



ACCD Exhibitor Services - Information Packet

Event: 2012 TRVA Austin RV Expo Event Dates: 2/14/2012 to 2/19/2012

Discount Deadline: Tuesday, January 31, 2012

Dear Exhibitor,

Greetings from the Austin Convention Center Department (ACCD) Exhibitor Services Division. We are the utility service provider for the Austin Convention Center and the Palmer Events Center. At this time, we would like to brief you on our services and how to make them available to you for your event. Enclosed is an information packet containing service descriptions, order forms, and service terms/conditions. Please read and fill out the information completely and legibly. Pay special attention to the order discount deadlines and services restrictions.

The ACCD Exhibitor Services Division offers services at a Discount and Standard rate. To qualify for the discount rate, services must be faxed or postmarked by the set deadline date above, with payment in full. Orders not received prior to the deadline will qualify for the standard rates, no exceptions. Services will not be installed until full payment is received. All outstanding balances will be collected on site and settled prior to the close of your event.

We provide a wide range of utility and technical services. We have divided our services into the following categories:

- Electrical
- Lighting and Other Equipment
- Compressed Air, Water, and Drainage
- Telephone
- Technical

For each category you will find a listing of services, prices, and any additional restrictions specific to the service category.

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

Sincerely,

Alycia Sparkman, CMP
Exhibitor Services Representative
512-404-4000
accdexhibitorservices@ci.austin.tx.us

ACCD Exhibitor Services - Information Packet

Ordering Instructions

Complete the Order Form: A Utility Services Order Form is included in this packet. Complete the 'Exhibitor Information' and 'Authorization' sections. ACCD will not process incomplete forms. Next, select any services you wish to order from our product listing. Enter the product numbers, descriptions, quantity, and prices in the 'Service Order' section on the order form.

Payment Method: Payment in full must accompany order. Payment may be made by check, money order, or credit card. DO NOT SEND CASH. Make check or money order payable to 'Austin Convention Center.' Order forms without payment will not be processed.

Deposits: The ACCD requires a major credit card as security deposit for rental of designated equipment and for long distance service connections. If you are ordering any services which require a deposit, you must complete the credit card information portion of the 'Payment Method' section.

Discounts: The ACCD offers discounts on designated equipment and services if your PRE-PAID order is postmarked or received via FAX by the discount deadline. Please refer to our price list to determine discount eligibility.

Submitting an Order: Mail completed order forms with payment to the address shown at the top of the form. Credit card customers may fax their completed order form to 512-404-4220.

Cancellation: Cancellation of services must be made 5 days prior to first contracted day of event.

Questions?: Please call 512-404-4000 and request the ACCD Exhibitor Services Division if you have any questions regarding our services or ordering procedures.

Payment Terms and Conditions

- Payment in full is required prior to service connection. All outstanding balances must be paid by the end of your event.
- Advance orders paid in full will have priority over floor orders.
- 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.
- Any work not covered under ACCD's price schedule will be done on a time and materials basis.
- All material and equipment damaged or lost shall be at the responsibility of the exhibitor and will be billed to the exhibitor for the full replacement value at the close of the event.
- All prices are rental only. All materials remain the property of ACCD unless otherwise specified.
- All rates are subject to change without notice.

Refund Terms and Conditions

- No credit will be issued for services or equipment installed but not used.
- Claims and/or Refunds will not be considered nor honored unless filed by exhibitor prior to close of event at the Utility Service Desk.
- All questions on billing must be settled prior to the close of event.
- Refunds for less than \$50.00 will not be considered.
- Refunds for canceled services must be made 5 days prior to first contracted day of event.
- No refunds will be processed after the event closes. **NO EXCEPTIONS**

General Terms and Conditions

- All floor orders services (or changes to installed services) must be placed at the Utility Service Desk. The ACCD service staff is not permitted to accept orders directly from exhibitors.
- ACCD cannot guarantee service prior to the opening of the show for floor orders.
- Wall, column, and permanent building electrical outlets are not a part of booth spaces and are not to be used by exhibitors. Access to all wall outlets and floor pockets is restricted to ACCD personnel.
- Under no circumstance shall anyone other than ACCD personnel make service connections.
- The ACCD offers a limited inventory of utility services connections and rental equipment to our clients for their exclusive use on a first come first service basis. The ACCD cannot guarantee availability of utility services or rental equipment.
- ACCD is not responsible for power failures or fluctuations in voltage, air, or water pressures. Equipment with strict tolerances may require regulating devices. Exhibitor must arrange for regulator valves, line conditioners, backflow prevention devices, etc.
- All equipment and connections regardless of source of power must comply with federal, state and local safety codes.
- Special equipment connections requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be executed without ACCD personnel. All Service connections to ACCD utilities must be made by ACCD personnel only.
- Exhibitor agrees to indemnify and hold harmless the ACCD, City of Austin, and their respective officers, agents and employees, against and from any and all claims for property damage and personal injury including death, arising out of or in any way caused by exhibitor's negligence in the use or misuse of the utility outlets, equipment, etc., supplied to exhibitor by the ACCD under this order.
- Exhibitor will be responsible for damage to telecommunications, electrical, water, compressed air, and drainage network or equipment caused by exhibitor's equipment, acts, and/or omissions.
- If by reason of any default on the part of the exhibitor hereunder, it becomes necessary to engage an attorney, the exhibitor agrees to pay all costs, expenses, and attorney's fees expended or incurred by the ACCD in connection herein.

