



EXHIBITOR SERVICES ORDER FORM

For Electrical, Telephone, Cable TV, Air, Water and Drain.

RECEIVE 20% OFF BY PLACING YOUR ORDER ONLINE!!!

Order must be placed no later than two weeks prior to
first show move-in date at:

www.denverconvention.com/exhibit-at-an-event



An SMG Managed Facility

RECEIVE 20% DISCOUNT BY ORDERING ON-LINE ONLY 15 DAYS PRIOR TO FIRST SHOW MOVE- IN DATE.
 CCC must have order, booth floor plan, and full payment by this deadline to honor online discount pricing.
denverconvention.com/exhibit-at-an-event

STANDARD 120V ELECTRICAL ORDER FORM



Order Online, Fax, or Mail at:

Colorado Convention Center
 Attn: Exhibitor Services
 700 14th Street
 Denver, CO 80202
 303.228.8027 Ph
 303.228.8101 Fx
www.denverconvention.com

Event Name: _____
 Booth # _____ Booth Dimensions _____
 Event Dates _____
 Company Name _____
 Address _____
 City _____ St _____ Zip _____
 Phone _____ Fax _____
 E-mail _____
 Onsite Contact _____

ELECTRICAL SERVICES	QTY	STANDARD RATE	TOTAL
5 AMPS OR 500 WATTS (Single outlet)		\$100.00	
10 AMPS OR 1000 WATTS (Duplex box)		\$115.00	
20 AMPS OR 2000 WATTS (Quad box)		\$155.00	
TOTAL PAYMENT			

See Special 120V order form for 24-hour power and overhead drop pricing and ordering.

ADDITIONAL ITEMS (Electrical Service must be ordered first)	QTY	STANDARD RATE	TOTAL
SIX PLUG STRIP		\$30.00	
25' EXTENSION CORD		\$30.00	
LABOR (Special placement, changes, or repairs are charged in 1 hour increments.)		\$75.00	
TOTAL PAYMENT			

**ONSITE SURCHARGE — ALL SERVICES, WITH THE EXCEPTION OF LABOR, WILL BE ASSESSED
 A 30% LATE FEE IF ORDERED ON/AFTER THE FIRST SHOW MOVE-IN DAY.
 THERE WILL BE A \$50.00 PROCESSING FEE FOR ALL REFUNDS REQUESTED.***

CREDIT CARD NUMBER: AMEX MC VISA **EXPIRATION DATE:**

□ □ □ □	□ □ □ □	□ □ □ □	□ □ □ □	□ □ □ □
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PRINT CARDHOLDERS NAME: _____

CARDHOLDERS SIGNATURE: _____

SIGNATURE ACKNOWLEDGES PAYMENT POLICIES, ALL CONDITIONS & REGULATIONS

- **All payments must be paid in full** (before services are provided) by Visa, Master Card, American Express, cash, check or money order (payable in U.S. funds on U.S. banks). Enclose money order or check with your order form.
- **Services are provided in the most convenient manner for center electricians** UNLESS booth floor plan is submitted prior to first show move-in date. Services must be ordered and individually identified on a booth floor plan.
- **BOOTH LAYOUT DIMENSIONS**—Please submit booth floor plans with exact placements of each service drop, for spaces larger than 10x10. Special placement, testing and/or changes after the initial set will require additional labor and material charges.
- CCC Electricians **will not split/branch** service to achieve multiple locations. Services must be ordered for each individual location requested. Exhibitors may bring personal UL approved 3-wire cords and equipment to distribute if desired.
- **FOR 120V SERVICE LARGER THAN 20A or special needs PLEASE CALL 303.228.8027.**

INTERNAL USE ONLY
 CHECK NO. _____

SERVICE LOCATOR PLAN

Event Name:	Event Dates:
Company Name:	Booth Number:

All 10X10 and in-line booth services will be installed in the center back of the space. Larger booth exhibitors (i.e. Islands and Peninsulas,) ***must submit a properly oriented booth floor plan***, including the adjacent booth numbers surrounding the booth, to ensure proper installation and also to prevent postponement.

NOTE: If a booth floor plan is not provided, services will be placed in the most convenient location.

For booth spaces with multiple service drop locations, exact placement for each individual drop must be indicated on the Service Locator Plan, including electric, telephone, cable TV, compressed air, drain and water services. Special placement, testing and/or changes after the initial set will require additional labor and material charges.

Multiple service orders without a booth floor plan, will be serviced on a first come, first serve basis.

