

AUSTIN HOME SHOW

PALMER EVENT CENTER

MAY 16-17, 2026

Exhibitor Services Kit

Phoenix Events





WELCOME EXHIBITORS

Austin Home Show

May 16-17, 2026

Palmer Event Center

Hall 2

WE'RE AT YOUR SERVICE! To enhance your presentation, we provide a wide range of items and services, including carpets, tables, chairs, custom signs, and labor assistance. If you need anything not mentioned, don't hesitate to contact us. We encourage your calls and promise exceptional service.

Save money by placing your order before the deadline. We offer two pricing options: "discount" and "standard." To qualify for the "discount" price, your order must include credit card authorization, which must be submitted to our office by the Deadline Date indicated at the top of each form. When you arrive at the show, please visit our Service Desk during setup. We will be happy to answer any questions and assist you with any last-minute needs.

All questions regarding trade show policies, display limitations, and the event schedule should be directed to:

American Consumer Shows
info@acsshows.com
516-422-8100

Each 10'L x 10'W Booth Space will contain:

8' High Black Back Drape

3' High Black Side Drape

1 Identification Sign

The exhibit area is concrete

EXHIBIT AREA INSTALLATION & DISMANTLE SCHEDULE

Setup Dates

Friday, May 15, 2026

Saturday, May 16, 2026

Show Dates

Saturday, May 16, 2026

Sunday, May 17, 2025

Dismantle Dates

Sunday, May 17, 2026

Setup Times

10:00 AM - 5:00 PM

8:00 AM - 10:00 AM (Late Set Up)

Show Times

10:00 AM - 8:00 PM

10:00 AM - 5:00 PM

Dismantle Times

5:00 PM - 8:00 PM

*Early move-out is strictly prohibited. *All carriers MUST check in to pick up Exhibitor freight by 8:00 PM or freight will be brought back to the Phoenix Events warehouse, at the exhibitor's expense.



EXHIBITOR SERVICES

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Phoenix Events offers a diverse range of rental services for your upcoming occasion. If you can't find what you're looking for, feel free to reach out to Exhibitor Services at 972-201-5219.

<u>Exhibitor Services</u>	<u>Discount Deadline Date</u>	<u>Page Number</u>
Payment and Pricing Policies	-----	4
Method of Payment	Monday, May 4, 2026	5
Booth Packages	Monday, May 4, 2026	6
Booth Table	Monday, May 4, 2026	7
Booth Furnishings	Monday, May 4, 2026	8
Booth Accessories	Monday, May 4, 2026	9
Booth Carpet	Monday, May 4, 2026	10
Material Handling Information	-----	11
Material Handling Services Order Form	Monday, May 4, 2026	12-13
Advance Warehouse Shipping Labels	-----	14

- For assistance with your order, please reach out to Exhibit Services at Phoenix Events. You can contact us at 972-201-5219.
- Please send all Order Forms to Phoenix Events at: info@phoenixeventstss.org



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DISCOUNT & STANDARD PRICING

To benefit from the "discount" pricing, orders must be placed with full payment received by the discount dates specified in the show. Any orders received after this deadline will be charged at the standard prices.

**When ordering, forms must be emailed to
info@phoenixeventstss.org**

PAYMENT SCHEDULE

Phoenix Events mandates that you submit a credit card authorization with your initial order. For your convenience, this authorization will be utilized to charge your account for additional services, which may encompass labor and material handling not included in your original order. Orders that lack full payment or credit card authorization will not be processed or eligible for the discounted price. All charges must be settled in full prior to the setup of your rental items.

METHOD OF PAYMENT

We accept payments via MasterCard, Visa, or American Express, or you can opt for an invoice to be sent. All transactions must be made in U.S. dollars from a U.S. bank. **Please note that a \$35.00 service fee will apply for declined credit cards and returned NSF checks.** Additionally, Purchase Orders are not recognized as a form of payment.

CANCELLATIONS & ADJUSTMENTS

Cancellations made after the deadline will incur a charge of 50% of the original price, and no refunds will be issued for cancellations made five days or less before installation. Additionally, all cancellations for any order will be subject to a \$35.00 administrative processing fee. Please note that no adjustments can be made once the show has concluded. Credits will not be provided for items that have been delivered but remain unused.

TAX EXEMPTION

If you are tax-exempt, please include a copy of your sales tax exemption certificate with your order. Note that this is not a resale certificate.

I & D THIRD PARTY BILLING

The exhibiting company is ultimately responsible for the payment of all charges. If no arrangements are made for payment of invoice by a third party prior to the last day of the show, charges will revert back to the exhibiting company.

MISCELLANEOUS

Any rental items that are not ordered but are discovered in the booth space will be billed at the "standard" pricing. If rental items are either damaged or missing from your booth after the show, the exhibiting company will be charged the full market value, which will be processed using the credit card on file. Additionally, all rental items will incur any relevant taxes and administration fees.



ORDER PAYMENT & SUMMARY FORM

Discount Price Deadline Date

MAY 4, 2026

This form must be returned by email to info@phoenixeventstss.org

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Booth Packages Order	\$ _____
Booth Table Order	\$ _____
Booth Furnishings Order	\$ _____
Booth Accesories Order	\$ _____
Carpet Order	\$ _____
Estimated Material Handling Order	\$ _____
Back to Warehouse Order	\$ _____

All complaints must be addressed before the show begins for any refunds to be considered.

Complaints made after the show has started will not qualify for a refund.

TOTAL AMOUNT DUE WITH ADMINISTRATION FEE AND TAX \$ _____

Phoenix Events reserves the right to correct orders figured incorrectly.

