

Frequently Asked Questions - Exhibitors

100 Percent Customer Focused, Cost Effective



Loading and Unloading

As an exhibitor, can I unload my own vehicle?

- Yes, regardless of booth size and it is not a commercially registered vehicle.



Product

Can we open boxes and stock our shelves?

- Exhibitors and customers may open boxes, stock shelves, distribute and set product, set-up, place plug in, hang from hooks product and literature within the booth space.



Booth Set-Up

Install

As an exhibitor, do I have the right to install displays in my booth?

- Exhibitors can set-up and/or tear-down a booth without booth size limitation if they own all materials within the booth and are full-time employees of the company.
- Exhibitors may perform work on their own display equipment after the initial set-up and/or for maintenance.

As an exhibitor, can I also work in my booth if I hire show labor (stagehands) to install my booth?

- Yes, if they are full-time employees of the company without booth size limitation.

I am an exhibitor coming in for an event and I was wondering if I can set up my personally owned TV monitor with DVD player?

- Exhibitors and their full-time employees can install monitors and A/V equipment that is not rented without booth size limitation.

Can I hire an outside AV vendor for rental equipment?

- If you are using a 3rd party vendor other than the preferred AV vendor for your event, additional costs may be incurred.

Am I able to use a step ladder and a screw gun in my booth?

- Subject to building safety guidelines you are permitted to use ladders up to 6' and power tools (including battery operated) without booth size limitation.

Electric

As an exhibitor, can I set up my own computers?

- Yes, exhibitors may set up personally owned computers without booth size limitation that are not for public use.
- All rented equipment would require show labor to install and dismantle.

My booth will have stem lighting, can I install them myself?

- Exhibitors have the right to install your own lighting without booth size limitation. Lights must be installed by a full-time employee of the exhibitor and they cannot be provided by a rental company or 3rd party. Lighting provided by a 3rd party will be installed and dismantled by show labor (electricians). They must be UL/NEC compliant.
- In all booths where an Exhibitor Appointed Contractor (EAC) or decorator is utilized, show labor (electricians) will install all light fixtures, lit signage and stem lights.

As an exhibitor, can I run my own cords in my booth?

- An exhibitor can run cords without booth size limitation along the drape line or behind a display.
- All exhibitor extension cords must be grounded 3-wire 12-gauge UL listed approved cords.
- Taping across the floor is not permitted. Any cords installed under flooring will be installed by show labor (electricians).

Can I disconnect my battery from a vehicle in my booth?

- Batteries shall be disconnected and reconnected by show labor (electricians) regardless of booth size.

OUR PLEDGE TO CUSTOMER SERVICE



THE PENNSYLVANIA CONVENTION CENTER

IN THE CITY OF PHILADELPHIA, known for its history-making meetings, we do hereby establish that all those who gather in our world-class facility have the right to:

- 1. EFFECTIVE MANAGEMENT.** By bringing in industry-leader ASM Global to oversee our beautiful downtown Pennsylvania Convention Center, it's clear we're further dedicating ourselves to transparent, accountable and professional management for your meeting.
- 2. INDEPENDENCE AND FLEXIBILITY.** Full-Time employees (Exhibitors) (as long as there is **not an EAC Contracted** to setup/dismantle the booth) have the freedom to:
 - Setup and/or tear down their booths without limitation to size.
 - Unload their personally owned vehicles using their own equipment, including dollies, luggage carriers, non-hydraulic carts, and two-to-four-wheel hand trucks.
 - Use power tools and ladders (up to 6 feet) to setup and tear down exhibits.
 - Install signage and floor coverings.
 - Install and remove non-rented and non-public AV equipment.
- 3. SIMPLE COMPUTER SETUP.** Full-Time employees of the exhibiting company and show managers may setup, connect their own (**non-rented**) computers, tablets, and all computer components and any required low-voltage power supply equipment for **non-public** use. Our show labor will need to setup any rented equipment, registration and public-use computers & tablets including when using to collect Data. Public use of computers & tablets, in areas such as cyber cafes, exhibiting booth space and meeting rooms, are set by our show labor.
- 4. SELF PROMOTION.** Show managers have the freedom to place, move and remove easels, signs, and poster board materials.
- 5. EASY DISPLAY SETUP.** Full-Time employees of the exhibiting company, and show managers have the freedom to open boxes, stock shelves, setup, plug in, hang up, and freely distribute their non-bulk products/literature within their booth without limitation to size of the booth.
- 6. DISPLAY MAINTENANCE.** Full-Time employees of the exhibiting company have the freedom to perform maintenance on their own display equipment after the initial setup without limitation to size of the booth.
- 7. A SUPPORTIVE TEAM.** Each labor union has established a core workforce with a focus on hospitality.
- 8. SKILLED WORKERS.** Our Labor workforce is highly skilled and has received specialized training in hospitality services.

FOR EXHIBITORS



AN  MANAGED FACILITY

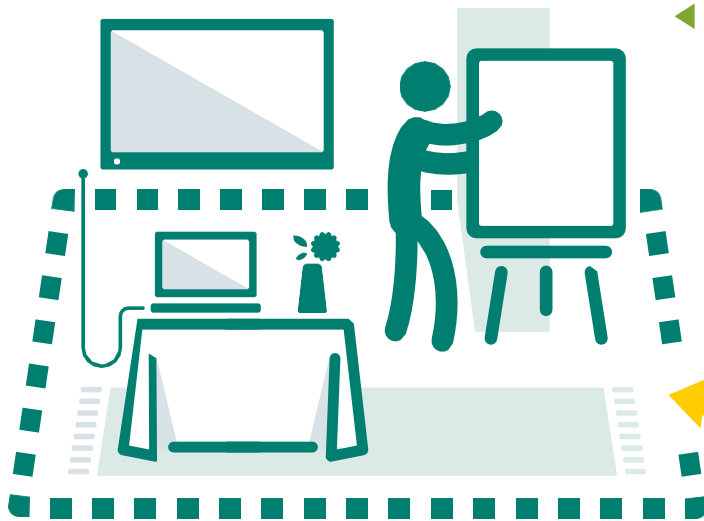
MARCH 2023

ASM Global Contractor Services can be reached at 215-418-4900

PENNSYLVANIA CONVENTION CENTER

ENHANCED EXHIBITOR WORK RULES

Progressive work rules and streamlined services provide our customers with just the right amount of flexibility and independence they need, resulting in greater cost efficiencies and a better overall customer experience.



