



EXHIBITOR SERVICES ORDERING KIT



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West Palm Beach, FL 33401

<https://www.pbconventioncenter.com/order-services-1>

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WELCOME

Dear Exhibitor,

Congratulations on your decision to be an exhibitor at the Palm Beach County Convention Center!

The Exhibitor Services Ordering Kit, created by the Palm Beach County Convention Center (PBCCC), is pertinent to all exhibitors and vendors participating in events from large tradeshow(s) to managing sponsor table(s). These policies are in place to ensure first and foremost the safety and security of those attending and working at the events, as well as the building.

We ask that each exhibitor/vendor take a moment to review these policies to ensure they are compliant and to ensure the success of all event participants.

We are pleased to feature an easy-to-use online ordering process. This Exhibitor Kit is designed to provide information about all of the services available, making planning and ordering easy.

Each service selection contains the following:

- Description of Services, Equipment and Pricing
- Installation and Connection Information
- Terms and Conditions
- Frequently Asked Questions (FAQ's)

The PBCCC is the exclusive provider of utilities and rigging services for the facility. To order services, please visit www.pbconventioncenter.com. Be sure to read all the materials carefully.

Payment must be made by credit card only – Visa, Mastercard, American Express, or Discover. Please note that ordering your items in advance will save you a substantial amount of money. To receive the advanced discounted prices, full payment must be received 14 days prior to the first scheduled load-in date of the show.

Please contact your show organizer or decorator for specific shipping details. PBCCC will not receive or send out shipments for events when an outside decorator has been contracted.

We are looking forward to a successful show for all. If you need additional assistance, please contact our Exhibitor Services Department at (561) 366-3451 or exhibitorservices@pbconventioncenter.com. All forms and upcoming events can be found on our website at www.pbconventioncenter.com.

EXHIBITOR SERVICES ORDERING KIT

*The Exhibitor Services Department
The Palm Beach County Convention Center*

ORDERING POLICIES & PROCEDURES

Ordering

- a. All orders must be placed online; NO phone, email or faxed orders will be accepted.
- b. To place an order visit the [ONLINE EXHIBITOR PORTAL](#), select the event, and order your services.
- c. Visit our Exhibitor How-To sheet for a step-by-step walkthrough of this process.

Online Store & Pricing Structure

- a. The exhibitor store will open 90 days prior to the first scheduled load-in date of the show.
- b. Our tiered pricing is as follows:
 - **Advanced Rate – 14 - 90 Days Prior to first Exhibitor Move-In Date**
 - **Standard Rate – 3 - 13 Days Prior to first Exhibitor Move-In Date**
 - **Floor Rate – Onsite - 2 Days Prior to first Exhibitor Move-In Date OR once the show has ended**

Onsite Ordering

A Service Desk will be available during move in, located near the decorator. The Exhibitor Services Manager will be able to assist you with needs regarding your pre-ordered services and any onsite ordering via the exhibitor kiosk.

Payment Information

- a. All payments must be made at the time of your order via credit card (Visa, MasterCard, Discover, and American Express).
- b. The date on which orders are received **AND** paid IN FULL, determines the applicable rate as stated above.
- c. Arrangements for payment of Labor & Services must be made before service is installed. Payment **IN FULL** must be rendered before the start of show unless prior arrangements have been made with the Event Services Office.

Rates & Labor Charges

- a. Rates quoted for all connections cover only the delivery and placement of service to the booth location per the floor plan in the most convenient manner and DOES NOT include connecting equipment to provided services.
- b. Special placement or relocation of the service will result in a labor charge. Payment **IN FULL** shall be rendered for such services before placement and relocation can be provided.
- c. Services ordered during exhibitor move-in may not be installed before the event opens.
- d. Day of Show Installations during show hours may require Show Management approval.
- e. If special assistance or guidance is needed, a labor fee will be added and must be paid for in advance.

Refunds & Cancellation Policy

- a. Cancellations for ordered services must be received in writing to our Exhibitor Services Department at exhibitorservices@pbconventioncenter.com prior to the installation of the event to qualify for a refund. The refund amount is based on the dates the cancellation notice is received.
- b. No refunds will be issued after the service is installed.
- c. A refund requested after the event is over and moved out will not be honored. Any request must be made on-site to allow for the ability to investigate the issue and the opportunity to resolve the problem.
- d. Our tiered cancellation is as follows:
 - **100% REFUND = 14 – 90 Days prior to the first scheduled exhibitor move-in day**
 - **50% REFUND = 3 – 13 Days prior to the first scheduled exhibitor move-in day**
 - **NO REFUND = Onsite - 2 days prior to the first scheduled exhibitor move-in day**

Installation & Disconnection of Services

- a. Orders will be processed and installations completed on a first-come, first-served basis, or as the PBCCC determines most convenient. Earliest orders normally receive highest priority.
- b. All materials and equipment furnished by the PBCCC for any services ordered shall remain the property of the PBCCC and shall be disconnected and removed ONLY by house staff at the close of the event.
- c. **Any damaged equipment will be billed directly to the Exhibitor responsible.**
- d. All installations and connections to electrical, mechanical, or phone/data services must be made by house staff. We will not be responsible for damage or loss to any equipment, components, computer hardware, software or data, or injury to any person caused by the unauthorized installation of any equipment, connection to service or interconnection, or wiring of any equipment by persons other than our PBCCC electricians, engineers or technicians.
- e. Service will begin on the start date of the event and end after the close of the event, unless special arrangements for early connection and/or late disconnect are made.
- f. No refunds will be given for services ordered and installed but not used.