ACCD Exhibitor Services - Electrical Price Schedule

Event: 2012 TRVA Austin RV Expo Event Dates: 2/14/2012 to 2/19/2012 **Discount Deadline: 1/31/2012**

Electrical Outlets

| Product ID | Product Description | Discounted Price | Standard Price |
|------------|---|------------------|----------------|
| E101 | 120 Volt Outlet 0-1000 Watts (8 Amps) | \$68.00 | \$90.00 |
| E102 | 120 Volts 15 AMP | \$75.00 | \$100.00 |
| E103 | 120 Volts 20 AMP | \$83.00 | \$110.00 |
| E104 | 120 Volts 30 AMP | \$101.00 | \$135.00 |
| E201 | 120 Volt Outlet 0-1000 Watts (8 Amps) - Ceiling Power | \$68.00 | \$90.00 |
| E202 | 120 Volts 15 AMP - Ceiling Power | \$75.00 | \$100.00 |
| E203 | 120 Volts 20 AMP - Ceiling Power | \$83.00 | \$110.00 |
| E204 | 120 Volts 30 AMP - Ceiling Power | \$101.00 | \$135.00 |

Labor

| Product ID | Product Description | Discounted Price | Standard Price |
|------------|--|------------------|----------------|
| M101 | Standard Labor per Hr. (6AM -12AM except holidays) | Discount N/A | \$45.00 |
| M102 | Holiday Labor per Hr. (12AM - 6AM and holidays) | Discount N/A | \$60.00 |

Power for Motors or Special Equipment

| Product ID | Product Description | Discounted Price | Standard Price |
|------------|-------------------------------|------------------|----------------|
| P201 | 208 Volts/Single Phase 20 AMP | \$135.00 | \$180.00 |
| P202 | 208 Volts/Single Phase 30 AMP | \$169.00 | \$225.00 |
| P204 | 208 Volts/Single Phase 60 AMP | \$263.00 | \$350.00 |
| P302 | 120/208 Volts/3 Phase 20 AMP | \$225.00 | \$300.00 |
| P303 | 120/208 Volts/3 Phase 30 AMP | \$263.00 | \$350.00 |
| P305 | 120/208 Volts/3 Phase 60 AMP | \$435.00 | \$580.00 |
| P310 | 120/208 Volts/3 Phase 100 AMP | \$675.00 | \$900.00 |
| P340 | 120/208 Volts/3 Phase 400 AMP | \$2063.00 | \$2,750.00 |

General Terms and Conditions

- A standard electrical outlet is a single female plug. Multi-outlet fixtures are available for purchase. See Supplemental Lighting and Equipment.
- Labor
 - A. Labor is charged for:
 1. All electrical services of 30 amps or any 208V source
 2. Any four (4) services in one (1) booth
 3. Installation of utilities after booth display and/or carpet has been installed
 4. Relocating/moving installed services
 5. Installing services in location other than location most convenient to booth
 6. Re-taping electrical cords
 7. Resetting breakers due to exhibitor equipment
 - B. Labor (if required) is charged in increments of one (1) hour with a one (1) hour minimum.
 - C. Labor charges are **NOT** available at a discount.
- If special electrical plugs are required, exhibitor is responsible for furnishing the associated wiring schematics and required connectors. Exhibitor will be responsible for all labor charges involved in connecting and disconnecting wires. Please contact the ACCD Exhibitor Services Division @ 512-404-4000 with any special wiring requirements.
- Use of open clip sockets, latex or lamp cord wire, duplex or triplex plugs is prohibited
- All exhibitors' cords must be of the three (3) wire grounded type. All exposed non-current carrying metal parts of fixed equipment which are liable to be energized shall be grounded.
- Electrical equipment is to be installed, operated, and maintained in a manner which does not create a hazard to life or property.
- Connection rates cover bringing service to the booth in the manner and location most convenient to the ACCD and do not include adapters or special wiring.
- Each exhibitor must order power separately. Exhibitors are not allowed to share power.
- Unauthorized use of electrical services will be terminated or exhibitor must pay utility service charges associated with service.