Company / Exhibitor Name _____
 Ordered By _____ Booth Number _____
 Address _____ City /
 State _____ Zip Code _____ Phone (____)
 _____ Email _____

PAYMENT: Payment must be received by the discount deadline date in order to qualify for discount prices. All other orders will be charged standard prices.

Circle One: AMEX MASTERCARD VISA

Card Number _____

Name on Card _____ Expiration Date _____ Security Code _____

Address on Card _____

A \$35.00 service fee will be charged for declined credit cards and returned NSF checks. All charges must be paid before delivery of exhibit materials. No adjustments will be made after the close of the show.



BOOTH PACKAGE OPTIONS

Discount Price Deadline Date
MAY 4, 2026

***This form must be returned by email
to info@phoenixeventstss.org***

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Packages will be for PRE ORDERING ONLY - these will NOT be available for onsite ordering. Exhibitors can mix and match 2 packages only. (ie: order package 1 & 3, or 2 & 4)

	<u>DISCOUNT</u>	<u>STANDARD</u>	<u>TOTAL</u>
<u>PACKAGE 1</u>	\$97.17	\$145.55	\$ _____
1 - 6' SKIRTED TABLE			
2 - FOLDING CHAIRS			
<u>PACKAGE 2</u>	\$195.84	\$278.75	\$ _____
1 - 6' SKIRTED TABLE			
2 - FOLDING CHAIRS			
1 - 10'x10' CARPET			
<u>PACKAGE 3</u>	\$179.47	\$242.28	\$ _____
1 - 30" ROUND COCKTAIL (30" OR 40" TALL) (CAN BE WITH/WITHOUT CLOTH)			
2 - BARSTOOLS			
<u>PACKAGE 4</u>	\$358.93	\$484.56	\$ _____
2 - 30" ROUND COCKTAIL (30" OR 40" TALL) (CAN BE WITH/WITHOUT CLOTH)			
4 - BARSTOOLS			

SUBTOTAL \$ _____
 3.50% ADMINISTRATION FEE \$ _____
 TOTAL \$ _____
 8.25% SALES TAX \$ _____
TOTAL AMOUNT DUE \$ _____

****No refunds will be issued, only credits will be issued if problems occur. Exhibitors will be responsible for damages/missing furniture.**

EXHIBITOR NAME _____ BOOTH NUMBER _____



BOOTH TABLE ORDER FORM

Discount Price Deadline Date
MAY 4, 2026

This form must be returned by email to
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<u>QUANTITY</u>	<u>TABLES - 24" WIDE x 30" TALL</u>	<u>DISCOUNT</u>	<u>STANDARD</u>	<u>TOTAL</u>
_____	4' SKIRTED	\$93.61	\$126.39	\$ _____
_____	4' UNSKIRTED	\$73.31	\$99.00	\$ _____
_____	6' SKIRTED	\$106.59	\$143.94	\$ _____
_____	6' UNSKIRTED	\$86.57	\$116.88	\$ _____
_____	8' SKIRTED	\$122.10	\$164.84	\$ _____
_____	8' UNSKIRTED	\$101.81	\$137.45	\$ _____
_____	4TH SIDE TABLE DRAPE	\$40.32	\$54.45	\$ _____
_____	TABLE SKIRT, 30" TALL	\$40.32	\$54.45	\$ _____

Please Circle Drape Color **BLACK** **BLUE** **BURGUNDY** **GREEN** **RED** **WHITE**

<u>QUANTITY</u>	<u>COUNTER HIGH TABLES - 24" WIDE x 42" TALL</u>	<u>DISCOUNT</u>	<u>STANDARD</u>	<u>TOTAL</u>
_____	4' SKIRTED	\$113.63	\$153.45	\$ _____
_____	4' UNSKIRTED	\$92.46	\$124.85	\$ _____
_____	6' SKIRTED	\$129.14	\$174.35	\$ _____
_____	6' UNSKIRTED	\$107.69	\$145.42	\$ _____
_____	8' SKIRTED	\$148.00	\$199.82	\$ _____
_____	8' UNSKIRTED	\$127.99	\$172.81	\$ _____
_____	4TH SIDE TABLE DRAPE	\$45.10	\$60.89	\$ _____
_____	TABLE SKIRT, 42" TALL	\$45.10	\$60.89	\$ _____

Please Circle Drape Color **BLACK** **BLUE** **BURGUNDY** **GREEN** **RED** **WHITE**