General Terms & Conditions

- a. Booth numbers and booth layouts must be provided at the time an order is placed. Any changes must be communicated prior to move in. Changes to booth layouts after service are installed may be subject to labor charges.

Please complete the Booth Map Template and attach the document with your order.

- b. PBCCC electricians, IT technicians, and engineers are the only authorized personnel with access to utility floor pockets. Utility requirements crossing aisles will not be installed unless preapproved by show management.
- c. Exhibitors are not permitted to use water from restroom faucets or janitorial closets for exhibitor purposes. If required, arrangements must be made with Show Management.
- d. All equipment must conform to all federal, state and local fire and safety codes. PBCCC reserves the right to inspect and reject any and all connections and equipment that any customer uses while in the PBCCC.

LABOR CHARGES

Guidelines For Labor Charges (When they will be applied)

- a. Four (4) or more services in one booth (i.e. Each electrical drop is one service).
- b. Installation of services after booth display and/or carpet has been installed.
- c. Relocating/moving installed services. Orders submitted without booth diagrams/grid with installation instructions.
- d. Resetting breakers due to exhibitor equipment.

Placement of Services for Exhibits

- a. Power originates from floor pockets in 30-foot centers.
- b. Services are installed from floor pockets nearest to the exhibitor booth.
- c. Exhibitors must submit a diagram drawn to scale, to include booth orientation, dimensions of service placement.

Diagrams/Grids must include:

- Booth dimensions or size of booth
- Booth orientation (identify N, S, E, W or adjacent booth/aisles to booth)

Labor charges will be applied for installation of services, if needed.

EXHIBITOR HOW-TO GUIDE: ONLINE ORDERING

1. Go to <https://www.pbconventioncenter.com/order-services-1>
 - a. For the best experience, use Google Chrome.
 2. Click on the blue "Exhibitor Store" button.
 3. Choose the show you plan to attend from the list of available stores.
 4. On the next page, register by clicking **"Sign up"** (in blue below the login fields).
 5. Enter your account details and click **"Save."**
 6. Click **"OK"** on the next screen to proceed to the store.
 7. From the **"Navigation"** menu on the left, select the appropriate service category (Electrical, Internet, etc.) to view and select the items you want to add to your cart.
 - a. After selecting an item and specifying the quantity, click the **"Continue"** button at the bottom left.
 8. Once you've finished selecting your items, click the shopping cart icon at the top right to proceed to checkout.
 9. On the next screen, review your order to ensure all items are correct. Once confirmed, click the **"Checkout"** button.
 - a. Alternatively, you can click **"Save Cart"** to complete your order later.
- Please note: You must complete the checkout process and provide payment for your order to be officially submitted. The rate will reflect the current price at the time of submission, not when the cart was saved.
10. If you've ordered electrical, internet, or rigging services, you will be prompted to upload booth maps, renderings, or a sign-hanging form, if applicable. After confirming these details, you will be directed to the secure payment portal to finalize your order.
 11. After entering your payment information, click **"Place Your Order."**
 12. Once your payment is processed, you will receive a confirmation email from exhibitorservices@pbconventioncenter.com with your receipt.

EXHIBITOR GUIDELINES

We look forward to serving you at The Palm Beach County Convention Center (PBCCC) and would like to thank you in advance for your cooperation in helping everyone have a safe and successful event. If you have any questions regarding these guidelines, we will be happy to assist. Order all facility services at: <https://www.pbconventioncenter.com/order-services-1>. All orders should include payment as well as a layout with utility locations clearly marked. All facility services must be ordered prior to the published advance order date to receive advance pricing rates.

Contact Exhibitor Services:

Phone: (561) 366-3451

Email: exhibitorservices@pbconventioncenter.com

Website: <https://www.pbconventioncenter.com/order-services-1>

Exclusive Facility Services

OVG Hospitality: All Food and Beverage services. Exhibitors requesting to serve, offer, or sample F&B items must have prior approval from Show Management and Exhibitor Services

PBCCC: All power, air, water/drain, internet, Wi-Fi, phone, and telecommunication services.

Above the Mark (ATM): All rigging services.

ENCORE: Audiovisual preferred partner (not exclusive).

Audio Visual

ENCORE Event Technologies Inc. is the PBCCC's in-house preferred audio-visual provider. Exhibitors may order and arrange services via the online ordering portal. For additional information please contact the Exhibitor Services Department.