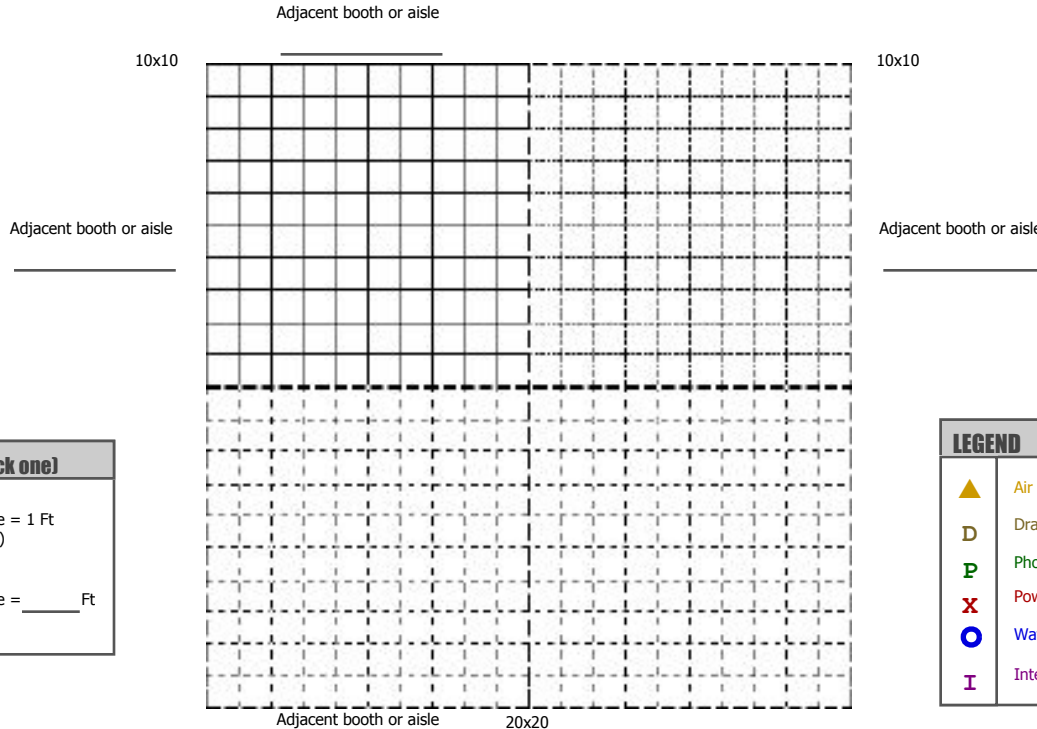
ACCD Exhibitor Services - Floor & Booth Layout

Event: 2012 TRVA Austin RV Expo Event Dates: 2/14/2012 to 2/19/2012 **Discount Deadline: 1/31/2012**

Utility Service Distribution Grid

- Please use grid should you not have a floor plan to submit.
- Mark the adjoining booth # or aisle for orientation
- Use the coordinates or the boxes as a scale for placement of services.
- Labor charges will be applied to your order form as outlined in our labor guidelines.

| Company Name | Booth Number |
|--------------|--------------|
| | |



SCALE (check one)

1 Square = 1 Ft (Default)

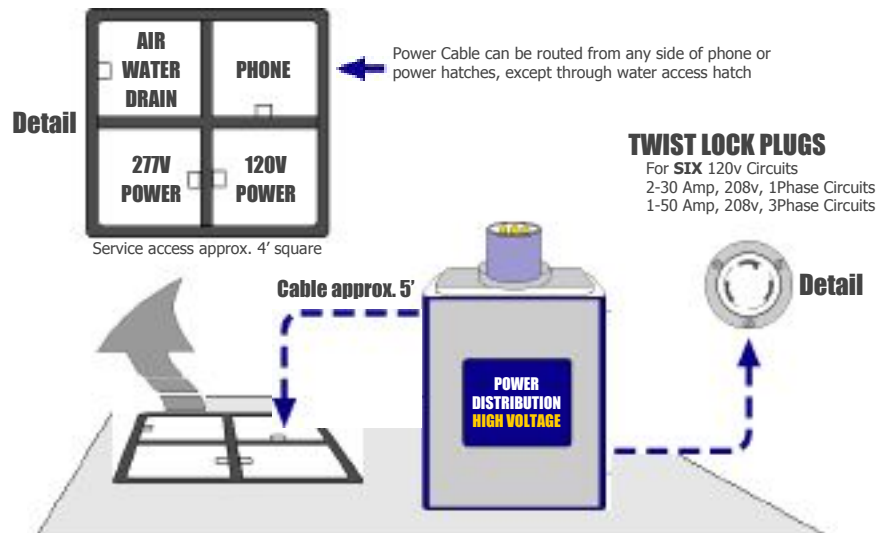
1 Square = _____ Ft

| LEGEND | |
|--------|--------------|
| ▲ | Air |
| D | Drain |
| P | Phone |
| X | Power Outlet |
| ○ | Water |
| I | Internet |