SUBTOTAL \$ _____

3.50% ADMINISTRATION FEE \$ _____

TOTAL \$ _____

8.25% SALES TAX \$ _____

TOTAL AMOUNT DUE \$ _____

EXHIBITOR NAME _____ BOOTH NUMBER _____



FURNITURE ORDER FORM

Discount Price Deadline Date
MAY 4, 2026

*This form must be returned by email
to info@phoenixeventstss.org*

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<u>QUANTITY</u>	<u>FURNITURE</u>	<u>DISCOUNT</u>	<u>STANDARD</u>	<u>TOTAL</u>
_____	Folding Chair	\$ 21.45	\$39.99	\$ _____
_____	Padded Side Chair	\$ 49.50	\$66.83	\$ _____
_____	Padded Arm Chair	\$ 59.40	\$80.19	\$ _____
_____	Counter Stool with Back	\$ 85.80	\$115.83	\$ _____
_____	Padded Swivel Chair	\$ 82.50	\$111.38	\$ _____
_____	30" Round x 30" High Pedestal Table	\$ 104.50	\$141.08	\$ _____
_____	30" Round x 40" High Pedestal Table	\$ 104.50	\$141.08	\$ _____
_____	Black Tablecloth for 30" Round x 30" Tall Table	\$ 29.32	\$39.60	\$ _____
_____	Black Tablecloth for 30" Round x 40" Tall Table	\$ 29.32	\$39.60	\$ _____
_____	White Tablecloth for 30" Round x 30" Tall Table	\$ 29.32	\$39.60	\$ _____
_____	White Tablecloth for 30" Round x 40" Tall Table	\$ 29.32	\$39.60	\$ _____
_____	Single Step Table Riser - 4'	\$ 52.25	\$70.51	\$ _____
_____	Single Step Table Riser - 6'	\$ 57.20	\$79.31	\$ _____
_____	Single Step Table Riser - 8'	\$ 68.20	\$92.07	\$ _____
_____	White Vinyl Cover for Table Rise	\$ 16.50	\$22.28	\$ _____
_____	Grid Wall - 2' X 7'	\$ 38.50	\$60.61	\$ _____
_____	Grid Wall Arms	\$ 5.50	\$7.43	\$ _____
SUBTOTAL \$ _____				
3.50% ADMINISTRATION FEE \$ _____				
TOTAL \$ _____				
8.25% SALES TAX \$ _____				
TOTAL AMOUNT DUE \$ _____				

EXHIBITOR NAME _____ BOOTH NUMBER _____



ACCESSORY ORDER FORM

Discount Price Deadline Date
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<u>QUANTITY</u>	<u>ACCESSORIES</u>	<u>DISCOUNT</u>	<u>STANDARD</u>	<u>TOTAL</u>
_____	Aluminum Floor Easel	\$38.50	\$51.98	\$ _____
_____	Bag Stand	\$68.75	\$92.84	\$ _____
_____	Crossbar	\$16.50	\$22.83	\$ _____
_____	Upright & Base	\$22.00	\$29.70	\$ _____
_____	Super Base	\$16.50	\$22.83	\$ _____
_____	Drape Panels - 3' High	\$13.75	\$18.54	\$ _____
_____	Drape Panels - 8' High	\$13.75	\$18.54	\$ _____
_____	Clothing Rack	\$63.97	\$86.35	\$ _____
_____	Chrome Sign Holder	\$63.97	\$86.35	\$ _____
_____	Fish Bowl	\$13.20	\$17.82	\$ _____
_____	Literature Rack	\$85.80	\$115.83	\$ _____
_____	Raffle Ticket Drum	\$93.50	\$126.23	\$ _____
_____	Waste Basket	\$17.05	\$22.99	\$ _____

SUBTOTAL \$ _____
 3.50% ADMINISTRATION FEE \$ _____
 TOTAL \$ _____
 8.25% SALES TAX \$ _____
 TOTAL AMOUNT DUE \$ _____

EXHIBITOR NAME _____ BOOTH NUMBER _____



CARPET ORDER FORM

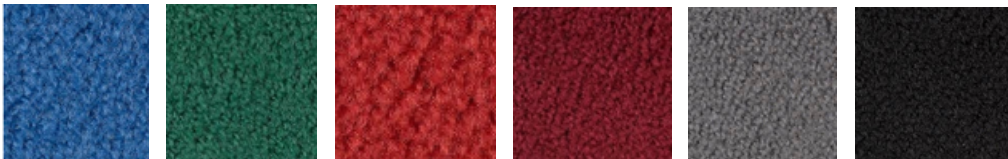
Discount Price Deadline Date
MAY 4, 2026

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<u>QUANTITY</u>	<u>STANDARD CARPET</u>	<u>DISCOUNT</u>	<u>STANDARD</u>	<u>TOTAL</u>
_____	10' X 10' CARPET	\$ 151.80	\$ 204.93	\$ _____
_____	10' X 20' CARPET	\$ 303.60	\$ 409.86	\$ _____
_____	10' X 30' CARPET	\$ 455.40	\$ 614.79	\$ _____
_____	10' X 40' CARPET	\$ 607.20	\$ 819.72	\$ _____

CARPET COLOR (PLEASE CIRCLE): BLUE HUNTER GREEN RED MAROON GRAY BLACK



SPECIAL CUT CARPETING—32 OZ WT

_____ SQ FT FULL COVERAGE CARPET \$ 3.52 PER SQ FT \$ 4.74 PER SQ FT \$ _____

SIZE: _____ FT X _____ FT (100 SQ FT MINIMUM)

OPTIONS

_____ SQ FT CARPET PAD \$ 1.28 PER SQ FT \$ 1.79 PER SQ FT \$ _____

SIZE: _____ FT X _____ FT

_____ SQ FT VISQUEEN COVERING \$.92 PER SQ FT \$ 1.21 PER SQ FT \$ _____

SIZE: _____ FT X _____ FT

SUBTOTAL \$ _____
3.50% ADMINISTRATION FEE \$ _____
TOTAL \$ _____
8.25% SALES TAX \$ _____
TOTAL AMOUNT DUE \$ _____

EXHIBITOR NAME _____ BOOTH NUMBER _____



MATERIAL HANDLING INFORMATION & CATEGORIES

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Phoenix Events. LIABILITY SHALL BE LIMITED TO THE PHYSICAL LOSS OR DAMAGE TO THE SPECIFIC ARTICLE THAT IS LOST OR DAMAGED AS DESCRIBED BELOW

LIMITS OF Phoenix Events. LIABILITY AND RESPONSIBILITY

- Exhibitors may ship all freight to the Phoenix Events advanced warehouse beginning a month before exhibitor move in date. Items will be delivered to your booth space prior to exhibitor move in.
- Exhibitors that ship to show site must ensure that freight does not arrive prior to the exhibitor set up date. Phoenix Events staff will only be available to receive show site freight deliveries during move in hours. Material handling rates will be applied.
- When shipping freight, company name, booth number and show name must be clearly labeled on all items.
- All material handling fees are calculated per hundredweight, per shipment, per day, and the rate charged will depend on the type of shipment and when received. Each delivery is considered a separate shipment and will not be combined. When recording weights for payments you must round up to the next 100 pounds. Example: 335 pounds = 400 pounds billed weight.
- All shipments returned to the Phoenix Events warehouse following the show will be charged a Back to Warehouse fee of \$49.50 100 pounds with a minimum of 200 pounds at \$99.00. It is the responsibility of the exhibitor to schedule the carrier pick up.
- To store empty containers on show site, please pick up empty stickers at the Phoenix Events service desk. At the close of the show, containers will be brought to your booth space, in random order, and delivered as quickly as possible.

