

**EFFECTIVE MARCH 1, 2023**

All Exhibitor Services Orders will be required to be placed via our New Online Exhibitor Services Portal. Details and official link coming soon.

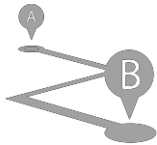
Order services on our website at:  
[WWW.PBCONVENTIONCENTER.COM](http://WWW.PBCONVENTIONCENTER.COM)

Ordering exhibitor services will be 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
- Compressed Air & Water Services
- Labor Assistance



**Directions**

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



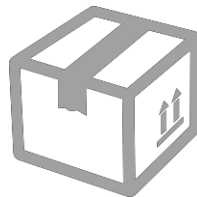
**Parking**

Contact your show organizer for specific parking details pertaining to your designated event.



**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](http://WWW.PBCONVENTIONCENTER.COM)

# UTILITY SERVICES TERMS AND CONDITIONS

For a complete listing of our policies and procedures, please see our website  
[WWW.PBCONVENTIONCENTER.COM](http://WWW.PBCONVENTIONCENTER.COM) or contact the Exhibitor Services Department directly.

## 1. ORDERING EXHIBITOR SERVICES

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- a. All orders must be placed electronically via EMAIL; NO phone or faxed orders will be accepted.
- b. To place an order visit <https://www.pbconventioncenter.com/order-exhibitor-services>, select the 2023 Exhibitor Ordering Kit, and the order forms will be available within the packet.
- c. Starting March 1<sup>st</sup>, you can visit our Exhibitor How-To Sheet for a step-by-step walkthrough of our New Ordering Process.

## 2. ONLINE STORE & PRICING STRUCTURE

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- a. The exhibitor store will open 90 days prior to the first scheduled load-in date of the show.
- b. Our tiered pricing is as follows:
  - **Advanced Rate – 14 - 90 days prior**
  - **Standard Rate – 3 - 13 days prior**
  - **Floor Rate – Onsite - 2 days prior**

## 3. ONSITE ORDERING

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- a. A Service Desk will be available during move in, located near the decorator. Exhibitor Services Manager will be able to assist you with needs regarding your pre-ordered services and any onsite ordering via the exhibitor kiosk.

## 4. PAYMENT INFORMATION

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- a. All payments must be made at the time of your order via credit card (Visa, MasterCard, Discover, and American Express). Checks and Money Orders will not be accepted.
- b. The date which orders are received **AND** paid IN FULL, determines the applicable rate as stated above.
- 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.

## 5. RATES AND LABOR CHARGES

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- a. Rates quoted for all connections cover only the delivery and placement of service to the booth location per the floor plan in the most convenient manner, and **DOES 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 placement and relocation can be provided.
- c. Services ordered during exhibitor move-in may not be installed before the event opens.
- d. Day of Show Installations during show hours may require Show Management approval.
- e. If special assistance or guidance is needed, a labor fee of will be added and must be paid for in advance.

## 6. REFUNDS & CANCELLATION POLICY

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- a. Cancellations for ordered services must be received in writing to our Exhibitor Services Department at [exhibitorservices@pbconventioncenter.com](mailto:exhibitorservices@pbconventioncenter.com) prior to the installation of the event in order to qualify for a refund. Refund amount is based on the dates the cancellation notice is received.
- b. No refunds will be issued after installation of service.
- c. Our tiered cancellation is as follows:
  - o **100% REFUND = 45 – 90 Days** prior to the first scheduled move-in day
  - o **50% REFUND = 14 – 44 Days** prior to the first scheduled move-in day
  - o **NO REFUND = 0 – 13 Days** prior to the first scheduled move-in day

## 7. INSTALLATION & DISCONNECTION OF SERVICES

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- a. Orders will be processed and installations completed on a first-come, first-served basis, or as the PBCCC determine most convenient. Advance orders paid in full will have priority over floor orders.
- 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. All materials 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.
- 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 of the event and end after the close of the event, unless special arrangements for early connect and/or late disconnect are made.
- f. No refunds will be given for services ordered and installed but not used.

## 8. GENERAL TERMS & CONDITIONS

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- a. 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.
- b. Booth numbers and booth layouts must be provided at the time an order is placed. Any changes must be communicated prior to move in. Changes to booth layouts after services are installed may be subject to labor charges.
  - Please complete the Booth Map Template and attach the document with your order.
- c. PBCCC electricians, IT technicians, and engineers are the only authorized personnel with access to utility floor pockets. Utility requirements crossing aisles will not be installed unless preapproved by show management.
- d. Exhibitors are not permitted to use water from restroom faucets or janitorial closets for exhibitor purposes. If required, arrangements must be made with Show Management.
- e. All equipment must conform to all federal, state and local fire and safety codes. PBCCC reserves the right to inspect and reject any and all connections and equipment that any customer uses while in the PBCCC.
- f. All rates are subject to change without notice

## 9. LEGAL NOTICE

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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.

