

# **Austin Home Show**

**March 23 - 24, 2024**

**Palmer Event Center**

**Hall 1**

**900 Barton Springs Road**

**Austin, TX 78704**

**Exhibitor Services Manual**





# WELCOME EXHIBITORS

**Austin Home Show**  
**March 23 - 24, 2024**  
**Palmer Event Center**  
**Hall 1**  
**Austin, TX**

**WE'RE HERE TO HELP!** To enhance your presentation, such items and services as carpet, custom signs, floral and plants, and labor assistance are available. If there is anything you need that you don't see, please don't hesitate to call us. We encourage your calls and **we promise excellent service.**

**Save money** by ordering before the deadline. There are two pricing levels, discount and standard. To receive the discount price, a check, money order, or credit card authorization must accompany your order, and must be received by our office no later than the **Deadline Date** printed on the top of each form. When you arrive at the show, stop by our Service Desk in the Exhibit Area during set up. We'll be pleased to answer any questions and assist you with any last minute needs.

All questions regarding trade show policies, display limitations, and the event schedule should be directed to:

**American Consumer Shows**  
[info@acsshows.com](mailto:info@acsshows.com)  
516-422-8100

**Each 10' L x 10' W Booth Space will Receive:**

- 8' High Black Back Drape
- 3' High Black Side Drape
- 1 Identification Sign

The Exhibit Booth Space IS Concrete

## EXHIBIT AREA INSTALLATION & DISMANTLE SCHEDULE

**Setup Dates**

Friday, March 22, 2024  
Saturday, March 23, 2024

**Setup Times**

10:00 AM - 4:00 PM  
8:00 AM - 10:00 AM (Late Set Up)

**Show Dates**

Saturday, March 23, 2024  
Sunday, March 24, 2024

**Show Times**

10:00 AM - 8:00 PM  
10:00 AM - 5:00 PM

**Dismantle Dates**

Sunday, March 24, 2024

**Dismantle Times**

5:00 PM - 8:00 PM

\* All carriers **MUST** check in to pick up Exhibitor freight by 6:30 PM or freight will be brought back to the Coast to Coast warehouse, at the exhibitor's expense.



## EXHIBITOR SERVICES

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Coast to Coast TSS, Inc. has a wide variety of rental services available to you for your upcoming event. If you do not see what you are looking for, please call Exhibitor Services at 303-991-2791.

<u>Exhibitor Services</u>	<u>Discount Deadline Date</u>	<u>Page Number</u>
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\* Electrical and Internet Services will be handled by the American Consumer Show Staff.

\* Our Trade Show Carrier is ESS - Event Service Solutions. Please feel free to contact Tyler Bumgarner at 770-367-9302 with both your inbound and outbound freight shipping needs. Information found on page 19.

\* Please contact Exhibit Services at Coast to Coast Trade Show Services, Inc. if you need any help with your order. The phone number is 303-991-2791. Send all Order Forms to:

Fax: 303-991-2794

Email: [exhibitorservices@coasttocoasttss.com](mailto:exhibitorservices@coasttocoasttss.com)

\* Exhibitors may ship their freight using any carrier of their choice. If you have not made arrangement to ship your items out at the close of the show, please talk to a Coast to Coast Trade Show Service representative on show site.



## PAYMENT & PRICING POLICIES

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### DISCOUNT & STANDARD PRICING

- To take advantage of "discount" pricing, orders **must be received**, with payment in full, no later than the discount dates indicated in the show. All other orders will be charged the standard prices.

**When ordering, forms must be returned to fax # 303-991-2794 or emailed to [exhibitservices@coasttocoasttss.com](mailto:exhibitservices@coasttocoasttss.com)**

### PAYMENT SCHEDULE

- Coast to Coast Trade Show Services, Inc. requires that you provide a credit card authorization with your initial order. For your convenience, we will use this authorization to charge your account for services, which may include labor and material handling, not covered by your initial order.
- Orders received without full payment or credit card authorization will not be processed or receive the "discount" price.
- All charges must be paid in full before your rental items will be set up.

### METHOD OF PAYMENT

- We accept MasterCard, Visa, American Express, check, and bank wire transfers. All payments must be made in U.S. funds drawn on a U.S. bank.
- **A \$35.00 service fee will be charged for declined credit cards and returned NSF checks.**
- Purchase Orders are not considered payment.

### CANCELLATIONS & ADJUSTMENTS

- Cancellations are invoiced at 50% of original price if cancelled after deadline date and 100% if cancelled 5 days or less before installation.
- All cancellations on any order will be charged a \$35.00 administration processing fee.
- No adjustments will be made after the close of the show.
- Credits will not be issued for items delivered and not used.

### TAX EXEMPTION

- If tax exempt, a copy of your sales tax exemption certificate must accompany your order. This is not a resale certificate.

### I & D THIRD PARTY BILLING

- The exhibiting company is ultimately responsible for the payment of all charges. If no arrangements are made for payment of invoice by a third party prior to the last day of the show, charges will revert back to the exhibiting company.

### MISCELLANEOUS

- Rental items not ordered and found in the booth space will be invoiced at "standard" pricing.
- Rental items damaged or not found in your booth space following the show will be charged to the exhibiting company, at full market value, and applied to the credit card on file.
- All rental items are subject to applicable taxes and administration fees.



# ORDER SUMMARY & PAYMENT FORM

**DISCOUNT PRICE DEADLINE DATE**  
**MONDAY, MARCH 11, 2024**

This form must be returned by fax to 303-991-2794 or by email to [exhibitservices@coasttocoastss.com](mailto:exhibitservices@coasttocoastss.com)

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Booth Table Order .....	\$ _____
Booth Furnishings Order .....	\$ _____
Booth Accessories Order .....	\$ _____
Carpet Order .....	\$ _____
Display Labor Order .....	\$ _____
Estimated Material Handling Order .....	\$ _____
Back to Warehouse Order .....	\$ _____
<b>TOTAL AMOUNT DUE WITH ADMINISTRATION FEE AND TAX</b>	<b>\$ _____</b>

**Coast to Coast TSS reserves the right to correct orders figured incorrectly.**

Company / Exhibitor Name \_\_\_\_\_

Ordered By \_\_\_\_\_ Booth Number \_\_\_\_\_

Address \_\_\_\_\_

City / State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Cell ( ) \_\_\_\_\_

Email \_\_\_\_\_

Circle One: AMEX MASTERCARD VISA Card Number \_\_\_\_\_

Name on Card \_\_\_\_\_ Expiration Date \_\_\_\_\_ Security Code \_\_\_\_\_

Address on Card \_\_\_\_\_

If sending a check it must arrive a week prior to the show. The order form must to be sent to Coast to Coast by fax or email.

**A \$35.00 service fee will be charged for declined credit cards and returned NSF checks.**

**All charges must be paid before delivery of exhibit materials.**



# BOOTH TABLE ORDER FORM

**DISCOUNT PRICE DEADLINE DATE  
MONDAY, MARCH 11, 2024**

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<u>QUANTITY</u>	<u>TABLES - 24" WIDE x 30" TALL</u>	<u>DISCOUNT</u>	<u>STANDARD</u>	<u>TOTAL</u>
_____	4' SKIRTED	\$ 90.00	\$121.50	\$ _____
_____	4' UNSKIRTED	\$ 71.00	\$ 95.85	\$ _____
_____	6' SKIRTED	\$102.00	\$137.70	\$ _____
_____	6' UNSKIRTED	\$ 83.70	\$113.00	\$ _____
_____	8' SKIRTED	\$116.00	\$156.60	\$ _____
_____	8' UNSKIRTED	\$ 97.55	\$131.70	\$ _____
_____	TABLE SKIRT, 30" TALL	\$ 41.65	\$ 56.25	\$ _____