Electrical Services:

- E**— Indicates each amp/watt (Will not be split or branched)
- O**— Indicates overhead drop (Include height information)

Telephone Services:

- T**— Indicates Telephone Lines
- F**— Indicates Data/Fax Lines

Compressed Air / Water / Drain:

Indicate each drop by writing **Air / Water / Drain**

****Please also indicate overhead or hanging utilities and all height information pertinent to each.****

Please indicate scale: 1 square = _____ Feet. Other scale: _____

Note adjacent booth # to left side of your booth

		BACK		
		FRONT		

Note adjacent booth # to right side of your booth

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Event Name: _____
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 Event Dates _____
 Company Name _____
 Address _____
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 Phone _____ Fax _____
 E-mail _____
 Onsite Contact _____

ELECTRICAL SERVICES	QTY	24-HOUR POWER	TOTAL
5 AMPS OR 500 WATTS (Single outlet)		\$150.00	
10 AMPS OR 1000 WATTS (Duplex box)		\$175.00	
20 AMPS OR 2000 WATTS (Quad box)		\$230.00	
ELECTRICAL SERVICES	QTY	OVERHEAD POWER	TOTAL
5 AMPS OR 500 WATTS (Single outlet)		\$200.00	
10 AMPS OR 1000 WATTS (Duplex box)		\$230.00	
20 AMPS OR 2000 WATTS (Quad box)		\$310.00	
ELECTRICAL SERVICES	QTY	24-HOUR OVERHEAD	TOTAL
5 AMPS OR 500 WATTS (Single outlet)		\$250.00	
10 AMPS OR 1000 WATTS (Duplex box)		\$290.00	
20 AMPS OR 2000 WATTS (Quad box)		\$385.00	
TOTAL PAYMENT			

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- **BOOTH LAYOUT DIMENSIONS**—Please submit booth floor plans with exact placements of each service drop, for spaces larger than 10x10. Special placement, testing and/or changes after the initial set will require additional labor and material charges.
- CCC Electricians will not split/branch service to achieve multiple locations. Services must be ordered for each individual location requested. Exhibitors may bring personal UL approved 3-wire cords and equipment to distribute if desired.
- **Overhead power** is not intended for theatrical lighting fixtures. All Lighting must be built to the floor by an approved lighting contractor.
- **FOR 120V SERVICE LARGER THAN 20A** or special needs PLEASE CALL 303.228.8027.

INTERNAL USE ONLY
 CHECK NO. _____

SERVICE LOCATOR PLAN

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Company Name:	Booth Number:

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INDUSTRIAL 208V ELECTRICAL ORDER FORM



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 Denver, CO 80202

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www.denverconvention.com

Event Name: _____
 Booth # _____ Booth Dimensions _____
 Event Dates _____
 Company Name _____
 Address _____
 City _____ St _____ Zip _____
 Phone _____ Fax _____
 E-mail _____
 Onsite Contact _____

SINGLE-PHASE SERVICES	QTY	STANDARD RATE	TOTAL
20 AMPS OR 3,300 WATTS		\$280.00	
30 AMPS OR 4,900 WATTS		\$325.00	
40 AMPS OR 6,500 WATTS		\$575.00	
50 AMPS OR 8,300 WATTS		\$755.00	
60 AMPS OR 10,000 WATTS		\$890.00	
100 AMPS OR 16,600 WATTS		\$1,370.00	
THREE-PHASE SERVICE	QTY	STANDARD RATE	TOTAL
20 AMPS OR 5,700 WATTS		\$375.00	
30 AMPS OR 8,600 WATTS		\$435.00	
40 AMPS OR 11,500 WATTS		\$710.00	
50 AMPS OR 14,400 WATTS		\$900.00	
60 AMPS OR 17,200 WATTS		\$1,100.00	
100 AMPS OR 28,800 WATTS		\$1,615.00	
See Special 120V order form for 24-hour power and overhead drop pricing and ordering.			
LABOR (Special placement, changes, or repairs are charged in 1 hour increments.)		\$75.00	
TOTAL PAYMENT			

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CREDIT CARD NUMBER: AMEX MC VISA **EXPIRATION DATE:**

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- **All payments must be paid in full** (before services are provided) by Visa, Master Card, American Express, cash, check or money order (payable in U.S. funds on U.S. banks). Enclose money order or check with order form.
- For higher voltage **call Exhibitor Services at 303.228.8027 for quoted power**, labor and materials. Prices for 208V service up to 100amps include delivery to the booth and do not include hardwire connection or special equipment. Unless noted, services are provided in the most convenient manner. All changes made after services are placed will be charged time and materials.
- **Services are provided in the most convenient manner for center electricians** UNLESS booth floor plan is submitted prior to first ***show*** move-in date. **BOOTH LAYOUT DIMENSIONS**—Please submit booth floor plans with exact placements of each service drop, for spaces larger than 10x10. Special placement, testing and/or changes after the initial set will require additional labor and material charges.

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INDUSTRIAL 208V ELECTRICAL ORDER FORM



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 Booth # _____ Booth Dimensions _____
 Event Dates _____
 Company Name _____
 Address _____
 City _____ St _____ Zip _____
 Phone _____ Fax _____
 E-mail _____
 Onsite Contact _____

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 Attn: Exhibitor Services
 700 14th Street
 Denver, CO 80202

