



EXHIBITOR SERVICES ORDER FORM

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

**AVOID 20% SURCHARGE BY PLACING YOUR ORDER
ONLINE!**

For Advanced Rate, orders must be placed no later than two weeks prior to first show move-in date at:

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



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 online, 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 online 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 or email before ordering.

To save time and even more money, order online at www.denverconvention.com. These rates are available only on the web and will avoid the 20% surcharge on 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 or email eorders@denverconvention.com 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 online 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 **CCC/ASM Global** 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 **ASM/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 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

- There is a minimum \$100 or 10% Cancellation Fee (whichever is higher) plus any applicable taxes and surcharges that may apply. Cancellations must be in writing prior to the opening of the show. Additional cancellation charges will apply for orders that have already incurred labor, material, and / or engineering costs.
- Canceled services within an order will not incur cancellation charges if other services are ordered from the Convention Center provided the canceled services have not already incurred any costs.
- Credit will not be given for service(s) installed and not used.
- If a show or event gets canceled by show management, no refunds will be given after 2 weeks of cancellation notice. All cancellations must be in written form.

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# 977-127-1711 • 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 \$200 will be added to individual orders for each occurrence.**
4. **ASM/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 ASM/CCC staff only.
7. All onsite changes will be charged a (1) one-hour minimum. The fee is \$75/hr.
8. **ASM/CCC** reserves the right to disconnect any service for failure to adhere to these published policies.

ELECTRICAL

1. **ASM/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. **ASM/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, **ASM/CCC** electricians will compute a rating for the minimum electrical service required.
4. **ASM/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.

AVOID 20% SURCHARGE BY ORDERING ONLINE ONLY, IF ORDERED AT LEAST 15 DAYS PRIOR TO FIRST SHOW MOVE - IN DATE.

denverconvention.com/exhibit-at-an-event

STANDARD 120V ELECTRICAL ORDER FORM



Email Orders to: eorders@denverconvention.com

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 _____

Account Contact _____

ELECTRICAL SERVICES	QTY	STANDARD RATE	TOTAL
5 AMPS OR 500 WATTS		\$120.00	
10 AMPS OR 1000 WATTS		\$140.00	
20 AMPS OR 2000 WATTS		\$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	
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.

CREDIT CARD NUMBER: ☐ AMEX ☐ MC ☐ VISA

EXPIRATION DATE:

PRINT CARDHOLDERS NAME:

CARDHOLDERS SIGNATURE:

SIGNATURE ACKNOWLEDGES PAYMENT POLICIES, ALL CONDITIONS & REGULATIONS

- **Services are provided in the most convenient manner for CCC 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. Services are for the **duration of the show**.
- **BOOTH LAYOUT DIMENSIONS**—Please submit booth floor plans with exact placements of each service drop, for spaces larger than 10x10.
- **LABOR**: Labor is included in the initial set of the service. Special placement, testing and/or changes after the initial set will require additional labor and material charges. Labor will be charged in 1 hour increments.
- 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 or email eorders@denverconvention.com**

AVOID 20% SURCHARGE BY ORDERING ONLINE ONLY, IF ORDERED AT LEAST 15 DAYS PRIOR TO FIRST SHOW MOVE - IN DATE.

denverconvention.com/exhibit-at-an-event

STANDARD 120V—24 HR & OH ELECTRICAL ORDER FORM



Email Orders to: eorders@denverconvention.com

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 _____

Account Contact _____

ELECTRICAL SERVICES	QTY	24-HOUR POWER	TOTAL
5 AMPS OR 500 WATTS—24 Hour		\$180.00	
10 AMPS OR 1000 WATTS—24 Hour		\$200.00	
20 AMPS OR 2000 WATTS—24 Hour		\$230.00	
ELECTRICAL SERVICES	QTY	OVERHEAD POWER	TOTAL
5 AMPS OR 500 WATTS—Overhead		\$240.00	
10 AMPS OR 1000 WATTS—Overhead		\$275.00	
20 AMPS OR 2000 WATTS—Overhead		\$310.00	
ELECTRICAL SERVICES	QTY	24-HOUR OVERHEAD	TOTAL
5 AMPS OR 500 WATTS—24 Hour and Overhead		\$300.00	
10 AMPS OR 1000 WATTS—24 Hour and Overhead		\$335.00	
20 AMPS OR 2000 WATTS—24 Hour and Overhead		\$385.00	
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.**

CREDIT CARD NUMBER: ☐ AMEX ☐ MC ☐ VISA

EXPIRATION DATE:

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PRINT CARDHOLDERS NAME:

CARDHOLDERS SIGNATURE:

SIGNATURE ALSO ACKNOWLEDGES PAYMENT POLICES, ALL CONDITIONS & REGULATIONS

- **Services are provided in the most convenient manner for CCC 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. Services are for the **duration of the show**.
- **BOOTH LAYOUT DIMENSIONS**—Please submit booth floor plans with exact placements of each service drop, for spaces larger than 10x10.
- **LABOR**: Labor is included in the initial set of the service. Special placement, testing and/or changes after the initial set will require additional labor and material charges. Labor will be charged in 1 hour increments.
- 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 or email eorders@denverconvention.com

AVOID 20% SURCHARGE BY ORDERING ONLINE ONLY, IF ORDERED AT LEAST 15 DAYS PRIOR TO FIRST SHOW MOVE - IN DATE.

denverconvention.com/exhibit-at-an-event

INDUSTRIAL 208V ELECTRICAL ORDER FORM



Email Orders to: eorders@denverconvention.com

Order Online, Fax, or Mail at:

Colorado Convention Center
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 _____

Account 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.****

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.**

CREDIT CARD NUMBER: ☐ AMEX ☐ MC ☐ VISA

EXPIRATION DATE:

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PRINT CARDHOLDERS NAME:

CARDHOLDERS SIGNATURE:

SIGNATURE ALSO ACKNOWLEDGES PAYMENT POLICES, ALL CONDITIONS & REGULATIONS

- For higher voltage call Exhibitor Services at 303.228.8027 or email eorders@denverconvention.com 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.
- **LABOR:** Labor is included in the initial set of the service. Special placement, testing and/or changes after the initial set will require additional labor and material charges. Labor will be charged in 1 hour increments.
- **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.

AVOID 20% SURCHARGE BY ORDERING ONLINE ONLY, IF ORDERED AT LEAST 15 DAYS PRIOR TO FIRST SHOW MOVE - IN DATE.

denverconvention.com/exhibit-at-an-event

INDUSTRIAL 208V—24 HR & OH ELECTRICAL ORDER FORM



Email Orders to: eorders@denverconvention.com

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 _____
Account Contact _____

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 or email eorders@denverconvention.com		
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			
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			
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.**

CREDIT CARD NUMBER: ☐ AMEX ☐ MC ☐ VISA

EXPIRATION DATE:

PRINT CARDHOLDERS NAME:

CARDHOLDERS SIGNATURE:

- Overhead power is not intended for theatrical lighting fixtures. All lighting must be built to the floor by an approved lighting contractor.
- Services are provided in the most convenient manner for CCC 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.
- LABOR:** Labor is included in the initial set of the service. Special placement, testing and/or changes after the initial set will require additional labor and material charges. Labor will be charged in 1 hour increments.
- For higher voltage **call 303.228.8027 or email eorders@denverconvention.com 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.

AVOID 20% SURCHARGE BY ORDERING ONLINE ONLY, IF ORDERED AT LEAST 15 DAYS PRIOR TO FIRST SHOW MOVE - IN DATE.

denverconvention.com/exhibit-at-an-event

TELEPHONE ORDER FORM



Email Orders to: eorders@denverconvention.com

Order Online, Fax, or Mail at:

Colorado Convention Center
Attn: Exhibitor Services
700 14th Street

303.228.8027 Ph
303.228.8101 Fx

Event Name: _____

Booth # _____ Booth Dimensions _____

Event Dates _____

Company Name _____

Address _____

City _____ St _____ Zip _____

Phone _____ Fax _____

E-mail _____

TELEPHONE SERVICE – VOIP SERVICES	QTY	STANDARD RATE	TOTAL
STANDARD PHONE SERVICE (with instrument, single line service)		\$250.00	
ADVANCED PHONE SERVICE (with instrument, multi-button service)		\$450.00	
POLYCOM SPEAKER PHONE		\$450.00	
ANALOG LINE - FAX, MODEM, CREDIT CARD LINE (no Instrument, VOIP to analog line)		\$250.00	
VOICEMAIL BOX		\$50.00	
PROGRAMING - CALL HUNT/ROLLOVER/CALL PICKUP—(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	
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: <input type="checkbox"/> AMEX <input type="checkbox"/> MC <input type="checkbox"/> Visa				EXPIRATION DATE:			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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 CCC 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.

AVOID 20% SURCHARGE BY ORDERING ONLINE ONLY, IF ORDERED AT LEAST 15 DAYS PRIOR TO FIRST SHOW MOVE - IN DATE.

denverconvention.com/exhibit-at-an-event

CABLE TV & SATELLITE DISH INFORMATION FORM



Email Orders to: eorders@denverconvention.com

Order Online, Fax, or Mail at:

Colorado Convention Center
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 _____

Account Contact _____

A properly oriented booth floor plan must be submitted to ensure proper installation and also to prevent service postponement. The floor plan must include adjacent booth numbers surrounding the booth. For booth spaces with multiple service drop locations, exact placement for each individual drop must be indicated on the floor plan.