PLEASE CIRCLE DRAPE COLOR: GOLD BLACK BLUE BURGUNDY GREY GREEN RED WHITE

<u>QUANTITY</u>	<u>COUNTER HIGH TABLES - 24" WIDE x 42" TALL</u>	<u>DISCOUNT</u>	<u>STANDARD</u>	<u>TOTAL</u>
_____	4' SKIRTED	\$108.30	\$146.20	\$ _____
_____	4' UNSKIRTED	\$ 89.00	\$120.15	\$ _____
_____	6' SKIRTED	\$122.40	\$165.25	\$ _____
_____	6' UNSKIRTED	\$102.90	\$138.90	\$ _____
_____	8' SKIRTED	\$139.55	\$188.40	\$ _____
_____	8' UNSKIRTED	\$121.35	\$163.80	\$ _____
_____	TABLE SKIRT, 42" TALL	\$ 46.65	\$ 63.00	\$ _____

PLEASE CIRCLE DRAPE COLOR: GOLD BLACK BLUE BURGUNDY GREY GREEN RED WHITE

SUBTOTAL \$ \_\_\_\_\_  
 3.50% ADMINISTRATION FEE \$ \_\_\_\_\_  
 TOTAL \$ \_\_\_\_\_  
 8.25% SALES TAX \$ \_\_\_\_\_  
 TOTAL AMOUNT DUE \$ \_\_\_\_\_

EXHIBITOR NAME \_\_\_\_\_ BOOTH NUMBER \_\_\_\_\_



# FURNITURE ORDER FORM

**DISCOUNT PRICE DEADLINE DATE**  
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<u>QUANTITY</u>	<u>FURNITURE</u>	<u>DISCOUNT</u>	<u>STANDARD</u>	<u>TOTAL</u>
_____	Folding Chair	\$ 24.50	\$ 33.05	\$ _____
_____	Padded Side Chair	\$ 50.50	\$ 68.15	\$ _____
_____	Padded Arm Chair	\$ 59.00	\$ 79.65	\$ _____
_____	Counter Stool with Back	\$ 87.50	\$ 118.10	\$ _____
_____	36" Round x 30" High Pedestal Table	\$ 106.50	\$ 143.75	\$ _____
_____	36" Round x 40" High Pedestal Table	\$ 106.50	\$ 143.75	\$ _____
_____	Black Tablecloth for 36" Round x 30" Tall Table	\$ 31.65	\$ 42.70	\$ _____
_____	Black Tablecloth for 36" Round x 40" Tall Table	\$ 31.65	\$ 42.70	\$ _____
_____	Single Step Table Riser - 4'	\$ 53.00	\$ 71.55	\$ _____
_____	Single Step Table Riser - 6'	\$ 60.00	\$ 81.00	\$ _____
_____	Single Step Table Riser - 8'	\$ 67.00	\$ 90.45	\$ _____
_____	White Vinyl Cover for Table Rise	\$ 35.00	\$ 47.25	\$ _____
_____	Grid Wall - 2' X 7'	\$ 65.00	\$ 87.75	\$ _____
				TOTAL \$ _____
				3.50% ADMINISTRATION FEE \$ _____
				SUBTOTAL \$ _____
				8.25% SALES TAX \$ _____
				TOTAL AMOUNT DUE \$ _____

EXHIBITOR NAME \_\_\_\_\_ BOOTH NUMBER \_\_\_\_\_



**Coast to Coast**  
TRADE SHOW SERVICES, INC.

# ACCESSORY ORDER FORM

**DISCOUNT PRICE DEADLINE DATE**  
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<u>QUANTITY</u>	<u>ACCESSORIES</u>	<u>DISCOUNT</u>	<u>STANDARD</u>	<u>TOTAL</u>
_____	Aluminum Floor Easel	\$ 39.20	\$ 52.90	\$ _____
_____	Bag Stand	\$ 70.00	\$ 94.50	\$ _____
_____	Crossbar	\$ 17.00	\$ 22.95	\$ _____
_____	Upright & Base	\$ 22.40	\$ 30.25	\$ _____
_____	Super Base	\$ 17.00	\$ 22.95	\$ _____
_____	Drape Panels - 3' High	\$ 15.00	\$ 20.25	\$ _____
_____	Drape Panels - 8' High	\$ 15.00	\$ 20.25	\$ _____
_____	Clothing Rack	\$ 65.00	\$ 87.75	\$ _____
_____	Chrome Sign Holder	\$ 79.00	\$106.65	\$ _____
_____	Fish Bowl	\$ 24.00	\$ 32.40	\$ _____
_____	Literature Rack	\$ 87.00	\$117.45	\$ _____
_____	Raffle Ticket Drum	\$ 85.00	\$114.75	\$ _____
_____	Poster Board - 4' X 8'	\$140.00	\$189.00	\$ _____
_____	Waste Basket	\$ 26.00	\$ 34.60	\$ _____
				TOTAL \$ _____
				3.50% ADMINISTRATION FEE \$ _____
				SUBTOTAL \$ _____
				8.25% SALES TAX \$ _____
				TOTAL AMOUNT DUE \$ _____

EXHIBITOR NAME \_\_\_\_\_ BOOTH NUMBER \_\_\_\_\_





**Coast to Coast**  
TRADE SHOW SERVICES, INC.

# CARPET ORDER FORM

**DISCOUNT PRICE DEADLINE DATE**  
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<u>QUANTITY</u>	<u>STANDARD CARPET</u>	<u>DISCOUNT</u>	<u>STANDARD</u>	<u>TOTAL</u>
_____	9' X 10' CARPET	\$135.00	\$175.50	\$ _____
_____	9' X 20' CARPET	\$270.00	\$351.00	\$ _____
_____	9' X 30' CARPET	\$405.00	\$526.50	\$ _____
_____	9' X 40' CARPET	\$540.00	\$702.00	\$ _____

CARPET COLOR (PLEASE CIRCLE):



Rental includes installation, front edge taping and pickup at the close of the show. If carpet is ordered in multiples of two or more, the carpets are not guaranteed to be a color match. Any carpet canceled within 5 days of move-in will not be given a refund.

### CUSTOM CUT BOOTH CARPET

<u>BOOTH AREA SIZE</u>	<u>DISCOUNT</u>	<u>STANDARD</u>	<u>=</u>	<u>TOTAL</u>
_____ X _____ = _____ Sq. Ft. @	\$3.50	\$5.25	=	\$ _____

THIS CARPET IS CUT SPECIFICALLY TO YOUR BOOTH MEASUREMENTS. Rental includes installation, front edge taping and pickup at the close of the show. Custom size booth carpet canceled after being cut will be charged at 100% and will receive no refund.

CARPET COLOR (PLEASE CIRCLE): BLUE GREEN RED MAROON GRAY BLACK



### ADDITIONAL ITEMS

	<u>DISCOUNT</u>	<u>STANDARD</u>	<u>=</u>	<u>TOTAL</u>
<u>CARPET PADDING</u> _____ X _____ = _____ Sq. Ft. @	\$ .91	\$1.22	=	\$ _____
<u>PLASTIC COVERING</u> _____ X _____ = _____ Sq. Ft. @	\$ .84	\$1.05	=	\$ _____

\* The Exhibit Area is Concrete.

TOTAL	\$ _____
3.50% ADMINISTRATION FEE	\$ _____
SUBTOTAL	\$ _____
8.25% SALES TAX	\$ _____
TOTAL AMOUNT DUE	\$ _____

EXHIBITOR NAME \_\_\_\_\_ BOOTH NUMBER \_\_\_\_\_



# EXHIBITOR APPOINTED CONTRACTOR AUTHORIZATION

If using a contractor, please send this form by  
fax to 303-991-2794 or email to  
exhibitservices@coasttocoasttss.com

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This form is for the exhibitor (exhibiting company) to request to use an Exhibitor Appointed Contractor (EAC) to install and dismantle the exhibiting company's display.

The EAC must be duly licensed, bonded, insured and authorized to perform work in the state, municipality and facility of the event and agree to all facility and event rules and regulations. The EAC will act as the exhibiting company's official representative. However, the exhibiting company is ultimately responsible for the actions and for payment of any services ordered by the EAC. If the EAC is found to be violating any show rules, soliciting additional work on the exhibit floor, or impeding the completion of the work of the official contractor, the EAC may be asked to leave at any time.