## ELECTRICAL SERVICES

Prices listed are Run of Show unless otherwise marked.

<b>120 VOLT – SINGLE PHASE</b>	<b>ADVANCE</b> <i>(14 – 90 Days)</i>	<b>STANDARD</b> <i>(3 –13 Days)</i>	<b>FLOOR</b> <i>(Onsite – 2 Days)</i>
10 Amps	\$120	\$180	\$220
20 Amps	\$170	\$255	\$305
<b>208 VOLT – SINGLE PHASE</b>	<b>ADVANCE</b>	<b>STANDARD</b>	<b>FLOOR</b>
20 Amps	\$330	\$495	\$595
30 Amps	\$410	\$615	\$740
50 Amps	\$550	\$825	\$990
60 Amps	\$600	\$900	\$1,080
<b>208 VOLT – THREE PHASE</b>	<b>ADVANCE</b>	<b>STANDARD</b>	<b>FLOOR</b>
20 Amps	\$370	\$555	\$670
30 Amps	\$520	\$780	\$940
60 Amps	\$830	\$1,245	\$1,495
100 Amps	\$1,270	\$1,905	\$2,290
<b>480 VOLT – THREE PHASE</b>	<b>ADVANCE</b>	<b>STANDARD</b>	<b>FLOOR</b>
100 Amps	\$1,450	\$2,175	Not Available
<b>RIGGING – OVERHEAD ELECTRICAL</b>	<b>ADVANCE</b>	<b>STANDARD</b>	<b>FLOOR</b>
10 Amp – 120V – Single Phases	\$290	\$435	\$525
20 Amp – 120V – Single Phases	\$390	\$585	\$700
<b>RENTAL EQUIPMENT</b>	<b>ADVANCE</b>	<b>STANDARD</b>	<b>FLOOR</b>
6-Outlet Power Strip	\$25	\$40	\$50
25' Extension Cord	\$20	\$30	\$40
<b>ELECTRICAL LABOR</b>		<b>PER HOUR</b>	
Standard (7am – 7pm)		\$75	
Holiday		\$150	

**Please Note:**

- Rates, Equipment and/or Services are subject to change to prevailing rates.
- Equipment Rentals and Services are subject to inventory dependent upon availability at time of request.
- All materials and equipment furnished by the PBCCC shall remain property of the PBCCC and shall be removed by the PBCCC only.
- Equipment not returned is subject to the daily rental rate plus the replacement cost.
- Utility Carts are not available through the PBCCC — Please contact General Service Provider to make arrangements.
- There is a minimum labor charge of one (1) hour installation and hour removal for all 208V/480V Electrical services.

## ELECTRICAL SERVICES

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### *Installation and Distribution*

- PBCCC electricians will provide the initial electrical power source, exhibitors may then plug in their own equipment to that power source.
- Electrical service is run from the nearest floor pocket into the booth.
- Electrical outlets will be left at the back center of the booth unless a booth layout is provided with your online order. For orders with four (4) or more 120V power drops, any 208V services, or any 480V services a booth layout will be required.
- Please complete the Booth Map Template and attach the document with your order.
- PBCCC will supply a NEMA L21-30 for 10-30Amp 208V hookups. If a different NEMA number plug is needed please enter that information in the description field when placing your order.

### *Overhead Power*

- If an overhead sign, truss, banner or other rigged item requires overhead 120V/208V/480V power, the PBCCC can provide this service throughout the Palm Beach County Center exhibit hall. When ordering rigging packages, select one of the electrical rigging options.
- All 480V services will require hardwire installation by PBCCC electrical department from the ceiling bus-duct in the Exhibit Hall. Pricing includes four (4) hours of electrical labor for install/removal. Additional labor fees may apply for any changes to location or if additional wiring is required.

### *Terms & Conditions*

- The PBCCC is the exclusive provider for all electrical services. All electrical equipment shall remain on the PBCCC property and may not be installed or removed by anyone other than PBCCC personnel.
- All services listed include labor to install and remove said service. Additional fees may apply if there are open end machines, if hardwire installation is needed, or if cord caps or pigtails need to be provided. If an exhibitor requires additional electrical labor, outside the standard services, services will be billed at an hourly rate. Labor rates are based on current wage and benefit rates and are subject to change without notice.
  - **Electrical labor will be billed starting at \$75/hour.**
- All cords must be of the 3-wire grounded type and UL approved. Cords can be no smaller than 12 gauge. Any exposed non-current carrying metal parts of fixed equipment must be grounded.
- Electrical equipment must be properly tagged and wired with complete information as to type of current, voltage, phase, cycle, horsepower, etc.
- The PBCCC will not provide step up or step-down transformers, our building power is 120V/208V and 277V/480V.
- The PBCCC is not responsible for voltage variations of the power company.