SERVICE TYPE	QTY	STANDARD RATE	Total
COMCAST CABLE TV			
DIGITAL (HDTV) (Outputs: HDMI, S Video, RCA, L/R audio, Coaxial, and Optical digital audio)- By request for legacy devices)		300.00	

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 and any other materials required for installation. All equipment must be removed by the vendor immediately after event close. **Must coordinate drop-off and pick-up of equipment with CCC.**

DISH ANTENNA TO BE INSTALLED ON ROOF

Needs Quoted

CABLES TO BE RUN TO EXHIBIT/BOOTH/AREA

DATE AND TIME INSTALLATION AND SERVICE REQUIRED BY: _____

ADDITIONAL SERVICE REQUIREMENTS:

CREDIT CARD NUMBER: ☐ AMEX ☐ MC ☐ Visa

EXPIRATION DATE:

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PRINT CARDHOLDERS NAME:

CARDHOLDERS SIGNATURE:

SIGNATURE ALSO ACKNOWLEDGES PAYMENT POLICES, ALL CONDITIONS & REGULATIONS

INTERNAL USE ONLY

	ESTIMATE	ACTUAL
LIFT USE (HRS)		
M/HRS		
CABLE (FT)		
SPLITTERS (QTY)		

ADDITIONAL MATERIALS USED: _____

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. **ASM/CCC** staff will complete all installations inside the facility.
4. **ASM/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. 5 digit internal extension to extension dialing.

DESCRIPTION OF TELEPHONE SERVICES

1. **Standard Phone Service:** Single VOIP phone line that includes the installation of a touch-tone line and rental of a single line telephone instrument

Standard Phone Optional phone services:

- Call 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. **Advanced Phone Service:** VOIP 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, redial, and transfer. Along with four programmable buttons that can be programmed based on what additional special programming has been ordered.

Advanced Phone Optional phone services:

- Call Appearance: Any ordered extension number can ring on labeled key on digital set.
- Call Forward
- Last Number Redial

3. **Analog Line - Fax, Modem, Credit Card Line:** Touch-tone analog phone line. No instrument provided.
4. **Voicemail Box:** Voicemail box added to Standard Phone Service or Advanced Phone Service.
5. **Polycom Speaker Phone:** Speaker phone hooked to an VOIP phone line used for small to medium conference room sets. Call to confirm availability if ordering more than six for a single show.
6. **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.

AVOID 20% SURCHARGE BY ORDERING ONLINE ONLY, IF ORDERED AT LEAST 15 DAYS PRIOR TO FIRST SHOW MOVE - IN DATE.

denverconvention.com/exhibit-at-an-event

COMPRESSED AIR, WATER, & DRAIN ORDER FORM



Email Orders to: eorders@denverconvention.com

Order Online, Fax, or Mail at:

Colorado Convention Center
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 _____
Account 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. If exhibitor needs an adapter, a \$35.00 charge will be assessed for parts.		\$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 RE- QUIRED. 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 email eorders@denverconvention.com for quote and requirements. *			
LABOR (Connections, changes and repairs are charged in 1 hour increments.)		\$75.00	
ONSITE SURCHARGE — ALL SERVICES, WITH THE EXCEPTION OF LABOR, WILL BE ASSESSED. A 30% LATE FEE IF OR- DERED ON/AFTER THE FIRST <u>SHOW</u> MOVE-IN DAY.			
TOTAL PAYMENT:			
CREDIT CARD NUMBER: <input type="checkbox"/> AMEX <input type="checkbox"/> MC <input type="checkbox"/> Visa		EXPIRATION DATE:	
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
PRINT CARDHOLDERS NAME:		CARDHOLDERS SIGNATURE:	
		SIGNATURE ALSO ACKNOWLEDGES PAYMENT POLICES, ALL CONDITIONS & REGULATIONS	

- **Services are provided in the most convenient manner for CCC 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.
- **LABOR:** Special placement, testing and/or changes after the initial set will require additional labor and material charges. 1 Hour minimum of labor required for all water and air services. Labor will be charged in 1 hour increments.
- Natural Gas Service available in Exhibit Halls ABC only. PLEASE CALL 303.228.8027 or email eorders@denverconvention.com with any questions.
- **ALL CONNECTIONS TO TAP WILL REQUIRE A LICENSED CONTRACTOR WITH A BUILDING PERMIT.**
- Water fill features that require more than one fill & drain will require the purchase of two separate services.

Rates effective through 12/31/23

ORDER ONLINE AT WWW.DENVERCONVENTION.COM

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. Sedexo Catering has exclusive catering, concession and liquor privileges at **CCC**. It is not permissible to bring food and beverages into the **CCC**. Sedexo 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 Sedexo 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



WASTE DIVERSION POLICY

1. We recognize our important role in protecting and enhancing the environment and to help secure the long-term sustainability of our city. As such we are committed to operations which reduce our environmental impact, focus on conserving resources, and utilizing products, technologies, and methods which continually improve in these efforts.