### Exhibitor Appointed Contractor Information:

Exhibitor Appointed Contractor Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

### Exhibiting Company Information:

Company Name \_\_\_\_\_

Contact Name \_\_\_\_\_ Telephone \_\_\_\_\_

Fax \_\_\_\_\_ Email \_\_\_\_\_

On Site Supervisor \_\_\_\_\_ Cell Phone \_\_\_\_\_

This authorization is not complete or valid until and unless the EAC's **Certificate of Insurance** is received by one week before the show begins.

I \_\_\_\_\_ **do** \_\_\_\_\_ **do not** authorize the above EAC to charge show services to my credit card listed on the Order Summary and Payment Form.

Exhibitor's Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

**Please complete this section and return this form along with the Certificate of Insurance  
to Coast to Coast Trade Show Services, Inc.**

EXHIBITOR NAME \_\_\_\_\_ BOOTH NUMBER \_\_\_\_\_



## LABOR JURISDICTION GUIDELINES

Austin Home Show

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Coast to Coast Trade Show Services, Inc. is certain you will appreciate knowing prior to your arrival that union labor may be required for certain aspects of your exhibit handling. To help you understand the jurisdictions of various unions throughout the nation, we ask that you read the following information.

**GRATUITIES ARE PROHIBITED, IN ANY FORM, INCLUDING CASH, AND GIFTS.**

### **INSTALLATION AND DISMANTLE LABOR**

Coast to Coast TSS, Inc. will provide the proper union personnel to perform labor for the installation and dismantling of your exhibit. Full-time, bona-fide employees of the exhibiting company, which are properly badged by show management, may set their own exhibits without union assistance. Any additional labor needed beyond this must be performed by union personnel. Display labor may be ordered in advance by returning the Display Labor Order Form enclosed or at the Coast to Coast TSS, Inc. Service Desk at the exhibit site.

### **MATERIAL HANDLING LABOR**

Coast to Coast TSS, Inc. will provide the proper union personnel, as needed, for the handling of all materials within the convention facility. Union personnel will unload all trucks or vehicles, deliver materials to your booth and remove and reload materials at the close of the show.

### **EXHIBITOR OWNED VEHICLE- PERSONALLY OWNED VEHICLE (POV)**

Exhibitors and show organizers may handle their own material if it can be carried in within 15 minutes without the use of dollies other than small two wheeled dollies such as airport luggage dollies. Exhibitors may not borrow, rent or bring onto the exhibit floor, hand carts, flat trucks, pallet jacks or other material handling equipment. Any items that cannot be carried in must be handled by the Official Service Contractor.

To ensure orderly and safe move-in and move-out, all docks and vehicle traffic is under the exclusive control of the Official Services Contractor. As conditions and time permits, space may be made available to exhibitor owned vehicles to load and unload. One person must remain with the vehicle at all times. Due to time constraints, vehicles must be loaded or unloaded within 15 minutes. A timed dock pass will be issued. Unattended vehicles will be towed at the owners expense. The above will be strictly enforced.

### **UTILITIES LABOR**

All connections, wiring, laying of cables, assembly and attachment to facility services are handled exclusively by union personnel or facility employees. Utilities labor and services may be ordered on forms enclosed or from the facility. Exhibitors may do technical adjustments, programming and cleaning once the initial connections are made.

Any questions regarding union jurisdictions or individual laborers should be directed to Coast to Coast TSS, Inc. Please refrain from voicing any concerns or complaints directly to union personnel. Should any union personnel raise any issues or concerns, please inform the onsite Coast to Coast TSS, Inc. personnel.

All work orders should be carefully reviewed and signed by company personnel, as no adjustments will be permitted after the closing of the event. Please direct any questions directly to Coast to Coast TSS, Inc. personnel.



**Coast to Coast**  
TRADE SHOW SERVICES, INC.

# DISPLAY LABOR ORDER FORM

**DISCOUNT PRICE DEADLINE DATE**  
**MONDAY, MARCH 11, 2024**

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	<u>Discount</u>	<u>Standard</u>	
Straight Time	\$ 89.00	\$120.15	Monday through Friday: 8:00 am to 4:00 pm
Overtime	\$133.50	\$180.25	Monday through Friday: 4:00 pm to midnight and Saturday and Sunday: 8:00 am to 4:00 pm
Double Time	\$178.00	\$240.30	Monday through Sunday and National and Union Holidays: 4:00 pm to Midnight & Midnight to 8:00 am

- Starting time can be guaranteed only when labor is requested at 8:00 am. All labor for 8:00 am start times will be dispatched to booth space. For all other times, please check in at the Coast to Coast TSS, Inc. service desk.
- One (1) hour minimum per person - thereafter, labor is charged in one-half (1/2) hour increments per person.
- Cancellations received less than 5 days before the first day of exhibitor scheduled move-in will be billed at 100%.
- **Labor services rates are per person, per hour, with a one (1) hour minimum.**

**A. Coast to Coast TSS, Inc. Supervised - This option allows for exhibits to be installed prior to exhibitor's arrival. In order to reduce your at-show expenses and save time, supervision is provided by Coast to Coast TSS, Inc. Trained craftspeople perform the work through Coast to Coast TSS, Inc. and, where possible, on straight time. A 25% additional charge (\$50.00 minimum) will be added to the labor rates.**

**B. Exhibitor Supervised - All work is performed under the direction of the exhibitor. Exhibitor must meet the scheduled laborer at the Coast to Coast TSS, Inc. customer service desk.**

<u>Labor</u>	<u># of Laborers Requested</u>	<u>Date</u>	<u>Time</u>	<u>Estimated Time</u>	<u>Supervision Option (Circle A or B)</u>
Installation	_____	_____	_____	_____	z A. Coast to Coast Supervised B. Exhibitor Supervised
Dismantle	_____	_____	_____	_____	A. Coast to Coast Supervised B. Exhibitor Supervised
					<b>TOTAL \$</b> _____
					<b>SUPERVISION FEE \$</b> _____
					<b>3.50% ADMINISTRATION FEE \$</b> _____
					<b>SUBTOTAL \$</b> _____
					<b>8.25% SALES TAX \$</b> _____
					<b>TOTAL AMOUNT DUE \$</b> _____

**Please Provide the Following Information:**

Is display booth being shipped to warehouse of show site? \_\_\_\_\_  
 Shipment: # of crates: \_\_\_\_\_ # of cartons: \_\_\_\_\_ # of carpets/pads: \_\_\_\_\_  
 Blueprints & Exhibit Instructions: Attached? \_\_\_\_\_ Shipped with Display? \_\_\_\_\_ In What Item? \_\_\_\_\_  
 Show Site Contact Name \_\_\_\_\_ Cell Phone Number \_\_\_\_\_

EXHIBITOR NAME \_\_\_\_\_ BOOTH NUMBER \_\_\_\_\_



# MATERIAL HANDLING INFORMATION & CATEGORIES

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- Exhibitors may ship all freight to the Coast to Coast TSS advanced warehouse beginning a month before exhibitor move in date. Items will be delivered to your booth space prior to exhibitor move in.
- Exhibitors that ship to show site must ensure that freight only arrives on Friday, March 22, 2024. All other freight that arrive on a previous day **WILL BE REFUSED**.
- Coast to Coast TSS staff will only be available to receive show site freight deliveries during move in hours. Material handling rates will be applied.
- When shipping freight, company name, booth number and show name must be clearly labeled on all items.
- All material handling fees are calculated per hundredweight, per shipment, per day, and the rate charged will depend on the type of shipment and when received. Each delivery is considered a separate shipment and will not be combined. When recording weights for payments you must round up to the next 100 pounds. Example: 335 pounds = 400 pounds billed weight.
- All shipments returned to the Coast to Coast TSS warehouse following the show will be charged a Back to Warehouse fee of \$49.50 per 100 pounds with a minimum of 200 pounds at \$99.00. It is the responsibility of the exhibitor to schedule the carrier pick up.
- To store empty containers on show site, please pick up empty stickers at the Coast to Coast TSS service desk. At the close of the show, containers will be brought to your booth space, in random order, and delivered as quickly as possible.

