



ACCD Exhibitor Services - Information Packet

Event: 2011 TMC ITEXPO Event Dates: 9/11/2011 to 9/15/2011

Discount Deadline: Monday, August 29, 2011

Dear Exhibitor,

Greetings from the Austin Convention Center Department (ACCD) Exhibitor Services Division. We are the 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 order discount deadlines and services restrictions.

The ACCD Exhibitor Services Division offers services at a Discount and Standard rate. To qualify for the discount rate, services must be faxed or postmarked by the set deadline date above, with payment in full. Orders not received prior to the deadline will qualify for the standard rates, 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.

We provide a wide range of utility and technical services. We have divided our services into the following categories:

- Electrical
- Lighting and Other Equipment
- Compressed Air, Water, and Drainage
- Telephone
- 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 our order forms, please call in advance. We will do our best to facilitate your needs. Thank you for using our facility.

Sincerely,

Mark Mason
Exhibitor Services Representative
512-404-4000
accdexhibitorservices@ci.austin.tx.us

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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.