PROHIBITED ITEMS AT THE CENTER

- Foamcore signage
- Signage that cannot be recycled or reused by the event organizer, excluding decals or window clings
- Single use plastic bags used for purchases, and plastic conference bags provided to collect show items
- Any hazardous substance, or item containing a hazardous substance
- Large foliage (including trees), without the root system intact

RESTRICTIVE ITEMS AT THE CENTER

While items are allowed at the Center, neither the Exhibitor nor Event Organizer shall leave any of the following upon conclusion of the event unless previously arranged with the Center directly:

- Vinyl banners
- Large exhibits
- Electronics, furniture, or equipment, unless previously approved by CCC
- Carpet, carpet scraps, or carpet padding, as well as carpet tubes
- Pallets

ITEMS FOR DONATION

- Preapproval of a plan for donation is appreciated to ensure the material or items can be donated
- In accordance with the license agreement terms and building policy any items left behind will become property of CCC. CCC will at its sole discretion, determine the best method to manage the material, in accordance with applicable law
- Any perishable food items left by exhibitors will become property of CCC one hour after the close of the show, and discarded according to building policy.

2. **100% Compliance must be maintained, non-compliance will result in extra housekeeping and disposal fees to be charged.**

Abandoned Item	Flat Rate Charge	(+) Charge Fee
Foamcore signage	\$200.00	\$10.00/sheet
Other signage waste*	\$100	\$5.00/ea
Single use plastic bags	\$100	\$0.50/bag
Hazardous substance	\$300.00	\$ of disposal
Vinyl banners	\$100	\$10.00/lb.
Large exhibits	\$650	% of roll off
Electronics	\$100	\$2.00/lb.
Carpet, scrapes, padding, tubes	\$250	\$50.00/lb.
Furniture and/or equip.	\$75	\$25/day until P/U
Pallets	\$200.00	\$5.00/pallet
Large foliage	\$75	\$25/day until P/U
Other misc item	\$100.00	\$ of disposal

**Unrecyclable or reusable by event organizer (excluding decals and window clings)*

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. Part of this requirement is due to possible shared or compounded loading between booths or different shows and even between levels of the convention center which can also be a concern. This is even more important on larger shows where several booths are rigging within proximity to each other.
3. All submittals will need to be overlaid in the correct location and orientation onto the Reflected Ceiling Plan (RCP) for the relevant area for proper review to take place (these drawings can be provided in .DWG or .PDF format if they are not on file already and/or upon request).
4. 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.
5. The first point of contact for this should be your event manager. However, for more specific information, requirements, and limitations regarding rigging/suspension of loads at the **CCC** or for any inquiries that have not been assigned a specific point person please contact:

Jason Hiester
Technical Services Manager
303.228.8126
jhiester@denverconvention.com

Joe McCullough
Director of Operations
303.228.8026
JMccullough@denverconvention.com

6. If submittals do not meet/or exceed the outlined acceptable criteria the building provides, the rigging plan may need to be sent to the Structural Engineer of Record (SER) for approval at an additional cost. **Note: this SER review can add additional time to the review/approval process. If the rigging plan is not submitted 30 days prior to the first move in date a \$500.00 review fee will be charged in addition to any applicable SER fee's or cost.**
7. If not received in a timely fashion, rigging oversight charges may also apply and any rigging work may not be performed until a submittal is made and the plan has been approved by the building/Operations.
8. Without all the information being submitted with ample time to review it limits options.

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 **ASM/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.
 - D. Vehicles displayed in any other area of the center other than the exhibit halls requires a Denver Fire Prevention permit.
7. Use or storage of liquid petroleum (LP) gas by exhibitors is restricted.



GENERAL OPERATING POLICIES AND PROCEDURES ANSWERS TO MOST FREQUENTLY ASKED QUESTIONS



BASIC FIRE CODE REGULATIONS continued

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 Denver Fire Prevention online permitting portal for approval 2 weeks prior to move in at: <https://www.denvergov.org/AccelaCitizenAccess>
 - 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. A copy of the permit must be onsite and presented to Fire detail working the event or Colorado Convention Center Operations Manager when asked for.
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 Denver Fire Prevention at <https://www.denvergov.org/AccelaCitizenAccess> for review and 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



COLORADO

CONVENTION CENTER

EXHIBITOR ORDERING GUIDE

YOUR ROADMAP TO
A SUCCESSFUL EVENT



Where TECHNOLOGY Meets HOSPITALITY

EXPERTISE

WE HAVE DESIGNED & INSTALLED
MORE NETWORKS
FOR MAJOR TRADESHOWS
THAN ANY OTHER ORGANIZATION

FIRST CLASS CUSTOMER SERVICE

Leading up to the start of your event, our **customer service team will work with you** to ensure all the required information needed to install services is collected prior to your arrival. These items include; verifying your order, providing all pertinent IP and wireless information, collecting a floor plan, advanced payment, and confirmation of all required signatures. We understand **there are a lot of moving parts** when planning to exhibit at a convention and our mission to make this process as easy as possible.