## FREIGHT CATEGORIES

### **CRATED OR SKIDDED RATE (200 Pound minimum) TO ADVANCE WAREHOUSE**

Shipments that arrive at the warehouse via a common carrier such as UPS Freight, ARC Best, etc., that require no special handling to unload at the dock. Fiber cases are included. Shipments received at warehouse include 30 days of free storage, delivery to show-site booth, removal and storage of empty containers (if properly labeled), return of empty crates and boxes at show closing and loading onto outbound carrier.

### **SPECIAL HANDLING OF CRATED/UNCRATED SHIPMENTS (200 Pound Minimum) TO ADVANCE WAREHOUSE**

Materials delivered by carriers that require additional handling such as ground unloading, stacked or constricted space unloading, individual piece unloading such as FedEx or UPS Ground, carpet, shipments with no documentation or certified weight tickets, and shipments that require additional time, labor and equipment to unload.

### **SMALL PACKAGE SHIPMENTS TO ADVANCED WAREHOUSE**

Cartons, letters or small package, **limited to 25 pounds per shipment, per delivery**. Includes FedEx and UPS shipments. These items will be delivered to the booth space without guarantee of piece count or condition.

### **CRATED OR SKIDDED RATE (200 Pound minimum) TO SHOW SITE**

Shipments that arrive at show site via a common carrier such as UPS Freight, ARC Best, etc., that require no special handling to unload at the dock. Fiber cases are included. Shipments received at show site will receive free storage, delivery to booth space, removal and storage of empty containers (if properly labeled), return of empty crates and boxes at show closing and loading onto outbound carrier.

### **SPECIAL HANDLING OF CRATED/UNCRATED SHIPMENTS (200 Pound Minimum) TO SHOW SITE**

Materials delivered by carriers that require additional handling such as ground unloading, stacked or constricted space unloading, individual piece unloading such as FedEx or UPS Ground, carpet, shipments with no documentation or certified weight tickets, and shipments that require additional time, labor and equipment to unload.

### **SMALL PACKAGE SHIPMENTS TO SHOW SITE**

Cartons, letters or small package, **limited to 25 pounds per shipment, per delivery**. Includes FedEx and UPS shipments. These items will be delivered to the booth space without guarantee of piece count or condition.

### **LATE SHIPMENT SURCHARGES**

These additional charges are incurred if shipments arrive at the advance warehouse after the Coast to Coast TSS truck has left to set up the trade show event. Exhibitor will be charged for a truck and driver with a four hour minimum.



# MATERIAL HANDLING RATES & ORDER FORM

**DISCOUNT PRICE DEADLINE DATE**  
**MONDAY, MARCH 11, 2024**

**Austin Home Show**  
**March 23 - 24, 2024**  
**Palmer Event Center**  
**Hall 1**  
**Austin, TX**

All material handling fees are calculated per hundredweight, per shipment, per day, and the rate charged will depend on the type of shipment and when received. Each delivery is considered a separate shipment and will not be combined. When recording weights for payments, other than small package rates, you must round up to the next 100 pounds. Example: 335 pounds = 400 pounds billed weight.

**SHIPMENTS TO WAREHOUSE**

May begin arriving at the warehouse: **Monday, February 19, 2024**  
 Last day for shipment to arrive at warehouse: **Tuesday, March 19, 2024**

**SHIPMENTS TO SHOW SITE**

\*Freight may only arrive on Friday, March 22, 2024 from 8:00 AM to 4:00 PM. Full Material Handling fees will apply.

**MATERIAL HANDLING RATE SCHEDULE**

<u>Category</u>	<u>Discount</u>	<u>Standard</u>
Crated or Skidded to Advance Warehouse	\$ 89.00	\$120.15
Special Handling to Advanced Warehouse	\$ 99.00	\$133.65
Small Package to Advanced Warehouse	\$ 46.00	\$ 62.10
Additional Small Packages in above shipment	\$ 16.00	\$ 21.60
Crated or Skidded to Show Site	\$ 79.00	\$106.65
Special Handling to Show Site	\$ 89.00	\$133.65
Small Packages to Show Site	\$ 46.00	\$ 62.10
Additional Small Packages in above shipment	\$ 16.00	\$ 21.60
Late Shipment Fees (\$75.00/hour /4 hour minimum)	\$ _____	\$ _____

**ESTIMATED CHARGES**

	<u>Type of Freight</u>	<u># of Pieces</u>	<u>Weight</u>	<u>Carrier</u>	<u>Tracking #</u>	<u>Rate</u>	<u>Amount Due</u>
Shipment 1	_____	_____	_____	_____	_____	_____	_____
Shipment 2	_____	_____	_____	_____	_____	_____	_____
Shipment 3	_____	_____	_____	_____	_____	_____	_____
Shipment 4	_____	_____	_____	_____	_____	_____	_____

To receive the discount rate, all payments for material handling must be received by Coast to Coast TSS by Monday, March 11th. This includes all show site shipments. If payment is not received, standard rates will apply.

TOTAL	\$ _____
3.50% ADMINISTRATION FEE	\$ _____
SUBTOTAL	\$ _____
8.25% SALES TAX	\$ _____
TOTAL AMOUNT DUE	\$ _____

EXHIBITOR NAME \_\_\_\_\_ BOOTH NUMBER \_\_\_\_\_





## MATERIAL HANDLING LIMITS OF LIABILITY

**Austin Home Show**

**March 23 - 24, 2024**

**Palmer Event Center  
Hall 1  
Austin, TX**

COAST TO COAST TSS, INC. LIABILITY SHALL BE LIMITED TO THE PHYSICAL LOSS OR DAMAGE TO THE SPECIFIC ARTICLE THAT IS LOST OR DAMAGED AS DESCRIBED BELOW