Within your booth area or show space, full-time employees of the Exhibiting Company (as long as there is **not an EAC Contracted** for the booth setup/dismantle) have the freedom to setup and tear down your display, hang graphics and signage, install floor coverings, and install non-rented AV equipment including tablets for **non-public use without limitation to booth size**.

Place, move, and remove your own easels, signs, and poster board materials.



Open boxes, stock shelves, setup, plug in, hang up, and freely distribute your non-bulk products/literature within your booth or show space.



Drive your non-commercially registered personally owned vehicle to a designated area to unload.



Use your own dollies, luggage carriers, non-hydraulic carts, and two-to-four-wheel hand trucks.

VEHICLES THAT QUALIFY:



SEDAN



SUV



PICKUP



VAN

VEHICLES THAT DO NOT QUALIFY:



TRAILER
INCLUDES
TAG-ALONG



RENTALS



BOBTAIL



STAKEBED

Use your own power tools and ladders (up to 6 feet) to setup and tear down exhibits.



MARCH 2023

PCC Electrical Safety Standards For Exhibit Booths



Pennsylvania
Convention Center
PHILADELPHIA

AN  MANAGED FACILITY

All exhibitors must use hard or extra hard cords as per National Electrical Code Standards. Cords must be UL listed, 12 AWG, and grounded. Exhibitors can run the cord along the drape line of their booth. An electrician is needed to distribute the power under the floor or to a certain location other than the drape line. Any cords that are smaller than 12 gauge or ungrounded along with ramps or cord coverings of any sort are prohibited within the booth.

Cords are available to rent through our Exhibitor Services Department.

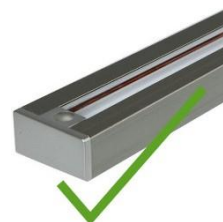


Any/all wiring that may need to be spliced onsite must be done by a PCC electrician. These connections must also be in a box per the National Electrical Codes standards.



All track lights **must** have a capped end. An Opened-ended track is considered a live wire and a hazard, especially when attached to metal booth pipe & drape. All lighting fixtures must be UL listed and listed/labeled for its intended use as per National Electrical Code standards.

Caps are available for purchase through our Exhibitor Services Department.



Separately derived power systems are **PROHIBITED** to be used in the building.



PCC Safety Guidelines for Exhibitors

ALL BOOTHS:

- A. A ladder up to 6ft may be used in accordance with the manufacturer guidelines.
- B. Battery operated power tools can be used. Power actuated tools such as Hilt guns and gas filled nailers may not be used under any circumstances.
- C. Accessing floor ports in exhibit halls is strictly prohibited.
- D. The use of gasoline powered equipment is not permitted.
- E. Generators are prohibited.
- F. Vehicle batteries shall be disconnected and reconnected by electricians regardless of booth size.
- G. Rigging of heavy objects is not permitted. Riggers would be required for such work.
- H. The use of safety protection is required when needed, such as safety glasses, gloves, etc.
- I. The use of hoists will not be permitted.
- J. The use of a device with an open flame, such as a propane torch, is prohibited.
- K. Lasers, rotating or still, shall not be permitted.
- L. No smoking shall be permitted inside the facility-including electronic cigarettes.
- M. Exhibit booths or displays may not block fire equipment. Columns, electrical closets, and electrical panels must be accessible.
- N. All electrical cords run across the show floor or under carpet will be installed by PCC Electricians regardless of booth size.
- O. In all booths (including booths less than 600 sq/ft.) where an Exhibitor Appointed Contractor (EAC) or General Service Contractor is utilized, electricians will install all light fixtures, lit signage, and all other work deemed as electrical jurisdiction.
- P. Lead acid batteries may not be used for power in any booth.
- Q. Small air compressors that are not part of equipment (separate unit) are prohibited from use on the show floor. An order for Compressed Air is required through Client Utilities Department.
- S. The use of restroom sinks to fill and drain tanks, pots, buckets, etc. in exhibit halls is prohibited. An order for Water Fill & Drain is required through Client Utilities Department.
- T. Dumping of any type of liquids into restroom sinks, toilets or exhibit hall floor ports is strictly prohibited.

PCC Convenience Outlet Policy

To insure patron safety, the PCC has installed safety devices in meeting rooms, ballrooms and public area corridors. Should you require an adaptor, please contact your Event Manager or our Client Utilities Department at 215-418-2190.

1. Outlets are not to be used by exhibitors under any circumstance.
2. 3rd party vendors are required to place an order with the Client Utilities Department when power is needed.
3. A licensee may use one outlet for personally owned computers (limit 2). The Client Utilities Department will provide an adaptor at not cost.
4. A contractor may use one outlet per meeting room for an AV Presentation. The Client Utilities Department will provide an adaptor at no cost.
5. A licensee may use one outlet per meeting room for an AV Presentation provided the equipment is personally owned. Any equipment used from a 3rd party would require an electrical service order. The Client Utilities Department will provide an adaptor at not cost.
6. AV presenters that supply their own cord must use a grounded 12/3 flat cord which is in compliance with Fire Marshal regulations.

WIRED INTERNET SERVICE ORDER FORM

(PLEASE READ TERMS AND CONDITIONS ATTACHED)

IF PAYING BY CHECK RETURN THIS FORM TO:

PCCA/ASM Order Processing
1101 Arch Street
Philadelphia, PA 19107
Inquiries only: 215-418-2190
Email: exhibitorservices@paconvention.com

ORDERS MAY BE PLACED ONLINE AT: <https://tinyurl.com/y5vv7s2h>

ABAI 2024

**ADVANCED DEADLINE
DATE:
MAY 1ST, 2024**

Exhibiting Firm: _____ Booth No.: _____
Billing Address: _____ Event: _____
City: _____ State: _____ Zip: _____
Exhibitor Contact Name: _____ Title: _____
Phone: _____ Fax: _____ E-Mail: _____

CREDIT CARD AUTHORIZATION REQUIRED for advance order, on-site charges, labor, and materials.

In our efforts to follow PCI compliance security guidelines and in order to safeguard your credit card information, we can no longer accept credit card information via this order form. To make payments via credit card, please contact our accounts receivable department at **215-418-2190** for assistance.