It's our goal to make our team as accessible as possible. All our events are staffed with local team members for you to utilize, helping **ensure network reliability and the delivery of the services you need**. During move-in and show days, our team is available to assist you with your ordered services.

KNOWLEDGEABLE TECHNICAL SUPPORT

Our experienced technicians are **readily available** to perform troubleshooting, installation of additional services, relocations and much more.

Our team will be available **throughout the entire event** to provide you with the show experience you've always envisioned.

REDUNDANCY OF EQUIPMENT

We always have spares on-hand and are network ready. Smart City always keeps network switches and wireless access points on-hand and connected to the network. If a piece of equipment fails, we can replace it immediately with **little to no downtime**.

24/7 NETWORK MONITORING

All ports on the Smart City network are **polled every minute for network stability**. Certified network engineers are on staff in our Network Operations Center during event hours and on call 24/7.





Is the exclusive provider of the following services:



INTERNET

WIRED AND WIRELESS SERVICES

From straightforward high-speed wired Internet connectivity to complex high-density wireless networks, our wired and wireless services are able to exceed all of your speed, security and reliability demands. Smart City Networks' state-of-the-art fiber backbone allows for lightning fast speeds throughout our convention centers, while offering completely customizable tiers of Internet services to fit any event need. We partner with your team to facilitate the events requirements and enhance the users experience.

Need just a **BASIC** CONNECTION?



Our **BASIC INTERNET SERVICE**, ideal for **LIGHT INTERNET USAGE** such as web browsing and checking email via a wired connection.

SERVICE	INCENTIVE**	BASE	ON-SITE
Basic Internet	\$895	\$1,140	\$1,368
Additional Device	\$185	\$220	\$255
EQUIPMENT & LABOR	INCENTIVE**	BASE	ON-SITE
Switch Rental	\$185	\$225	\$270
Patch Cables	\$50	\$62	\$74
Labor (Floor Work)	\$125	\$125	\$125

***NOT FOR STREAMING**

****ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

Basic Internet Includes:

- 1.54 Mbps burstable to 3 Mbps per device
- Routers are not permitted on this service and will not work
- Each device includes (1) Private IP Address
- Up to 4 additional IPs [devices] may be purchased separately
- Ethernet RJ45 Hardline drop and is DHCP (plug and play)

To connect multiple devices to this service a Switch Rental, Patch Cables and Floor Work are required. If more than 5 devices are needed, another main drop (Basic Internet w/ 1 Private IP) is required. An additional 4 devices can then be added to your order. A maximum of 10 devices in one location is permitted.

ORDER NOW >



Order online at:
orders.smartcitynetworks.com
or call 888.446.6911

What if it's **MISSION CRITICAL?**

Our **DEDICATED WIRED SERVICES** are the
FASTEST AND MOST RELIABLE way
to deliver high quality experiences at your event.

DEDICATED SERVICES	STREAMING			INCENTIVE*	BASE	ON-SITE
	SD	or HD	or UHD			
3 Mbps Dedicated	1	N/A	N/A	\$3,495	\$4,370	\$5,244
6 Mbps Dedicated	2	1	N/A	\$5,900	\$7,375	\$8,850
10 Mbps Dedicated	3	2	N/A	\$7,850	\$9,810	\$11,772
15 Mbps Dedicated	5	3	N/A	\$11,700	\$14,630	\$17,556
25 Mbps Dedicated	6	4	1	\$19,250	\$24,060	\$28,872

***ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

Whether you are setting up your own booth Wi-Fi, Webcasting, HD Streaming, Gaming or require Point to Point connectivity, Dedicated Internet is the way to go!

Dedicated Services Include:

- Ethernet (1) RJ45 Hardline drop with VLAN
- Wireless and Hardline routers are permitted
- (5) Static Public IP addresses
- Speeds up to 1 Gbps available
- Additional Static IP addresses available for purchase

ORDER NOW 



Order online at:
orders.smartcitynetworks.com
or call 888.446.6911

NEED WIRELESS CONNECTIVITY?



Our **STANDARD HOTSPOT** provides
SIMPLE & SECURE WIRELESS
connectivity ideal for checking emails, browsing the web,
processing payments, and light website demonstrations.