Service Access/Power Distribution Box Information

The Austin Convention Center has utility service access located in the floor 30' apart. These show up on the floor plan as small squares. Contact your Show Manager to obtain a show floor plan. A power distribution box spreads electrical power to the booths. It is approximately 24" x 18" x 6" with a 5' long, 2" thick cable plugged into the service hatch. We plug twist-lock extension cords in to the distribution boxes and run cords to your booth.

If its location is inconvenient, we can usually reposition the box or cover it. We can also remove it provided no other exhibitors are powered by it, but this restricts the amount of power we can deliver and may require sharing of electrical circuits. In addition, we will assess an additional charge for labor if you elect to have it replaced. Please call prior to your event if you have any questions.



Art for illustration purposes. Not to scale.

Fire Exhibit Regulations for Assembly Occupancies

The information contained in this brief outline does not by any means thoroughly cover the criteria and standards contained in the Uniform Fire Code, as adopted by the City of Austin, but it does provide the fundamental rules governing exhibits in any building open to the public.

The following entities are responsible for ensuring all regulations are followed: facility client, exhibitors, service contractors and the Austin Convention Center Department (ACCD). It is a requirement that ACCD reviews all event pre-planning documents and floor plans and is the only entity that can submit these documents to the Austin Fire Department for final review and approval.

Remember, the fire codes for Austin may be different from other cities, and exhibitors will be responsible for complying with the Uniform Fire code. ACCD will take reasonable steps to ensure that you are allowed to display your products effectively, as long as it does not create a fire or life safety hazard to you, other exhibitors or people attending the exhibit.

1. Floor plans for all shows are to be submitted to ACCD for review and approval. ACCD will submit the floor plans and event pre-planning documents to the Austin Fire Department's Fire Marshal for approval. An approved copy will be provided to the event client. A copy of the approved plans must be available on-site.
2. No display or exhibit shall be installed or operated as to interfere with access to or with the visibility of any required exit or exit sign, nor shall any display block access to fire equipment.
3. Any exhibit containing a roofed area of 100 square feet or more requires a fire extinguisher to be displayed at such exhibit.
4. All exhibit booths must maintain clear and appropriate exits from the booth. Any booth of 750 square feet or more must have a minimum of two exits as far from each other as possible.
5. Displays with any type of cover, e.g., tents, buildings, awnings, etc. must be 300 square feet or less; if larger than 300 square feet they must meet the following regulations:
 - a) A single level or multi-level exhibit larger than 300 square feet with a covered ceiling requires protection from an automatic extinguishing system.
 - b) A booth with an open grate style ceiling does not have to meet this requirement. If there is any question, please forward a copy of the booth plans for ACCD and Fire Department review.
 - c) The upper deck of the multi-level exhibit must have a minimum of two exits as far from each other as possible. If only one (1) exit, the second level is limited to seven (7) people at a time.
6. The storage of crates and combustible materials not on display (including packing materials) is not permitted inside the facility, on the dock or at dock bays. Limited empty crate storage is provided and confined to the area authorized by the Fire Marshal.
7. All curtains, drapes, any merchandise or material attached to drapes or table skirts, decorations and decorative or construction materials are to be non-combustible or flame-retardant. Documentation affirming non-combustible or flame-retardant properties must be available on-site.
8. Combustible waste is to be collected as it accumulates and should be stored in a non-combustible covered container which is emptied at least once a day.
9. The use of open flames, burning or smoke-emitting materials (candles, incense, lanterns) are not permitted in the facility.

