

# UTILITY SERVICES CONDITIONS AND REGULATIONS

## 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 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. All prices are based on current wage rates and are subject to change without notice.

## 3. INSTALLATION OF SERVICES

- a. Rates quoted for all connections cover only the bringing of service to the booth in the most convenient manner, and DO NOT include connecting equipment to provided services.
- b. 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.
- c. All materials and equipment furnished by the St. Charles Convention Center for any services ordered shall remain the St. Charles Convention Center's property and shall be disconnected and removed ONLY by house staff at the close of the event.
- d. 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.

## 4. CANCELLATION POLICY

- a. If cancellation occurs before installation and more than 6 days prior to the first scheduled move-in day: 90% REFUND.
- b. If cancellation occurs before installation but 6 days or less prior to the first scheduled move-in day: 75% REFUND.
- c. If cancellation occurs after installation or after the start of the first scheduled move-in day: NO REFUND.

## 5. SERVICE GUIDELINES

- a. Electrical
  - Special voltage and/or other specialized power requirements must be received at least thirty (30) days prior to exhibitor's scheduled arrival and move-in. Electrical services available are: 120 volt AC – 1 phase 60 cycle, 208 volt AC – 1 phase and 3 phase 60 cycle, and 480 volt AC – 3 phase 60 cycle. All 208v connections will require a 2 hour electrician minimum to be paid.
  - 24-hour power 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. Only STCCC house electricians are permitted to service connections and overload protection to equipment.
  - Electrical Connections: Exhibitors or exhibitors' agents 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.

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Power requirements crossing aisles will not be installed unless approved by show management AND our Event Services department.

- Obstructions 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 three-wire grounded type. 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. All electrical installations and connections to electrical service must be made by a house electrician. 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 wiring of any equipment by persons other than St. Charles Convention Center house electricians.

## b. Mechanical

- Service Connection Guidelines: 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. 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: 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. All materials and equipment furnished by St. Charles Convention Center for this service order shall remain St. Charles Convention Center property and shall be disconnected and removed only by house engineers at the close of the show. 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. Containers showing signs of leakage will be drained by a house engineer without prior notice.
- NOTICE: Exhibitor assumes responsibility for any damage to St. Charles Convention Center facilities caused by faulty exhibitor equipment or negligent operation of exhibitor equipment. We cannot accept responsibility for pressure fluctuations due to temporary conditions beyond our control. For your protection, we advise installing

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appropriate regulators on any connection requiring critical control of pressure, moisture content, etc. All installations and connections to mechanical services must be made by house engineers. We will not be responsible for damage or loss to any equipment or components or injury to any person caused by the unauthorized installation of any equipment, connection to service or interconnection of any equipment by persons other than house engineers.

## c. Telecommunications

- **Overview:** The St. Charles Convention Center 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. Our team of technicians and engineers can customize the network experience to meet all group needs. There is on-site staff to assist with technical needs. SCCC is the exclusive voice/data communications provider. As such all outside proxy servers, routers, or any machine used to propagate a single IP address to multiply devices are forbidden. Each device that is connected to the network, which has the ability to see the internet, must have an IP address purchased for that device. 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: Use of outside switches, routers and wireless access points (including hotspot devices).** The network infrastructure is specifically designed for the success of all levels of wireless activity at the St. Charles Convention Center. In order to ensure the success of everyone's event, SCCC 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 SCCC 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 SCCC does not carry an inventory of consumer grade equipment.
- **NOTICE:** Each device connected to the SCCC network must have an approved SCCC IP Address. The use of any DHCP, NAT, or PAT technologies must have prior approval of the SCCC Technical Services Department. 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 Technical Services Department. The SCCC does not have auto-blocking features turned on within their wireless network. SCCC will provide 10/100/1000 Base-T switched Ethernet connections with an RJ-45 connector. Any wired device to be used on the SCCC network must be equipped with a Network Interface Card (NIC) and the appropriate operating system drivers. Users of wireless hardware (e.g. 802.11) and/or applications must contact SCCC to coordinate frequency usage. SCCC adheres to the FCC Enforcement Advisory No. 2015-01 dated January 27, 2015.