



ACCD Exhibitor Services Division
500 East Cesar Chavez Street
Austin, TX 78701
Phone: 512-404-4000
Fax: 512-404-4220
accdexhibitorservices@austintexas.gov

ACCD Exhibitor Services - Palmer Information Packet

Event: 2015 AFNM Annual Camp Fair Event Dates: 1/23/2015 to 1/24/2015

Discount Rate Deadline: Friday, January 9, 2015
Standard Rate Deadline: Monday, January 19, 2015
Floor Rate Applies: Tuesday, January 20, 2015

Dear Exhibitor,

Welcome to the Austin Convention Center Department (ACCD) Exhibitor Services Division. We are the exclusive utility service provider for the Austin Convention Center and the Palmer Events Center. At this time, we would like to brief you on our services and how to make them available to you for your event. Enclosed is an information packet containing service descriptions, order forms and service terms/conditions. Please read and fill out the information completely and legibly. Pay special attention to the deadline dates for pricing and restrictions for services.

The ACCD Exhibitor Services Division offers services at a discount, standard and floor rate. To qualify for the discount rate, services must be completed on-line, e-mailed, faxed or postmarked fourteen (14) days before the first contract date of the event with payment in full. Orders received thirteen (13) days to four (4) days before the first contract date of the event, with payment in full, will qualify for the standard rate. Orders received within three (3) days of the first contract date of the event will be charged at the floor rate, no exceptions. Services will not be installed until full payment is received. All outstanding balances will be collected on-site and settled prior to the close of your event.

On-line ordering is available at our website <http://www.austinconventioncenter.com> under Exhibitor Services. Orders can be submitted on-line up to fourteen (14) days before the first contract date. After this deadline, orders will have to be submitted through e-mail, fax or regular mail.

We provide a wide range of utility services:

- Electrical
- Water and Drainage
- Telephone
- Internet/Technical

For each category you will find a listing of services, prices and any additional restrictions specific to the service category.

Should you have questions or require services not listed on-line or on our order forms, please call in advance. We will do our best to facilitate your needs. Thank you for using our facility.

Sincerely,

Toni Fulton
ACCD Exhibitor Services Representative
512-404-4000
accdexhibitorservices@austintexas.gov



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Ordering Instructions

Complete the Order Form: A Utility Services Order Form is included in this packet. Complete the 'Exhibitor Information' and 'Authorization' sections. ACCD will not process incomplete forms. Next, select any services you wish to order from our product listing. Enter the product numbers, descriptions, quantity, and prices in the 'Service Order' section on the order form.

Payment Method: Payment in full must accompany order. Payment may be made by check, money order, or credit card. DO NOT SEND CASH. Make check or money order payable to 'Austin Convention Center.' Order forms without payment will not be processed.

Deposits: The ACCD requires a major credit card as security deposit for rental of designated equipment and for long distance service connections. If you are ordering any services which require a deposit, you must complete the credit card information portion of the 'Payment Method' section.

Discounts: The ACCD offers discounts on designated equipment and services if your PRE-PAID order is postmarked or received via FAX by the discount deadline. Please refer to our price list to determine discount eligibility.

Submitting an Order: Mail completed order forms with payment to the address shown at the top of the form. Credit card customers may fax their completed order form to 512-404-4220.

Cancellation: Cancellation of services must be made 5 days prior to first contracted day of event.

Questions?: Please call 512-404-4000 and request the ACCD Exhibitor Services Division if you have any questions regarding our services or ordering procedures.

Payment Terms and Conditions

- 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.
- 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 standard rate.
- Any work not covered under ACCD's price schedule will be done on a time and materials basis.
- All material 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.

Refund Terms and Conditions

- No credit will be issued for services or equipment installed but not used.
- Claims and/or Refunds will not be considered nor honored unless filed by exhibitor prior to close of event at the Utility Service Desk.
- All questions on billing must be settled prior to the close of event.
- Refunds for less than \$50.00 will not be considered.
- Refunds for canceled services must be made 5 days prior to first contracted day of event.
- No refunds will be processed after the event closes. **NO EXCEPTIONS**