## INTERNET & TELECOM SERVICES

WIRED INTERNET – Per Day/Per Device	ADVANCE (14 – 90 Days)	STANDARD (3 – 13 Days)	FLOOR (Onsite – 2 Days)
Basic - Dedicated Wired Internet ( <i>Hardline</i> )	\$150	\$225	\$275
Hub/Switch Rental (For LANS, 8-Port, Unmanaged 10/100 or GB)	\$75	\$115	\$145
Patch Cables ( <i>Available 6ft to 50ft</i> )	\$35	\$50	\$70
WIRELESS INTERNET – Run of Show	ADVANCE	STANDARD	FLOOR
Basic - Standard Wireless Internet	Complimentary		
Deluxe - Standard Wireless Internet (PBCCC-Vendor   Password to be provided)	\$175	\$250	\$375
Premium - Standard Wireless Internet (Encrypted SSID Access for Point of Sale)	\$200	\$275	\$425

**\*The use of routers (wired, wireless, or other network equipment) is prohibited without prior authorization.**

TELEPHONE EQUIPMENT RENTAL – Run of Show	ADVANCE	STANDARD	FLOOR
Digital Phone Package	\$200	\$260	\$390
Conference Call Polycom	\$200	\$260	\$390

IT TECHNICIAN LABOR	PER HOUR
Standard (7am – 7pm)	\$85
Holiday	\$170

## INTERNET & TELECOMMUNICATIONS SERVICES

### *Installation and Distribution*

- Internet service is delivered to a single location within your room or booth. If you require access for more than one computer or device, make sure you order service for all additional devices.
- Wired Internet service can extend up to 30' from the original drop location as long as cabling is sufficiently secured and stays within your contracted space; otherwise, additional wired Internet service(s) will be required.
- All services are tested once installation is completed.
- The PBCCC is not responsible for the installation, programming, or performance of customer (non-PBCCC) equipment. Additional labor costs may be applied if assistance is required for installing or troubleshooting of customer equipment if the problem is found not to be the fault of the PBCCC.
- A drawing indicating service placement(s) is required to be submitted with all wired Internet orders. If a drawing is not received, PBCCC personnel will drop service in an area of the booth or room that they deem to be most convenient. Additional labor fees may be assessed to relocate lines once they have been placed.
  - Please complete the Booth Map Template and attach the document with your order.
- Rates quoted for all services include bringing the requested communication services to the booth or room in the most convenient manner and do not include special wiring, overhead drops, and/or special setup or installation of client equipment. Additional labor fees may be assessed when special services are required and would be invoiced post-event.

### *Terms & Conditions*

- The PBCCC is the exclusive provider for all telephone and internet services. All materials and equipment shall remain in the PBCCC facility and may not be installed or removed by anyone other than PBCCC personnel.
- The PBCCC cannot guarantee the performance or accessibility of services beyond PBCCC's Internet gateway.
- Any resale or unauthorized distribution of these services is strictly prohibited.
- A replacement fee will be assessed on any materials and equipment that are damaged and/or not returned at the close of the event.
- Disputes concerning service must be filed in writing with the PBCCC Exhibitor Services Department prior to the close of the show. Disputes will be resolved by the PBCCC in a timely manner.
- Credit will not be given for decreased wireless performance due to interference generated by the event and its exhibitors, contractors, or attendees.
- Using 5 GHz capable devices (802.11a/n/ac) is strongly encouraged as wireless speeds and connectivity will not be guaranteed in the 2.4 GHz band.
- The PBCCC does NOT recommend wireless service for critical event activities such as web presentations, online sales, registration, or video streaming. For these and other critical activities, the PBCCC recommends purchasing wired service or the Encrypted Network.

### *Terms & Conditions (Cont'd)*

- Wireless connection speeds will vary. The actual speed depends on a variety of factors, such as the number of users on the network, personal device capabilities, and the size and location of the upload or download.
- Wireless service is inherently vulnerable to interference from equipment and devices that transmit on the same radio channels, operate within the same frequency spectrum, or have the ability to corrupt or block wireless frequencies. The WCD cannot guarantee that interference will not occur.
- The PBCCC is not responsible for wireless networks that it does not own or manage.
- The PBCCC does not provide security, such as firewalls or anti-virus features on its Internet services. It is the sole responsibility of the customer to provide their own necessary security precautions. The PBCCC is not responsible for any damages arising from the use of non-secured devices on the network.
- The PBCCC recommends that all devices directly or indirectly accessing the network have the latest anti-virus software, security updates, system patches, and any other technological precautions necessary to protect yourself and others from viruses, malicious programs, and other disruptive applications. Any device which adversely effects the PBCCC network may cause service interruptions to yourself and others which can lead to disconnection of your equipment from the network, with or without prior notice, at the PBCCC's discretion. The device(s) in question will remain disconnected until all issues are adequately resolved. All charges will apply and no refunds will be given. Additional charges may apply for trouble diagnosis and/or problem resolution.