STANDARD HOTSPOT PROVIDES 3 Mbps BURSTABLE TO 5 Mbps PER DEVICE*

DEVICE LIMIT	INCENTIVE**	BASE	ON-SITE
5 Device Limit	\$2,339	\$2,807	\$3,368
15 Device Limit	\$4,133	\$4,960	\$5,952
30 Device Limit	\$6,762	\$8,114	\$9,737
Additional Access Point Rental	\$750	\$750	\$750

* **NOT FOR STREAMING.**

** **ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

All Hotspots broadcast on the **5 Ghz frequency only** and include:

- (1) Custom network name or SSID
- (1) Password (8 character minimum)
- (1) Access Point - booth size may require additional Access Point rental

ORDER NOW >



Order online at:
orders.smartcitynetworks.com
or call 888.446.6911



orders.smartcitynetworks.com/wifi-splash-page-design

WILL YOUR BOOTH DEMO BRING OUT THE MASSES?

Our **PREMIUM HOTSPOT** combines
HIGH BANDWIDTH WIRELESS
with greater flexibility and customization options that generate smoother product demos, quicker remote connectivity and superior video streaming quality.

PREMIUM HOTSPOTS ARE NOT RATE LIMITED PER DEVICE

BANDWIDTH ALLOCATION	STREAMING			INCENTIVE *	BASE	ON-SITE
	SD	or HD	or UHD			
10 Mbps	3	N/A	N/A	\$8,800	\$10,560	\$12,672
20 Mbps	6	4	N/A	\$16,600	\$19,920	\$23,904
30 Mbps	10	6	1	\$24,200	\$29,040	\$34,848
40 Mbps	13	8	1	\$31,550	\$37,860	\$45,434
50 Mbps	16	10	2	\$39,050	\$46,860	\$56,232
Additional Access Point Rental	N/A	N/A	N/A	\$750	\$750	\$750

*** ORDER 14 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

All Hotspots broadcast on the **5 Ghz frequency only** and include:

- (1) Custom network name or SSID
- (1) Password (8 character minimum)
- (1) Access Point - booth size may require additional Access Point rental

ORDER NOW 



Order online at:
orders.smartcitynetworks.com
or call 888.446.6911



orders.smartcitynetworks.com/wifi-splash-page-design

FAQ

Frequently Asked Questions

DOES SMART CITY NETWORKS PROVIDE COMPLIMENTARY WI-FI?

Yes! Smart City Networks provides complimentary Wi-Fi in most designated public areas of the facility, such as the concourse lobbies and food courts. Check with your specific venue for locations. This service is made available to approximately 30 million guests, visitors, and attendees at our convention centers throughout the country. There is no requirement to purchase a Smart City Networks service in order to take advantage of the complimentary Wi-Fi.

WHY DOESN'T SMART CITY NETWORKS PROVIDE COMPLIMENTARY WI-FI IN THE EXHIBIT HALLS?

Exhibit halls are not public areas since this space is typically licensed to a company, government agency, or trade association for a private event. The space license agreement governs the availability of a range of services for the event and the license may or may not call for complimentary Wi-Fi services.

WILL MY PERSONAL HOTSPOT (MI-FI) WORK IN YOUR BUILDING?

Yes – however, the capability of your personal mobile hotspot is limited by your cellular carrier by the spectrum and Internet bandwidth capacity they have made available. Cellular carrier signals penetrate into a facility either from a nearby cellular tower or via an in-building Distributed Antenna System (DAS). It is important to remember that your personal mobile hotspot is obtaining a wireless signal from a shared cellular network, so service may be disrupted or become unreliable due to user density and demand on the carrier's network. In all cases, you have the option to take advantage of the complimentary Wi-Fi throughout the public areas, or if you choose, you can purchase an upgraded package based on your service requirements.

WHAT MUST BE IDENTIFIED ON MY FLOORPLANS?

Floor plans should include the surrounding booth numbers for orientation, measurements and easy identification of all required end location(s). Be sure to distinguish your main distribution line (MDL) and additional patch cables. Please reference Smart City's Communications Floorplan Worksheet.

TIP: Most of our venue's data jacks originate from a floor pocket. Be sure to submit a completed floorplan prior to the first day show move-in to avoid any additional labor charges.



Order online at:
orders.smartcitynetworks.com
or call 888.446.6911

DO YOU OFFER INCENTIVE RATES?

Yes! Orders received along with payment by the incentive deadline date will receive our early incentive pricing.

WHY ARE ROUTERS NOT ALLOWED ON A SHARED NETWORK?

Many times, Smart City has found that routers on a shared network are installed incorrectly, which can cause problems for other users of the network. Additionally, an accurate count of the number of devices on the network is required to determine the appropriate network size and bandwidth available to the network. For more information and to request the build-out of a special system to meet your needs, contact our team today for a quote.