INTERNET SERVICES				
(Internet upload and download speeds are the same and an IP address is required for each device connected to the internet)				
Dedicated Public Internet Service				
Dedicated Public Internet Service will accommodate internet functions such as: viewing streaming video, surfing the internet, viewing websites, and checking email. These services provide "real IP's", there are no blocked ports and they will support multiple users with VPN connections.				
QTY.	SERVICE	ADVANCED RATE	STANDARD RATE	TOTAL
	Dedicated Public 9Mb – includes (10) IP addresses, can expand to (28) total IP addresses	\$9,000.00	\$11,250.00	
	Dedicated Public 6Mb – includes (10) IP addresses, can expand to (28) total IP addresses	\$7,000.00	\$8,750.00	
	Dedicated Public 3Mb – includes (6) IP addresses, can expand to (11) total IP addresses	\$4,250.00	\$5,310.00	
	Dedicated Public 1.5Mb – includes (6) IP addresses, can expand to (11) total IP addresses	\$2,500.00	\$2,655.00	
	<i>Additional Dedicated Public IP address (Not internet service)</i>	\$160.00	\$195.00	
Dedicated Private Internet Service				
Private Internet Service will accommodate general internet functions such as: viewing streaming video, surfing the internet, viewing websites, and checking email. These services will not support multiple users with VPN connections.				
	Private 9Mb – includes (4) IP addresses	\$1,800.00	\$2,250.00	
	Private 6Mb – includes (4) IP addresses	\$1,200.00	\$1,500.00	
	Private 3Mb – includes (4) IP addresses	\$1,000.00	\$1,250.00	
	<i>Additional Private IP address (Not internet service)</i>	\$125.00	\$160.00	
	Dry VLAN connection – This service is not internet access. This service is inclusive of the origination and destination points. Origination Point _____ Destination Point _____	\$600	\$750	
			Subtotal	
			8% Sales Tax	
			Total	

PLEASE NOTE:

- Higher bandwidth options are available. Please contact the **Exhibitor Services** department for a quote: **215-418-2190** or exhibitorservices@paconvention.com.
- Internet service originates at back of booth: please attach the booth floor plan if primary service is required in a location other than back of booth.
- Data cabling to multiple locations is installed by the event electricians; please contact **Utility Services** to order this labor: **(215-418-2190** or exhibitorservices@paconvention.com).

- TO ORDER ONLINE VISIT OUR WEBSITE at **WWW.PACONVENTION.COM**

TERMS & CONDITIONS

1. INSTRUCTION FOR COMPLETING ORDER FORM

- A. Order must be typed or clearly printed; illegible forms will delay processing.
- B. Services requested at location other than back of booth must include floor plan.
- C. For services and equipment not listed on the service order form, call the PCCA/ASM Global Exhibitor Services Department for availability and quotes at **(215) 418-2190** or e-mail **exhibitorservices@paconvention.com**

2. EXPLANATION OF SERVICE

- A. Rates shown for services are for the duration of event and includes installation to exhibitor booth in the most convenient manner, in most cases to the back center of an in-line booth or perimeter of island and peninsula booths. All services originate from the floor unless otherwise noted or requested.
- B. Advance orders will be installed based on the schedule determined by the General Service Contractor and/or Show Management. On site orders will be processed in the order that they are received at the PCC Exhibitor Services Desk.

3. RULES AND REGULATIONS FOR INTERNET SERVICE

- A. Services provided **may not be** shared by multiple exhibits.
- B. All materials and equipment furnished by Pennsylvania Convention Center and/or its sub-contractors shall remain the property of Pennsylvania Convention Center and/or its sub-contractors.
- C. Pennsylvania Convention Center and its sub-contractors are authorized to cut floor coverings to gain access to utility floor ports should this be required during installation.
- D. The use of any wireless devices including, but not limited to, wireless routers and switches that interfere with the PCC wireless frequency is prohibited.
- E. The PCC does not guarantee the routing, throughput or performance expressed or implied of any data circuits with regards to Internet access, network backbones beyond any facility we service.
- F. The PCC will not supply security services such as firewalls etc. for any data circuit we provide. It is the responsibility of exhibitors or customers to provide such security measures.
- G. The PCC requires that all devices accessing the PCC Network have the latest virus scan software, windows security updates and any other precautions necessary to protect yourself and others from viruses, malicious programs, and other disruptive applications. Any device that adversely impacts PCC's network will be disconnected from the network with or without prior notice at PCC's discretion. Additional charges may apply for troubleshooting diagnosis and/or problem resolution.
- H. All Internet and equipment will be collected within 1 hour after close of show; exhibitors are responsible for loss or damage to PCC equipment until PCC staff receives said equipment.
- I. **It is the responsibility of the client to provide the following:**
 - **Standard 10BaseT Ethernet adapter (RJ 45 Interface) for each computer.**
 - **Network Driver: TCP/IP**
 - **Proper configuration of computer equipment for TCP/IP connection.**
 - **Electrical service for your booth, room, or service location.**

4. PAYMENT TERMS & CONDITIONS

- A. **Full payment is due with service order.** Credit Card Pre-authorization for onsite charges is required when placing an order. Acceptable forms of payment are:
 - Company check (drawn on a U.S. bank) payable to **Pennsylvania Convention Center (PCC)**
 - Accepted credit cards**Service orders will not be processed without payment.** Exhibiting firms with outstanding balances from prior events must submit payments, otherwise services will not be provided. To pay by credit card, please contact our **Accounts Receivable Department** at **215-418-4793** for assistance.
- B. Advance rates will be applicable to service orders received by PCC 21 days prior to the first day of event move-in or the deadline date noted on front of this form. Service orders received less than 21 days prior to the first day of move-in and on site will be billed at the standard rate.
- C. Third party billing is available upon request. Please contact the **PCC Finance Department** at **215-418-4793** for approval.
- D. Outstanding balance for services will be automatically billed to the credit card on file.
- E. Credit will not be given for service installed and not used. Services canceled without 21 day prior written notice are subject to a cancellation fee of 25%.
- F. A \$25.00 handling charge will be assessed for returned checks due to insufficient funds.
- G. Cancellation of services must be received by PCC Exhibitor Services Department 21 days prior to the event.
- H. Claims regarding services provided by PCC will not be considered unless filed by customer issued prior to the close of show.
- I. **Refunds** of overpayments will be issued by submitting request to PCC Finance Department within 30 days of the close of final invoicing.
- J. For unpaid balances on **pre-approved** invoices, terms will be net, due and payable upon receipt of invoice. Effective 30 days after invoice date, any unpaid balances will bear a **FINANCE CHARGE** at the lesser of the maximum rate allowed by law, or 1.5% per month by law. The finance charge shall automatically be reduced to the maximum rate allowed. Any excess finance charge received by the PCC shall be applied to reduce the principal unpaid balance or refunded to the payer. This payment Terms & Conditions agreement shall be governed