303.228.8027 Ph
 303.228.8101 Fx
www.denverconvention.com

SINGLE-PHASE SERVICES	QTY	24-Hour Power	Overhead Power	24-Hour Overhead	TOTAL
20 AMPS OR 3,300 WATTS		\$420.00	For overhead quotes please contact the Exhibitor Services Department at: 303.228.8027		
30 AMPS OR 4,900 WATTS		\$490.00			
40 AMPS OR 6,500 WATTS		\$865.00			
50 AMPS OR 8,300 WATTS		\$1,135.00			
60 AMPS OR 10,000 WATTS		\$1,335.00			
100 AMPS OR 16,600 WATTS		\$2,055.00			
THREE-PHASE SERVICES	QTY	24-Hour Power		TOTAL	
20 AMPS OR 5,700 WATTS		\$560.00			
30 AMPS OR 8,600 WATTS		\$655.00			
40 AMPS OR 11,500 WATTS		\$1,065.00			
50 AMPS OR 14,400 WATTS		\$1,350.00			
60 AMPS OR 17,200 WATTS		\$1,650.00			
100 AMPS OR 28,800 WATTS		\$2,425.00			

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TELEPHONE & CABLE TV ORDER FORM



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 Attn: Exhibitor Services 303.228.8027 Ph
 700 14th Street 303.228.8101 Fx
 Denver, CO 80202 www.denverconvention.com

Event Name: _____
 Booth # _____ Booth Dimensions _____
 Event Dates _____
 Company Name _____
 Address _____
 City _____ St _____ Zip _____
 Phone _____ Fax _____
 E-mail _____
 Onsite Contact _____

TELEPHONE SERVICE - dial 9 for all outside calls	QTY	STANDARD RATE	TOTAL
STANDARD ANALOG PHONE SERVICE (with instrument)		\$250.00	
FAX, MODEM, CREDIT CARD LINE (no Instrument)		\$250.00	
DIGITAL MULTI-BUTTON PHONE SERVICE (with instrument)		\$450.00	
POLYCOMM SPEAKER PHONE		\$450.00	
EXTENSION (Same Telephone #, additional location)		\$100.00	
VOICEMAIL BOX		\$50.00	
HUNT/ROLLOVER—(If ordering multiple lines, maximum 2 times)		\$50.00	

LONG DISTANCE SERVICE* — Standard service does not include Long Distance Access. Long-distance calls require a credit card authorization form to be on file and calls will be charged to your card.

INITIAL HERE TO ACCESS LONG DISTANCE SERVICE: _____

SPECIAL SERVICES	QTY	STANDARD RATE	TOTAL
EXTEND POTS, ISDN, T1, other		\$250.00	

Ordered by the exhibitor and delivered to the Convention Center Demarc by Exhibitor's carrier of choice.
 To ensure delivery to the Convention Center, please order from your carrier a minimum of four weeks prior to the show.
 Order # _____ Circuit No. _____ Carrier Installation Date _____

LABOR (Special placement, changes or repairs are charged in 1 hour increments.)		\$75.00	
CABLE TV SERVICES—(Provided By Comcast)	QTY	STANDARD RATE	TOTAL
DIGITAL/HDTV SERVICE (Set top box upgrade • 1 box per TV Set — Two-Week Advance R.S.V.P. Required		\$300.00	
•			

TOTAL PAYMENT

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PRINT CARDHOLDERS NAME: _____ CARDHOLDERS SIGNATURE: _____
SIGNATURE ALSO ACKNOWLEDGES PAYMENT POLICES, ALL CONDITIONS & REGULATIONS

- **Phone Usage Charges:** Usage charges are billed by CCC/SMG at the end of the show. Local and toll-free calls are free. Long distance calls are billed at AT&T retail rates.—Credit card must be on file before long-distance service is activated.
- **Services are provided in the most convenient manner for center technicians UNLESS** booth floor plan is submitted prior to first **show** move-in date. **BOOTH LAYOUT DIMENSIONS**—Please submit booth floor plans with exact placements of each service drop, for exhibit areas or space larger than 10x10. Special placement, testing and/or changes after the initial set will require additional labor and material charges.
- Handsets must be picked up by Exhibitor at the Service Desk upon arrival.
- Cable TV Set Top Boxes will be delivered to the booth prior to Show Open.

INTERNAL USE ONLY
 CHECK NO. _____

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CABLE TV AND SATELLITE DISH INFORMATION FORM



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 Onsite Contact _____

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SERVICE TYPE	SEL		QTY
COMCAST CABLE TV			
DIGITAL (HDTV) (Outputs:, HDMI, S Video, RCA, L/R audio, coaxial, and Optical digital audio - By request for legacy devices)		Requested Output	
		NUMBER OF CABLE DROPS	
		SINGLE DROP(S) W/SPLITTERS	
		INDIVIDUAL CABLES NO SPLITTERS	

CABLE CARDS - The CCC does not provide Cable Cards. Arrangements for this service must be made with Comcast directly.