CAN I PROVIDE MY OWN SWITCH AND/OR CABLING?

Yes, you can provide your own switch and patch cables for in booth cabling. Unless otherwise mandated by the venue.

Please Note: Connectivity can be guaranteed only to the point where Smart City Networks' services originate in the booth. Smart City Networks cannot guarantee service on customer/exhibitor-provided cable(s) and/or equipment. Any request for trouble diagnosis or problem resolution found not to be the fault of Smart City Networks (such as faulty equipment or damaged cable) may be billed to the exhibitor at the prevailing labor rate.

HOW MUCH BANDWIDTH DO I NEED?

To identify how much bandwidth you should require, please reach out to a technical representative in your organization, review your program specifications listed with any demonstrations or downloads you plan to run.

WHAT DOES SD, HD, AND UHD STAND FOR?

SD, HD, and UHD are the abbreviated names of three video streaming formats. The basic difference between each of the formats is the number of pixels comprising the video image. The greater the pixel count the sharper and more detailed your video will be.

FORMAT	RESOLUTION	BANDWIDTH REQUIRED
Standard Definition (SD)	720x480	3.0-5.0 Mbps
High Definition (HD)	1280x720 & 1920x1080	5.0-8.0 Mbps
Ultra High Definition (UHD)	3840x2160	25 Mbps



Our Promise ★★★★★

Smart City Networks is “Where Technology Meets Hospitality”. By anticipating and responding to our clients’ needs, we continue to lead the nation in providing quality advanced technology and telecommunication solutions to the trade show and event industry. We work to build personal relationships with our clients because excellent service requires an exceptional and long-lasting commitment.

“IN A HECTIC WORLD, WE PROVIDE PEACE OF MIND.”

ImageAV

The Onsite Production Partner at the CCC



IATSE Labor Union Management, Logistical Planning & Payroll

50% Discount on Electrical and Utility Pricing

Dedicated, Onsite Event Production Management

Rigging and CAD Services

Onsite Video, Audio, and Lighting Inventory

Event Design Services Including Modular Backdrops

ImageAV

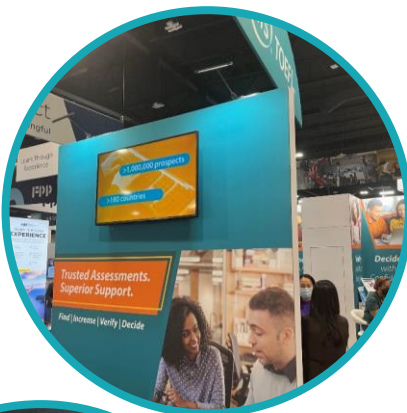
Exhibitor Services

We Make Exhibitor Orders A Hassle-Free Process



Onsite Equipment + Tech Support

Equipment Packages Designed Based on
Common Needs



Custom + Unique Exhibit Services From
LED Walls to Lighting Packages

Expertise With The CCC Halls And
Guidelines



Online Exhibitor Order Form



Colorado Convention Center Exhibitor Rental Form



Preferred AV Provider at the Colorado Convention Center

Save Time - Order Online!

Visit our [online order form](#) to place your order

Don't see what you need listed below? Please call (303) 758-1818 or email CCCEvents@imageav.com for custom orders

Pricing is valid through September 30, 2023

Labor is \$200 for delivery and strike during normal business hours M-F and \$300 for weekends, holidays, and outside M-F business hours

Additional charges will be incurred for sets that require more than 1 hour of labor

Show & Company Information

Company Name: _____

Booth Name: _____ Booth Number: _____

Mailing Address: _____

City, State, Zip: _____

Order Date: _____

Onsite Contact: _____

Delivery Date: _____ Delivery Time: _____

Phone Number: _____

Email: _____

Pick-up Date: _____ Pick-up Time: _____

VIDEO MONITORS

*4K Monitors, Touchscreen Monitors, Projectors, Screens, and LED Walls
available upon request*

Labor for wall mount monitors arranged through General Services Contractor

Qty	Item		# of Days	Total
_____	27" HD Video Monitor + Table Stand*	\$150	x _____	_____
_____	32" HD Video Monitor + Table Stand*	\$200	x _____	_____
_____	40" HD Video Monitor + Floor Stand*	\$300	x _____	_____
_____	55" Smart HD Video Monitor + Floor Stand	\$450	x _____	_____
_____	75" Smart HD Video Monitor + Floor Stand	\$600	x _____	_____
_____	80" Smart HD Video Monitor + Floor Stand	\$700	x _____	_____
_____	27" Touch Screen Monitor + Table Stand*	\$225	x _____	_____
_____	65" Touch Screen Monitor + Floor Stand*	\$1,200	x _____	_____
_____	Wall Mount for Monitor	\$75	x _____	_____
_____	8' Tripod Projection Screen	\$175	x _____	_____
_____	8' Tripod Screen + 5K Lumen Projector	\$500	x _____	_____
_____	Digital Media Player (req. to play USB media)	\$50	x _____	_____
_____	Laptop PC with Windows Suite	\$175	x _____	_____
_____	Wireless Keyboard + Mouse	\$50	x _____	_____