## MECHANICAL SERVICES

Prices listed are Run of Show unless otherwise marked.

COMPRESSED AIR	ADVANCE (14 – 90 Days)	STANDARD (3 – 13 Days)	FLOOR (Onsite – 2 Days)
First Connection - 20 CFM @ 90-100 PSI	\$260	\$390	\$490
Each Additional Connection	\$145	\$220	\$275
WATER	ADVANCE	STANDARD	FLOOR
One Time Fill & Drain - 0 - 500 Gallons	\$160	\$240	\$300
One Time Fill & Drain - 501 - 999 Gallons	\$230	\$345	\$430
One Time Fill & Drain – Each Additional 100 Gallons	\$60	\$90	\$120
ELECTRICAL LABOR	PER HOUR		
Standard (7am – 7pm)	\$65		
Holiday	\$130		

**Please Note: Rates, Equipment and/or Services are subject to change to prevailing rates.**

## MECHANICAL SERVICES

### Installation and Distribution

- PBCCC Engineers will provide the service from the nearest floor pocket into the booth. Exhibitors must furnish the necessary fittings to connect to 1/4", 3/8", or 1/2" female (NPT) thread for air and water connections. Exhibitors must also provide your own regulator for air pressures as the pressures may vary.
- PBCCC Engineers are unable to provide metric fittings, adaptors, or airlines.
- Air and water connections are available in limited locations on the exhibit floor. Connection sizes and booth locations all factor into planning to supply air and water to exhibitor booths.
- Air and water services are prohibited from crossing aisleways. PBCCC will work with show management to relocate a booth if a service order cannot be fulfilled in its current location.

### Terms & Conditions

- The PBCCC is the exclusive provider for all air and water services. All equipment shall remain in the PBCCC facility and may not be installed or removed by anyone other than PBCCC personnel.
- Exhibitors are not permitted to fill or drain their own equipment, use individual air compressors, or bring their own compressed gasses from an outside vendor.
- All services listed include labor to install and remove said service. If an exhibitor requires additional engineering labor, outside the standard services, services will be billed at an hourly rate. Additional labor would be billed post-event pending the amount time required for installation and/or removal. Labor rates are based on current wage and benefit rates and are subject to change without notice.

## AUDIO VISUAL SERVICES

Prices listed are Per Day and Per Device unless otherwise marked. Floor Rates are NOT available

<b>AUDIO EQUIPMENT</b>	<b>ADVANCE</b> <i>(14 – 90 Days)</i>	<b>STANDARD</b> <i>(3 –13 Days)</i>
Wireless Mic (Handheld)	\$560	\$840
Wireless Mic (Lavalier)	\$560	\$840
JBL EON 10" Powered Speaker w/Stand	\$250	\$375
(2) Powered Speakers with a (6) Channel Mixer	\$500	\$750
<b>VIDEO EQUIPMENT</b>	<b>ADVANCE</b>	<b>STANDARD</b>
NEC Lumen HD Projector	\$545	\$815
Tripod Screen w/black skirt - 6' x 6'	\$90	\$135
Tripod Screen w/black skirt - 8' x 8'	\$105	\$160
<b>MONITORS</b>	<b>ADVANCE</b>	<b>STANDARD</b>
24" Display with Table Stand	\$310	\$465
55" Display with Floor Stand	\$770	\$1,155
70" Display with Floor Stand	\$1,060	\$1,590
<b>MISCELLANEOUS</b>	<b>ADVANCE</b>	<b>STANDARD</b>
Laptop Computer	\$240	\$360
Standard – Signage Easel	\$25	\$40
Standard – Flipchart w/ Color Markers	\$70	\$105

All monitors, audio and video equipment require a minimum 120 Volts – 10amp of electricity.  
Order Electrical Separately.

## RIGGING SERVICES

Rigging Rates are provided dependent upon the specific request of services.

Please Contact the Exhibitor Services Manager at [exhibitorservices@pbconventioncenter.com](mailto:exhibitorservices@pbconventioncenter.com) to receive a Rigging Request Form. Rates will be provided via Services Quote.

**Please Note: Rates, Equipment and/or Services are subject to change to prevailing rates.**

# FREQUENTLY ASK QUESTIONS

## **BEFORE PLACING YOUR ORDER - IMPORTANT INFORMATION**

Please read the answers to some of our frequently asked questions before placing your order.

If you have questions not answered here, please do call us at 561-366-3451, or email us at [exhibitorservices@pbconventioncenter.com](mailto:exhibitorservices@pbconventioncenter.com). Our office hours are 8am-4:30pm EST, Monday-Friday.