ALL FREIGHT MUST HAVE A LIFT GATE OR WILL NOT BE ACCEPTED

FREIGHT CATEGORIES

CRATED OR SKIDDED RATE (200 Pound minimum) TO ADVANCE WAREHOUSE

Shipments that arrive at the warehouse via a common carrier such as UPS Freight, ARC Best, etc., that require no special handling to unload at the dock. Fiber cases are included. Shipments received at warehouse include 30 days of free storage, delivery to show -site booth, removal and storage of empty containers (if properly labeled), return of empty crates and boxes at show closing and loading onto outbound carrier.

SPECIAL HANDLING OF CRATED/UNCRATED SHIPMENTS (200 Pound Minimum) TO ADVANCE WAREHOUSE

Materials delivered by carriers that require additional handling such as ground unloading, stacked or constricted space unloading, individual piece unloading such as FedEx or UPS Ground, carpet, shipments with no documentation or certified weight tickets, and shipments that require additional time, labor and equipment to unload.

SMALL PACKAGE SHIPMENTS TO ADVANCED WAREHOUSE

Cartons, letters or small package, limited to 25 pounds per shipment, per delivery. Includes FedEx and UPS shipments. These items will be delivered to the booth space without guarantee of piece count or condition.

LATE SHIPMENT SURCHARGES

These additional charges are incurred if shipments arrive at the advance warehouse after the Phoenix Events truck has left to set up the trade show event. Exhibitor will be charged for a truck and driver with a four hour minimum.



MATERIAL HANDLING LIMITS OF LIABILITY

Austin Home Show

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Hall 2

Phoenix Events. LIABILITY SHALL BE LIMITED TO THE PHYSICAL LOSS OR DAMAGE TO THE SPECIFIC ARTICLE THAT IS LOST OR DAMAGED AS DESCRIBED BELOW

LIMITS OF Phoenix Events. LIABILITY AND RESPONSIBILITY

1. Phoenix Events. shall not be responsible for damage to crated materials, materials improperly packed, or concealed damage.
2. Phoenix Events. shall not be responsible for loss, theft or disappearance of exhibitor's materials after same have been delivered to exhibitor's booth.
3. Phoenix Events. shall not be responsible for loss, theft, or disappearance of materials before they are picked up from exhibitor's booth for reloading after the show. Bills of Lading covering outgoing shipments that are furnished to Phoenix Events. by exhibitors will be checked at time of actual pick up from booth and corrections made where disappearances occur.
4. Phoenix Events. shall not be liable to any extent, whatsoever, for any actual, potential, or assumed loss of profits or revenue, or for any collateral costs, which may result from any loss or damage to an exhibitor's material which make it impossible or impractical to exhibit same.
5. The consignment or delivery of a shipment to Phoenix Events. by an exhibitor, or by any shipper on behalf of an exhibitor, shall be construed as an acceptance by such exhibitor, and/or other shipper, of the terms and conditions set forth in this bulletin.
6. Phoenix Events. shall exercise ordinary diligence and care in receiving, handling, and storage of all shipments. Phoenix Events. shall not be responsible for loss or damage by fire, acts of god, or causes beyond its control. Phoenix Events. liability shall be limited to the physical loss or damage to the specific article that is lost or damaged. In any case, the liability of Phoenix Events. is limited to \$.30 per pound per article, with a maximum of \$50.00 per item and a maximum of \$1,000 per shipment. This applies while these goods are in the Phoenix Events. warehouse and in vehicles for delivery.
7. Claims for loss or damage that are not submitted to Phoenix Events. within 30 days of the close of the show on which the loss or damage occurred shall be considered waived. No suit or action shall be brought against Phoenix Events. or its subcontractors more than one year after the accrual of the cause of action thereof.
8. Shipments received without receipts, freight bills, or specific unit counts on receipts or freight bills (i.e. one lot, 800 cub. ft., etc.) such as UPS or van lines, will be delivered to the exhibitor's booth without guarantee of piece count or condition. Phoenix Events. will assume no liability for such shipments.
9. Empty container labels will be available at the Phoenix Events Service Desk. Affixing the labels is the sole responsibility of the exhibitor and/or representative. All previous labels should be completely removed. Phoenix Events. assumes no responsibility for errors in the aforementioned procedure, removal of containers with old empty labels and without Phoenix Events. labels, improper information on empty labels, or valuables stored in containers with empty labels.
10. Exhibitors should arrange for outgoing shipments during the show or immediately after its close. Phoenix Events will assist in the preparation of Bills of Lading. Be sure your materials have been carefully crated or packed and properly tagged or marked.
11. In order to expedite removal of materials, Phoenix Events shall have authority, without further clearance with exhibitor, to change designated outbound carriers.
12. Labor and services ordered on behalf of exhibitor by display builders or other parties must be authorized in a letter from exhibitor. Payment for all labor and services will be the sole responsibility of the exhibitor.
13. Freight handling charges, charges for loading freight shipments are the sole responsibility of the exhibitor to whom shipments have been consigned. Exhibitor may not assign this responsibility to suppliers or customers. The exhibitor agrees, in the event of a dispute with Phoenix Events, relative to any loss or damage to any of their materials or equipment, they will not withhold payment of any amount due Phoenix Events for any other services provided by Phoenix Events as an offset against the amount of the alleged loss or damage. Instead they agree to pay Phoenix Events at the close of the show for all such charges and they further agree they shall pursue any claim they may have against Phoenix Events independently as a completely separate transaction to be resolved on its own merits.
14. A service charge of 1 1/2 percent per month on any unpaid balance will be made starting 15 days after date of invoice.
15. Where an exhibitor indicates a choice of carrier for pickup, it is the exhibitor's responsibility to arrange with such carrier for said pickup. If the carrier does not pick up within the time limited for the removal of exhibitor's materials, Phoenix Events reserves the right to forward such material by the shipping method of our choice or to remove said material to our warehouse for disposition, at an additional charge to the exhibitor, in accordance with prevailing rates or services performed.
16. Materials left behind without orders placed at the Phoenix Events service desk will be classified as abandoned. Phoenix Events shall not be responsible for such materials. Phoenix Events is not responsible for any delay of rush shipments. Phoenix Events will expedite such rush shipments to the best of our ability and will not assume any financial responsibility for shipments that do not arrive at the designation at a dated time.
17. Exhibitors are urged to carry all-risk insurance covering exhibit materials against damage, loss and all other hazards from the time shipments are made prior to the show until shipments are received after the show. Adding "riders" to existing insurance, often at no additional cost, can generally do this. It is understood that Phoenix Events is not an insurer and the exhibitor shall obtain any insurance and the amounts payable to Phoenix Events here under are based on the value of the material handling service and the scope of Phoenix Events liability as set forth above.



