates..
  - n. Plans for all directional and informational signs, as well as plans for banners, special graphics or decorations in public areas must be reviewed and approved by your Event Coordinator.
  - o. The ACC does not provide event-related directional signage.
  - p. The use of window clings or carpet adhesive graphics must be approved by ACC Management.



## Section 31: Utilities

- A. **Electrical Equipment** – Electrical equipment must be listed (U.L., F.M., etc.). All equipment and connections, regardless of power source, must comply with federal, state, and local safety codes.

Electrical wiring must be in accordance with the National Electrical Code: fourteen (14) Gauge wire or better is required for all connections.

All extension cords must be three (3) wires grounded.

Only ACC personnel are allowed to provide electrical service connections and move department electrical equipment.

Utility panels and mechanical equipment rooms may not be blocked under any circumstances.

Electrical requirements for registration areas vary; however, the minimum requirement preferred is a single fifteen (15) amp outlet for each counter to power the header sign, a computer, a printer and a credit card machine.

Wall, column, and permanent building electrical outlets are not included with the facility rental. Access to all wall and floor pockets is restricted to ACC personnel.

Electrical services are audited prior to and during the event. Services provided, but not yet paid for, are included on the Client or exhibitor invoice at the standard rate.

Requests for electrical service outside of the facility must be approved in advance.

- B. **Utility Services** – The ACC provides all utilities as an exclusive service including, but not limited to, electrical, water and drain, gas, compressed air and telephone services. The Client must make ACC utility service order forms available to exhibitors at least thirty (30) days before the first contract date. Costs for utility services are the client's responsibility and assessed at the prevailing rate.

Permanent facility outlets are not considered part of an exhibitor's booth space.

Certain utilities may be limited to certain areas (i.e. gas and water).

Electrical equipment must be underwriter laboratory approved.

ACC electrical equipment (extension cords, distribution boxes, etc.) should not be removed by exhibitors, service contractors or other personnel.

The exhibit hall utility floor pockets are located on thirty foot (30') centers. Exhibit plan layouts should be designed accordingly. Exhibit floor plans not aligned on thirty foot (30') centers may be assessed additional charges and may not be accessible for utility services to booths. As well, some utility services may not be accessible for booths.

An exhibitor list, both in alphabetical and numerical order, is required so prompt service may be provided to exhibitors.

Services ordered and not used are not credited or refunded.

Unscheduled labor may be subject to the overtime charges of one and one-half (1 1/2) the regular rate.

Electrical outlets and audio patches are included with the use of the ACC preferred AV company only.

Over payment for utility services is only considered when ACC personnel is notified before the end of the event at which overpayment was made.

Production requirements must be submitted forty-five (45) days in advance. For a complete listing and additional information on utility services and technical services, refer to the order forms.

**Appendix A: Facility Dimensions**

**Appendix B: Floor Loads**

**Appendix C: Dock Doors & Ramps**

**Appendix D: Exhibitor Food Sampling Information & Guidelines**

**Appendix E: Plaza Activation Guidelines**