by and construed in accordance with the laws of the Commonwealth of Pennsylvania

- K.** International exhibitors are required to make 100% pre-payment for services. Payment may be made by check in U.S. funds drawn on a U.S. bank or by approved credit card.
- L.** For companies exempt from sales tax, PCC requires an exemption certificate for the Commonwealth of Pennsylvania. Resale certificates are not valid unless re-billing charges to customers.

ELECTRIC SERVICE & LABOR INSTALLATION ORDER FORM

(PLEASE READ TERMS AND CONDITIONS ATTACHED)

IF PAYING BY CHECK RETURN THIS FORM TO:

PCCA/ASM Order Processing
1101 Arch Street
Philadelphia, PA 19107
Inquiries only: 215-418-2190
Email: exhibitorservices@paconvention.com

ABAI 2024

ADVANCED DEADLINE DATE:
MAY 1ST, 2024

ORDERS MAY BE PLACED ONLINE AT: <https://tinyurl.com/y5vv7s2h>

Exhibiting Firm: _____ Booth No.: _____
Billing Address: _____ Event: _____
City: _____ State: _____ Zip: _____
Exhibitor Contact Name: _____ Title: _____
Phone: _____ Fax: _____ E-Mail: _____

CREDIT CARD AUTHORIZATION REQUIRED for advance order, on-site charges, labor, and materials.

In our efforts to follow PCI compliance security guidelines and in order to safeguard your credit card information, we can no longer accept credit card information via this order form. To make payments via credit card, please contact our accounts receivable department at **215-418-2190** for assistance.

STANDARD 110V/120V SERVICE				
Please see Terms & Conditions for additional Info (1.B.a)				
QTY	SERVICE	ADVANCED RATE	STANDARD RATE	TOTAL
	500 watts	\$140.00	\$168.00	
	1000 watts	\$175.00	\$205.00	
	2000 watts	\$225.00	\$270.00	
	24 hr. – 500 watts	\$187.00	\$252.00	
	24 hr. – 1000 watts	\$232.00	\$325.00	
	24 hr. – 2000 watts	\$292.00	\$395.00	
	OTHER	Call for Pricing		
RENTAL LIGHTS				
Price includes power, labor to install/dismantle and a one-time focus on stage				
QTY	SERVICE	ADVANCED RATE	STANDARD RATE	TOTAL
	4' Track w/ 3 - 90w Lamps	\$167.00	\$263.00	
	8' Track w/ 3 - 90w Lamps	\$232.00	\$315.00	
	Each additional track lamp	\$20.00	\$30.00	
	LED Clamp Stem Light	\$130.00	\$175.00	
	Par Can Overhead Light	\$670.00	\$900.00	

208V MOTORS/MACHINERY SERVICE				
Labor and material charges will apply				
QTY	SERVICE	ADVANCED RATE	STANDARD RATE	TOTAL
	20 amp 1Phase	\$410.00	\$510.00	
	30 amp 1Phase	\$430.00	\$575.00	
	60 amp 3Phase	\$800.00	\$1,120.00	
	100 amp 3Phase	\$1,280.00	\$1,500.00	
	24HR 20amp 1Phase	\$615.00	\$765.00	
	24HR 30amp 1Phase	\$645.00	\$862.50	
	24HR 60amp 3Phase	\$1,200.00	\$1,760.00	
	24HR 100amp 3Phase	\$1,920.00	\$2,250.00	
	OTHER	Call for Pricing		
<ul style="list-style-type: none">• Installation/Dismantle labor is scheduled and billed at rates in accordance with show move-in/out.• The minimum charge of ½ hour installation will apply.• Dismantle labor of floor power will be automatically charged at 50% of the total installation hours.• Dismantle of overhead services, signs, truss, motors and lights will be billed on actual labor hours incurred.				

ELECTRICAL LABOR RATES PER HOUR

STRAIGHT TIME: WEEKDAYS 8 AM – 4:30 PM		OVER TIME: WEEKDAYS 6 AM TO 8 AM AND AFTER 4:30 PM; ALL DAY SATURDAY		DOUBLE TIME: ALL DAY SUNDAY AND HOLIDAYS	
Regular Rate	\$140.00	Regular Rate	\$210.00	Regular Rate	\$280.00
Show Site Rate	\$163.00	Show Site Rate	\$244.50	Show Site Rate	\$326.00

<input type="checkbox"/> Unsupervised Installation	<input type="checkbox"/> Supervised Installation by Exhibitor/Name:	Cell:
<input type="checkbox"/> NO	<input type="checkbox"/> YES	EAC or I&D Company: On-Site POC: Cell:

PLEASE CHECK ALL WORK REQUIRED BELOW. Only PCC/ASM Global electricians under IBEW Jurisdiction perform the electrical installations listed below. Material charges will apply where applicable, i.e. extension cords/feed cables/cord caps, lift charges, etc.