Batteries

Use of portable or car batteries for powered booth displays is not allowed. Temporary power must be provided by Exhibitor Services by ordering in advance.

Carts

Please bring your own carts to expedite your work. If your event is serviced by a General Service Contractor/Decorator (GSC), then you may contact them to provide carts. If your event does not have a GSC, we have a limited number of flatbed carts which are available on a first come, first served basis. Carts can be checked out at our Security Office during published hours. Please return the cart when finished. Carts are not released at the end of the show until the official start of event load-out.

Children & Minors

For safety, children under the age of 18 are NOT permitted on the show floor during move-in and move-out times. No exceptions will be made.

Cleaning

Exhibitors should arrange for booth cleaning services through the official show decorator. Booths with food and beverage sampling must order porter service.

Escalators & Elevators

Decorations cannot be attached to any surfaces within the building. Drilling, coring, or punching holes into the building is prohibited. All equipment must be stable without the need for bolting or anchoring to floors or walls. Helium balloons, crepe paper, cellophane, confetti, cotton, cornstalks, hay bales, leaves, evergreen boughs/trees, glitter, sheaves of grain, streamers, straw, paper, or any flammable materials are not permitted as decorations.

Escalators & Elevators

Passenger/public elevators and escalators are not to be used for freight or exhibit materials. Please use the appropriate service elevators for safety.

Facility Access

Please contact Show Management for official move-in and move-out hours for your show. All exhibitors will need to register and have show credentials prior to entering the exhibit space.

Fire Safety

All fire, safety, and PBCCC regulations must be adhered to without exception. Decorations, drapes, curtains, hangings, carpeting, turf used vertically, and any other combustible materials must be flame retardant. A copy of the Certificate of Flame Resistance for these items must be provided and left in the booth. The use of propane, acetylene, or any other flammable or explosive materials is prohibited. Additionally, candles or any open flames are not permitted in your booth.

Floors Loads

Any heavy equipment, water tanks, or displays must have pre-approval from Show Management and PBCCC. Maximum floor loads: Exhibit Hall 250 lb. per square foot, Ballroom 150 lb. per square foot.

Food & Beverage Services

OVG Hospitality is the exclusive provider of all food and beverages within PBCCC facilities. **Outside food or beverages cannot be brought in or delivered for personal consumption.** If an exhibitor does not typically manufacture, process, or distribute food as part of their business but wishes to distribute food items, they must purchase them from OVG Hospitality. Special orders require a six-week lead time to guarantee availability. Selling food or beverages by exhibitors is not permitted. For more information, please contact the OVG Catering Sales Team.

Food Sampling

Exhibitors who manufacture, process, or distribute food as part of their regular business may be permitted to distribute food samples, subject to Show Management approval. Food samples must be no larger than bite-size, and beverage servings cannot exceed two (2) ounces. A valid State of Florida Food Handlers Permit is required for any food sampling. Exhibitors must also order booth porter service for cleaning. Prior approval from Show Management and Exhibitor Services is required for food distribution. The sale of food or beverages by exhibitors is not allowed.

Furniture

No PBCCC furniture may be used in your booth, including tables and chairs. All booth furnishings must be ordered through the selected show contractor.

Giveaways

Giveaways may not include stick-on decals or helium balloons. Please contact Show Management for any other restrictions.

Gratuity Policy

We are here to serve you! No gratuities should be offered to PBCCC employees. This includes offering leftover items that show management or exhibitors have given away or sold while participating in events at the PBCCC.

Hand Carried Freight

Exhibitor hand-carry of small items through the lobby entrance is allowed only for items that can be easily carried by hand in a single trip, without the use of freight handling equipment. Carts or dollies are not permitted in lobby areas or on passenger elevators or escalators. Parking at the curb is prohibited. It is the responsibility of the client and/or their General Service Contractor to oversee and manage exhibitor hand-carry traffic.

Haze or Fog Machines

Exhibitors are not allowed to use any haze, fog or other similar device in their booth.

Helium

Helium balloons are not allowed at the PBCCC without prior approval from PBCCC management. If approved, a removal fee will apply if the balloons rise to the ceiling.

Invoicing

Exhibitors will receive a consolidated invoice for all WSCC facility services after the event. This invoice will include all advance payments, services ordered in advance, onsite orders, and final charges for labor and materials.

Special Invoicing

If you are ordering for multiple booths or require separate invoices you must submit each booth order with separate contact information. Please contact exhibitorservices@pbconventioncenter.com if you need assistance.

