

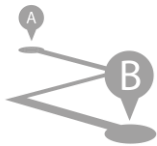
Order services on our website at:
WWW.PBCONVENTIONCENTER.COM

Ordering exhibitor services is easy using our step-by-step online portal.
Every detail is covered in our streamlined ordering process.

Save money by ordering services at least 14 days in advance.



- Electrical Services
- Telecommunications & Internet
- Audio Visual
- Parking
- Food & Beverage
- Compressed Air & Water Services
- Labor Assistance



Directions

Palm Beach Convention Center
650 Okeechobee Boulevard
West Palm Beach, FL 33401



Parking

Discounted rates available for our
Parking Garage and Oversized
Vehicles in our Flat Lot.



Move In / Move Out

Dock access is easily accessible for
move in. Hand carried items only
thru the front doors.



Shipping Services:

The Palm Beach County Convention Center will not receive exhibitor packages and freight unless contracted as the decorator for the show. Please contact your show promoter for specific decorating details.

Please visit our website for a complete listing of our services, policies and procedures.

WWW.PBCONVENTIONCENTER.COM

UTILITY SERVICES TERMS AND CONDITIONS

For a complete listing of our policies and procedures, please see our website WWW.PBCONVENTIONCENTER.COM or contact Exhibitor Services directly.

1. PAYMENT INFORMATION

- a. We can accept company checks, money orders, Visa, MasterCard, Discover, and American Express for payment. Acceptance of checks and credit cards is subject to verification at our discretion. A service charge of \$25.00 will be administered for each returned check.
- b. Advance service orders and payment IN FULL must be RECEIVED a minimum of fourteen (14) days prior to the first scheduled move-in date before a show. Orders submitted without full payment and orders received after the 14-day cut off date are subject to FLOOR PRICES.
- c. Arrangements for payment of Labor & Services must be made before service is installed. Payment **IN FULL** must be rendered before start of show unless prior arrangements have been made with the Event Services Office.

2. RATES AND LABOR CHARGES

- a. Rates quoted for all connections cover only the bringing of service to the booth location per the floor plan in the most convenient manner, and **DO NOT** include connecting equipment to provided services.
- b. Special placement or relocation of service will result in a labor charge. Payment **IN FULL** shall be rendered for such services before the start of the event.
- c. Services ordered during exhibitor move-in may not be installed before the event opens.
- d. Installation during show hours may require Show Management approval.
- e. All prices are based on current rates and are subject to change without notice.
- f. If special assistance or guidance is needed, a labor fee of will be added and must be paid for in advance.
Rates: \$70/hr. – Engineer; \$70/hr. – Electrician; \$80/hr. – IT Tech (½ hr minimum)

3. INSTALLATION & DISCONNECTION OF SERVICES

- a. Orders will be processed and installations completed on a first-come, first-served basis, or as we determine most convenient. Earliest orders normally receive highest priority.
- b. All materials and equipment furnished by the PBCCC for any services ordered shall remain the property of the PBCCC and shall be disconnected and removed **ONLY** by house staff at the close of the event.
- c. Any damaged equipment will be billed directly to the Exhibitor responsible.
- d. All installations and connections to electrical, mechanical, or phone/data services must be made by house staff. We will not be responsible for damage or loss to any equipment, components, computer hardware, software or data, or injury to any person caused by the unauthorized installation of any equipment, connection to service or interconnection, or wiring of any equipment by persons other than our PBCCC electricians, engineers or technicians.
- e. Service will begin on the start date and end after the close of the event, unless special arrangements for early connect and/or late disconnect are made.
- f. Credit will not be given for services ordered and installed but not used.

4. CANCELLATION POLICY

- a. If cancelled before installation and more than 6 days prior to the first scheduled move-in day: **90% REFUND.**
- b. If cancelled before installation but 6 days or less prior to the first scheduled move-in day: **50% REFUND.**
- c. If cancelled **AFTER** installation or after the start of the first scheduled move-in day: **NO REFUND.**

5. LEGAL NOTICE

The PBCCC is not responsible for voltage fluctuation due to temporary power failure as a result of conditions beyond building control. Surge protectors are recommended for computers and other sensitive equipment. The PBCCC is not responsible for damage of personal equipment or injury to persons caused by unauthorized installation.