MATERIAL HANDLING RATES

Discount Price Deadline Date
MAY 4, 2026

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All material handling fees are calculated per hundredweight, per shipment, per day, and the rate charged will depend on the type of shipment and when received. Each delivery is considered a separate shipment and will not be combined. When recording weights for payments, other than small package rates, you must round up to the next 100 pounds. Example: 335 pounds = 400

SHIPMENTS TO WAREHOUSE

May begin arriving at the warehouse: Tuesday, April 28, 2026

Last day for shipment to arrive at warehouse: Monday, May 11, 2026

SHIPMENTS TO SHOWSITE

Shipments WILL NOT be received on the show site.

MATERIAL HANDLING RATE SCHEDULE

Category	Discount	Standard
Crated or Skidded to Advance Warehouse	\$ 89.00	\$ 120.15
Special Handling to Advanced Warehouse	\$ 99.00	\$ 133.65
Small Package to Advanced Warehouse	\$46.00	\$ 62.10
Additional Small Packages in above shipment	\$ 12.50	\$ 16.85
Late Shipment Fees (\$75.00 /hour / 4 hour minimum)	_____	_____

ESTIMATED CHARGES

	<u>Type of Freight</u>	<u># of Pieces</u>	<u>Weight</u>	<u>Carrier</u>	<u>Tracking #</u>	<u>Rate</u>	<u>Amount Due</u>
Shipment 1	_____	_____	_____	_____	_____	_____	_____
Shipment 2	_____	_____	_____	_____	_____	_____	_____
Shipment 3	_____	_____	_____	_____	_____	_____	_____

ALL FREIGHT MUST HAVE A LIFT GATE OR WILL NOT BE ACCEPTED

ADVANCE WAREHOUSE SHIPPING LABELS

Receiving Hours: Mondays through Fridays, 9:00 AM - 3:00 PM

ALL FREIGHT MUST HAVE A LIFT GATE OR WILL NOT BE ACCEPTED

<p>Phoenix Events 1061 Duncan Perry Rd, Suite 1-107, Arlington, TX 76011</p> <p>Exhibitor _____</p> <p>Booth Number _____</p> <p>Austin Home Show</p>	<p>Phoenix Events 1061 Duncan Perry Rd, Suite 1-107, Arlington, TX 76011</p> <p>Exhibitor _____</p> <p>Booth Number _____</p> <p>Austin Home Show</p>
<p>Phoenix Events 1061 Duncan Perry Rd, Suite 1-107, Arlington, TX 76011</p> <p>Exhibitor _____</p> <p>Booth Number _____</p> <p>Austin Home Show</p>	<p>Phoenix Events 1061 Duncan Perry Rd, Suite 1-107, Arlington, TX 76011</p> <p>Exhibitor _____</p> <p>Booth Number _____</p> <p>Austin Home Show</p>

2025 ACCD Exhibitor Services – Information Packet

Event: Austin Home Show

Event Dates: 05/15/26 to 05/17/26

Discount Rate Deadline: 05/01/26

Standard Rate Deadline: 05/11/26

Floor Rate Applies: 05/12/26

Dear Exhibitor,

Welcome to the Austin Convention Center Department (ACCD) Exhibitor Services Division. We are the exclusive provider of utility and IT services for the Austin Convention Center and the Palmer Events Center. Enclosed is an information packet containing service descriptions, order forms and service terms and conditions. Please read this document in its entirety. Pay special attention to the deadline dates for pricing and restrictions for services.

The ACCD Exhibitor Services Division offers services at a discount, standard and floor rate. To qualify for the discount rate, services must be completed online fourteen (14) days before the first contract date of the event with payment in full. Orders received thirteen (13) days to four (4) days before the first contract date of the event, with payment in full, will qualify for the standard rate. Orders received within three (3) days of the first contract date of the event will be charged at the floor rate, 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.

Online ordering is available at our website www.palmereventscenter.com under the Exhibit tab.

