

Electrical Service

- All equipment regardless of source of power must meet federal, state and local safety codes.
The DECC reserves the right to refuse connection or to disconnect equipment deemed unsafe.
- Electrical service ordered is (1) connection point (outlet) for each service ordered. If additional outlets are needed, exhibitor may provide or rent a power strip to divide the purchased service, provided the service capacity purchased is not exceeded and safety is not compromised.
- Advance orders (*orders received 21 days in advance of move-in*) will receive priority service, however this **does not guarantee that the service(s) will be installed prior to exhibitor move-in.**
- Services ordered during exhibitor move-in may not be installed/completed before the show opens.
Orders will be processed and installations completed on a first-come, first-served basis.
- Service will be available once installed and remain on during show hours. Special arrangements for early connect and/or late disconnect must be made in advance. ***24 Hour Service available upon request**
- Unless otherwise specified, all non-vendor booth (Show Management requirements) electric and/or utilities will be installed on a time and materials basis.
Unless otherwise specified, all vendor booth electric and/or utilities will be installed at a single location (see service location fees below for specific or multiple location requirements)
In-Line or End-Cap Booth main service will be provided in the utility area behind your booth
Island Booth main service will be provided in the most convenient location for DECC installation
- Service Location Fees (apply to specific or multiple locations within booth):
Require a detailed booth layout or scaled drawing identifying
 - The "Main Drop"
 - Two dimensions (from end and side of booth) to each service location
 - The service required at each location
 - Surrounding aisle or booth numbers to determine booth orientation***Installation of services will NOT be started until this information is received**
Refer to Online Ordering, Exhibitor Services Order Form or Show Management Rate Sheet for prevailing rates
***Note: (Additional charges apply for: Terminating connections on vendor or client supplied equipment; Running utilities through structures; or under carpet installations AFTER carpet has been installed) (Installations for other than inside standard vendor booth locations will be charged at Time and Material rates. Examples are registration areas, lead retrieval areas, meeting rooms, etc.)**
- Requests for special voltage and/or other "special requirements" must be received by DECC 30 days prior to scheduled exhibitor move-in. Requests received within 30 days of show move-in will be filled based upon equipment and labor availability.
- All material and equipment furnished by the DECC shall remain the property of the DECC and shall be removed ONLY by DECC technicians at the close of show.
- Unless otherwise directed, DECC staff are authorized to cut floor coverings to permit installation of services.
- Electrical cords must be "Hard Service" 3 wire grounded type (SO, SPT, SJO, etc.) and free of damage.
Use of open clip sockets, zip cords, latex or lamp cord wire, "romex", household extension cords or unapproved duplex or triplex attachment plugs in exhibits are prohibited.
- All cords installed under carpet must be type SPT3 flat, 12 gauge or heavier. No round cords are permitted under carpet.
- DECC conducts an installation audit of power supplied. Clients using power or other services not ordered will be required to pay on site to continue service.
- Walls, columns and permanent building utility outlets are not a part of the booth space and are not to be used by exhibitors unless approved by the DECC.
- Obstructions blocking utility floor boxes are subject to relocation as necessary.
***No storage of any kind is permitted in utility space behind pipe and drape.**
- In providing services requested, neither the DECC, nor its officers, employees, agents, contractors nor subcontractors shall be liable to the Customer for any damages, including special, incidental, or consequential damages for loss, damage or expense, directly or indirectly arising from the Customer's use or inability to use the services herein requested, or for commercial loss of any kind (including loss of business or profits) whether or not the DECC has been advised of the possibility of such damage or loss.

Utilities (Water, Air, Natural Gas) - *Services only available in limited areas on the 1st Floor Exhibit Halls/Loading Dock

- Water, Air, and Natural Gas are NOT available on levels 2 or 3 of the Convention Center
- All equipment, regardless of source of power, must meet federal, state and local safety codes.
The DECC reserves the right to refuse connection or disconnect if equipment is deemed unsafe.
- Where applications require regulation of pressure, flow or moisture content, the exhibitor is responsible for supplying the necessary regulators, traps, separators, conditioners, etc.
- All equipment must be properly tagged or marked with appropriate requirements/tolerances regarding pressure, flow, capacity, rate of fill and/or other factors pertinent to safety.
- All material and equipment furnished by the DECC for this service order shall remain the property of the DECC and shall be removed ONLY by DECC technicians at the close of show.
- Unless approved by Show Management AND our Events Services department, service required to cross an aisle will not be installed.
- In providing services requested, neither the DECC, nor its officers, employees, agents, contractors nor subcontractors shall be liable to the Customer for any damages, including special, incidental, or consequential damages for loss, damage or expense, directly or indirectly arising from the Customer's use or inability to use the services herein requested, or for commercial loss of any kind (including loss of business or profits) whether or not the DECC has been advised of the possibility of such damage or loss.

Carpet Cleaning

- Service is based on total square footage of booth space (not carpet size) per day.
- Advance orders (*orders received 21 days in advance of move-in*) will receive priority service.
- Credit will not be given for services already completed.
- Payment in full must be received prior to service.
- In providing services requested, neither the DECC, nor its officers, employees, agents, contractors nor subcontractors shall be liable to the Customer for any damages, including special, incidental, or consequential damages for loss, damage or expense, directly or indirectly arising from the Customer's use or inability to use the services herein requested, or for commercial loss of any kind (including loss of business or profits) whether or not the DECC has been advised of the possibility of such damage or loss.

Payment

- Service orders and payment IN FULL must be received (21) days prior to the show move-in date to receive advance rate pricing, otherwise floor rate pricing will apply.
- Payment in full is due at time services are ordered.
- Arrangements for payment of Labor & Services must be made before service is installed.
- Credit will not be given for services installed and not used.
- Claims will not be considered unless filed in writing by the exhibitor prior to the close of show.
- Our Cancellation Policy is as follows:
 - If cancellation occurs before installation and more than 6 days prior to the first scheduled move-in day: 90% refund.
 - If cancellation occurs before installation and less than 6 days prior to the first scheduled move-in day: 75% refund.
 - If cancellation occurs after installation or after the start of the first scheduled move-in day: NO REFUND.
- Prices are based on current wage rates and subject to change without notice.