<input type="checkbox"/> Distribution of cords/cables under carpet/flooring from point of origin	<input type="checkbox"/> 208v/480v Service Connection Electrical Equipment/Hardwire	<input type="checkbox"/> Dedicated Daily Booth Labor (submit schedule if necessary)	<input type="checkbox"/> Close Circuit TV, Security Cameras/Monitors Satellite Dish Assembly / Dismantle & Cabling
<input type="checkbox"/> Network Data Cabling Distribution & Terminations	Date: Time:	Date: Time:	Date: Time:
Date: Time:	<input type="checkbox"/> PCC/ASM Truss/Motors/Lights	<input type="checkbox"/> Suspended Electrical Signs w/Lights and/or Motors	<input type="checkbox"/> Disconnect/Connect Vehicle Battery
<input type="checkbox"/> Booth Lighting, Stem Lights & Electrical Signage	<input type="checkbox"/> Exhibitor Rental	Install Date:	Disconnect Date:
Install Date:	Install Date:	Time:	Time:
Time:	Time:	Dismantle Date:	Reconnect Date:
Dismantle Date:	Dismantle Date:		

--	--	--	--

TERMS & CONDITIONS

1. INSTRUCTION FOR COMPLETING ORDER FORM

- A. Order must be typed or clearly printed; illegible forms will delay processing.
- B. Services requested at location other than back of booth must include proper forms and diagrams.
 - a. Please note there are additional labor and material charges for locations other than the back of booth for inline & peninsula booths and labor and material charges will always be required for island booths.
- C. For services and equipment not listed on the service order form, call the PCCA/ASM Global Exhibitor Services Department for availability and quotes at **(215) 418-2190** or e-mail **exhibitorservices@paconvention.com**

2. PAYMENT TERMS & CONDITIONS

- A. **Full payment is due with service order.** Credit Card Pre-authorization for on-site charges, labor and materials is required when placing an order.
Acceptable forms of payment are:
 - Company check (drawn on a U.S. bank) payable to **Pennsylvania Convention Center Authority, (PCCA)**
 - Accepted credit cards.
 Service orders will not be processed without payment. Exhibiting firms with outstanding balances from prior events must submit payments, otherwise services will not be provided. To pay by credit card, please contact our **Accounts Receivable Department** at **215-418-4793** for assistance.
- B. **Advanced Rates** will be applicable to service orders received with payment in full by the deadline date noted on the front of this form.
- C. **Standard Rates** will be applicable to service orders received after the Advanced Rate Deadline or orders received without payment.
- D. **Third party billing** is available upon request. Please contact the **PCCA/ASM Global Finance Department** at **215-418-4795** for approval.
- E. **Outstanding balance** for services will be automatically billed to the credit card on file.
- F. Credit will not be given for service installed and not used.
- G. **Cancellation of services** must be received by PCC/ASM Global Exhibitor Services Department 21 days prior to the event. Services cancelled without 21 days prior written notice are subject to a cancellation fee of 25%.
- H. A \$25.00 handling charge will be assessed for returned checks due to insufficient funds.
- I. Rates are based on current wages and are subject to change without notice.
- J. **Claims** regarding services provided by PCCA/ASM Global will not be considered unless filed by customer issued prior to the close of show.
- K. **Refunds** of overpayments and dispute resolutions will be issued by submitting requests to PCCA/ASM Global Finance Department within 30 days of the close of final invoicing.
- L. For unpaid balances on **pre-approved** invoices, terms will be net, due and payable upon receipt of invoice. Effective 30 days after invoice date, any unpaid balances will bear a **FINANCE CHARGE** at the lesser of the maximum rate allowed by law, or 1.5% per month by law. The finance charge shall automatically be reduced to the maximum rate allowed. Any excess finance charge received by the PCCA/ASM Global shall be applied to reduce the principal unpaid balance or refunded to the payer. This payment Terms & Conditions agreement shall be governed by and construed in accordance with the laws of the Commonwealth of Pennsylvania.
- M. **International exhibitors** are required to make 100% pre-payment for services. Payment may be made by check in U.S. funds drawn on a U.S. bank or by approved credit card.
- N. For companies exempt from sales tax, PCCA/ASM Global requires an exemption certificate for the Commonwealth of Pennsylvania. Resale certificates are not valid unless re-billing charges to customers.

3. EXPLANATION OF SERVICE

- A. Rates shown for services are for the duration of event and includes installation to exhibitor booth in the most convenient manner, in most cases to the back center of an in-line booth or perimeter of island and peninsula booths. All services originate from the floor unless otherwise noted or requested.
- B. Advance orders will be installed based on the schedule determined by the General Service Contractor and/or Show Management. On site orders will be processed in the order that they are received at the PCC Exhibitor Services Desk.
- C. Electrical services will be turned off one hour after the close of show each day and restored one hour prior to opening.
- D. 24-hour electrical service is available for refrigeration, electronics, and circulation pumps.

4. RULES & REGULATIONS FOR SERVICES

- A. Services provided may not be shared by multiple exhibits.
- B. All materials and equipment furnished by PCC and/or its sub-contractors shall remain the property of PCC and/or its Sub-contractors.
- C. All rental equipment furnished by PCC not left in the booth at the close of the show will be charged an additional 75% of the original rental equipment charge.
- D. PCC and/or its sub-contractors are authorized to cut floor coverings to gain access to utility floor ports and permit the installation of service.
- E. PCC or its sub-contractors are not responsible for interruption or fluctuation of services.
- F. All equipment provided by customer shall be compliant with the National and Philadelphia Electrical and Building Codes and PCCA/ASM safety standards. All equipment is subject to inspection and approval by PCC prior to connection to service.
- G. Customer is responsible for any lost or damaged equipment supplied by the PCC.



Electrical Service Checklist

- ✓ Electrical service is not included with the rental of your booth space or meeting room.
- ✓ Each electrical drop within the booth must be a minimum of 500 watts. This is for the protection of the equipment getting plugged in, the safety of the people in the booth (exhibitors and attendees), and to prevent over-current interruption during the show.
- ✓ Electrical service will be turned off one hour after the close of show and restored one hour prior to show opening each day. *24HR service is available upon request for perishables, refrigeration, electronics, pumps, etc. at an additional cost.*
- ✓ Exhibitors are **NOT PERMITTED** to run cords under carpet.
- ✓ Exhibitors are permitted to run cords along the drape line **ONLY**.
- ✓ All exhibitor extension cords must be grounded 3-wire 12-gauge UL listed approved cords. (household un-grounded cords are NOT permitted)
- ✓ All equipment provided by the exhibitor shall be UL listed and approved. Equipment must be compliant with the National Electrical Code, Philadelphia Building Codes, Fire Marshal, and PCCA/ASM Global safety standards.
- ✓ Exhibits found to be non-compliant will receive notification and be expected to correct the infraction. If not corrected, additional charges may be incurred.
- ✓ In all booths where an Exhibitor Appointed Contractor (EAC) or decorator is utilized, ASM Global Electricians must install all light fixtures, lit signage, hardwiring, and all other work deemed as electrical jurisdiction.
- ✓ Vehicle batteries shall be disconnected and reconnected by ASM Global Electricians per the Philadelphia Fire Marshal.
- ✓ All electrical equipment and installations are subject to inspection. Any installed equipment found presenting a hazard will be subject to removal or the exhibitor will be responsible for any charges incurred due to corrections.
- ✓ Electrical Distribution panels in the back of booths **MUST** remain accessible at all times. Exhibitors are **PROHIBITED** from accessing panels and PCCA electrical connections.
- ✓ Labor calls for PCCA/ASM Global electricians must be selected as "Under Supervision" or "Without Supervision" and noted as such on the Electrical Labor Order form. **"Will Calls" are not acceptable.**
- ✓ It is recommended that you supply the Utilities Department with a rendering and scaled floor plan noting power drop locations in your booth and/or meeting room.
- ✓ All on-site orders for electric service and electric labor will be billed at Standard/Show Site Rates and could lead to delays in your booth build.
- ✓ Separately derived electrical systems are **NOT PERMITTED** to be used in the building.