This is the fastest, most convenient way to order and is completely PCI compliant. Please send all diagrams for your utility and/or IT services to your designated department contacts below.

Utility Services Provided:

- Electrical
- Water and Drainage
- Compressed Air

IT Services Provided:

- Hard Line Internet
- Switching & Cabling
- VoIP Telephony Services

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

UTILITY SERVICES CONTACT

Jacek Czelak
Events & Exhibitor Services Representative
jacek.czepak@austintexas.gov
512-404-4229

IT SERVICES CONTACT

Eddy Yanez
Senior Events & Exhibitor Services Representative
eddy.yanez@austintexas.gov
512-404-4233



ACCD Exhibitor Services Division
900 Barton Springs Rd
Austin, TX 78704
Phone: 512-404-4500
accdexhibitorservices@austintexas.gov

Ordering Instructions

Online Ordering – The Preferred Method: To place your order online please visit our website www.palmereventscenter.com under the **Exhibit** tab.

Request an Invoice: An invoiced order can be requested through the Utility Coordinator if preferred payment will be by check or bank transfer. This method should only be used if you are unable to order online. Invoices must be requested prior to the discount rate deadline on the first page of this document (14 days prior to the first contracted date of the event).

Payment Method: Payment in full must accompany order. Payment may be made by check, bank transfer, or credit card. **DO NOT SEND CASH.** Make check payable to 'Austin Convention Center.' Orders without payment will not be installed. Bank transfer details can be requested through the Utility Coordinator.

Cancellation: Cancellation of services must be made 3 days prior to the first contract date of the event.

Questions: Please call 512-404-4500 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. **ACCD cannot guarantee floor orders.**
- Exhibitor booths will be audited during the event and charged for any additional services. The additional charges will be included in the exhibitor's final bill at the floor 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 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 to 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 closing of event.
- Refunds of less than \$50.00 will not be considered.
- Refunds for canceled services must be made 3 days prior to the first contracted day of the event.
- No refunds will be processed after the event closes. **NO EXCEPTIONS**

General Terms and Conditions

- All floor order services (or changes to installed services) must be placed at the Exhibitor Services 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.

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Phone: 512-404-4500
accdexhibitorservices@austintexas.gov

General Terms and Conditions Continued

- Wall and permanent building electrical or ethernet outlets 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 served basis. The ACCD cannot guarantee availability of utility and IT 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. Exhibitors must arrange regulatory values, 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.
- The exhibitor will be responsible for damage to electrical, water, compressed air, and drainage network or equipment caused by exhibitor's equipment, acts, and/or omissions.
- If by any reason of 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 fee expended or incurred by the ACCD in connection herein.

UTILITY SERVICES

Electrical Terms and Conditions

- A standard electrical outlet is a single female receptacle. Multi-outlet fixtures are available for purchase. Exhibitors are permitted to provide their own multi-outlet strips and extension cords.
- Labor
 - A. Labor is charged for:
 1. Any four (4) utility services in one (1) booth.
 2. Installation of utilities after booth display and/or carpet has been installed.
 3. Relocating/moving installed services.
 4. Re-taping electrical cords.
 5. Resetting breakers due to exhibitor equipment.
 6. Orders submitted without a booth diagram with installation instructions.
 - 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 connections are required, the 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 at ACCDEXHIBITORSERVICES@AUSTINTEXAS.GOV with any special wiring requirements.
- Use of open clip sockets, latex or lamp cord wire, duplex or triplex plug is prohibited.
- All exhibitor provided cords must be of the three (3) wire grounded type. All exposed non-current carrying metal parts or 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 the 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 sources.
- Unauthorized use of electrical services will be terminated, or exhibitor must pay utility service charges associated with service.

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Installation Notice – 208/220 Volt Electrical Services

- Connecting ACCD wires directly to exhibitor equipment is prohibited. Examples include, but are not limited to, hot tubs, stoves/ovens and RV's.
- Connection rates include bringing service to the booth from the floor pocket. Does not apply to 200/400amp services.
- Connection rates do not include adapters or special wiring.
- **200/400amp services are available in specific locations. Exhibitor is responsible for providing the cable and rigging services required to connect.**
- **200/400amp services terminate in cam-lock connections.**
- If special electrical adapters or plugs are required, exhibitor must provide the wiring schematics with required connectors (male & female).
- Customers are responsible for labor charges required to connect and disconnect adapters.
- Please contact ACCD Exhibitor Services and request the Exhibitor Services Representative for your event if you have any questions.

ADAPTER TYPE BY PRODUCT

Electrical Outlets		
Product ID	Product Description	Receptacle
E104	120 Volts 30 AMP (Only one device)	L5-30R
E203	120 Volts 20 AMP Ceiling Power	Standard
Product ID	Product Description	Receptacle
P202	208 Volts/Single Phase 20 AMP	NEMA L6-20R
P203	208 Volts/Single Phase 30 AMP	NEMA L6-30R
P206	208 Volts/Single Phase 60 AMP	Cam Locks
P210	208 Volts/Single Phase 100 AMP	Cam Locks
P302	120/208 Volts/3 Phase 20 AMP	NEMA L21-20R
P303	120/208 Volts/3 Phase 30 AMP	NEMA L21-30R
P306	120/208 Volts/3 Phase 60 AMP	Cam Locks
P310	120/208 Volts/3 Phase 100 AMP	Cam Locks
P320	120/208 Volts/3 Phase 200 AMP	Cam Locks
P340	120/208 Volts/3 Phase 400 AMP	Cam Locks
Product ID	Product Description	Receptacle
L102	Extension Cord w/ Single Plug	Standard

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Compressed Air Terms and Conditions

- 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 Division for assistance.
- Exhibitor is responsible for providing compatible adapters to hose lines (3/8" or 5/8" fittings).