Tax Exemption in Invoicing

There are very few circumstances that allow for a Florida State Sales Tax Exemption. If you believe you are exempt from sales tax, contact exhibitorservices@pbconventioncenter.com directly. **You will not be able to order services online.**

Labor and Materials

You may request an estimate of Labor and Materials charges in advance from Exhibitor Services. Final charges for Labor and Materials will be assessed onsite and charged to the credit card on file. Loading Dock The PBCCC loading dock entrance is right off Okeechobee Blvd. just before approaching the main entrance to the facility. All vehicles will enter and exit from this location. There are nine (9) outdoor loading docks, and one ramp with (4) drive-in lanes. If show permits POV dock load in/load out – fifteen (15) minutes will be allowed for exhibitor vehicles to unload/load per vehicle.

Medical Shows/Waste

All hazardous waste disposal and cleanup must be approved before move-in. The PBCCC will not handle medical waste disposal; this responsibility falls to Show Management. Sharps must be placed in red containers, clearly labeled, and should not be disposed of in regular trash bins. Please ensure that needles and sharps containers are not left unattended.

Public Safety Department (Security)

Public Safety Department 561-366-3051: In case of an emergency in and around our facilities, contact Security on any house phone. Security will be able to route any necessary medical staff to the proper entry location, as well as assist where needed.

Onsite Storage

Goods and materials may not be delivered before the official move-in time of the show, nor can they be left after the official move-out time. Onsite storage at the PBCCC is limited. Repacking materials, empty boxes, cardboard, or other combustible items are not allowed in exhibit areas. Flat or empty cardboard boxes cannot be stored inside or behind your booth. Full boxes of brochures and other literature for distribution may be stored underneath a table in your booth. For additional storage needs, please contact the official show contractor.

Oversized Vehicles

Contact the official show decorator to make arrangements for your dock delivery. You may be routed to the Marshaling Area adjacent to the Loading Dock.

Rigging

The PBCCC holds exclusivity for rigging services. If rigging is needed for booth construction, sign hanging, or lighting, please contact exhibitorservices@pbconventioncenter.com to schedule riggers. The contracted decorator is not authorized to hang items in any area of the PBCCC.

Shipping

The PBCCC WILL NOT accept advance shipments of materials or freight due to storage limitations and liability concerns. All freight and packages must be sent to the contracted decorator and will only be delivered to the PBCCC during designated move-in times. Early deliveries may be refused or returned to the sender. If items are accepted, storage fees will apply, and payment will be required to retrieve them. Exhibit materials must be removed by the end of the designated move-out period. PBCCC is not responsible for any materials left behind. Onsite shipping options are only available if arranged through show management.

Signage

Exhibitors are not allowed to install any signage, distribute flyers, or post other materials outside of their assigned booth.

Smoking/Vaping Policy

PBCCC is a smoke-free environment, this includes vaping, e-cigarettes or other similar devices. Please do not smoke in any area of the facility, including parking garages, exit stairwells, or loading areas. Smoking is allowed outside PBCCC, 25 feet from any doorway.

ELECTRICAL SERVICES

Installation and Distribution

- Electrical service consists of **one (1) outlet per order.**
- Electrical outlets will be placed at the back center of the booth unless a booth layout is provided with your online order. For orders with two (2) or more 120V power drops, any 208V services, or any 480V services a booth layout will be required.
- PBCCC electricians will provide the initial electrical power source, exhibitors may then plug in their own equipment to that power source.
- Electrical service is run from the nearest floor pocket into the booth.
- Please complete the Booth Map Template and attach the document with your order.
- PBCCC will supply a NEMA L21-30 for 10-30Amp 208V hookups. If a different NEMA number plug is needed, please enter that information in the description field when placing your order.

Overhead Power

- If an overhead sign, truss, banner or other rigged item requires overhead 120V/208V/480V power, the PBCCC can provide this service throughout the Palm Beach County Center exhibit hall. When ordering rigging packages, select one of the electrical rigging options.
- All 480V services will require hardwire installation by PBCCC electrical department from the ceiling bus-duct in the Exhibit Hall. Pricing includes four (4) hours of electrical labor for installation/removal. Additional labor fees may apply for any changes to location or if additional wiring is required.

Terms & Conditions

- The PBCCC is the exclusive provider for all electrical services. All electrical equipment shall remain on the PBCCC property and may not be installed or removed by anyone other than PBCCC personnel.
- All services listed include labor to install and remove said service. Additional fees may apply if there are open-end machines, if hardwire installation is needed, or if cord caps or pigtails need to be provided. If an exhibitor requires additional electrical labor, outside the standard services, services will be billed at an hourly rate. Labor rates are based on current wage and benefit rates and are subject to change without notice.
- All cords must be of the 3-wire grounded type and UL approved. Cords can be no smaller than 12 gauge. Any exposed non-current carrying metal parts of fixed equipment must be grounded.
- Electrical equipment must be properly tagged and wired with complete information as to type of current, voltage, phase, cycle, horsepower, etc. □ The PBCCC will not provide step up or step-down transformers, our building power is 120V/208V and 277V/480V.
- The PBCCC is not responsible for voltage variations of the power company.
- Electrical charge is for the duration of the show unless otherwise marked.