SATELLITE DISH			
NOTE: Vendor must supply all Dish/Antenna hardware, stands, roof protection, stand ballast, cable, connectors cable and any other materials required for installation. All equipment must be removed by the vendor immediately after event close.		DISH ANTENNA TO BE INSTALLED ON ROOF	
		CABLES TO BE RUN TO EXHIBIT/BOOTH/AREA	

DATE AND TIME INSTALLATION AND SERVICE REQUIRED BY: _____

ADDITIONAL SERVICE REQUIREMENTS:

INTERNAL USE ONLY		
	ESTIMATE	ACTUAL
LIFT USE (HRS)		
M/HRS		
CABLE (FT)		
SPLITTERS (QTY)		
ADDITIONAL MATERIALS USED: _____		

SERVICE LOCATOR PLAN

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Event Name: _____
 Booth # _____ Booth Dimensions _____
 Event Dates _____
 Company Name _____
 Address _____
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 Phone _____ Fax _____
 E-mail _____
 Onsite Contact _____

COMPRESSED AIR SERVICES — 1/2" NPT Fitting	QTY	STANDARD RATE	TOTAL
Single Outlet —1/2" male or female schedule 40 pipe thread adaptor REQUIRED. No guarantees can be made of min./max. pressure. If pressure is critical, the exhibitor must arrange to have a pressure regulator valve or pump installed.		\$300.00	
Branch to additional locations		\$200.00	
COLD WATER SERVICES — 1/2" NPT Fitting	QTY	STANDARD RATE	TOTAL
Single Outlet —1/2" male or female schedule 40 pipe thread adaptor REQUIRED. Building pressure is MIN 45 P.S.I. MAX 60 P.S.I.		\$300.00	
Branch to additional locations		\$200.00	
Fill—per 500 gal. (Pump out included if water contains no additives)		\$170.00	
DRAIN SERVICES — Gravity Flow—1 1/2" Max outlet	QTY	STANDARD RATE	TOTAL
Standard Drain		\$300.00	
Additional Locations		\$200.00	
JACUZZI/HOT TUBS (Includes (1) 50A electrical service)	QTY	STANDARD RATE	TOTAL
200 to 400 Gallons		\$750.00	
401 gallons and Up		\$850.00	
**Other Fill and Drain Services call 303.228.8027 for quote and requirements. **			
LABOR (Connections, changes and repairs are charged in 1 hour increments.)		\$75.00	
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PRINT CARDHOLDERS NAME: _____ CARDHOLDERS SIGNATURE: _____
SIGNATURE ALSO ACKNOWLEDGES PAYMENT POLICES, ALL CONDITIONS & REGULATIONS

- **All payments must be paid in full** (before services are provided) by Visa, Master Card, American Express, cash, check or money order (payable in U.S. funds on U.S. banks). Enclose money order or check with order form.
- **Services are provided in the most convenient manner for center electricians UNLESS** booth floor plan is submitted prior to first **show** move-in date. **BOOTH LAYOUT DIMENSIONS**—Please submit booth floor plans with exact placements of each service drop, for exhibit areas or space larger than 10x10. Special placement, testing and/or changes after the initial set will require additional labor and material charges.
- Natural Gas Service available in Exhibit Halls ABC only. PLEASE CALL 303.228.8027 with any questions.
- **ALL CONNECTIONS TO TAP WILL REQUIRE A LICENSED CONTRACTOR WITH A BUILDING PERMIT.**
- Water features that require more than one fill & drain will require the purchase of two separate services.

INTERNAL USE ONLY
CHECK NO. _____

SERVICE LOCATOR PLAN

Event Name:	Event Dates:
Company Name:	Booth Number:

All 10X10 and in-line booth services will be installed in the center back of the space. Larger booth exhibitors (i.e. Islands and Peninsulas,) ***must submit a properly oriented booth floor plan***, including the adjacent booth numbers surrounding the booth, to ensure proper installation and also to prevent postponement.

NOTE: If a booth floor plan is not provided, services will be placed in the most convenient location.

For booth spaces with multiple service drop locations, exact placement for each individual drop must be indicated on the Service Locator Plan, including electric, telephone, cable TV, compressed air, drain and water services. Special placement, testing and/or changes after the initial set will require additional labor and material charges.

Multiple service orders without a booth floor plan, will be serviced on a first come, first serve basis.

Electrical Services:

- E**— Indicates each amp/watt (Will not be split or branched)
- O**— Indicates overhead drop (Include height information)

Telephone Services:

- T**— Indicates Telephone Lines
- F**— Indicates Data/Fax Lines

Compressed Air / Water / Drain:

Indicate each drop by writing **Air / Water / Drain**

****Please also indicate overhead or hanging utilities and all height information pertinent to each.****

Please indicate scale: 1 square = _____ Feet. Other scale: _____

Note adjacent booth # to left side of your booth

		BACK		
		FRONT		

Note adjacent booth # to right side of your booth

Note adjacent booth # to front side of your booth



In this kit, you will find orders for:

Electrical services, Telephone services, Air/Water/Drain and Natural Gas services, Internet services, Audio Visual services, Business Center services and Catering services.

To help you with a successful show, we offer you these tips and checklist:

1. The Colorado Convention Center (CCC) is responsible for all utility services, including power, telephone, air, water and drain.
2. ALL exhibitor utility orders should be ordered on-line, faxed, emailed or mailed directly to the CCC. **All payments should be submitted directly to the CCC for utility orders — NOT TO SHOW MANAGEMENT OR THE GENERAL SERVICE CONTRACTOR.**
3. Orders for Internet, Audio Visual Services, Business Center Services and Catering should be sent to their respective companies.
4. For your security, we do not accept orders over the phone. All forms must be mailed, faxed, emailed or ordered on-line at: www.denverconvention.com.
5. Read all the Forms and Guidelines carefully. You may find something specific to your booth that will reduce on-site complications.
6. Save money by ordering prior to your arrival. The onsite surcharge of 30% will be applied to all orders placed onsite, during the first move-in date of the event.
7. The CCC reserves the right to update or amend these forms as needed. If you have questions, please call before ordering.