General Terms and Conditions

- All floor orders services (or changes to installed services) must be placed at the Utility Service Desk. The ACCD service staff is not permitted to accept orders directly from exhibitors.
- ACCD cannot guarantee service prior to the opening of the show for floor orders.
- Wall, column, and permanent building electrical outlets are not a part of booth spaces and are not to be used by exhibitors. Access to all wall outlets and floor pockets is restricted to ACCD personnel.
- Under no circumstance shall anyone other than ACCD personnel make service connections.
- The ACCD offers a limited inventory of utility services connections and rental equipment to our clients for their exclusive use on a first come first service basis. The ACCD cannot guarantee availability of utility services or rental equipment.
- ACCD is not responsible for power failures or fluctuations in voltage, air, or water pressures. Equipment with strict tolerances may require regulating devices. Exhibitor must arrange for regulator valves, line conditioners, backflow prevention devices, etc.
- All equipment and connections regardless of source of power must comply with federal, state and local safety codes.
- Special equipment connections requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be executed without ACCD personnel. All Service connections to ACCD utilities must be made by ACCD personnel only.
- Exhibitor agrees to indemnify and hold harmless the ACCD, City of Austin, and their respective officers, agents and employees, against and from any and all claims for property damage and personal injury including death, arising out of or in any way caused by exhibitor's negligence in the use or misuse of the utility outlets, equipment, etc., supplied to exhibitor by the ACCD under this order.
- Exhibitor will be responsible for damage to telecommunications, electrical, water, compressed air, and drainage network or equipment caused by exhibitor's equipment, acts, and/or omissions.
- If by reason of any default on the part of the 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 connection herein.

Installation Notice

Effective October 2012

This notice applies to customers ordering 208/220 Volts electrical services.
This notice DOES NOT apply to standard 120 Volt electrical services.

- Connecting ACCD wires directly to exhibitor equipment is prohibited. Examples include, but are not limited to, hot tubs, stoves/ovens and RVs.
- Connection rates include bringing service to the booth from the floor pocket.
- Connection rates do not include adaptors or special wiring.
- If special electrical adaptors or plugs are required, exhibitor must provide the wiring schematics with required connectors (male & female).
- If adaptors or plugs are not provided, exhibitor must provide bare-end tails for hardwiring to disconnect boxes.
- Customers are responsible for labor charges required to connect and disconnect wires and/or adaptors.

ACCD requires electrical services to be installed, operated and maintained in a manner which does not create a hazard to life or property.

Please contact ACCD Exhibitor Services Division with questions, 512-404-4000.

Thank You,
Exhibitor Services Division
Austin Convention Center Department

Wi-Fi Operating Guidelines

Effective October 2012

The Austin Convention Center Department [ACCD] is the exclusive provider for wired and wireless [Wi-Fi] services for the Austin Convention Center and Palmer Events Center. The ACCD Wi-Fi service offers internet access at speeds of up to 2 Mbps servicing clients, exhibitors and attendees.

Wireless internet service is vulnerable to interference from other wireless devices such as Wi-Fi routers, wireless cameras, cordless phones and personal Wi-Fi hotspots. Wireless users in the Exhibit Halls may experience higher levels of interference due to the nature of the event and any electronics/equipment that may be a part of a product demonstration or display. If you are conducting a product demonstration, presentation or streaming video over the internet, we strongly recommend the purchase of a wired internet connection.

ACCD requests your cooperation in eliminating/minimizing the use of these devices to improve the quality of wireless services in our facilities.

For additional information regarding our Wireless (Wi-Fi) Operating Guidelines, please contact the ACCD Exhibitor Services Division at 512-404-4000.

Thank You,
Exhibitor Services Division
Austin Convention Center Department



ACCD Exhibitor Services - Palmer Electrical Price Schedule

Event: 2015 AFNM Annual Camp Fair Event Dates: 1/23/2015 to 1/24/2015
Discount Deadline: 1/9/2015 Floor Rate Applies: 1/20/2015

Electrical Outlets

Product ID	Product Description	Discounted Price	Standard Price	Floor Price
EP101	120 Volt Outlet 0-1000 Watts (8 Amps)	\$68.00	\$90.00	\$135.00
EP102	120 Volts 15 AMP	\$75.00	\$100.00	\$150.00
EP103	120 Volts 20 AMP	\$83.00	\$110.00	\$165.00
EP104	120 Volts 30 AMP (Used for only one device - NEMA plug number 5-30R)	\$101.00	\$135.00	\$203.00
E201	120 Volt 8 AMP Ceiling Power (Does not include extension cords, contact ACCD)	\$71.00	\$95.00	\$143.00

Labor

Product ID	Product Description	Discounted Price	Standard Price	Floor Price
M101	Standard Labor per Hr. (6AM -12AM except holidays)	Discount N/A	\$50.00	\$50.00
M102	Holiday Labor per Hr. (12AM - 6AM and holidays)	Discount N/A	\$65.00	\$65.00