Updated 10/14/2019

EXHIBITOR SERVICES RIGGING FAQ SHEET

- Rental of Truss and Motors (including its equipment) is proprietary to PCC/ASM Global.
- Installation of all truss, motors and its equipment is performed by ASM Electricians. Labor is not included in the rental price
- See menu of sample pricing below.
- Rental Rates are based on one (1) week installments.

SILVER TRUSS ALL LENGTHS AVAILABLE



12" Silver Truss
10' - \$100.00
8' - \$90.00
5' - \$70.00
4' - \$70.00
2' - \$70.00
Corner Blocks—\$100.00

20.5" Silver Truss
10' - \$120.00
8' - \$100.00
5' - \$ 90.00
Corner Blocks—\$120.00

BLACK TRUSS AVAILABLE AT AN ADDITIONAL COST



12" Black Truss
10' - \$120.00
8' - \$110.00
5' - \$90.00
4' - \$90.00
2' - \$90.00
Corner Blocks—\$120.00

20.5" Black Truss
10' - \$130.00
8' - \$120.00
5' - \$110.00
Corner Blocks—\$130.00

STANDARD MOTOR RENTALS 1/4 TON & 1/2 TON - \$350 1 TON - \$370.00



ROTATING MOTOR \$250/RENTAL



**CUSTOM RIGGING ESTIMATES ARE PREFERRED AND PROVIDED UPON REQUEST TO
EXHIBITORSERVICES@PACONVENTION.COM WITH RENDERING AND/OR RIGGING PLANS.**

- A 50% deposit is required with approved Rigging Estimate.
- All Electrical Suspended Elements that require electric for lights and/or rotating motors must be installed by ASM Electricians.
- All Suspended Elements that are dead hung (no lights and/or motors) are the Decorator's responsibility.
- Signage weighing 150lbs or more will traditionally require a motor(s) to be installed by ASM Electricians.
- Lights for truss can be supplied by exhibitor or 3rd party vendor, but must be installed by ASM Electricians.
- Operating of all Motor Controllers is performed by ASM Electricians.
- All booths using an EAC or Decorator supplied labor will need ASM Electricians to wire or install booth lighting.
- All rules apply to dismantle and move-out.
- For more information contact Utilities Services at exhibitorservices@paconvention.com or 215-418-4815.



ANNOUNCING OUR NEW LIGHTING PRODUCTS AVAILABLE FOR RENTAL

What attracts visitors to your booth? Excellent exhibit design and a marketing strategy. We think the most important aspect of the marketing strategy is the lighting. To help draw visitors and business to your booth we are pleased to offer two new lighting products available for rental: Skanda LED Clamp on Light, the Nora Track Light and PARCAN Overhead Light. The clamp on lights are useful if you are trying to create smaller spotlights on specific posters, the track lights are useful if you are trying to highlight specific products within your booth and our PARCAN Overhead Light is useful if you want to add additional overhead lighting to your booth or spotlight a hanging sign, etc.

With these ideas in mind, we think you'll be better able to market your product or service and attract attention!

RENTAL PRICE INCLUDES POWER, INSTALLATION/DISMANTLE AND A ONE-TIME FOCUS



Light attracts people, it shows the way, and when we see it in the distance, we follow it. "Ricardo Legorreta - architect

EXHIBITOR AUDIO VISUAL SERVICE ORDER FORM

(PLEASE READ TERMS AND CONDITIONS ATTACHED)

IF PAYING BY CHECK RETURN THIS FORM TO:

PCCA/ASM Order Processing
1101 Arch Street
Philadelphia, PA 19107
Inquiries only: 215-418-2190
Email: exhibitorservices@paconvention.com

ABAI 2024

**ADVANCED DEADLINE
DATE:
MAY 1ST, 2024**

Exhibiting Firm: _____ Booth No.: _____
Billing Address: _____ Event: _____
City: _____ State: _____ Zip: _____
Exhibitor Contact Name: _____ Title: _____
Phone: _____ Fax: _____ E-Mail: _____

CREDIT CARD AUTHORIZATION REQUIRED for advance order, on-site charges, labor, and materials.

In our efforts to follow PCI compliance security guidelines and in order to safeguard your credit card information, we can no longer accept credit card information via this order form. To make payments via credit card, please contact our accounts receivable department at **215-418-2190** for assistance.