### Q: How do I place my order for PBCCC services?

A: Visit [www.pbconventioncenter.com](http://www.pbconventioncenter.com) and proceed to the Exhibitor Information page. Click the link for the Online Ordering Portal and proceed to locate your event. On the next screen, you will be prompted to create an account. Once your account is created, you will now be able to begin ordering your equipment and services. Proceed to Store, add your items & Review your Cart. Please have a valid credit card when you are ready to check out. Checks are not accepted.

### Q: I believe I am tax exempt.

A: STOP! You cannot order online. You must contact us directly via email or phone and we will send you a PDF form to fill out. Exhibitors will be required to provide Tax Exemption documentation before order can be processed.

### Q: I am ordering for multiple booths, and require a separate invoice for each.

A: Please click on the Documents & Invoicing tab, and add the Special Invoicing Fee to each order so that we can accommodate your request. Without this, every order will be on the same invoice post-event. We cannot accommodate requests for separate invoices once invoicing has been completed, so please make your request pre-event.

### Q: What are the rules for my booth?

A: Please carefully review your exhibitor kit, as well as the exhibitor guidelines from the main website. These guidelines are not meant to be comprehensive, but instead to give you an idea of some things you may need to keep in mind when planning your booth. You are responsible for researching and understanding all relevant codes—any onsite violations will be subject to additional charges in order to bring your booth into compliance.

### Q: Can I run my own electrical cords under flooring or distribute high voltage power on the ground?

A: No. You must pay for electrical labor to distribute power, and order a separate outlet for each location where you require power on the ground.

### Q: Can I bring in outside food and drink?

A: NO — OVG Hospitality is the exclusive provider for all food and beverage within PBCCC facilities. Food or beverages may not be brought in or delivered to the PBCCC for personal consumption. Exhibitors may order and arrange catering services via our online ordering system. For additional information please contact the OVG Sales Team at 561-366-3002.

### Q: I need help with shipping/furnishings/carpet/something else I don't see on here.

A: Please contact your General Services Contractor or the person from whom you purchased your booth. You can also contact us and we will attempt to point you in the right direction.

## **GENERAL INFORMATION**

### **Q: ARE EXHIBITOR SERVICES AVAILABLE FROM THE CEILING?**

A: Limited sources are available from the ceiling for Rigging Purposes ONLY. Additional fees may apply.

### **Q: CAN I ACCESS EXHIBITOR SOURCES FROM THE FLOOR DIRECTLY?**

A: No, services must be installed exclusively by PBCCC staff.

### **Q: WHERE WILL MY SERVICES BE LOCATED?**

A: As default, services are installed at the rear center of a booth space, however, for peninsula and island booths, services will be installed in the location most convenient.

### **Q: DO I NEED TO SUBMIT A FLOOR PLAN OR BOOTH GRID?**

A: If you require services to be installed in specific locations, especially with carpet installation, you will be required to submit a booth diagram/grid, booth orientation and services coordinates.

### **Q: DO I NEED TO ADD LABOR CHARGES?**

A: No, all services listed include labor to install and remove said service. Additional fees may apply if there are open end machines, if hardwire installation is needed, or if cord caps or pigtails need to be provided. If an exhibitor requires additional electrical labor, outside the standard services, services will be billed at an hourly rate. Labor rates are based on current wage and benefit rates and are subject to change without notice.

### **Q: CAN I ADD ANOTHER EXHIBITOR SHARE SERVICES?**

A: No, each exhibitor must order and pay for their own utility services separately.

### **Q: CAN I CANCEL SERVICES ON-SITE?**

A: Refunds will not be considered for services cancelled on-site.

## **ELECTRICAL SERVICES**

### **Q: HOW DO I KNOW HOW MUCH POWER TO ORDER?**

A: Please see our ordering guidelines or see our list of power requirements for common office and household items.

### **Q: WILL THE ELECTRICAL SERVICES BE TURNED ON WHEN I ARRIVE AT MY BOOTH?**

A: Yes, electrical services will be available for use immediately upon installation.

### **Q: HOW MANY PLUGS DO I GET FOR EACH POWER SOURCE ORDERED?**

A: Each power source ordered and installed by the PBCCC is a single receptacle capable of receiving a single device.

### **Q: CAN I SUPPLEMENT THE SINGLE POWER SOURCE PROVIDED WITH EXTENSION CORDS AND MULTI-OUTLET FIXTURES?**

A: Yes, you can supplement your power source with a surge protector for additional outlets and extension cords to extend your power source. Cords and surge protectors are available at the Exhibitor Service Desk for a fee.

### **Q: CAN I BRING MY OWN EXTENSION CORDS AND SURGE PROTECTORS?**

A: Yes, customers are welcome to bring their own supplemental equipment.

contd.

### **ELECTRICAL SERVICES, contd.**

**Q: WHAT IS THE MINIMUM POWER I CAN ORDER?**

A: The minimum power source available at the PBCCC is (1) 120V – 10amp (1000-watt receptacle).