Power for Motors or Special Equipment

Product ID	Product Description	Discounted Price	Standard Price	Floor Price
P201	208 Volts/Single Phase 20 AMP	\$176.00	\$235.00	\$353.00
P202	208 Volts/Single Phase 30 AMP	\$210.00	\$280.00	\$420.00
P204	208 Volts/Single Phase 60 AMP	\$311.00	\$415.00	\$623.00
P208	208 Volts/Single Phase 100 AMP	\$503.00	\$670.00	\$1,005.00
P302	120/208 Volts/3 Phase 20 AMP	\$270.00	\$360.00	\$540.00
P303	120/208 Volts/3 Phase 30 AMP	\$311.00	\$415.00	\$623.00
P305	120/208 Volts/3 Phase 60 AMP	\$491.00	\$655.00	\$983.00
P310	120/208 Volts/3 Phase 100 AMP	\$780.00	\$1,040.00	\$1,560.00
P320	120/208 Volts/3 Phase 200 AMP	\$1185.00	\$1,580.00	\$2,370.00
P340	120/208 Volts/3 Phase 400 AMP	\$2306.00	\$3,075.00	\$4,613.00

General Terms and Conditions

- A standard electrical outlet is a single female plug. Multi-outlet fixtures are available for purchase. See Supplemental Lighting and Equipment.

- Labor

- A. Labor is charged for:

1. Any four (4) services in one (1) booth
2. Installation of utilities after booth display and/or carpet has been installed
3. Relocating/moving installed services
4. Installing services in location other than location most convenient to booth
5. Re-taping electrical cords
6. Resetting breakers due to exhibitor equipment

- B. Labor (if required) is charged in increments of one (1) hour with a one (1) hour minimum.

- in connecting and disconnecting wires. Please contact the ACCD Exhibitor Services Division @ 512-404-4000 with any special wiring requirements.
- Use of open clip sockets, latex or lamp cord wire, duplex or triplex plugs is prohibited
- All exhibitors' cords must be of the three (3) wire grounded type. All exposed non-current carrying metal parts of fixed equipment which are liable to be energized shall be grounded.
- Electrical equipment is to be installed, operated, and maintained in a manner which does not create a hazard to life or property.
- Connection rates cover bringing service to the booth in the manner and location most convenient to the ACCD and do not include adapters or special wiring.
- Each exhibitor must order power separately. Exhibitors are not allowed to share power.
- Unauthorized use of electrical services will be terminated or exhibitor must pay utility service charges associated with service.

10. Electrical equipment is to be installed, operated and maintained in a manner which does not create a hazard to life or property.
11. Whenever, in the opinion of the Austin Fire Department, it is essential for public safety in any place of public assembly, the owner, agent or lessee shall employ one or more qualified persons to be on duty. These individuals shall be subject to the Austin Fire Department's orders and shall be in uniform and remain on duty during the times such places are open to the public. Any fees are the responsibility of the client.
12. The following items may not be used without prior written approval of the Fire Marshal's Office:
 - a) Display or storage of LPG (liquid propane gas)
 - b) Flammable or combustible liquids
 - c) Flammable gas
 - d) Cotton, hay, paper, straw, moss, split bamboo, wood chips, etc. All items must be treated with fire-retardant materials. Documentation affirming non-combustible or flame-retardant properties must be available on-site.
 - e) Welding or cutting equipment for show set-up or for demonstration purposes
 - f) Gas-fired appliances for demonstration purposes
 - g) Salamander stoves
 - h) Compressed gas cylinders. If approved, cylinders are to be firmly secured in an upright position.
 - i) Any cooking or heat-producing devices
13. The following are related to the display of automotive vehicles and equipment:
 - a) There is to be no more than five gallons of fuel or 1/4 the capacity of the fuel tank, whichever is less.
 - b) Fuel tanks are to be locked and all portable tanks removed. Locking the auto will be sufficient for cars in which the gas cap cover can only be unlatched from inside the vehicle.
 - c) Ignition keys are to be removed and placed in a central location on site.
 - d) The positioning of such vehicles shall be subject to approval of the Fire Marshal's Office.
 - e) Vehicle operation will be limited to brief parade-type displays specifically approved by the Fire Marshal's Office.
 - f) Vehicles, boats and similar exhibited products having over 100 square feet of roofed area are to have a smoke detector.
14. The following related to food shows:
 - a) Deep fat fryers are not allowed in the facility.
 - b) Chafing dishes are to be designed with a shelf for the fuel or chafing dish is to be placed on a sheet pan.
15. Public display of compressed flammable or toxic gases, hazardous materials, Class II, III or IV laser, blasting agents and explosives is only permitted after a review of the materials and/or devices is conducted and the proposed display has received approval of the Fire Marshal's Office.