AUDIO VISUAL SERVICES					
(RATES LISTED BELOW ARE FOR EXHIBIT BOOTHS FOR THE ENTIRE LENGTH OF THE SHOW)					
PRESENTATION EQUIPMENT	QTY	ADVANCED RATE	STANDARD RATE	TOTAL	ADDITIONAL MATERIALS
6' Tripod Screen		\$75.00	\$94.00		
8' Tripod Screen		\$113.00	\$141.00		
32" or 54" Projection Video Cart w/ Drape		\$63.00	\$79.00		
Flipchart w/ Markers and Pad		\$75.00	\$94.00		
VIDEO EQUIPMENT					TOTAL CHARGES
32" HD Flat Panel Display (Data & Video) Black		\$305.00	\$385.00		EQUIPMENT SUBTOTAL
40" HD Flat Panel Display (Data & Video) Black		\$535.00	\$670.00		
55" HD Flat Panel Display (Data & Video) Black		\$745.00	\$930.00		8% SALES TAX
75" HD LED Display (Data & Video) Black		\$1,285.00	\$1,605.00		SERVICE CHARGE* (\$150 OR 30% of equipment total, whichever is greater)
Other HD Flat Panel Displays available		Call for Pricing			
Floor Stand or Tabletop Stand (circle one)		\$125.00	\$156.00		TOTAL AMOUNT DUE
Digital Media Player		\$80.00	\$100.00		
Wall Mounting		Call for Pricing*			ONSITE CONTACT INFORMATION
HD PROJECTORS					On-site Contact Name:
4,500 Lumen HD Projector		\$750.00	\$938.00		
LAPTOP COMPUTER					Cell Phone Number:
Laptop Computer with MS Office		\$313.00	\$391.00		
AUDIO EQUIPMENT					Delivery Date/Time:
160 Watt Self Powered Full Range Speaker w/Stand		\$163.00	\$204.00		
300 Watt Self Powered Full Range Speaker w/Stand		\$213.00	\$266.00		Pick-up Date/Time:
Dynamic Wired Microphone Floor Stand, Podium, or Table Top (circle one)		\$88.00	\$110.00		
Wireless Microphone Handheld or Lavalier (circle one)		\$288.00	\$360.00		
Wireless Headset Microphone		\$350.00	\$437.50		
6 Channel Audio Mixer		\$180.00	\$225.00		
Other Items Available.		Call for Pricing			

SPECIAL INFORMATION:

exhibitorservices@paconvention.com • 215-418-2190

RATES EFFECTIVE MAY 1, 2024 TO APRIL 30, 2025

*If your equipment requires installation labor, an additional labor fee will be applied. Call for Pricing. If order is placed within 24 hours of show opening there is an additional 25% fee. Please note power is not included in the cost of equipment. Please contact the Exhibitor Services Department (215-418-4815) to order additional equipment. A representative from your company must be on hand to sign for the equipment.

TERMS & CONDITIONS

1. INSTRUCTION FOR COMPLETING ORDER FORM

- A. Order must be typed or clearly printed; illegible forms will delay processing.
- B. Services requested at location other than back of booth must include proper forms and diagrams.
- C. For services and equipment not listed on the service order form, call the PCCA/ASM Global Exhibitor Services Department for availability and quotes at (215) 418-2190 or e-mail exhibitorservices@paconvention.com

2. PAYMENT TERMS & CONDITIONS

- A. **Full payment is due with service order or the service order will not be processed.** Acceptable forms of payment are:
 - Company check (drawn on a U.S. bank) payable to **Pennsylvania Convention Center Authority (PCC)**
 - Accepted credit cards.

Credit Card pre-authorization for on-site charges, labor and equipment is required when placing an order. All Customers with outstanding balances from prior events must submit payment along with service orders, or the outstanding balance will be automatically billed to the approved credit card on file. If prior outstanding balances are not paid, services will not be provided. To pay by credit card, please contact our **Accounts Receivable Department** at 215-418-4793 for assistance.

Service orders will not be processed without payment. Exhibiting firms with outstanding balances from prior events must submit payments, otherwise services will not be provided. To pay by credit card, please contact our **Accounts Receivable Department** at 215-418-4793 for assistance.

- B. If there are any pre-approved unpaid balances after the close of the event, they are due and payable upon receipt of invoice. Effective 30 days after invoice date, any unpaid balances will bear a **FINANCE CHARGE** at the lesser of the maximum rate allowed by law, or 1.5% per month, which is an **ANNUAL PERCENTAGE RATE OF 18%**. If any Finance Charge applied hereunder exceeds the maximum rate allowed by law, the Finance Charge shall automatically be reduced to the maximum rate allowed and any excess Finance Charge received by the PCC shall be applied to reduce the principal unpaid balance or refunded to the payer.
- C. A \$25.00 handling charge will be assessed for returned checks due to insufficient funds.
- D. Cancellation of services must be received by PCC's Exhibitor Services Department 72 hours prior to delivery date, or services and equipment will be billed at 100%.
- E. It is the Customer's responsibility to advise PCC's Exhibitor Services Department of any problems with any order, and to check invoices for accuracy prior to the close of the event.
- F. Claims regarding services provided by the PCC should be filed by Customer within 90 days of receipt of a final invoice.
- G. Requests for refunds of overpayments must be submitted to PCC's Finance Department within 90 days of receipt of the final invoice.
- H. International exhibitors are required to make payment by check in U.S. funds drawn on a U.S. bank or by approved credit card.
- I. For companies exempt from sales tax, PCC requires an exemption certificate issued by the Commonwealth of Pennsylvania or any state/federal entity.

3. RENTAL TERMS AND CONDITIONS

- A. A representative of Customer must be present to sign for delivery of equipment.
- B. All materials and equipment furnished by PCC and/or its sub-contractors shall remain the property of PCC and/or its sub-contractors.
- C. All equipment provided by Customer shall be compliant with the National and Philadelphia Electrical and Building Codes and PCC safety standards.
- D. All equipment is subject to inspection and approval by PCC prior to connection to service.
- E. It is understood and agreed that Customer is renting PCC's equipment for a specified period of time and is responsible for its safe return. Customer hereby agrees to use all rental equipment with reasonable care to prevent excessive wear and tear and/or damage to said property. All rental equipment must be returned to PCC in the same condition as it was at the time of delivery to Customer, reasonable wear and tear excluded. Customer will immediately notify PCC of any damage to the rental equipment and Customer hereby agrees to be billed for any damage to or loss of rental equipment while in Customer's care, custody and/or control. In no event shall Customer permit any equipment to be used and/or possessed by parties other than the named Customer without prior consent of PCC in each instance. Services provided may not be shared by multiple exhibits.
- F. Installation services for advance orders will be completed according to the schedule determined by the General Service Contractor and/or Show Management. On-site orders will be processed in the order that they are received at the PCC Exhibitor Services Desk.
- G. PCC will not be liable for any damages Customer may suffer arising out of acts of God, use or inability to use the audio-visual equipment or related products and/or services, unless such damages are caused by the intentional or willful act of PCC. PCC will not be liable for any special or consequential damages, or for losses, damages or expenses directly or indirectly arising from Customer's use or inability to use the audio-visual equipment or related products and/or services, based upon breach of contract, or any other legal theory, whether or not PCC, its suppliers or subcontractors have been advised of the possibility of such damage or loss.
- H. The terms and conditions of this agreement shall be governed by and construed in accordance of the laws of the Commonwealth of Pennsylvania.