Water/Drain Terms and Conditions

- **Water**
 1. All equipment using water must have an inlet and outlet properly tagged by the exhibitor and must connect to a 3/4" 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 the 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 invoice, at the floor rate in effect.

Rigging / Ceiling Power Guidelines

- **Rigging Services** – Freeman Audio Visual is the preferred rigging provider for the Palmer Events Center.
 - **Please contact Phil Sherrod with Freeman Audio Visual at 512-827-3200 / philip.sherrod@freemanco.com.**
- ACCD must be made aware of any rotating signs, any signs that use a hoist/motor and any signs.
- All ceiling electrical services must be ordered through the Austin Convention Center Department Exhibitor Services Division. Online ordering is available at www.austinconventioncenter.com.
- Electrical cabling is provided for basic 120V electrical services.
- The Austin Convention Center Department does not provide labor to run cabling overhead. Please contact your General Service Contractor.
- **Electrical cabling is NOT provided for services included in the "Power for Motors or Special Equipment" price list below.** Exhibitors are responsible for providing electrical cabling and contacting Freeman Audio Visual for Rigging Services.
- Please refer to the table on page 4 of this packet for the receptacle that will be provided with each service.

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2025 Utility Exhibitor Price List

Code	Description	U/M	Incentive Price	Standard Price	Floor Price
Electrical Services - Utilities (EL)					
Electrical Outlets					
E101	120 Volt Outlet 0-1000 Watts (8AMP)	EA	88.00	110.00	165.00
E102	120 Volts 15 AMP	EA	104.00	130.00	195.00
E103	120 Volts 20 AMP	EA	112.00	140.00	210.00
E104	120 Volts 30 AMP (NEMA L5-30R)	EA	152.00	190.00	285.00
E203	120 Volts 20 AMP - Ceiling Power	EA	180.00	225.00	385.00
Equipment					
L106	Adaptor	EA	50.00	50.00	50.00
L102	Extension Cord w/Single Plug	EA	25.00	25.00	25.00
L103	Multi-Outlet Strip - 6 Outlets	EA	25.00	25.00	25.00
Power for Motors or Special Equipment					
P202	208 Volts/Single Phase 20 AMP	EA	216.00	270.00	405.00
P203	208 Volts/Single Phase 30 AMP	EA	264.00	330.00	495.00
P206	208 Volts/Single Phase 60 AMP	EA	416.00	520.00	780.00
P210	208 Volts/Single Phase 100 AMP	EA	640.00	800.00	1,200.00
P302	120/208 Volts/3 Phase 20 AMP	EA	320.00	400.00	600.00
P303	120/208 Volts/3 Phase 30 AMP	EA	368.00	460.00	690.00
P306	120/208 Volts/3 Phase 60 AMP	EA	600.00	750.00	1,125.00
P310	120/208 Volts/3 Phase 100 AMP	EA	960.00	1,200.00	1,800.00
Facilities - Maintenance (FA)					
Air/Water/Gas/Drainage					
A200	Sink (Includes Water & Drain)	EA	360.00	450.00	675.00
A501	Water & Drainage	EA	240.00	300.00	450.00
A101	Compressed Air (Per connection)	EA	180.00	225.00	340.00
Labor - Standard (LA)					
Labor - Operations					
M101	Event Electrical Labor per hour	EA	65.00	65.00	65.00



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IT SERVICES

Technical Services Terms and Conditions

ALL USERS OF ACCD TECHNICAL SERVICES MUST COMPLY WITH OPERATING GUIDELINES

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 serve 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 IT Services Division at 512-404-4044 for any questions regarding ordering technical services or to obtain copies of operating guidelines.

Wi-Fi Operating Guidelines

- The Austin Convention Center Department (ACCD) is the exclusive provider for wired and wireless (Wi-Fi) services for the Austin Convention Center and Palmer Events Center. The ACCD Wi-Fi service offers internet access at speeds up to 3Mbps servicing clients, exhibitors, and attendees.
- Wireless internet service is vulnerable to interference from other wireless devices such as Wi-Fi routers, wireless cameras, cell phones and personal Wi-Fi hotspots.
- Wireless users in the Exhibit Halls may experience higher levels of interference due to the nature of the event and any electronics/equipment that may be a part of a product demonstration or display.
- If you are conducting a product demonstration, presentation or streaming video over the internet, we strongly recommend the purchase of a wired internet connection.
- ACCD requests your cooperation in the eliminating/minimizing the use of these devices to improve the quality of wireless services in our facility.

2025 Exhibitor IT Services Price List

Price List Item	Description	U/M	Incentive Rate	Standard Rate	Floor Rate
IT Services (IT)					
Technical Services					
2300-H100	Credit Card Processing; Ethernet 1Mbps	EA	115.00	150.00	230.00
2300-H101	10Mbps Internet Service; 1 IP address. DHCP only	EA	640.00	800.00	1,280.00
2300-H102	20Mbps Internet Service; 1 IP address. DHCP only	EA	960.00	1,200.00	1,920.00
2300-H103	30Mbps Internet Service; 1 IP address. DHCP only	EA	1,280.00	1,600.00	2,360.00
2300-H104	Additional IP Address (DHCP only)	EA	160.00	200.00	320.00
2300-H105	Public/Static IP Address Network	EA	240.00	300.00	480.00
2300-H312	Patch Cable (Up to 30ft.)	EA	65.00	65.00	65.00
2300-H405	Ethernet Switch-Unmanaged	EA	225.00	300.00	450.00
Telephone					
2400-T401	Specialty Programming	EA	50.00	50.00	50.00
2400-TC201	Digital Conference Phone - Local /Long Distance	EA	230.00	315.00	460.00
2400-TM301	Digital Phone - Local /long Distance (Multiline)	EA	230.00	315.00	460.00
Labor - Standard (LA)					
Labor (IT)					
3001- M103	Technical Labor per hour	EA	150.00	150.00	150.00