### LIMITS OF COAST TO COAST TSS, INC. LIABILITY AND RESPONSIBILITY

1. Coast to Coast TSS, Inc. shall not be responsible for damage to crated materials, materials improperly packed, or concealed damage.
2. Coast to Coast TSS, Inc. shall not be responsible for loss, theft or disappearance of exhibitor's materials after same have been delivered to exhibitor's booth.
3. Coast to Coast TSS, Inc. shall not be responsible for loss, theft, or disappearance of materials before they are picked up from exhibitor's booth for reloading after the show. Bills of Lading covering outgoing shipments that are furnished to Coast to Coast TSS, Inc. by exhibitors will be checked at time of actual pick up from booth and corrections made where disappearances occur.
4. Coast to Coast TSS, Inc. shall not be liable to any extent, whatsoever, for any actual, potential, or assumed loss of profits or revenue, or for any collateral costs, which may result from any loss or damage to an exhibitor's material which make it impossible or impractical to exhibit same.
5. The consignment or delivery of a shipment to Coast to Coast TSS, Inc. by an exhibitor, or by any shipper on behalf of an exhibitor, shall be construed as an acceptance by such exhibitor, and/or other shipper, of the terms and conditions set forth in this bulletin.
6. Coast to Coast TSS, Inc. shall exercise ordinary diligence and care in receiving, handling, and storage of all shipments. Coast to Coast TSS, Inc. shall not be responsible for loss or damage by fire, acts of god, or causes beyond its control. Coast to Coast TSS, Inc. liability shall be limited to the physical loss or damage to the specific article that is lost or damaged. In any case, the liability of Coast to Coast TSS, Inc. is limited to \$.30 per pound per article, with a maximum of \$50.00 per item and a maximum of \$1,000 per shipment. This applies while these goods are in the Coast to Coast TSS, Inc. warehouse and in vehicles for delivery.
7. Claims for loss or damage that are not submitted to Coast to Coast TSS, Inc. within 30 days of the close of the show on which the loss or damage occurred shall be considered waived. No suit or action shall be brought against Coast to Coast TSS, Inc. or its subcontractors more than one year after the accrual of the cause of action thereof.
8. Shipments received without receipts, freight bills, or specific unit counts on receipts or freight bills (i.e. one lot, 800 cub. ft., etc.) such as UPS or van lines, will be delivered to the exhibitor's booth without guarantee of piece count or condition. Coast to Coast TSS, Inc. will assume no liability for such shipments.
9. Empty container labels will be available at the Coast to Coast TSS, Inc. Service Desk. Affixing the labels is the sole responsibility of the exhibitor and/or representative. All previous labels should be completely removed. Coast to Coast TSS, Inc. assumes no responsibility for errors in the aforementioned procedure, removal of containers with old empty labels and without Coast to Coast TSS, Inc. labels, improper information on empty labels, or valuables stored in containers with empty labels.
10. Exhibitors should arrange for outgoing shipments during the show or immediately after its close. Coast to Coast TSS, Inc. will assist in the preparation of Bills of Lading. Be sure your materials have been carefully crated or packed and properly tagged or marked.
11. In order to expedite removal of materials, Coast to Coast TSS, Inc. shall have authority, without further clearance with exhibitor, to change designated outbound carriers.
12. Labor and services ordered on behalf of exhibitor by display builders or other parties must be authorized in a letter from exhibitor. Payment for all labor and services will be the sole responsibility of the exhibitor.
13. Freight handling charges, charges for loading freight shipments are the sole responsibility of the exhibitor to whom shipments have been consigned. Exhibitor may not assign this responsibility to suppliers or customers. The exhibitor agrees, in the event of a dispute with Coast to Coast TSS, Inc., relative to any loss or damage to any of their materials or equipment, they will not withhold payment of any amount due Coast to Coast TSS, Inc. for any other services provided by Coast to Coast TSS, Inc. as an offset against the amount of the alleged loss or damage. Instead they agree to pay Coast to Coast TSS, Inc. at the close of the show for all such charges and they further agree they shall pursue any claim they may have against Coast to Coast TSS, Inc. independently as a completely separate transaction to be resolved on its own merits.
14. A service charge of 1 ½ percent per month on any unpaid balance will be made starting 15 days after date of invoice.
15. Where an exhibitor indicates a choice of carrier for pickup, it is the exhibitor's responsibility to arrange with such carrier for said pickup. If the carrier does not pick up within the time limited for the removal of exhibitor's materials, Coast to Coast TSS, Inc. reserves the right to forward such material by the shipping method of our choice or to remove said material to our warehouse for disposition, at an additional charge to the exhibitor, in accordance with prevailing rates or services performed.
16. Materials left behind without orders placed at the Coast to Coast TSS, Inc. service desk will be classified as abandoned. Coast to Coast TSS, Inc. shall not be responsible for such materials. Coast to Coast TSS, Inc. is not responsible for any delay of rush shipments. Coast to Coast TSS, Inc. will expedite such rush shipments to the best of our ability and will not assume any financial responsibility for shipments that do not arrive at the designation at a dated time.
17. Exhibitors are urged to carry all-risk insurance covering exhibit materials against damage, loss and all other hazards from the time shipments are made prior to the show until shipments are received after the show. Adding "riders" to existing insurance, often at no additional cost, can generally do this. It is understood that Coast to Coast TSS, Inc. is not an insurer and the exhibitor shall obtain any insurance and the amounts payable to Coast to Coast TSS, Inc. here under are based on the value of the material handling service and the scope of Coast to Coast TSS, Inc. liability as set forth above.

# ADVANCE WAREHOUSE SHIPPING LABELS

Freight may arrive Monday, February 19th to Tuesday, March 19th.

Receiving Hours: Mondays through Fridays, 8:00 AM - 4:00 PM.

Material Handling Fees will Apply.

<p><b>Coast to Coast TSS, Inc</b> <b>827 Ave H, Suite 215</b> <b>Arlington, TX 76011</b></p> <p>Exhibitor _____</p> <p>Booth Number _____</p> <p><b>Austin Home Show</b></p>	<p><b>Coast to Coast TSS, Inc</b> <b>827 Ave H, Suite 215</b> <b>Arlington, TX 76011</b></p> <p>Exhibitor _____</p> <p>Booth Number _____</p> <p><b>Austin Home Show</b></p>
<p><b>Coast to Coast TSS, Inc</b> <b>827 Ave H, Suite 215</b> <b>Arlington, TX 76011</b></p> <p>Exhibitor _____</p> <p>Booth Number _____</p> <p><b>Austin Home Show</b></p>	<p><b>Coast to Coast TSS, Inc</b> <b>827 Ave H, Suite 215</b> <b>Arlington, TX 76011</b></p> <p>Exhibitor _____</p> <p>Booth Number _____</p> <p><b>Austin Home Show</b></p>



# SHOW SITE SHIPPING LABELS

Freight may only arrive on Friday, March 22nd from 8:00 AM to 4:00 PM.

All other shipments WILL BE REFUSED.

Material Handling Fees will Apply.

<p><b>Coast to Coast TSS, Inc</b> <b>c/o Palmer Event Center</b> <b>Hall 1</b> <b>900 Barton Springs Road</b> <b>Austin, TX 78704</b></p> <p>Exhibitor _____</p> <p>Booth Number _____</p> <p><b>Austin Home Show</b></p>	<p><b>Coast to Coast TSS, Inc</b> <b>c/o Palmer Event Center</b> <b>Hall 1</b> <b>900 Barton Springs Road</b> <b>Austin, TX 78704</b></p> <p>Exhibitor _____</p> <p>Booth Number _____</p> <p><b>Austin Home Show</b></p>
<p><b>Coast to Coast TSS, Inc</b> <b>c/o Palmer Event Center</b> <b>Hall 1</b> <b>900 Barton Springs Road</b> <b>Austin, TX 78704</b></p> <p>Exhibitor _____</p> <p>Booth Number _____</p> <p><b>Austin Home Show</b></p>	<p><b>Coast to Coast TSS, Inc</b> <b>c/o Palmer Event Center</b> <b>Hall 1</b> <b>900 Barton Springs Road</b> <b>Austin, TX 78704</b></p> <p>Exhibitor _____</p> <p>Booth Number _____</p> <p><b>Austin Home Show</b></p>



**MOVE OUT INFORMATION &  
BACK TO WAREHOUSE  
ORDER FORM**

***THIS SERVICE MAY BE ORDERED ANY TIME***

**Austin Home Show  
March 23 - 24, 2024  
Palmer Event Center  
Hall 1  
Austin, TX**

Each exhibitor must complete teardown Sunday, March 24, 2024 from 5:00 PM - 8:00 PM.

Exhibitors shipping items out at the close of the show may ship with any carrier of their choice. If you have not made previous arrangements with a carrier you may use our Trade show Carrier. Please see a Coast to Coast representative following the show.

If you have made previous arrangements with a freight carrier, your carrier **MUST** check in with Coast to Coast to pick up your items at show site no later than 6:30 PM on Sunday, March 24, 2024 . The address for the pick-up is:

Palmer Event Center  
Hall 1  
900 Barton Springs Road  
Austin, TX 78704

If your carrier does not show up to pick up your items, Coast to Coast TSS will be forced to ship your items back via our Trade Show Carrier. For this reason, all exhibitors shipping out at the close of the show **MUST** fill out a Bill of Lading with Coast to Coast TSS, Inc. informing us of your shipping needs. Contact information must be on this form in the event that your carrier is a "No Show" and we need to contact you with shipping information following the show.

**DO NOT LEAVE YOUR BILL OF LADING IN YOUR BOOTH.** In the event a Bill of Lading in not turned in to the Coast to Coast TSS Customer Service Representative, your freight carrier will not pick up your freight.

If you need to have your items brought back to the Coast to Coast TSS warehouse following the show please speak to a Coast to Coast TSS representative. The fee for this service is \$49.50 per 100 pounds with a 200 pound minimum of \$99.00.

Number of Pounds \_\_\_\_\_ Total \_\_\_\_\_

If you need your pallet shrink wrapped before shipping, the fee for this services is \$50.00 per pallet.

Number of Pallets \_\_\_\_\_ Total \_\_\_\_\_

TOTAL \$ \_\_\_\_\_  
3.50% ADMINISTRATION FEE \$ \_\_\_\_\_  
SUBTOTAL \$ \_\_\_\_\_  
8.25% SALES TAX \$ \_\_\_\_\_  
TOTAL AMOUNT DUE \$ \_\_\_\_\_

Coast to Coast Trade Show Services, Inc. will **NOT** be held responsible for any booth contents that become missing or damaged during the move out.