10. Electrical equipment is to be installed, operated and maintained in a manner which does not create a hazard to life or property.
11. Whenever, in the opinion of the Austin Fire Department, it is essential for public safety in any place of public assembly, the owner, agent or lessee shall employ one or more qualified persons to be on duty. These individuals shall be subject to the Austin Fire Department's orders and shall be in uniform and remain on duty during the times such places are open to the public. Any fees are the responsibility of the client.
12. The following items may not be used without prior written approval of the Fire Marshal's Office:
 - a) Display or storage of LPG (liquid propane gas)
 - b) Flammable or combustible liquids
 - c) Flammable gas
 - d) Cotton, hay, paper, straw, moss, split bamboo, wood chips, etc. All items must be treated with fire-retardant materials. Documentation affirming non-combustible or flame-retardant properties must be available on-site.
 - e) Welding or cutting equipment for show set-up or for demonstration purposes
 - f) Gas-fired appliances for demonstration purposes
 - g) Salamander stoves
 - h) Compressed gas cylinders. If approved, cylinders are to be firmly secured in an upright position.
 - i) Any cooking or heat-producing devices
13. The following are related to the display of automotive vehicles and equipment:
 - a) There is to be no more than five gallons of fuel or 1/4 the capacity of the fuel tank, whichever is less.
 - b) Fuel tanks are to be locked and all portable tanks removed. Locking the auto will be sufficient for cars in which the gas cap cover can only be unlatched from inside the vehicle.
 - c) Ignition keys are to be removed and placed in a central location on site.
 - d) The positioning of such vehicles shall be subject to approval of the Fire Marshal's Office.
 - e) Vehicle operation will be limited to brief parade-type displays specifically approved by the Fire Marshal's Office.
 - f) Vehicles, boats and similar exhibited products having over 100 square feet of roofed area are to have a smoke detector.
14. The following related to food shows:
 - a) Deep fat fryers are not allowed in the facility.
 - b) Chafing dishes are to be designed with a shelf for the fuel or chafing dish is to be placed on a sheet pan.
15. Public display of compressed flammable or toxic gases, hazardous materials, Class II, III or IV laser, blasting agents and explosives is only permitted after a review of the materials and/or devices is conducted and the proposed display has received approval of the Fire Marshal's Office.

ACCD Exhibitor Services - Telephone Price Schedule

Event: 2012 TRVA Austin RV Expo Event Dates: 2/14/2012 to 2/19/2012 **Discount Deadline: 1/31/2012**

Telephone

| Product ID | Product Description | Discounted Price | Standard Price |
|------------|---|------------------|----------------|
| T101 | Local Only Phone Line | \$150.00 | \$200.00 |
| T102 | Local/Long Distance Phone Line | \$188.00 | \$250.00 |
| T103 | Telephone Set Rental (Credit Card Deposit Required) | Discount N/A | \$0.00 |
| T301 | MultiLine/Speakerphone-Local | \$263.00 | \$350.00 |
| T302 | MultiLine/Speakerphone-Long Distance | \$263.00 | \$350.00 |
| T401 | Specialty Programming | Discount N/A | \$50.00 |

Telephone Service Terms and Conditions

• **Local Service**

1. Phone line installation includes one touch-tone line and male RJ-11 jack. All lines configured for 'Dial 9' calling.
2. Allows exhibitor to dial any local number and toll-free numbers. It also allows callers to use their own long distance carrier for long distance credit card calls.

• **Long Distance**

1. Allows both local and long distance dialing.
2. Long distance charges are in addition to the installation charge and will be billed after the close of the event.
3. Deposit: A major credit card is required as a security deposit for long distance service activation. The credit card information section on the order form must be completed.
4. All long distance charges will be processed against credit card information previously provided by Exhibitor.

• **Phone Set**

1. Deposit: A major credit card is required as a security deposit for rental of a handset. The only security deposit we accept is a major credit card. The credit card information on the Exhibitor information section must be completed. Your credit card will be charged (\$50.00) for the replacement of the equipment if you fail to return the equipment after the close of the event.
2. Pick Up and Return: Phone sets must be picked up and returned to the Utility Service Desk. Should you need assistance in picking up or returning your set, please contact the ACCD Exhibitor Services Division.
3. Rental of telephone hand sets may not be discounted.

• **Special Programming**

1. The ACCD offers voice mail, line rollover services and non-dial 9 service.
2. Special programming requests must be made at least 10 days prior to the event, or we cannot guarantee delivery of service.
3. No Discount available for Special Programming services.

• **Telephone for Credit Card Machine Use**

1. The telephone line fees do not include electrical services necessary for credit card machines.
2. It is the exhibitor's responsibility to ensure that credit card machines are programmed for Dial 9 calling. Contact your credit card processor for all credit card machine programming instructions

Calling Card Dialing Instructions

Some exhibitors do not want a separate bill for long distance charges after the show closes. If you select 'local' service for your phone line, you can use your phone credit card for long distance calling. Contact your calling card service provider for local call dialing instructions

ACCD Exhibitor Services - Technology Price Schedule

Event: 2012 TRVA Austin RV Expo Event Dates: 2/14/2012 to 2/19/2012 **Discount Deadline: 1/31/2012**