Important Notes:

- Florida state sales tax applies to all equipment.
- Rates, equipment and/or services are subject to change at any time.
- Equipment rentals & services are subject to inventory dependent upon availability at time of request.
- All materials and equipment furnished by PBCCC shall remain the property of the PBCCC and shall be removed by the PBCCC only.
- Equipment not returned is subject to the rental rate plus the replacement cost.

Frequently Asked Questions

How do I know how much power I need to order?

When determining how much power to order for a booth, it is helpful to know how much total power is required for the equipment in your booth space. Below, we have outlined some standard electrical requirements (requirements may vary). **Contact Exhibitor Services with any questions.**

- Standard Laptop 250–550 watts
- Standard TV 300–400 watts
- Standard Printer 300–500 watts

Items like laptops, standard booth lights, and televisions may be grouped together on one circuit provided they do not exceed the overall limit of the circuit or the surge protection device. There is some equipment that requires its own circuit to run properly. For example, a microwave or refrigerator should not use the same power source.

How do I know if I need a 208V or 480V connection?

Most exhibitors do not require special connections like a 208V or 480V connection. Many times, these types of electrical services are required for heavy equipment and/or specialized machinery. Consult with the equipment manufacturer, name plate rating or installation technician for specific details. Exhibitors who bring their own distribution panels may need one of these special connections.

Is electrical a daily charge?

The electrical charge is for the duration of the event unless otherwise marked.

How many outlets can I plug into?

There is one connection point per outlet or service ordered. Power strips can be ordered for an additional fee, but do not provide additional power. The PBCCC has 6–plug power strips available for rent. Exhibitors may bring their own but must have circuit protection. Services exceeding 120V cannot accommodate power strips.

When will my services be installed?

All pre-orders will be installed prior to the exhibitor move in. Orders placed at the service desk are guaranteed to be installed before the show opens. Any special requests such as temporary chain motor power, programming machinery or testing equipment must be noted in your order.

Do I need to submit a booth layout?

A booth layout will be required for order submissions. Standard 10x10 booths without a layout will have power installed at the back center of the booth. If no layout is provided and services need to be relocated after the initial installation, additional labor fees will be incurred.

Please complete the Booth Map Template and attach the document with your order.

INTERNET & TELECOM SERVICES

Important Notes:

- Florida state sales tax applies to all equipment.
- Rates, equipment and/or services are subject to change at any time.
- Equipment rentals & services are subject to inventory dependent upon availability at time of request.
- All materials and equipment furnished by PBCCC shall remain the property of the PBCCC and shall be removed by the PBCCC only.

Equipment not returned is subject to the rental rate plus the replacement cost.

Installation and Distribution

- Internet service is delivered to a single location within your room or booth. If you require access to more than one computer or device, make sure you order service for all additional devices.
- Wired Internet service can extend up to 30' from the original drop location as long as cabling is sufficiently secured and stays within your contracted space; otherwise, additional wired Internet service(s) will be required.
- All services are tested once installation is completed.
- The PBCCC is not responsible for the installation, programming, or performance of customer (non-PBCCC) equipment. Additional labor costs may be applied if assistance is required for installing or troubleshooting of customer equipment if the problem is found not to be the fault of the PBCCC.
- A drawing indicating service placement(s) is required to be submitted with all wired Internet orders. If a drawing is not received, PBCCC personnel will drop service in an area of the booth or room that they deem to be most convenient. Additional labor fees may be assessed to relocate lines once they have been placed.
 - o Please complete the Booth Map Template and attach the document with your order
- The rates quoted for all services include delivering the requested communication services to the booth or room in the most convenient manner. They do not cover special wiring, overhead drops, or the setup and installation of client equipment. Additional labor fees may apply if special services are required and will be invoiced after the event.

Terms & Conditions

- The PBCCC is the exclusive provider for all telephone and internet services. All materials and equipment shall remain in the PBCCC facility and may not be installed or removed by anyone other than PBCCC personnel.
- The PBCCC cannot guarantee the performance or accessibility of services beyond PBCCC's Internet gateway.
- The PBCCC is not responsible for wireless networks that it does not own or manage.
- Any resale or unauthorized distribution of these services is strictly prohibited.
- A replacement fee will be assessed on any materials and equipment that are damaged and/or not returned at the close of the event.
- Disputes concerning service must be filed in writing with the PBCCC Exhibitor Services Department prior to the close of the show. Disputes will be resolved by the PBCCC in a timely manner.
- Credit will not be given for decreased wireless performance due to interference generated by the event and its exhibitors, contractors, or attendees.
- Using 5 GHz capable devices (802.11a/n/ac) is strongly encouraged as wireless speeds and connectivity will not be guaranteed in the 2.4 GHz band.
- The PBCCC does NOT recommend wireless service for critical event activities such as web presentations, online sales, registration, or video streaming. For these and other critical activities, the PBCCC recommends purchasing wired service.
- Wireless connection speeds will vary. The actual speed depends on a variety of factors, such as the number of users on the network, personal device capabilities, and the size and location of the upload or download.
- Wireless service is inherently vulnerable to interference from equipment and devices that transmit on the same radio channels, operate within the same frequency spectrum, or have the ability to corrupt or block wireless frequencies. The PBCCC cannot guarantee that interference will not occur.
- The PBCCC does not provide security, such as firewalls or anti-virus features on its Internet services. It is the sole responsibility of the customer to provide their own necessary security precautions. The PBCCC is not responsible for any damage arising from the use of non-secured devices on the network.
- The PBCCC recommends that all devices directly or indirectly accessing the network have the latest anti-virus software, security updates, system patches, and any other technological precautions necessary to protect yourself and others from viruses, malicious programs, and other disruptive applications. Any device which adversely affects the PBCCC network may cause service interruptions to yourself and others which can lead to disconnection of your equipment from the network, with or without prior notice, at the PBCCC's discretion. The device(s) in question will remain disconnected until all issues are adequately resolved. All charges will apply, and no refunds will be given. Additional charges may apply for trouble diagnosis and/or problem resolution.