EXHIBITOR NAME \_\_\_\_\_ BOOTH NUMBER \_\_\_\_\_

**Official Show Carrier Services  
On This Show and YOUR Carrier  
For ALL Your Events**

**Offering:**

**Air: Next Day, 2 Day, Deferred**

**Ground: Full Truckload, Less-Than-Truckload**



EVENT SERVICE SOLUTIONS



We know  
making you  
happy the first  
time will bring  
you back every  
time.

To, Between, and From Your Shows

- Event Industry Carriers = Surprises Avoided
- Estimates are always Easy and FREE
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- Special Needs? Liftgate? Residential? Just Ask!
- In-transit tracking assures on-time delivery
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We track your shipment during transit and  
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on-time delivery...

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help!

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## 2024 ACCD Exhibitor Services – Information Packet

**Event:** Austin Home Show

**Event Dates:** 3/22/2024 to 3/24/2024

**Discount Rate Deadline:** 3/8/2024

**Standard Rate Deadline:** 3/18/2024

**Floor Rate Applies:** 3/19/2024

Dear Exhibitor,

Welcome to the Austin Convention Center Department (ACCD) Exhibitor Services Division. We are the exclusive provider of utility and IT services for the Austin Convention Center and the Palmer Events Center. Enclosed is an information packet containing service descriptions, order forms and service terms and conditions. Please read this document in its entirety. 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 online 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.

**Online ordering is available at our website [www.austinconventioncenter.com](http://www.austinconventioncenter.com) under the Exhibit tab.**

**This is the fastest, most convenient way to order and is completely PCI compliant. Please send all diagrams for your utility and/or IT services to your designated department contacts below.**

**Utility Services Provided:**

- Electrical
- Water and Drainage
- Compressed Air

**IT Services Provided:**

- Hard Line Internet
- Switching & Cabling
- VoIP Telephony Services

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

**UTILITY SERVICES CONTACT**

Teddy Kim  
Senior Events & Exhibitor Services Representative  
teddy.kim@austintexas.gov  
512-404-4225

**IT SERVICES CONTACT**

Jason Perkins  
jason.perkins@austintexas.gov  
512-476-5461



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

## Ordering Instructions

**Online Ordering – The Preferred Method:** To place your order online please visit our website [www.austinconventioncenter.com](http://www.austinconventioncenter.com) under the **Exhibit** tab.

**Request an Invoice:** An invoiced order can be requested through the Utility Coordinator if preferred payment will be by check or bank transfer. This method should only be used if you are unable to order online. Invoices must be requested prior to the discount rate deadline on the first page of this document (14 days prior to the first contracted date of the event).

**Payment Method:** Payment in full must accompany order. Payment may be made by check, bank transfer, or credit card. **DO NOT SEND CASH.** Make check payable to 'Austin Convention Center.' Orders without payment will not be installed. Bank transfer details can be requested through the Utility Coordinator.

**Cancellation:** Cancellation of services must be made 3 days prior to the first contract date of the 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. **ACCD cannot guarantee floor orders.**
- Exhibitor booths will be audited during the event and charged for any additional services. The additional charges will be included in the exhibitor's final bill at the floor rate.
- Any work not covered under ACCD's price schedule will be done on a time and materials basis.
- All material and equipment damaged or lost shall be 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 to 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 closing of event.
- Refunds of less than \$50.00 will not be considered.
- Refunds for canceled services must be made 3 days prior to the first contracted day of the event.
- No refunds will be processed after the event closes. **NO EXCEPTIONS**

## General Terms and Conditions

- All floor order services (or changes to installed services) must be placed at the Exhibitor Services 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.

# AUSTIN



CONVENTION CENTER

# PALMER



E V E N T S C E N T E R

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

## General Terms and Conditions Continued

- Wall and permanent building electrical or ethernet outlets 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 served basis. The ACCD cannot guarantee availability of utility and IT 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. Exhibitors must arrange regulatory values, 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.
- The exhibitor will be responsible for damage to electrical, water, compressed air, and drainage network or equipment caused by exhibitor's equipment, acts, and/or omissions.
- If by any reason of 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 fee expended or incurred by the ACCD in connection herein.

## UTILITY SERVICES

### Electrical Terms and Conditions

- A standard electrical outlet is a single female plug. Multi-outlet fixtures are available for purchase.
- Labor
  - A. Labor is charged for:
    1. Any four (4) utility services in one (1) booth.
    2. Installation of utilities after booth display and/or carpet has been installed.
    3. Relocating/moving installed services.
    4. Re-taping electrical cords.
    5. Resetting breakers due to exhibitor equipment.
  - B. Labor (if required) is charged in increments of one (1) hour with a one (1) hour minimum.
  - C. Labor charges are NOT available at a discount.
- If special electrical connections are required, the exhibitor is responsible for furnishing the associated wiring schematics and required connectors. Exhibitor will be responsible for all labor charges involved 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 plug is prohibited.
- All exhibitor provided cords must be of the three (3) wire grounded type. All exposed non-current carrying metal parts or 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 the 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.



# AUSTIN



CONVENTION CENTER

# PALMER



E V E N T S C E N T E R

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

## Installation Notice – 208/220 Volt Electrical Services

- Connecting ACCD wires directly to exhibitor equipment is prohibited. Examples include, but are not limited to, hot tubs, stoves/ovens and RV's.
- Connection rates include bringing service to the booth from the floor pocket. Does not apply to 200/400amp services.
- Connection rates do not include adaptors or special wiring.
- **200/400amp services are available in specific locations. Exhibitor is responsible for providing the cable and rigging services required to connect.**
- **200/400amp services terminate in cam-lock connections.**
- 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, exhibitors 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.
- Please call 512-404-4000 and request the ACCD Exhibitor Services Division if you have any questions.

## ADAPTER TYPE BY PRODUCT

Electrical Outlets		
Product ID	Product Description	Receptacle
E104	120 Volts 30 AMP (Only one device)	L5-30R
E203	120 Volts 20 AMP Ceiling Power	Standard
Product ID	Product Description	Receptacle
P202	208 Volts/Single Phase 20 AMP	NEMA L6-20R
P203	208 Volts/Single Phase 30 AMP	NEMA L6-30R
P206	208 Volts/Single Phase 60 AMP	Cam Locks
P210	208 Volts/Single Phase 100 AMP	Cam Locks
P302	120/208 Volts/3 Phase 20 AMP	NEMA L21-20R
P303	120/208 Volts/3 Phase 30 AMP	NEMA L21-30R
P306	120/208 Volts/3 Phase 60 AMP	Cam Locks
P310	120/208 Volts/3 Phase 100 AMP	Cam Locks
P320	120/208 Volts/3 Phase 200 AMP	Cam Locks
P340	120/208 Volts/3 Phase 400 AMP	Cam Locks
Product ID	Product Description	Receptacle
L102	Extension Cord w/ Single Plug	Standard

# AUSTIN



CONVENTION CENTER

# PALMER



E V E N T S C E N T E R

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## Compressed Air Terms and Conditions

- Exhibitor is responsible for providing the cubic feet per minute (CFM) and the pounds per square inch (PSI) requirements. Without this information, we will be unable to provide service to your exhibit. Please call ACCD Exhibitor Services Division for assistance.
- Exhibitor is responsible for providing compatible adaptors to hose lines.

## Water/Drain Terms and Conditions

- **Water**
  1. All equipment using water must have an inlet and outlet properly tagged by the exhibitor and must connect to a 3/4" hose coupler.
  2. All equipment using water must include a backflow prevention device. Without this device, the ACCD will be unable to provide service to your booth.
  3. All water supplies must be set to the off position at the end of each day.
  4. Availability of water services are subject to restrictions imposed by the City of Austin Water/Wastewater Utility.
- **Drainage**
  1. Drains are not designed to handle the discharge of large volumes of water.
  2. Drains are strictly for water. Other arrangements must be made for the disposal of materials such as grease, food products, etc.
  3. Any exhibitor using 5 gallons or more for their exhibit is required to purchase a water and drain connection.
  4. Any exhibitor that is found draining water directly into our floor pockets will automatically have the water and drain service accessed to their invoice, at the floor rate in effect.