Signed: _____

Date: _____

Company Name: _____

Booth No: _____

TELECOMMUNICATIONS SERVICE ORDER FORM

(PLEASE READ TERMS AND CONDITIONS ATTACHED)

IF PAYING BY CHECK RETURN THIS FORM TO:

PCCA/ASM Order Processing
1101 Arch Street
Philadelphia, PA 19107
Inquiries only: 215-418-2190
Email: exhibitorservices@paconvention.com

ORDERS MAY BE PLACED ONLINE AT: <https://tinyurl.com/y5vv7s2h>

ABAI 2024

**ADVANCED DEADLINE
DATE:
MAY 1ST, 2024**

Exhibiting Firm: _____ **Booth No.:** _____
Billing Address: _____ **Event:** _____
City: _____ **State:** _____ **Zip:** _____
Exhibitor Contact Name: _____ **Title:** _____
Phone: _____ **Fax:** _____ **E-Mail:** _____

CREDIT CARD AUTHORIZATION REQUIRED for advance order, on-site charges, labor, and materials.

In our efforts to follow PCI compliance security guidelines and in order to safeguard your credit card information, we can no longer accept credit card information via this order form. To make payments via credit card, please contact our accounts receivable department at **215-418-2190** for assistance.

PHONE SERVICES (Unlimited local and long-distance calls at no additional charge)				
QTY.	SERVICE	ADVANCED RATE	STANDARD RATE	TOTAL
	Single Line Telephone Service	\$300.00	\$350.00	
	Credit Card Line/Fax Line	\$300.00	\$350.00	
	Multi Line Telephone Service	\$450.00	\$525.00	
Phone Equipment & Features				
	Conference Phone (Single Line Telephone Service must be ordered)	\$100.00	\$150.00	
	Voice Mail	\$25.00	\$25.00	
	Other:	Call for Pricing		
			Subtotal	
			8% Sales Tax	
			Total	

PLEASE NOTE:

- Phone Service originates at back of booth; please attach a floor plan if service is required in a location other than back of booth.
- TO ORDER ONLINE VISIT OUR WEBSITE at WWW.PACONVENTION.COM

TERMS & CONDITIONS

1. INSTRUCTION FOR COMPLETING ORDER FORM

- A. Order must be typed or clearly printed; illegible forms will delay processing.
- B. Services requested at location other than back of booth must include floor plan.
- C. For services and equipment not listed on the service order form, call the PCCA/ASM Global Exhibitor Services Department for availability and quotes at **(215) 418-2190** or e-mail **exhibitorservices@paconvention.com**

2. EXPLANATION OF SERVICE

- A. Rates shown for services are for the duration of event and includes installation to exhibitor booth in the most convenient manner, in most cases to the back center of an in-line booth or perimeter of island and peninsula booths. All services originate from the floor unless otherwise noted or requested.
- B. Advance orders will be installed based on the schedule determined by the General Service Contractor and/or Show Management. On site orders will be processed in the order that they are received at the PCC Exhibitor Services Desk.

3. RULES AND REGULATIONS FOR SERVICES

- A. Services provided **may not be** shared by multiple exhibits.
- B. All materials and equipment furnished by PCC and/or its sub-contractors shall remain the property of PCC and/or its sub-contractors.
- C. PCC and/or its sub-contractors are authorized to cut floor coverings to gain access to utility floor ports and permit the installation of service.
- D. PCC or its sub-contractors are not responsible for interruption or fluctuation of services.
- E. All equipment provided by customer shall be compliant with the National and Philadelphia Electrical and Building Codes and PCC safety standards. All equipment is subject to inspection and approval by PCC prior to connection to service.
- F. Customer is responsible for any lost or damaged equipment supplied by the PCC.

4. PAYMENT TERMS & CONDITIONS

- A. **Full payment is due with service order.** Credit Card Pre-authorization for onsite charges is required when placing an order. Acceptable forms of payment are:
 - Company check (drawn on a U.S. bank) payable to **Pennsylvania Convention Center (PCC)**
 - Accepted credit cards**Service orders will not be processed without payment.** Exhibiting firms with outstanding balances from prior events must submit payments, otherwise services will not be provided. To pay by credit card, please contact our **Accounts Receivable Department** at **215-418-4793** for assistance.
- B. Advance rates will be applicable to service orders received by PCC 21 days prior to the first day of event move-in or the deadline date noted on front of this form. Service orders received less than 21 days prior to the first day of move-in and on site will be billed at the standard rate.
- C. Third party billing is available upon request. Please contact the **PCC Finance Department** at **215-418-4793** for approval.
- D. Outstanding balance for services will be automatically billed to the credit card on file.
- E. Credit will not be given for service installed and not used. Services canceled without 21 day prior written notice are subject to a cancellation fee of 25%.
- F. A \$25.00 handling charge will be assessed for returned checks due to insufficient funds.
- G. Claims regarding services provided by PCC will not be considered unless filed by customer issued prior to the close of show.
- H. **Refunds** of overpayments will be issued by submitting request to PCC Finance Department within 30 days of the close of final invoicing.
- I. For unpaid balances on **pre-approved** invoices, terms will be net, due and payable upon receipt of invoice. Effective 30 days after invoice date, any unpaid balances will bear a **FINANCE CHARGE** at the lesser of the maximum rate allowed by law, or 1.5% per month by law. The finance charge shall automatically be reduced to the maximum rate allowed. Any excess finance charge received by the PCC shall be applied to reduce the principal unpaid balance or refunded to the payer. This payment Terms & Conditions agreement shall be governed by and construed in accordance with the laws of the Commonwealth of Pennsylvania
- J. International exhibitors are required to make 100% pre-payment for services. Payment may be made by check in U.S. funds drawn on a U.S. bank or by approved credit card.
- K. For companies exempt from sales tax, PCC requires an exemption certificate for the Commonwealth of Pennsylvania. Resale certificates are not valid unless re-billing charges to customers.