Frequently Asked Questions

I ordered a service that requires IP address information, how do I receive this information?

When you are on site and ready to configure your computers, please visit the Exhibitor Service desk to retrieve your IP information.

Do you offer Wireless Internet?

The PBCCC offers free wireless internet service throughout our facilities. This service is designed for casual users and is not guaranteed with fast browsing speeds. If you are relying on the internet to showcase your product or services, we strongly recommend a wired internet connection for guaranteed connections.

Do I need to submit a booth layout?

A booth layout is required for all wired telephone and internet orders. For standard 10x10 booths without a layout, services will be installed at the back center of the booth. If no layout is provided, and services need to be moved after they have been installed, additional labor fees will be incurred.

Please complete the Booth Map Template and attach the document with your order.

MECHANICAL SERVICES

Prices listed are run of show unless otherwise marked.

Connection information: Service will be brought to the rear of the booth in the most convenient manner. Exhibitors must furnish necessary fittings to connect ½” female quick-disconnect for air and ¾” male GHT thread for water connection. The exhibitor is responsible for required equipment regulators.

Installation and Distribution

- PBCCC Engineers will provide the service from the nearest floor pocket into the booth. Exhibitors must furnish the necessary fittings to connect to 1/4”, 3/8”, or 1/2” female (NPT) thread for air and water connections. Exhibitors must also provide their own regulator for air pressures as the pressures may vary.
- PBCCC Engineers are unable to provide metric fittings, adaptors, or airlines.
- Air and water connections are available in limited locations on the exhibit floor.
- Connection sizes and booth locations all factor into planning to supply air and water to exhibitor booths.
- Air and water services are prohibited from crossing aisle ways. PBCCC will work with show management to relocate a booth if a service order cannot be fulfilled in its current location .

Terms & Conditions

- The PBCCC is the exclusive provider for all air and water services. All equipment shall remain in the PBCCC facility and may not be installed or removed by anyone other than PBCCC personnel.
- Exhibitors are not permitted to fill or drain their own equipment, use individual air compressors, or bring their own compressed gasses from an outside vendor.
- All services listed include labor to install and remove said service. If an exhibitor requires additional engineering labor, outside the standard services, services will be billed at an hourly rate. Additional labor would be billed at time of service for installation and/or removal. Labor rates are based on current wage and benefit rates and are subject to change without notice.

Frequently Asked Questions

Do all water connections need a drain?

While most water connections do require a drain service, there are some cases where the drain is unnecessary. When the water provided is being consumed or evaporated, a drain is not needed. For example, exhibitors using water service for a coffee machine do not need to order a drain because the water is being consumed.

Will you provide the fittings and hoses for my water and drain connections?

To ensure that your booth's equipment runs properly we ask that you supply your own regulators, fittings, filters, and hoses.

Can I fill my equipment via a sink?

Exhibitors are not permitted to bring in their own water or use PBCCC sinks to fill their own equipment.

Do you allow exhibitors to bring in Helium balloons into the facilities?

No, unfortunately we do not permit Helium balloons in any PBCCC facility.

Do I need to submit a booth layout?

PBCCC requires a booth layout for all booths requesting air or water services. These services can only be provided from floor pockets located every 60' throughout the exhibit hall. If no layout is provided and services need to be moved after they have been installed, additional labor fees will be incurred.

Please complete the Booth Map Template and attach the document with your order.

AUDIO VISUAL SERVICES

Prices listed are **PER DAY** and **PER DEVICE** unless otherwise marked. Floor Rates are **NOT** available.

Important Notes:

- All Audio-Visual Equipment is per day rental and is subject to a 20% management fee and all applicable taxes.
- Florida state sales tax applies to all equipment.
- Rates, equipment and/or services are subject to change at any time.
- Equipment rentals & services are subject to inventory dependent upon availability at time of request.
- All materials and equipment furnished by PBCCC shall remain the property of the PBCCC and shall be removed by the PBCCC only.
- Equipment not returned is subject to the rental rate plus the replacement cost.