## Rigging / Ceiling Power Guidelines

- **Rigging Services** – Freeman Audio Visual is the exclusive provider of rigging services for the Austin Convention Center, and preferred rigging provider for Palmer Events Center.
  - **Please contact Phil Sherrod with Freeman Audio Visual at 512-827-3200 / philip.sherrod@freemanco.com.**
- ACCD must be made aware of any rotating signs, any signs that use a hoist/motor and any signs.
- All ceiling electrical services must be ordered through the Austin Convention Center Department Exhibitor Services Division. Online ordering is available at [www.austinconventioncenter.com](http://www.austinconventioncenter.com).
- Electrical cabling is provided for basic 120V electrical services.
- The Austin Convention Center Department does not provide labor to run cabling overhead. Please contact your General Service Contractor.
- **Electrical cabling is NOT provided for services included in the "Power for Motors or Special Equipment" price list below.** Exhibitors are responsible for providing electrical cabling and contacting Freeman Audio Visual for Rigging Services.
- Please refer to the table on page 4 of this packet for the receptacle that will be provided with each service.



# AUSTIN



CONVENTION CENTER

# PALMER



EVENTS CENTER

ACCD Exhibitor Services Division

500 East Cesar Chavez Street

Austin, TX 78701

Phone: 512-404-4000

Fax: 512-404-4220

accdexhibitorservices@austintexas.gov

## 2024 Utility Exhibitor Price List

Code	Description	U/M	Incentive Price	Standard Price	Floor Price
<b>Electrical Services - Utilities (EL)</b>					
<b>Electrical Outlets</b>					
E101	120 Volt Outlet 0-1000 Watts (8AMP)	EA	88.00	110.00	165.00
E102	120 Volts 15 AMP	EA	104.00	130.00	195.00
E103	120 Volts 20 AMP	EA	112.00	140.00	210.00
E104	120 Volts 30 AMP (NEMA L5-30R)	EA	152.00	190.00	285.00
E203	120 Volts 20 AMP - Ceiling Power	EA	180.00	225.00	385.00
<b>Equipment</b>					
L106	Adaptor	EA	50.00	50.00	50.00
L102	Extension Cord w/Single Plug	EA	25.00	25.00	25.00
L103	Multi-Outlet Strip - 6 Outlets	EA	25.00	25.00	25.00
<b>Power for Motors or Special Equipment</b>					
P202	208 Volts/Single Phase 20 AMP	EA	216.00	270.00	405.00
P203	208 Volts/Single Phase 30 AMP	EA	264.00	330.00	495.00
P206	208 Volts/Single Phase 60 AMP	EA	416.00	520.00	780.00
P210	208 Volts/Single Phase 100 AMP	EA	640.00	800.00	1,200.00
P302	120/208 Volts/3 Phase 20 AMP	EA	320.00	400.00	600.00
P303	120/208 Volts/3 Phase 30 AMP	EA	368.00	460.00	690.00
P306	120/208 Volts/3 Phase 60 AMP	EA	600.00	750.00	1,125.00
P310	120/208 Volts/3 Phase 100 AMP	EA	960.00	1,200.00	1,800.00
<b>Facilities - Maintenance (FA)</b>					
<b>Air/Water/Gas/Drainage</b>					
A200	Sink (Includes Water & Drain)	EA	360.00	450.00	675.00
A501	Water & Drainage	EA	240.00	300.00	450.00
A101	Compressed Air (Per connection)	EA	180.00	225.00	340.00
<b>Labor - Standard (LA)</b>					
<b>Labor - Operations</b>					
M101	Event Electrical Labor per hour	EA	65.00	65.00	65.00



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

## **IT SERVICES**

### **Technical Services Terms and Conditions**

ALL USERS OF ACCD TECHNICAL SERVICES MUST COMPLY WITH OPERATING GUIDELINES

#### **TERMS AND CONDITIONS**

- Internet Connections are charged per IP address.
- Internet addresses are provided by ACCD upon confirmation of order on a first come, first serve basis.
- Additional labor and material charges may be added for designing and installing special networks.
- The ACCD is not responsible for network saturation or failures caused by misuse, power fluctuations, etc.
- Technical service fees do not include electrical services necessary for workstation(s).
- Users are responsible for configuration of their own equipment.
- The ACCD is not responsible for network saturation or latency outside of the building.
- Acts of God and network failure outside of the building are not the responsibility of the ACCD.
- Please contact the ACCD IT Services Division at 512-404-4044 for any questions regarding ordering technical services or to obtain copies of operating guidelines.

#### **Wi-Fi Operating Guidelines**

- 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 up to 3Mbps servicing clients, exhibitors, and attendees.
- Wireless internet service is vulnerable to interference from other wireless devices such as Wi-Fi routers, wireless cameras, cell 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 the eliminating/minimizing the use of these devices to improve the quality of wireless services in our facility.

## 2024 Exhibitor IT Services Price List

Price List Item	Description	U/M	Incentive Price	Standard Price	Floor Price
<b>IT Services (IT)</b>					
<b>Technical Services</b>					
2300-H100	Credit Card Processing - Ethernet 1Mbps	EA	115.00	150.00	230.00
2300-H101	10Mbps Internet Service; 1 IP address. DHCP only	EA	640.00	800.00	1,280.00
2300-H102	20Mbps Internet Service; 1 IP address. DHCP only	EA	960.00	1,200.00	1,920.00
2300-H103	30Mbps Internet Service; 1 IP address. DHCP only	EA	1,280.00	1,600.00	2,360.00
2300-H104	Additional IP Address (DHCP only)	EA	160.00	200.00	320.00
2300-H105	Public/Static IP Address	EA	240.00	300.00	480.00
2300-H312	Network Patch Cable (Up to 30ft.)	EA	65.00	65.00	65.00
2300-H405	Ethernet Switch-Unmanaged	EA	225.00	300.00	450.00
<b>Telephone</b>					
2400-T401	Specialty Programming	EA	50.00	50.00	50.00
2400-TC201	Digital Conference Phone - Local / Long Distance (s	EA	230.00	315.00	460.00
2400-TM301	Digital Phone - Local / Long Distance (Multiline)	EA	230.00	315.00	460.00
<b>Labor - Standard (LA)</b>					
<b>Labor - IT</b>					
3001-M103	Technical Labor per hour	EA	150.00	150.00	150.00

## ACCD Exhibitor Services – Floor & Booth Layout

Event: Austin Home Show	Event Dates: 3/23/2024 to 3/24/2024
Discount Deadline: 3/8/2024	Floor Rate Applies: 3/19/2024