Technical Services

| Product ID | Product Description | Discounted Price | Standard Price |
|------------|--|------------------|----------------|
| AV101 | AV Patch Fee, Exhibit Halls/Ballrooms (per Day) | Discount N/A | \$100.00 |
| AV102 | AV Patch Fee, Exhibit Meeting Rooms (per Day) | Discount N/A | \$50.00 |
| H101 | Internet Connection | \$500.00 | \$665.00 |
| H102 | Additional IP Address (Requires H101 Purchase) | \$150.00 | \$200.00 |
| H103 | Premium Internet Service (Includes 1 Public IP Address) | 750.00 | \$995.00 |
| H302 | Class "C" Internet Service (Up to 250 IP's) | \$3750.00 | \$5,000.00 |
| H303 | Circuit Extension from Demarcation to Booth | \$1500.00 | \$2,000.00 |
| H311 | Network Data Patch | \$300.00 | \$400.00 |
| H312 | Network Patch Cable (Up to 30ft.) | 40.00 | \$50.00 |
| H402 | Ethernet Switch-Managed | \$600.00 | \$800.00 |
| H405 | Ethernet Switch-Unmanaged | \$225.00 | \$300.00 |
| H601 | Broadband Cable Patch (Excludes labor and materials to extend to booth.) | Discount N/A | \$300.00 |

Labor

| Product ID | Product Description | Discounted Price | Standard Price |
|------------|--|------------------|----------------|
| M103 | Standard Technical Labor per Hr. (6AM -12AM except holidays) | 100.00 | \$135.00 |
| M104 | Overtime Technical Labor per Hr. (12AM - 6AM and holidays) | 125.00 | \$165.00 |
| RL103 | AV Technician - Labor | \$60.00 | \$80.00 |

Technical Services Terms and Conditions

ALL USERS OF ACCD TECHNICAL SERVICES MUST COMPLY WITH THE FOLLOWING POLICIES:

- Wi-fi Operating Guidelines
- External Internet Service Provider Guidelines

ADDITIONAL TERMS AND CONDITIONS:

- Internet Connections are charged per IP address.
- Internet addresses are provided by ACCD upon confirmation of order on a first come, first service basis.
- Additional labor and material charges may be added for designing and installing special networks.
- The ACCD is not responsible for network saturation or failures caused by misuse, power fluctuations, etc.
- Technical service fees do not include electrical services necessary for workstation(s).
- Users are responsible for configuration of their own equipment.
- The ACCD is not responsible for network saturation or latency outside of the building.
- Acts of God and network failure outside of the building are not the responsibility of the ACCD.
- Please contact the ACCD Exhibitor Services Division at 512/404-4000 for any questions regarding ordering technical services or to obtain copies of operating guidelines.

Please contact the ACCD Exhibitor Services Division at 512-404-4000 if you need any outside circuits such as ISDN service or the use of an external internet service provider.

ACCD Exhibitor Services - Lighting/Utilities Price Schedule

Event: 2012 TRVA Austin RV Expo Event Dates: 2/14/2012 to 2/19/2012 **Discount Deadline: 1/31/2012**

Lighting & Other Equipment

| Product ID | Product Description | Discounted Price | Standard Price |
|------------|--------------------------------|------------------|----------------|
| L102 | Extension Cord w/Single Plug | Discount N/A | \$25.00 |
| L103 | Multi-Outlet Strip (6 Outlets) | Discount N/A | \$25.00 |
| L106 | Adaptor | \$19.00 | \$25.00 |

Air/Water/Gas/Drainage

| Product ID | Product Description | Discounted Price | Standard Price |
|------------|-------------------------------------|------------------|----------------|
| A101 | Compressed Air (Per Connection) | \$150.00 | \$200.00 |
| A501 | Water and Drainage (Per Connection) | \$173.00 | \$230.00 |

Supplemental Lighting & Electrical Equipment Terms and Conditions

• **Rental Equipment Deposit**

1. A major credit card is required as a security deposit for rental of any supplemental lighting and electrical equipment. The only equipment security deposit we accept is a major credit card.
2. The credit card information section under Payment Method section on the order form must be completed.
3. Your credit card will be charged for the replacement of the equipment if you fail to return the equipment after the close of the event.

• **Rental Equipment Pick Up and Return**

1. Extension cords must be picked up and returned to the Event & Exhibitor Service Desk.
2. The exhibitor will be responsible for all rented equipment until it is returned to the service desk.
3. Please contact the Event & Exhibitor Service Desk for assistance in handling rental equipment.
4. Multi-strips are for purchase only.

Compressed Air Terms and Conditions

• **Compressed Air**

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

Water/Drain Terms and Conditions

• **Water**

1. All equipment using water must have inlet and outlet properly tagged by the exhibitor, and must connect to 1" hose coupler.
2. All equipment using water must include a backflow prevention device. Without this device, the ACCD will be unable to provide service to your booth.
3. All water supplies must be set to the off position at the end of each day.
4. Availability of water services are subject to restrictions imposed by the City of Austin Water/Wastewater Utility.