**Q: DOES THE POWER STAY ON FOR 24 HOURS?**

A: Yes, power is available 24 hours.

**Q: IS THERE AN ADDITIONAL CHARGE FOR 24 HOUR POWER?**

A: No, there is not an additional charge for 24-hour power.

**Q: HOW DO I KNOW WHICH SERVICES BELONG TO MY BOOTH?**

A: All services will be identified with a LABEL/TAG indicating the show, booth name and booth number.

**Q: WHAT HAPPENS IF I DID NOT ORDER ENOUGH POWER AND ACCIDENTALLY BLOW A CIRCUIT BREAKER?**

A: If you blow a circuit breaker on a power strip, you can simply reset it from the unit. However, if you blow a circuit breaker to our distribution boxes, we will reset our box. You may be responsible for a resetting fee.

### **INTERNET SERVICES & TELEPHONE LINES**

**Q: HOW MANY DEVICES CAN OPERATE OFF A SINGLE HARDLINE INTERNET CONNECTION?**

A: PBCCC provides a single IP address per internet connection order. Individual IP address must be ordered for each device requiring connectivity.

**Q: CAN I USE A HUB FOR MY INTERNET SERVICE?**

A: Internet connections are locked to the number of IP addresses ordered.

**Q: CAN I USE A ROUTER FOR MY INTERNET SERVICE?**

A: No, the use of Routers, Switches, Wireless LAN's or any other hardware or software for the purpose of sharing an IP address is prohibited.

**Q: IS THERE WIRELESS INTERNET SERVICE AVAILABLE?**

A: Yes, a complimentary wireless internet service is available throughout the facilities. The wireless services have limited bandwidth and speed. Upgrade to Deluxe or Premium according to needs. Additional Fees will apply. Some shows do sponsor open Wi-Fi networks in the exhibit hall—contact your event organizer to find out if they have done so.

**Q: DO I NEED A LONG-DISTANCE PHONE LINE TO OPERATE A CREDIT CARD MACHINE?**

A: No, most credit card terminals dial toll-free numbers for transactions. Customers will only require a local phone line.

**Q: DO I HAVE TO DIAL A SPECIAL NUMBER TO ACCESS AN OUTSIDE LINE?**

A: Yes, all phone lines are dial-9 to access outside lines.

**Q: WHAT ARE THE LONG-DISTANCE CHARGES?**

A: Long distance charges are the prevailing AT&T rates at time of usage.



**PALM BEACH COUNTY CONVENTION CENTER**

650 Okeechobee Blvd.  
West Palm Beach, FL. 33401  
Phone: 561-366-3021

Email: exhibitorservices@pbconventioncenter.com



To receive advance rate, orders and full payment must be received 14 days prior to the first scheduled show date.

**UTILITIES EXHIBITOR SERVICES ORDER FORM**

**Event Name:** \_\_\_\_\_ **Exhibiting Company:** \_\_\_\_\_

**Event Dates:** From: \_\_\_\_\_ To: \_\_\_\_\_ **Address:** \_\_\_\_\_

**Booth #:** \_\_\_\_\_ **City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_

**Ordered By:** \_\_\_\_\_ **Phone:** \_\_\_\_\_ **Cell:** \_\_\_\_\_

**On-Site Contact:** \_\_\_\_\_ **E-Mail:** \_\_\_\_\_

**Return completed form to the email provided above as a PDF.  
Phone Orders, Faxed forms or Photocopied forms WILL NOT be accepted.**