ACCD Exhibitor Services – Floor & Booth Layout

Event: Austin Home Show	Event Dates: 05/16/26 to 05/17/26
Discount Deadline: 05/01/26	Floor Rate Applies: 05/12/26

Company Name	Booth Number	Booth Size

SCALE (check one)

1 Square = 1 Ft (Default)

1 Square = _____ Ft

X = 10 x 10 Booth

X + Y = 10 x 20 Booth

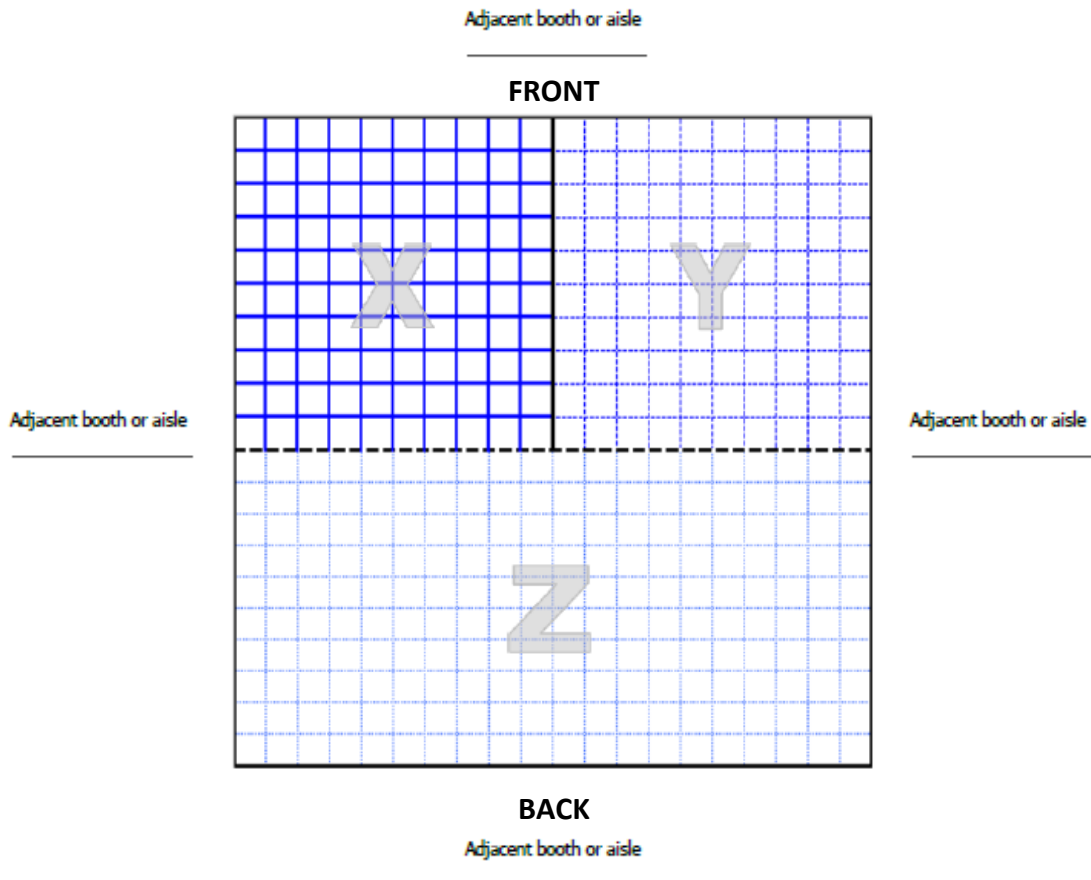
X + Y + Z = 20 x 20 Booth

- IMPORTANT INFORMATION**
- Labor charges apply to orders with four (4) or more services.
 - Mark the adjoining booth number and/or aisles for orientation.
 - Use the coordinates or the boxes as a scale for placement of services.
 - Grids submitted without orientation will default to marked "FRONT" and "BACK" booth orientation shown below.

LEGEND

X	Power Outlet
I	Internet
P	Phone
○	Water
▲	Air

Exhibitors may contact show management for a copy of the exhibit show floor plan



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Client & Exhibitor Service Yard and Entry Rules

PLEASE ENSURE EXHIBITORS ARE PROVIDED WITH THESE RULES

- ID or credentials required to enter at the services entrance of the ACCD – all persons entering must check in with ACCD Security.
- No possession or use of alcohol or illegal substances.
- All containers, packages and vehicles subject to inspection.
- The unlicensed possession of weapons by persons on ACCD property is a felony.
- Event or show requests to demonstrate, trade, display or sell any firearms, simulated firearms, or dangerous weapons must be made in writing to the ACCD (90) days prior to the first contract date.
- Children under 17 are prohibited from ACCD service yards and Exhibit Halls during move in/out.
- The ACCD service yard is closed during show hours except for ACCD business. Due to safety and security, exhibitors and attendees are prohibited from using the service yard entrances and exits while the show is in progress.
- No animals other than trained service dogs or with prior ACCD approval
- All pedestrians must use the pedestrian gate when entering the service yard.
- No speeding or reckless use of vehicles, forklifts, carts or equipment. Clients, service contractors and exhibitors must comply with all federal, state and municipal fire codes that apply to a place of public assembly, as well as Occupational Safety and Health Association (OSHA) regulations.

Questions? Please contact a Security Coordinator or Austin Convention Center Security Control at (512) 404-4111.