Company Name	Booth Number	Booth Size

**SCALE (check one)**

1 Square = 1 Ft (Default)

1 Square = \_\_\_\_\_ Ft

X = 10 x 10 Booth

X + Y = 10 x 20 Booth

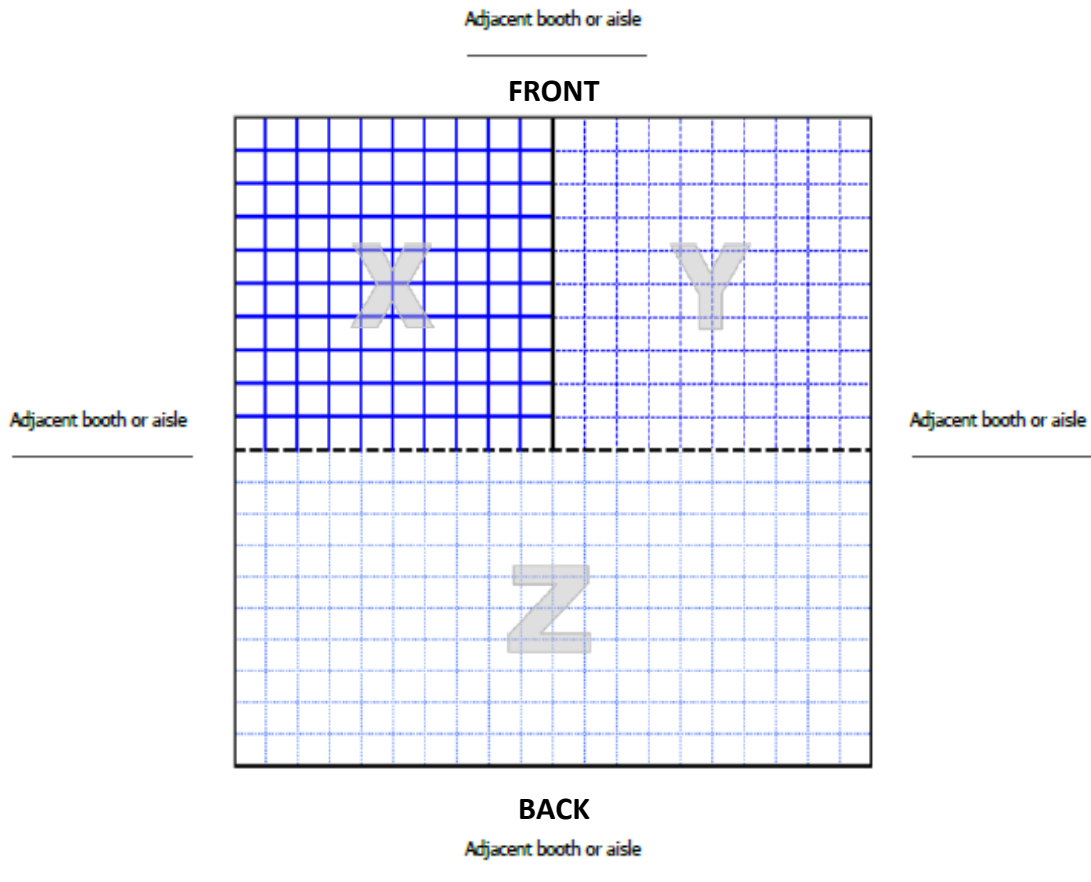
X + Y + Z = 20 x 20 Booth

- IMPORTANT INFORMATION**
- Labor charges apply to orders with four (4) or more services.
  - Mark the adjoining booth number and/or aisles for orientation.
  - Use the coordinates or the boxes as a scale for placement of services.
  - Grids submitted without orientation will default to marked "FRONT" and "BACK" booth orientation shown below.

**LEGEND**

<b>X</b>	Power Outlet
<b>I</b>	Internet
<b>P</b>	Phone
<b>○</b>	Water
<b>▲</b>	Air

Exhibitors may contact show management for a copy of the exhibit show floor plan



# AUSTIN



CONVENTION CENTER

# PALMER



E V E N T S C E N T E R

ACCD Exhibitor Services Division

500 East Cesar Chavez Street

Austin, TX 78701

Phone: 512-404-4000

Fax: 512-404-4220

accdexhibitorservices@austintexas.gov

## Client & Exhibitor Service Yard and Entry Rules

### PLEASE ENSURE EXHIBITORS ARE PROVIDED WITH THESE RULES

- ID or credentials required to enter at the services entrance of the ACCD – all persons entering must check in with ACCD Security.
- No possession or use of alcohol or illegal substances.
- All containers, packages and vehicles subject to inspection.
- The unlicensed possession of weapons by persons on ACCD property is a felony.
- Event or show requests to demonstrate, trade, display or sell any firearms, simulated firearms, or dangerous weapons must be made in writing to the ACCD (90) days prior to the first contract date.
- Children under 17 are prohibited from ACCD service yards and Exhibit Halls during move in/out.
- The ACCD service yard is closed during show hours except for ACCD business. Due to safety and security, exhibitors and attendees are prohibited from using the service yard entrances and exits while the show is in progress.
- No animals other than trained service dogs or with prior ACCD approval
- All pedestrians must use the pedestrian gate when entering the service yard.
- No speeding or reckless use of vehicles, forklifts, carts or equipment. Clients, 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.

**Questions? Please contact a Security Coordinator or Austin Convention Center Security Control at (512) 404-4111.**





## Food and Beverage Sampling

### Exhibitor Guidelines and Regulations

#### Food and Beverage Sampling

Food and Beverage services are provided exclusively by ACCD Catering. No outside food and/or beverages are permitted on premise. In some cases, an exception may be made for sampling. "Sampling" is defined as an exhibiting company (booth exhibitor) that wishes to distribute small portions of food and/or beverage from their booth.

#### General Guidelines for Exhibitor Food and Beverage Sampling

- No open flame cooking of any type is allowed in exhibitor space.
- Be mindful of placement of electric warming equipment.
- Sampling Request Form must be submitted to Austin Convention Center Catering no later than 30-days prior to the event.
- Please review the following pages for additional information on setting up a temporary food booth.

#### Sterno Requirements for ACC

- Only wicked sterno devices allowed. No gel allowed in exhibit halls.
- Sterno canisters used with equipment consistent with industry standards. Sterno canisters not allowed to be placed directly on table cloth or any other combustible material.
- Not allowed within 3 feet of pipe and drape.
- Not allowed within 5 feet of combustible displays or storage.
- Not allowed within 10 feet of exits.
- Fire extinguisher placed within 30 feet of exhibitor booth using sterno.

#### Start Here!

If you are an exhibitor who wishes to provide food or beverage samples within their booth, please start by completing the following **Sampling Request Form**. Please submit the form to Dawn Mosely, [dmosely@levyrestaurants.com](mailto:dmosely@levyrestaurants.com).

#### NOTICE:

Obtaining a temporary health permit is the responsibility of show management; Not the individual exhibitor. In advance of the event, each individual food service booth should review the Temporary food booth operational requirements detailed on the [Austin Public Health website](#). Exhibitor shall, without relying on the use of the Convention Center's facilities, provide all equipment/small wares necessary to perform food service safely.

# Sampling Request Form 2024

Sampling is not permissible unless all criteria are met and approval is granted.

Items sampled must be products directly associated with the exhibiting company (booth exhibitor).

Examples include: manufactured, marketed, sold or distributed by the exhibiting company.

Traffic promoters not directly associated with the exhibiting company must be purchased through Austin Convention Center Catering

## Sample Sizes

All items are limited to SAMPLE SIZE. The maximum sample sizes are as follows:

**Food Items limited to 1 ounce "bite size".**

**Beverage items limited to 3 ounces.**

If the exhibiting company wishes to distribute larger portion sizes, approval must be granted and a fee may be applied.

## No Alcohol Permitted

Under no circumstances may outside alcohol be brought on premise. All alcoholic beverages must be purchased through and served by Austin Convention Center Catering.

## Cooking on Premise and Sterno Use

Exhibitor cooking is not permitted unless approved in advance by the Austin Convention Center, Catering Manager and the AFD Fire Marshal.

Sterno may be used in approved booths following appropriate requirements outlined by the Fire Marshal.

## Temporary Food Event Permit

The City of Austin / Travis County Health Department requires the show management (not the individual exhibitor) to submit a Temporary Food Event Application. If approved, they will be issued a Permit to Operate.

Provide your tradeshow contact person with the details of your sampling so they may apply on your behalf.

Fees will be assessed by the City of Austin / Travis County Health Department for each sampling booth.

Please visit <https://www.austintexas.gov/department/temporary-food-events> for current rates.

The individual booth must have the original copy of the Temporary Food Service - Permit to Operate displayed at their booth.

The applicant agrees to indemnify and hold harmless Austin Convention Center Catering, the Austin Convention Center Department and the City of Austin from all liabilities, damages, losses, costs, or expenses resulting directly or indirectly from disposition of such items.

**Food and beverages for on-site consumption MAY NOT BE SOLD on the premises.**

**This form only represents approval from the Austin Convention Center & Palmer Events Center.**

**Confirm with show management that a Temporary Food Permit has been secured for your booth.**

Name of Event:

Event Dates:

Booth Name:

Booth #:

Applicant Name:

Email:

Phone:

Onsite Contact Name:

Phone:

Product(s) you wish to dispense:

Size of portion to be dispensed:

Sterno or heat source to be used

Yes

No

*In signing below, I understand and agree to the terms and conditions above:*

Applicant Signature:

Date:

Approval Signature:

Date:

Contact your sales representative:

**Dawn Mosely**

[dmosely@levyrestaurants.com](mailto:dmosely@levyrestaurants.com)

**512-404-4254**

**AUSTIN**  
CONVENTION CENTER  
CATERING