Installation and Distribution

- All exhibitor related audio-visual rental equipment includes set and strike.
- All audio-visual equipment needing power requires a minimum of one (1) 120V-10 Amps of electricity.
- Payment must be rendered in full before service is provided.
- Advance orders shall receive priority service.
- Equipment prices and service rates are subject to change without notice.
- The PBCCC will not provide credit for equipment installed and not used unless notified 72 hours prior to the first move-in day in writing.

Terms & Conditions

- All Audio–Visual Equipment is per day rental and is subject to a 20% management fee and all applicable taxes.
- All services listed include labor to install and remove said service. If an exhibitor requires additional audio–visual labor, outside the standard services, services will be billed at an hourly rate. Additional labor would be billed at time of service for installation and/or removal. Labor rates are based on current wage and benefit rates and are subject to change without notice.
- All material and equipment furnished by the Convention Center for this service order shall remain the property of the PBCCC and shall be removed only by the convention center staff at the close of the show.
- Equipment not returned to the PBCCC staff at the close of the event becomes the financial responsibility of the customer and replacement costs will be billed to the customer.

Frequently Asked Questions

I am an exhibitor coming to an event and I was wondering if I can set up my personally owned TV monitor with DVD player?

Exhibitors and their full-time employees can install monitors and A/V equipment that is not rented without booth size limitation.

Can I hire an outside AV vendor for rental equipment?

If you are using 3rd party vendor other than the preferred AV vendor for your event, additional costs may be incurred.

As an exhibitor, can I set up my own computers?

Yes, exhibitors may set up personally owned computers without booth size limitation that are not for public use. All rented equipment would require show labor to install and dismantle.

RIGGING SERVICES

All rigging is provided through the PBCCC's exclusive rigging company. We will work closely with you to make sure all safety requirements are met for rigging protocols and guidelines. All custom orders will need to be confirmed and paid for in a full 14 days prior to the show move in.

ALL Rigging calls require an 8 Hour Minimum for a 2 Person Rigging Crew + Lead

Terms & Conditions

- All rigging plots must be submitted for review and approval no less than (14) days prior to the exhibitor's move-in date.
- The first review will be at no cost. Each additional review will incur a \$50.00 fee.
- Exhibitors must be flexible with regards to days and times of move-in and take-down. PBCCC personnel will work with show management to determine the dates that work best for rigging by the show schedule.

A completed Sign/Banner/Rigging Request Form along with a photo of the hanging sign is required and must be submitted as an attachment with your order.

- Diagrams and booth layouts are essential for planning rigging services. Diagrams must include location, dimensions, weight, and height from floor to bottom of suspended item. Diagrams must also show booth outlines with aisles or neighboring booths marked for reference and orientation.

Please submit all diagrams listed above as an attachment with your order.

Signs will be hung 14' to the bottom of the sign unless otherwise noted in the specifications.

- Signage will be positioned only once; exhibitor must be onsite for the install and must sign off on final placement before riggers leave their booth. Any changes or re-positioning of signage is not guaranteed and will result in additional fees.
- Exhibitors must supply all frames, grommets, and hardware for hanging.
- Signs will be removed as move out conditions on the show floor allow. Exhibitors must be onsite for removal and are responsible for disassembling their sign.
- PBCCC reserves the right to refuse hanging signs if deemed unsafe by our in-house Exclusive Riggers.
- Due to HVAC obstructions in some areas of the exhibit hall, exact locations may be limited. PBCCC & our Rigging Service Provider reserves the right to determine the exact location based on structural limits of the building.
- Orders placed within two (2) weeks (Standard Rate) are based on availability and are not guaranteed. Please email exhibitorservices@pbconventioncenter.com to determine availability.
- Rigging Request Form is available on the "Rigging" tab of the Online Exhibitor Portal.
- A Lift Rental will be applied to your rigging order.

Frequently Asked Questions

How do I know how much power I need to order?

When determining how much power to order for a booth, it is helpful to know how much total power is required for the equipment in your booth space. Below, we have outlined some standard electrical requirements (requirements may vary). **Contact Exhibitor Services with any questions.**

Can I order overhead lighting for my booth?

You can submit your request to order overhead lights to brighten up your booth or illuminate specific objects via the Request Form. Please Note, lights cannot be attached to our ceilings. Instead, you can order a truss, using motors, to hang lights and focus them over your booth.

Do I ship my sign to you to put it together?

No. You must ship your sign through the show's contracted decorator. You may request labor for assembly directly through your contracted decorator. Please factor the assembly into your requested rigging time. All exhibitors are required to disassemble their own signs and remove them from the facility or ship with the contracted decorator.