To save time and even more money, order on-line at www.denverconvention.com. These rates are available only on the web and will save you 20% off the listed rates in this kit.

Checklist Requirements/Reminders:

- Individual orders are required for each booth you will occupy.
- If you have any questions, call us direct at 303.228.8027 before you order.
- All 10X10 and in-line booth services will be installed in the center back of the space.

Please submit a properly oriented booth floor plan for booth exhibits in which services **are not to be** installed in the center back of the space. Please include adjacent booth numbers surrounding the booth, to ensure proper installation and also to prevent postponement.

NOTE: If a booth floor plan is not provided, services will be placed in the most convenient location. Floor plans that include multiple service drop locations must identify exact placement for each individual drop which must be indicated on the Service Locator Plan, including electric, telephone, cable TV, compressed air, drain and water services. Special placement, testing and/or changes after the initial set will require additional labor and material charges.

Orders with multiple service drops submitted without a floor plan, will be installed on-site, on a first come first serve basis and labor charges will be assessed if the service drop must be relocated.

We look forward to seeing you in Denver!

PAYMENT POLICIES

1. **PAYMENT IN FULL** must be rendered on **all** orders when order is placed. **NO EXCEPTIONS!** No service order will be processed without full payment. Exhibitors with outstanding balances from prior shows must satisfy the payment requirement or services will not be provided.
 - All on-line orders must be received 15 days prior to the first contracted show move-in date to qualify for the discount price. All orders placed after this deadline will be charged at the standard rate.
 - All order forms and payments in U.S. Dollars or credit card, must be received 15 days prior to the first contracted show move-in date, in order to utilize the standard rate. The on-site rate will be applied to forms received after this deadline.
 - The date received by the **CCC** will determine the applicable rate.
 - All charges incurred during the show must be rendered in full at the time of service.
 - Any outstanding balance will be charged to the exhibitor credit card on file, after the event closing.
 - If for any reason because of default on the part of the exhibitor it becomes necessary to engage an attorney, the exhibitor agrees to pay all costs, expenses, and attorney fees expended or incurred by **SMG/CCC** in connection therewith.
 - Unpaid balances are subject to a late charge of 1.5% per month thereafter.
2. Only Cash, credit cards, company checks and money orders, made payable to **SMG/Colorado Convention Center**, will be accepted for advanced payments.
3. Colorado Convention Center requires an approved credit card to be on file for all orders, regardless of the method of payment you select. Please be sure to submit this information when placing your order to prevent any processing delays.
4. Your on-site representative must be aware of this payment policy and be prepared to make payment upon installation of services.
5. There is a \$25.00 service charge for all returned payments.
6. Rates quoted for all services include installing the requested services to the booth in the most convenient manner but do not include connecting equipment or special equipment. All island booths require a scaled diagram with proper orientation. Larger power orders may require additional labor and materials for precise placement of services.
7. Material and equipment furnished by the Center, for this service order, shall remain **CCC** property unless otherwise specified and shall be removed **ONLY** by the SMG/CCC employees at the close of the show.
8. Booth utilities are to be ordered by each exhibitor separately and are not to be shared with other exhibitors.
9. Changes to original orders will require a service order to be signed by the exhibitor acknowledging receipt of service.

CANCELLATION POLICIES

1. Notification of cancellation must be received in writing a minimum of fifteen (15) days prior to scheduled opening date. **There will be a \$50.00 processing fee for all refunds requested.**
2. Credit will not be given for service or equipment installed and not used.
3. Claims will not be considered unless filed in writing by exhibitor prior to close of show. Refunds will not be considered unless filed in writing, by the exhibitor, prior to the close of the show. Please allow thirty days for processing.

SUBMITTING YOUR PAYMENT/ORDER

ALL PAYMENTS MUST BE IN U.S. FUNDS DRAWN ON A U.S. BANK. MAKE CHECK PAYABLE TO : COLORADO CONVENTION CENTER/SMG

1. Online at www.denverconvention.com
2. US Mail/ First Class Mail/Couriers or Overnight Express:
Colorado Convention Center
Attn: Exhibitor Services
700 14th Street, Denver CO 80202
3. Fax To: 303.228.8101
You may fax your complete order information. The Exhibitor Services Department will return a confirmation notice of receipt of your faxed order confirmation.
4. Wire Transfer:
1st Bank of Denver • Denver, CO 80202-1370 • ABA# 502-550-9955 • Routing# 107005047
Attn: Exhibitor Services
All wire transfers must include the following information:
 - Your Company Name • Event/Show Name • Your Booth/Space Number
5. Federal Tax ID Number : 23-2511871