*Media player or laptop required to show content

REVIEW YOUR ORDER*

Total Equipment Costs _____

Labor _____

Administration Fee (3%) _____

Sales Tax (8.81%) _____

Total Charges _____

AUDIO EQUIPMENT

*Please call for any orders that require more than (2) Microphones and/or
(2) Speakers as additional labor/support may be required*

Qty	Item		# of Days	Total
_____	PA system: 1 Speaker, Aux Input Cable	\$175	x _____	_____
_____	PA system: 2 Speakers, Wireless Mic, Aux Input Cable	\$375	x _____	_____
_____	Wireless Handheld or Lapel Mic	\$125	x _____	_____
_____	Wireless Headset Mic	\$175	x _____	_____

DÉCOR & LIGHTING

Overhead Booth Lighting and Specialty Lighting available

Qty	Item		# of Days	Total
_____	LED Uplight Pckg (4 Color Changing LED Lights)	\$300	x _____	_____

Please note any comments about your order:

Please email completed order forms to CCCEvents@imageav.com

A confirmation email and payment link will be sent

*All orders require sales tax. If you are not required to pay Denver City and CO State sales tax, please email cccevents@imageav.com to place your order.

Client Services Agreement

Prices & Availability: All prices and availability are for this event only and are subject to change without notice until this proposal is signed and the required deposit is received. All equipment reservations and the scheduling of required technical personnel will be done on a tentative basis only until this proposal has been signed and required payment received.

Payment: All rentals require payment at the time of order to hold the equipment and price, and must be secured with a valid credit card. All orders will require the balance of the order to be paid prior to loading in / setting up equipment. Payment that is outstanding for any reason will be billed to the credit card of record. If payment is made by check, the Customer/Lessee agrees to pay a service charge of \$25.00 or 5% of order total, whichever is greater, if the check is returned by bank. In addition, the Customer/Lessee agrees to pay any and all court costs, attorney fees, and any other collection costs.

Equipment: All equipment rental rates are subject to availability upon confirmation. Any damage to equipment due to the negligence of the Customer, Customer's staff or guests will be the responsibility of the undersigned (the Customer), who will be required to reimburse Image Audiovisuals, Inc. (ImageAV) for reasonable costs for repair or replacement, including shipping. ImageAV guarantees all equipment will be in good working order upon delivery / customer pick up. ImageAV has 24 hour support if a problem should occur with equipment. ImageAV is not responsible for any problems reported after the equipment rental period. Customer will pay the replacement cost of any equipment which is lost or stolen while in the Customer's care.

Labor: A four (4) hour minimum will be required for all orders requiring a technician on site.

Security: ImageAV does not provide overnight security for equipment. Security is the responsibility of the Customer.

Venue Charges: The following charges are beyond ImageAV's control and will be applied by the venue: Electrical/Power, In-house rigging, Union Staff, Shadow Security, Security, Fire Marshall and Fogger/Haze Use Charges. ImageAV is not responsible for the above charges or any other venue imposed charges, unless stated in the proposal.

On – Site Additions: All equipment and corresponding labor and venue charges added on to an event while on site are the responsibility of the Customer.

Cancellations: Customer must inform ImageAV of cancellations in writing 48 hours prior to scheduled load in or be billed at full contracted cost. **All cancelled orders will incur a 10% cancellation fee.** Any nonrefundable deposits paid to suppliers or expenses incurred on behalf of the customer will be billed to the customer in full regardless of cancellations. Because of the unique nature of our business, we are unable to make exceptions to this policy, including, but not limited to, the cancellation of your event for any reason whatsoever.

ImageAV Liability: ImageAV will use due care in processing and scheduling the work of the Customer, but it will be responsible only to the extent of correcting any errors which are due to the equipment operators and/or equipment of ImageAV. The liability of ImageAV with respect to this Agreement shall in any event be limited to the total compensation for the services provided under this Agreement and shall not include any contingent liability. The Customer further agrees that ImageAV will not be liable for any lost profits, or for any claim of demand against the Customer by any other party.

Customer Liability: Customer shall pay ImageAV all costs and expenses, including attorney's fees, incurred by ImageAV in exercising any of its rights or remedies hereunder or enforcing any of the terms, conditions, or provisions hereof.

Shipping Solutions at The UPS Store at the Colorado Convention Center

The UPS Store 



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

Additioanly, 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.