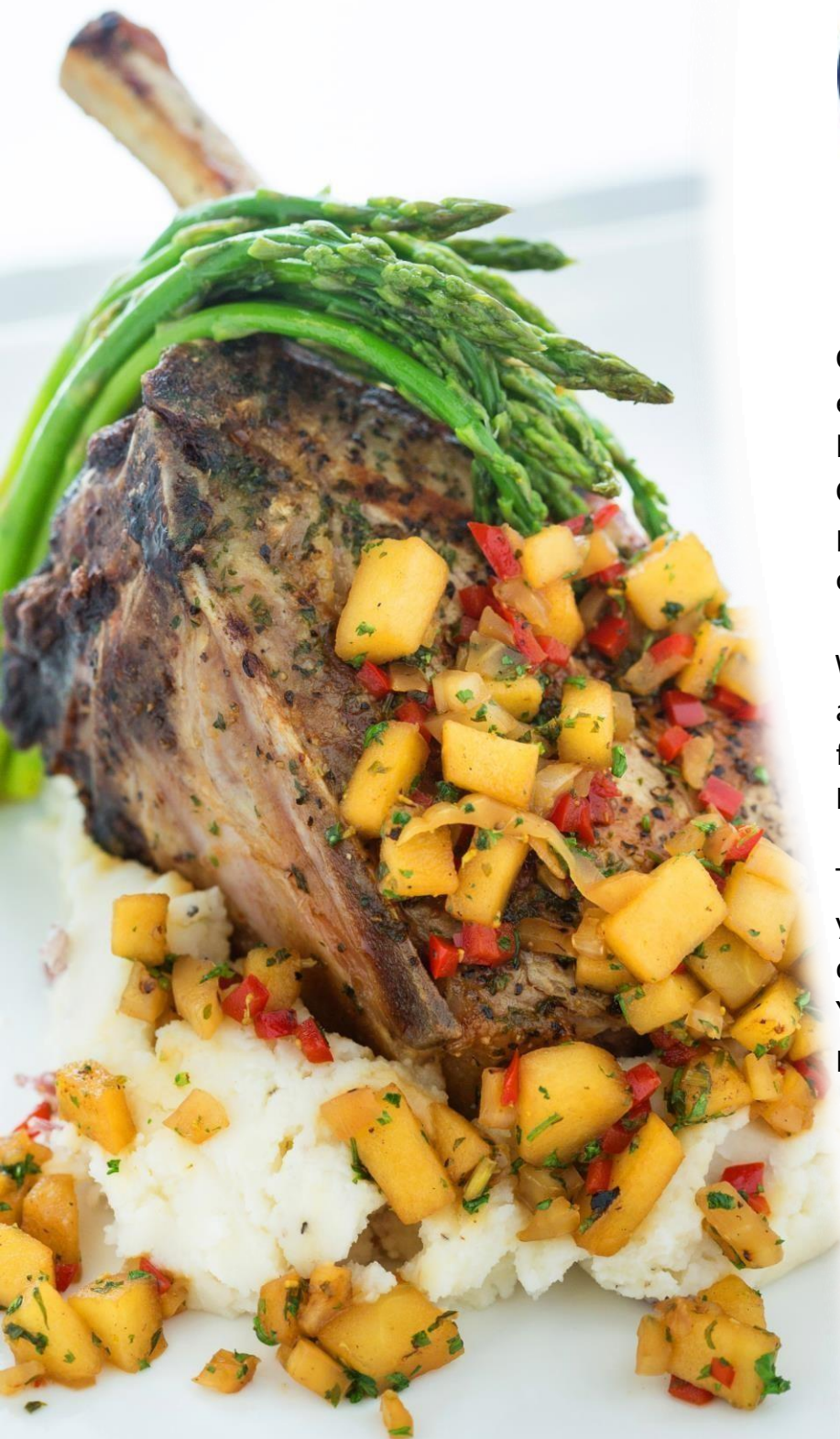
Can I request load-in and load-out times?

Yes, when submitting your rigging order, please complete and attach the Sign and Banner Specifications form with your order. Please note that your preferred timing is not guaranteed; however, we will try to do our best to accommodate your requests. If you do not provide a diagram or layout prior to load-in, then you may experience setup delays and may be subject to additional costs. Load-out will be scheduled based on the conditions of the show floor and ability to maneuver the lifts through the space.

What type of diagram should I send?

The most useful diagrams are on a proportioned grid to show dimensions of the booth, the exact desired placement of hanging items, and orientation of the booths around yours. As a general rule, pictures of the sign are helpful, but not as important as an accurate diagram with placement, height, and weight of sign or hanging item(s).

BOOTH MENU: CATERING SERVICES



OVG Hospitality is proud to be the exclusive provider of all the food and beverage for the Palm Beach County Convention Center. We are excited to provide you with a seamless online ordering experience.

We look forward to partnering with you on any booth needs during the show! You can find all our offerings with our Exhibitor Booth Menu.

To ensure the best services, please submit your order via our online portal at least 14 days business days prior to your event. Your order will be confirmed by email after payment.

If you have any questions, please
contact us at

Catering@pbconventioncenter.com