CONDITIONS AND REGULATIONS

GENERAL

1. Wall, column and permanent building utility outlets or sockets are not a part of booth space and are not to be used by exhibitors unless specified otherwise.
2. All equipment must comply with Federal, State, and local safety codes.
3. **Under no circumstances shall anyone other than CCC Employees enter floor ports to connect to any convention center utility including power, phone or internet lines. A fine of \$100 will be added to individual orders for each occurrence.**
4. **SMG/CCC** will not be responsible for any cutting or altering of any floor covering necessary to bring utilities to a booth.
5. Exhibit equipment requiring exhibitor engineers or technicians for assembly, servicing, and operation may be installed by qualified exhibit staff.
6. All ground/building connections to such equipment must be installed by SMG/CCC staff only.
7. All onsite changes will be charged a (1) one-hour minimum. The fee is \$75/hr.
8. **SMG/CCC** reserves the right to disconnect any service for failure to adhere to these published policies.

ELECTRICAL

1. **SMG/CCC** conducts an audit of power supplied to all exhibits. Exhibitors will be required to pay onsite rates for additional or unauthorized use of services. Services may be disconnected pending full payment.
2. **SMG/CCC** employs licensed electricians who are legally obligated to verify that exhibitor owned electrical material or equipment, including power distribution systems used during an event, comply with the **National Electrical Code** or are **U.L. approved**. Special attention is given to the grounding of equipment. **The electrical department will make the final determination in allowing the use of any electrical material or equipment.**
3. All equipment must be properly tagged and wired with complete information as to type of current, voltage, phase, cycle, wattage, horsepower, etc. If NO information is available, **SMG/CCC** electricians will compute a rating for the minimum electrical service required.
4. **SMG/CCC** reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by the electrical department.
5. All exhibitors' 120-VOLT cords must be of the 3 wire, grounded type. All exposed non-current carrying metal parts of fixed equipment, which are liable to be energized, shall be grounded.
6. Electrical service for exhibitor needs shall be available one (1) hour prior to opening time and until one (1) hour after show close daily. **Equipment requiring continual power supply must order 24-hour power.**
7. The CCC is not responsible for voltage fluctuations or power failure. If your equipment has strict tolerances for voltage you must provide your own regulating device.
8. All electrical equipment exposed to water/liquids must have ground fault circuit interrupters.

CONDITIONS AND REGULATIONS

TELEPHONE

1. Telephone instruments must be picked up at the Service Desk.
2. *A credit card is required for long distance access to be turned on. All long distance charges incurred from the first contracted show move-in date through the last move-out date are the responsibility of the exhibitor. Usage will be billed at the close of show. There is a 100% surcharge on each long distance call. Copies of charge receipts and itemized billings will be mailed approximately one (1) week after the close of show.*
3. Delivery of **ALL** data transmission lines ordered from an outside vendor will only be allowed to the Demarcation Room at the Convention Center. **SMG/CCC** staff will complete all installations inside the facility.
4. **SMG/CCC** reserves the right to require deposit for Telecommunication equipment prior to installation.
5. All telephones are to be returned to avoid being charged a telephone replacement fee.
6. Once Installed, telephone services is active 24 hours a day for the entire length of the event.
7. Analog/Digital phone lines must dial a 9 before accessing an outside line unless no dial 9 option is ordered.
8. 5 digit internal extension to extension dialing.

DESCRIPTION OF TELEPHONE SERVICES

1. **Standard Analog Phone Service:** Analog phone line that includes the installation of a touch-tone line and rental of a single line telephone instrument
Standard Analog Line Optional phone services:
 - No Dial 9 to access outside line.
 - Hunt/Roll to another ordered extension if line is busy or no answer (can only hunt/roll twice)
 - Hot-Line: place a call to predetermined destination by simply lifting the handset.
 - Call Forward
 - Call Pick-Up group: an incoming call to any extension in the pick-up group can be answered by any of the phones in the specified group by picking up their handset and entering a code on the phones keypad.
2. **Fax, Modem, Credit Card Line:** Touch-tone analog phone line.
3. **Digital Multi-Button Phone Service:** Digital phone line that includes the installation of one digital multi-button telephone. This comes with fixed features such as hand's free call, hold, conference, and transfer.
Digital Line Optional phone services:
 - No Dial 9 to access outside line.
 - Call Appearance: Any ordered extension number analog/digital can ring on labeled key on digital set.
 - Call Forward
 - Last Number Redial
4. **Extension:** Analog/Multi Line is an extension's of the Ordered Phone Service. This would be ordered if you need one telephone number shared by two telephone instruments. (only if you have ordered Standard Analog/ Digital Multi-Button Service)
5. **Voicemail Box:** Voicemail box added to Standard Phone Service or Multi-Button Phone.
6. **Polycomm Speaker Phone:** Speaker phone hooked to an Analog phone line used for small to medium conference room sets.
7. **POTS/ISDN/T1 Extension:** Any services delivered by an outside vendor to the Demarcation room at the CCC.

WATER/AIR/DRAIN

1. **Permanent building outlets, including restroom plumbing fixtures, are not to be used for booth operations or disposal purposes. A \$500.00 fine will be assessed and collected from any exhibitor involved in this activity.**
2. Utility connections to booth will be operable one (1) hour prior to show opening and disconnected two (2) hours after show closing. To make alternative arrangements, contact the Exhibitor Services Department 30 days prior to show opening.
3. The CCC is not responsible for moisture or water in air lines, or any pressure variations.
4. All equipment using water must have inlet and outlet properly tagged.