• **Drainage**

1. Drains are not designed to handle the discharge of large volumes of water.
2. Drains are strictly for water. Other arrangements must be made for disposal of materials such as grease, food products, etc.
3. Any exhibitor using 5 gallons or more for their exhibit is required to purchase a water and drain connection.
4. Any exhibitor that is found draining water directly into our floor pockets will automatically have the water and drain service accessed to their billing, at the rate of \$230.00

| FOR OFFICE USE ONLY | |
|---------------------|------|
| Customer ID: | UTL- |

ACCD Exhibitor Services - Order Form

Event: 100008674 - 2012 TRVA Austin RV Expo Event Dates: 2/14/2012 to 2/19/2012 **Discount Deadline: 1/31/2012**

Exhibitor Information

| | | | |
|----------------|-------|-----|-------------------------|
| Company Name | | | Booth No |
| Address | | | Contact Phone Number |
| City | State | Zip | Fax Number |
| Contact Person | | | Contact's email Address |

Service Order

| PRODUCT ID | ITEM DESCRIPTION | UNIT PRICE | QUANTITY | SUB-TOTAL |
|---|------------------|------------|------------------|-----------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Note: A diagram is REQUIRED for all orders with 2 or more services requested. | | | TOTAL AMOUNT DUE | |

Payment Method

Payment in full MUST accompany order. Payment may be made by check, money order, or credit card. DO NOT SEND CASH. Make check or money order payable to 'Austin Convention Center.'

| | | |
|---|------------|--|
| <input type="checkbox"/> CHECK <input type="checkbox"/> AMEX <input type="checkbox"/> DISCOVER <input type="checkbox"/> MASTERCARD <input type="checkbox"/> VISA <input type="checkbox"/> DINERS CLUB | | <input type="checkbox"/> BANK TRANSFER |
| Credit Card Number | Expiration | |
| Cardholder | Signature | |

For wire transfers, please contact Toni Fulton at 512-404-4229. Please reference Name of Event and Booth Number on all Bank Transfers so we may properly credit your account.
Note: Customers are responsible for all bank processing fees.

For your convenience, we will use this authorization to charge your credit card account for your advance orders, and any additional amounts incurred as a result of show site orders placed by your representative. Please provide an email address for electronic notification of invoice and credit card transactions.

Authorization (Orders submitted without a signature will not be processed)

I have read and agree with all the terms as stated on the attached agreement.

| | |
|----------------------|------|
| Authorized Signature | Date |
|----------------------|------|

IMPORTANT ORDERING INFORMATION

Completing the Order Form: Select any services you wish to order from our Current Price List. Enter the product numbers, descriptions, quantities, and prices in the 'Service Order' section above.

Deposits: The ACCD requires a major credit card as security deposit for rental of designated equipment and for long distance service connections. If you are ordering any services which require a deposit, you must complete the credit card information portion of the 'Payment Section.'

Discounts: The ACCD offers discounts on designated equipment and services. Please note that only specific equipment/services are eligible for discounts. Please refer to our current price list to determine which equipment and services qualify for discounts. Orders must be postmarked by 1/31/2012 to receive any eligible discounts.

Submitting an Order: Mail completed order forms with payment to the address shown at the top of this form. Credit card customers may fax their completed order form to 512-404-4220.

Questions?: Please call 512-404-4000 and request the ACCD Exhibitor Services Division if you have any questions regarding our services or ordering procedures.

Refunds: Refund requests must be filed by Exhibitor prior to the end of the event. No refunds will be processed after the event closes. **NO EXCEPTIONS**

PAYMENT IN FULL IS REQUIRED PRIOR TO SERVICE CONNECTION

| FOR OFFICE USE ONLY | |
|---------------------|------|
| Customer ID: | UTL- |

Installation Notice

Effective July 2007

This notice applies to customers ordering 208/220 Volts electrical services.
This notice DOES NOT apply to standard 120 Volt electrical services.

- Connecting ACCD wires directly to exhibitor equipment is prohibited. Examples include, but are not limited to, hot tubs and stoves/ovens.
- Connection rates include bringing service to the booth from the floor pocket.
- Connection rates do not include adaptors or special wiring.
- If special electrical adaptors or plugs are required, exhibitor must provide the wiring schematics with required connectors (Male & Female).
- If adaptors or plugs are not provided, exhibitor must provide bare-end tails for hardwiring to distribution boxes.
- Customers are responsible for labor charges required to connect and disconnect wires and/or adaptors.

Austin Convention Center Department Policy requires electrical services to be installed, operated, and maintained in a manner which does not create a hazard to life or property.

Please contact ACCD Exhibitor Services Division with questions, 512-404-4000.