**ADVANCED PRICING IS VALID WITH FULL PAYMENT RECEIVED 14 CALENDAR DAYS PRIOR TO EVENT MOVE IN.**

Service Descriptions	Quantity	Advance Rate <small>(14 - 90 Days)</small>	Standard Rate <small>(3 - 13 Days)</small>	Floor Rate	Total	PAYMENT INFORMATION		
<b>ELECTRIC</b>						<b>Circle One:</b> Visa                      American Express		
120 V-Single Phase (10 Amps) <small>1000 Watts</small>		\$ 120	\$ 180	\$ 220	\$	MasterCard		
120 V-Single Phase (20 Amps) <small>2000 Watts</small>		\$ 170	\$ 255	\$ 305	\$	<b>Credit Card Number:</b> _____		
208 V-Single Phase (30 Amps)		\$ 410	\$ 615	\$ 740	\$	<b>Expiration Date (MM/YY):</b> / <b>Security Code/CVV:</b> _____		
208 V-Three Phase (60 Amps)		\$ 830	\$ 1,245	\$ 1,495	\$	<b>Name on Card (Please Print):</b> _____		
208 V-Three Phase (100 Amps)		\$ 1,270	\$ 1,905	\$ 2,290	\$	<b>Billing Address:</b> _____		
Power Strip 6 Outlet		\$ 25	\$ 40	\$ 50	\$	<b>City:</b> _____		
Extension Cord - 25FT.		\$ 20	\$ 30	\$ 40	\$	<b>State:</b> _____ <b>Zip:</b> _____		
<b>MECHANICAL</b>						<b>Authorized Signature*:</b> _____		
Water: One Time Fill & Drain (0 - 500 Gallons)		\$ 160	\$ 240	\$ 300	\$	<b>Date:</b> _____		
Water: One Time Fill & Drain (501 - 999 Gallons)		\$ 230	\$ 345	\$ 430	\$	By signing and returning this form, customer agrees to all terms and conditions printed on this form and related documents. The PBCCC reserves the right to correct orders that have been figured incorrectly. Tax rates are subject to change without notice.		
Water: One Time Fill & Drain (Each Additional 100 Gallons)		\$ 60	\$ 90	\$ 120	\$			
Compressed Air: 1st Connection (up to 1/2")		\$ 260	\$ 390	\$ 490	\$			
Compressed Air: Each Additional Connection		\$ 145	\$ 220	\$ 275	\$			
<b>INTERNET - Nontaxable</b>								<b>By signing and returning this form, customer agrees to all terms and conditions printed on this form and related documents. The PBCCC reserves the right to correct orders that have been figured incorrectly. Tax rates are subject to change without notice.</b>
<i>The use of Routers is PROHIBITED</i>	<b># of Days</b>	<b># of Devices</b>	<b>Advance Rate <small>(14 - 90 Days)</small></b>	<b>Standard Rate <small>(3 - 13 Days)</small></b>	<b>Floor Rate</b>	<b>Total</b>	<b>SUBTOTAL (Electric &amp; Mechanical)</b>	\$
Basic - Wired Internet <small>Per Day, Per Connection, Per Device</small>			\$ 150	\$ 225	\$ 275	\$	<b>X 7% Sales Tax</b>	\$
Deluxe - Wireless (Vendor Access) <small>Run of Show - Password Provided</small>			\$ 175	\$ 250	\$ 375	\$	<b>SUBTOTAL (Internet)</b>	\$
Premium - Wireless (Encrypted) <small>Run of Show, For POS Purposes</small>			\$ 200	\$ 275	\$ 425	\$	<b>Labor Fees (If Applicable)</b>	\$
							<b>GRAND TOTAL</b>	\$

*Additional Electrical Services & Analog Phone Line  
Available Upon Request - Contact For Pricing*

**\* I ALSO AUTHORIZE CHARGING ANY UNPAID BALANCES TO MY CREDIT CARD. SEE WEBSITE FOR EXHIBITOR SERVICES PAYMENT TERMS AND CONDITIONS.**



PALM BEACH COUNTY CONVENTION CENTER

650 Okeechobee Blvd.
West Palm Beach, FL. 33401
Phone: 561-366-3021

Email: exhibitorservices@pbconventioncenter.com



To receive advance rate, orders and full payment must be received 14 days prior to the first scheduled show date.

AUDIO VISUAL EXHIBITOR SERVICES ORDER FORM

Event Name: Exhibiting Company:
Event Dates: From: To: Address:
Booth #: City: State: Zip Code:
Ordered By: Phone: Cell:
On-Site Contact: E-Mail:

Return completed form to the email provided above as a PDF.
Phone Orders, Faxed forms or Photocopied forms WILL NOT be accepted.

ADVANCED PRICING IS VALID WITH FULL PAYMENT RECEIVED 14 CALENDAR DAYS PRIOR TO EVENT MOVE IN.

Table with columns: Service Descriptions, # of Days, Quantity, Advance Rate (14 - 90 Days), Standard Rate (3 - 13 Days), Total. Includes sections for VIDEO EQUIPMENT, AUDIO EQUIPMENT, COMPUTER EQUIPMENT, ACCESSORY EQUIPMENT, PACKAGES, and a summary section for EQUIPMENT SUBTOTAL, X 20% Service Fee, SUBTOTAL, X 7% Sales Tax, and GRAND TOTAL.

PAYMENT INFORMATION
Circle One: Visa American Express MasterCard
Credit Card Number:
Expiration Date (MM/YY): / Security Code/CVV:
Name on Card (Please Print):
Billing Address:
City:
State: Zip:
Authorized Signature\*:
Date:
By signing and returning this form, customer agrees to all terms and conditions printed on this form and related documents. The PBCCC reserves the right to correct orders that have been figured incorrectly. Tax rates are subject to change without notice.

ORDERING INSTRUCTIONS
CALCULATIONS: The total charge per item is determined by multiplying the quantity by the daily rate by the number of days to be used.
TAX EXEMPT STATUS: In order to avoid sales taxes, please provide us with a current copy of your tax exempt certificate.
ADVANCED RATE PRICING: To guarantee equipment availability & advanced rate pricing, this order should reach us 14 days prior to first day of load in. Floor Rates are not available.
CANCELLATIONS: All cancellations must be received in writing, 48 hours prior to proposed day of load in.
AUDIO TECHNICIAN LABOR FEES: All prices listed for equipment include labor fees for set & strike.