GENERAL OPERATING POLICIES AND PROCEDURES ANSWERS TO MOST FREQUENTLY ASKED QUESTIONS

GENERAL BUILDING POLICIES

1. Decorations, signs, banners, and similar materials may not be taped, nailed, stapled or otherwise fastened to ceilings, doors, walls, glass, columns, painted surfaces, fabric or decorative walls.
2. Helium balloons may not be sold or distributed inside the facility. Helium balloons may be approved through your Event Manager for permanent attachment to authorized displays. A deposit may be required prior to installation.
 - A. If helium balloons from an authorized display are released within the facility, labor costs to remove balloons from ceilings or ventilation fans will be charged.
 - B. Helium (or like) balloons distributed outside the **CCC** should not be brought into the facility.
3. No pressure-adhesive stickers or decals or similar promotional items may be distributed in the building. Labor costs to remove adhesive stickers and decals will be charged.
4. The **CCC** escalators and public elevators are not to be used to transport freight or equipment. All equipment and freight should be transported, utilizing the freight elevator and brought in on the docks.
5. The **CCC** does not provide furniture or equipment for exhibitors' booths. All arrangement for furniture and equipment for exhibitors should be handled by a general service contractor.

SMOKING POLICY

1. The **CCC** is a non-smoking facility.
2. If the function is open to the **general public**, there will be no designated smoking area within the facility.
3. Smoking is not permitted on the exhibit hall floor during move-in or move-out.
4. The Denver Fire Department will issue citations for violations of this rule.

FOOD AND BEVERAGE

1. Centerplate Catering has exclusive catering, concession and liquor privileges at **CCC**. It is not permissible to bring food and beverages into the **CCC**. Centerplate can be reached (303) 228-8050 for in booth catering.
2. Food and beverage distributed by exhibitors are limited to products manufactured, processed or distributed by the exhibiting firm and are limited to sample size. Buy-out fees will apply. Please contact your Centerplate Catering representative at 303.228.8050 for more detailed information.

SECURITY

1. The **CCC** maintains twenty-four (24) hour security for building perimeter and internal patrols.
2. Hall Security and Individual booth security are the responsibility of Show Management and the Exhibitor.

DELIVERY PROCEDURES

1. The **CCC** does not accept advance freight shipments for exhibitors or show management. Freight must be consigned to the general service contractor or show manager during the event period.
2. Mail received on site should be addressed to the appropriate show or event. Mail will be held in the **CCC** offices until the first day of move in, at which time it will be delivered to show management.

PARKING

1. The **CCC** operates a 1,000 space parking garage connected directly to the facility. **CCC** does not operate any of the parking lots that surround our facilities. Please call 303-228-8070 for information and to request a parking map if needed.
2. Cars and/or trucks parked in marked fire lanes or in posted "no parking" areas will be ticketed and towed.

GENERAL OPERATING POLICIES AND PROCEDURES ANSWERS TO MOST FREQUENTLY ASKED QUESTIONS

RIGGING/SUSPENSION OF LOADS

The **CCC** management must approve all rigging/suspension of loads from any part of the facility structure.

1. All signs, banners, and displays suspended from exhibit hall ceilings must be approved in advance and hung by **CCC** or general service contractor personnel.
2. If you are using any part of the facility structure for rigging or the suspension of loads, you must submit to **CCC** two copies of your rigging plot to Exhibitor Services two months prior to move in for the **CCC** approval.
3. The rigging plot should conform to the following:
 - A. Name of show, show dates, building location; the name of the contractor responsible for rigging, including contact information; and if applicable, the names of the audio, lighting and scenery contractors. Contact information should be printed on the plans.
 - B. Rigging plots must be drawn in 1/16"=1' scale.
 - C. Rigging plots must indicate locations of points, loads for each point, and a legend that explains the use of each point; such as audio, lighting, and scenery.
 - D. Rigging plots must include facility column locations and roof steel locations.
4. Call 303.228.8220 for more specific information, requirements, and limitations regarding rigging/suspension of loads at the **CCC**.