Thank You,
Exhibitor Services Division
Austin Convention Center Department



ACCD Exhibitor Booth Security Order Form

Event: 100008674 - 2012 TRVA Austin RV Expo Event Dates: 2/14/2012 to 2/19/2012 **Security Discount Deadline: 1/14/2012**

Exhibitor Information

| | | | |
|----------------|-------|-----|-------------------------|
| Company Name | | | Booth No |
| Address | | | Contact Phone Number |
| City | State | Zip | Fax Number |
| Contact Person | | | Contact's email Address |

IMPORTANT ORDERING INFORMATION

- Complete the exhibitor information above.
- Select only the products/services you wish to order from the Austin Convention Center (ACCD) Event Security Services Divisions.
- Faxing your order:
 - Fax orders to 512-404-4123
 - All faxed orders must be provided with credit card payment information and the card holder's signature for payment.
- Mailing your order:
 - Mailing address: Austin Convention Center
Attn: Security Services Division
P.O. Box 1088
Austin, TX 78767
 - To prevent duplication of your order, please **do not mail and fax your order form.**
- Payment method:
 - Payment in full must accompany your order.
 - Payment may be made by credit card, money order, cash or check.
 - Checks or Money Orders - Make payable to the Austin Convention Center
 - Credit Cards - Be sure to provide complete customer information.
 - All outstanding balances must be settled on site.
- Questions:
 - Please call 512-404-4000 and request the Security Services Division

UNARMED BOOTH SECURITY

- 2012 TRVA Austin RV Expo requests for **unarmed security** must be received by 1/14/2012 to receive the incentive rate of \$23.00/hr with a four (4) hr minimum. Requests received after 1/14/2012 will be billed at the base rate of \$31.00/hr with a four (4) hr minimum. **Requests for unarmed security on a holiday will be billed the holiday rate of \$34.00/hr with a four (4) hr minimum.**
- Requests for unarmed security are limited to available resources on site. If unarmed security is not available, a licensed peace officer will be used to fill the position at the rate of \$60.00/hr with a four (4) hr minimum.
- Provide specific instructions required for booth security staff duties.
- Identify the quantity of the booth security staff you need.
- Provide the date/s and time/s the booth security staff will be scheduled to work.
- List the total number of hours security is scheduled for this event.
- All security and licensed peace officers working in the facility come under the direct control of the ACCD Director or designee.

LICENSE TEXAS PEACE OFFICERS

- The rate for a licensed peace officer is \$60.00/hr with a four (4) hour minimum. Please call for availability.
- Only** Certified Texas Peace Officer/s are allowed to carry firearms in the facility.

TERMS AND CONDITIONS

- Credit will not be given for services ordered and not used.
- A four (4) hour minimum will be charged unless otherwise specified.
- Charges will be made in one-half (1/2) hour increments after the initial four (4) hour minimum.

Event: 100008674 - 2012 TRVA Austin RV Expo Event Dates: 2/14/2012 to 2/19/2012 **Security Discount Deadline: 1/14/2012**



ACCD Exhibitor Booth Security Order Form

SAMPLE:

| Schedule for Booth Security | | | |
|-----------------------------|-------------------|--|--------------------------|
| DATE | SCHEDULED HOURS | INSTRUCTIONS | TOTAL HOURS |
| 4/16/2008 | 5:00PM - 11:59PM | Remain in booth area; only allow personnel entry based on provided list of names. Do not leave until released. | 7 |
| 4/16/2008 | 12:00AM - 10:30AM | Same as above. | 10.5 |
| | | | TOTAL # OF HOURS: |
| | | | 17.5 |

PLACE SECURITY ORDER BELOW:

| Schedule for Booth Security | | | |
|-----------------------------|-----------------|--------------|--------------------------|
| DATE | SCHEDULED HOURS | INSTRUCTIONS | TOTAL HOURS |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | TOTAL # OF HOURS: |
| | | | |

Payment Method

Payment in full MUST accompany order. Payment may be made by check, money order, or credit card. DO NOT SEND CASH. Make check or money order payable to 'Austin Convention Center.'

CHECK AMEX DISCOVER MASTERCARD VISA DINERS CLUB

BANK TRANSFER

Credit Card Number

Expiration

Cardholder

Signature

For wire transfers, please contact Toni Fulton at 512-404-4229.

Please reference Name of Event and Booth Number on all Bank Transfers so we may properly credit your account.

Note: Customers are responsible for all bank processing fees.

For your convenience, we will use this authorization to charge your credit card account for your advance orders, and any additional amounts incurred as a result of show site orders placed by your representative. Please provide an email address for electronic notification of invoice and credit card transactions.

Authorization (Orders submitted without a signature will not be processed)

I have read and agree with all the terms as stated on the attached agreement.

Authorized Signature

Date