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To receive advance rate, orders and full payment must be postmarked 14 days prior to the first scheduled EXHIBITOR MOVE-IN DATE.

SIGN / BANNER / RIGGING EXHIBITOR SERVICES REQUEST FORM

Step 1: Provide Event & Contact Information

Event Name: Event Dates: From: To:
Exhibiting Company: Booth #:
Booth Size: X Booth Type: Inline \_\_\_ Island \_\_\_ Peninsula \_\_\_
Address: City: State: Zip Code:
Ordered By: Phone: Cell:
On-Site Contact: E-Mail:

ORDER ONLINE AT: www.PBConventionCenter.com

Step 2: Provide Rigging Information

TYPE OF SIGNAGE: Sign/Banner/Inflatable \_\_\_ Audio Visual \_\_\_ # OF SIGNS :
MATERIAL OF SIGNAGE: Cloth \_\_\_ Vinyl \_\_\_ Metal \_\_\_ Wood \_\_\_ Other \_\_\_
SIZE OF SIGNAGE: Height \_\_\_ Length \_\_\_ Width \_\_\_ Weight \_\_\_ NOTE: If more than 50lbs, a motor will be REQUIRED
SHAPE OF SIGNAGE: Square \_\_\_ Rectangle \_\_\_ Triangle \_\_\_ Round \_\_\_ Other \_\_\_ # OF SIDES \_\_\_
NUMBER OF POINTS: # of Rigging Points \_\_\_ # of Grommets \_\_\_
PLACEMENT: Trim Height to Bottom of the Sign from the Floor \_\_\_
HARDWARE & MATERIALS: Are you providing Hardware? \_\_\_
If Yes for Banners, Please List (Ex. Pipes, Conduit, Rods, Etc.) \_\_\_
If Yes for General Rigging, Please List (Ex. Tie Lines, Aircraft Cables, Etc.) \_\_\_
DOES YOUR SIGN REQUIRE: Electrical? \_\_\_ Truss or Motor \_\_\_ Are you providing Truss/Motor? \_\_\_
If electrical is required, please complete the "Utilities Order Form" and note that the power is for overhead rigging.
If truss or motors need to be ordered, please contact the Exhibitor Services Manager for quotes and availability.
REQUESTED CALL DATE/TIME: REQUESTED SET DATE: REQUESTED SET TIME:
PLEASE NOTE: Requested Dates and Time are not guaranteed as orders will be filled on a first-come first-serve basis.

RIGGING PLOTS, CADS, DIAGRAMS & LAYOUTS FOR YOUR BOOTH ARE REQUIRED WITH FORM SUBMISSION FOR ORDER TO BE PROCESSED

Step 3: Print and Sign this form, then scan and email to exhibitorservices@pbconventioncenter.com

Authorized Signature\*: Date
By submitting this request, you confirm you have read and agree to the terms and rates within this form

PBCCC RIGGING TERMS & CONDITIONS

- The PBCCC is not responsible for any rigging items (banners, signs, etc.) left in the booth during move-out if the exhibitor is not present.
PBCCC does not assemble item(s). Assembly must be completed by the exhibitor.
After eight (8) hours or on Sundays/holidays, overtime rates (time and 1/2 per hour) apply.
PBCCC's Rigging department is subject to the Show Manager's rules and policies.
There may be additional charges for aerial lifts used to suspend items. There is a charge when used for other purposes.
All rigging orders are subject to the approval by the PBCCC and must be installed, removed and supervised by PBCCC personnel.
Only rated rigging hardware is permitted. Rigging hardware is available through the PBCCC at an additional charge (truss, hoists, aircraft cable, ropes, etc.)
Signs and/or truss exceeding 100 lbs. will require a chain hoist.
Modifications or additions to incentive rate orders received after the incentive deadline are subject to base or on site rates.
Orders received on site are subject up to a 50% price increase over base rates, if services are available.
Rates are based on when payment is received by PBCCC. Orders without payment will NOT be processed and service will be withheld.
PBCCC does not accept purchase orders (POs). All prices are subject to change without notice.

NOTICE

After your sign is assembled and ready to be hung, an AUTHORIZED SIGNER from your PBCCC Rigging Labor Form must visit the PBCCC Exhibitor Services service desk to sign rigging paperwork. Rigging orders are handled in the order in which the paperwork is signed-off at the PBCCC Exhibitor Services service desk and/or at the discretion of the PBCCC. Dates of installation will vary depending on the quantity of orders and move-in days. If a specific install or strike time is required, the exhibitor must order a Dedicated Rigging Team.