BASIC FIRE CODE REGULATIONS

1. Exits in all areas of the facility should not be blocked or covered for any reason.
2. Exterior and loading dock doors and fire doors may not be propped open.
3. All aisles should be kept clear, clean and free of obstructions.
4. Firefighting and emergency equipment should not be blocked or obstructed under any circumstances.
5. Materials used in the construction of displays must be fire resistant, such as draping, table coverings, banners, props, scenery, evergreen trees, bark, angel hair and shrubs. All exhibits and displays are subject to inspection by the Fire Prevention Bureau and/or **SMG/CCC** management for compliance.
6. Vehicles with gasoline engines that are to be displayed should conform to the following:
 - A. Battery cables must be disconnected.
 - B. Fuel level in gas tank is less than ¼ tank, and is not to exceed five gallons.
 - C. Must have protective covering under motors, drive trains and tires on any carpeted area.
7. Use or storage of liquid petroleum (LP) gas by exhibitors is restricted.
8. Operation of any heater, barbecue, heat producing or open flame devices, candles, lanterns, torches, welding equipment, smoke emitting devices or materials in the **CCC** should have written authorization by the **CCC** management and the Fire Prevention Bureau. Permits may be required.
9. All empty crates and boxes should be stored in areas approved and assigned by the **CCC** management and the Fire Prevention Bureau.
10. All electrical equipment should be U.L. (Underwriters Laboratories) approved.
11. Show management, exhibitors and general service contractors should comply with all City fire codes that apply to places of public assembly.
12. All general service contractor equipment should be propane or battery powered. Propane storage and transport is subject to Denver Fire Department regulations.
13. Any covered exhibit space over 300 square feet requires a smoke detector and a 2A10BC fire extinguisher.
 - A. Any exhibit that has a covered area greater than 300 sq. ft. must submit the following information to the Mark Brisse, Operations Manager at mbrisse@denverconvention.com, for approval prior to move in:
 - Diagram of the booth layout with dimensions.
 - Detail of the covered area including materials used.
 - Flame retardant certificate is required if soft goods are used as the covering.
 - B. Once all the information has been received by Operations Manager, it will be reviewed and submitted to the Denver Fire Prevention for approval.

GENERAL OPERATING POLICIES AND PROCEDURES ANSWERS TO MOST FREQUENTLY ASKED QUESTIONS



BASIC FIRE CODE REGULATIONS continued

14. Storage in meeting room and ballroom corridors is not permitted.
15. Multi-level exhibits and enclosed rooms have special requirements in order to obtain approval from the Fire Prevention Bureau.
 - A. Exhibits with a double deck structure and/or enclosed room must submit the following information to Mark Brisse, Operations Manager at mbrisse@denverconvention.com, for approval a minimum of 15 days prior to move in:
 - Engineer stamped drawings of the double deck structure and/or enclosed room.
 - Diagram of the booth layout with dimensions.
 - Elevation drawing of the double deck structure and/or enclosed room.
 - B. Contact **CCC** Operations Manager at 303.228.8013 for further clarification and specifics if necessary.
 - C. Once all the information has been received by the Operations Manager, it will be reviewed and submitted to the Denver Fire Prevention for approval.

**FOR A MORE COMPREHENSIVE LIST OF POLICIES AND PROCEDURES, PLEASE REFER TO THE CCC
EVENT PLANNER'S RESOURCE BROCHURE.**

Questions should be directed to:
Exhibitor Services Department
700 14th Street
Denver, Colorado 80202
Phone: 303.228.8027
Fax: 303.228.8101
Email: eorders@denverconvention.com

Shipping Solutions at The UPS Store at the Colorado Convention Center



Before you Arrive

Not all materials can be brought with you to every location. But don't worry UPS has you covered! Banners, Posters, and Signs can be made onsite and be picked up when you arrive.

Do you already have presentation materials made? Excellent! To avoid the wasted time and possible damage of checking your materials on a plane we can also receive packages containing your presentation materials. As the United States most trusted package handler you can be assured it will arrive on time and undamaged.

During the Event

Paper booklets, hand outs, brochures and many more. whatever presentation materials you may need, we can make anything you need to wow your audience.

With quick turn around we can provide you any of the last minuet presentation materials you need to make any presentation or booth a hit.

After the Event

Once everything is done and its time to go home UPS can make leaving easy. Packing and shipping materials, creating custom Thank you cards and discreetly shredding documents are just some of the services we offer. The USP Store at the convention center can help with all of your post presentation needs.

Parcel Management Fee Schedule	
(Inbound, Storage, & Outbound)	
Small Packages	
Letters/Packs	\$5.00
1 - 10 lbs.	\$10.00
11 - 20 lbs.	\$20.00
Medium Packages	
21 - 30 lbs.	\$30.00
31 - 45 lbs.	\$40.00
46 - 60 lbs.	\$50.00
Large Packages	
61 - 100 lbs.	\$90.00
101+ lbs.	\$120.00
Freight	
Pallets	\$275.00
*Includes receiving, securing and storage for up to 2 business days prior to arrival. \$10.00 per day storage fee for days 3+	
*A \$5.00 fee to be charged for pre-labeled UPS packages drop-offs for Outbound Packages Only	

Packages sent to the UPS Store must be addressed as follows:

The UPS Store
 Attn: (Client Name & Event)
 700 14th St.
 Denver, CO 80202

Additionally, it may also be beneficial to affix an identifiable label to the package(s) with client's name, event name, and booth number.

Located in: The Colorado Convention Center

Address: The Colorado Convention Center

700 14th St, Denver, CO 80202

Phone: (720) 904-2300

Hours:

Friday 8AM-6PM

Saturday 9AM-3PM

Sunday Closed

Monday 8AM-6PM

Tuesday 8AM-6PM

Wednesday 8AM-6PM

Thursday 8AM-6PM

**Extended Hours during Larger Conventions

**For those with special needs, reserve your mobile scooter at the UPS Store by calling to reserve prior to your arrival. Limited Availability.