6. SERVICE GUIDELINES

a. Electrical

- **Special Voltage:** This and/or other specialized power requirements must be received at least thirty (30) days prior to exhibitor's scheduled arrival and move-in. Contact Exhibitor Services on the electrical services available: 120 volt AC – 1 phase; 208 volt AC – 1 phase and 3 phase 60 cycle, and 480 volt AC – 3 phase.
- **24-Hour Power:** This will only be provided to those locations that have ordered and paid for 24-hour service. Otherwise, booth power will be turned on one (1) hour prior to each day's event opening and turned off thirty (30) minutes after closing.
- **Electrical Connections:** Exhibitors may plug into purchased outlets and connect signal wiring (i.e. antenna, audio, video, and speakers) within a booth or between the exhibitor's equipment with one booth. Otherwise, under NO circumstances shall anyone other than house electricians make electrical connections. Power requirements crossing aisles will not be installed unless approved by show management AND our Event Services department.
- **Obstructions:** Those found blocking utility floor boxes are subject to relocation as necessary. House electricians are authorized to cut floor coverings to permit installation of service unless otherwise directed. Standard wall, column and permanent building electrical outlets are not a part of booth space and are not to be used by exhibitors unless authorized by event service department.
- **Prohibited Usage:** Use of open clip sockets, latex or lamp cord wire, or unapproved duplex or triplex attachment plugs in exhibits are prohibited.
- **Equipment:** All equipment must be properly tagged or marked with complete information as to the type and/or amount of current, voltage, phase, frequency, horsepower, etc. required. 120-volt cords must be of the 3-Wire grounded type and run under carpet. All exposed, non-current carrying metal parts of fixed equipment, which are liable to be energized, must be grounded. We reserve the right to refuse connection to any exhibitor whose equipment is deemed unsafe by our electrical supervisors. Special equipment requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be executed without house electricians. However, all equipment, regardless of the source of power, must comply with all federal, state and local state safety codes.
- **NOTICE:** We cannot accept responsibility for voltage fluctuation or power failure due to temporary conditions beyond our control. For your protection, we advise installing a surge protector on all your computers and other sensitive equipment.

b. Mechanical

- **Service Connection Guidelines:**
 1. Under NO circumstances shall anyone other than house engineers make service connections. Service requirements crossing aisles will not be installed unless approved by show management AND our Event Services department.
 2. Obstructions blocking utility floor boxes or other service access points are subject to relocation as necessary. House engineers are authorized to cut floor coverings to permit installation of service unless otherwise directed.

- **Equipment:**
 1. All equipment must comply with all Federal, State and Local safety codes. Where applications require critical regulation of pressure, flow or moisture content, the exhibitor is responsible for supplying the necessary regulator, conditioner, etc. All equipment must be properly tagged or marked with appropriate information about requirements or tolerances regarding pressure, flow, capacity, rate of fill and/or other factors pertinent to safety. We reserve the right to refuse connection to any exhibitor whose equipment is deemed unsafe by an engineering supervisor.
 2. Tanks, drums, barrels and other containers requiring water fill and drain exceeding 30-gallon capacity must be filled and drained by house engineers and are subject to a service charge. We reserve the right to not fill any container that shows signs of leakage or is otherwise deemed inadequate by an engineering supervisor.
 3. Containers showing signs of leakage will be drained by a house engineer without prior notice.
- **NOTICE:** We cannot accept responsibility for pressure fluctuations due to temporary conditions beyond our control. For your protection, we advise installing appropriate regulators on any connection requiring critical control of pressure, moisture content, etc.

c. Telecommunications

- **Overview:** The PBCCC offers state-of-the-art Internet connectivity throughout the convention space with 1 GIG of bandwidth. The network infrastructure is designed to offer convenient and reliable connectivity for a wide variety of event-based needs. There is on-site staff to assist with technical needs. PBCCC is the exclusive voice/data communications provider. Various features and customizations are available to create a convenient and efficient experience. Contact your Event Manager for options and pricing.
- **Service & Equipment Connection Guidelines:**

1. Telephone Service – Telephone lines orders will automatically be provided with Long Distance capacity unless otherwise requested. ONLY PBCCC equipment can be used with ALL Digital lines for technicality and system compatibility purposes.
2. Data Service – Rental includes (1) IP address per device. The use of Routers, Switches, Wireless LAN's or any other hardware or software for the purpose of sharing an IP address is prohibited. Persons or shows found in violation of this policy will be liable for additional fees and could face immediate DISCONNECTION without notice. At that time, the right to a refund is denied. This decision is at the sole discretion of PBCCC management. SSID bandwidth is estimated at a maximum of 1,600 connections.

In order to ensure the success of everyone's event, PBCCC should be notified no later than 30 days prior to the start of the event of any intended use of outside switches, routers or wireless access points to ensure they will work without causing problems. The introduction of customer supplied switches, routers and wireless access points (including hotspot devices) into the system creates interference and causes performance deterioration and possible failure of both the PBCCC and customer supplied equipment. Please also note that customer supplied switches, routers and wireless access points are the responsibility of the customer to troubleshoot and PBCCC does not carry an inventory of consumer grade equipment.

- **NOTICE:** Each device connected to the PBCCC network must have an approved PBCCC IP Address. Any unapproved proxy servers, firewalls, wireless access points or routers will be subject to service disconnection. If you have special networking needs, please contact your event manager or a member of the IT Services Department.