

Exhibitor Ordering Kit



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WELCOME

Dear Exhibitor,

Congratulations on your decision to be an exhibitor at the Savannah Convention Center!

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

The following 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 take a moment to review these policies to ensure they are compliant and to ensure the success of all event participants. If you have any questions regarding these policies, we will be happy to assist.

To order all facility services, please visit our online portal at www.savconventioncenter.com. The SCC is the exclusive provider of food & beverage, utilities and rigging service for the facility. All orders should include payment (credit card ONLY) as well as a layout with utility placement clearly marked. Please note that ordering your items in advance will result in substantial savings. To receive the advanced discounted prices, full payment must be received **30 days prior** to the first scheduled load-in date of the show.

We are looking forward to a successful show for all. If you need additional assistance, please contact our Exhibitor Services Department at (912) 477-4710 or exhibitorservices@savtcc.com. All upcoming events can be found on our website at www.savconventioncenter.com.

Sincerely,

The Exhibitor Services Department
The Savannah Convention Center

ORDERING POLICIES & PROCEDURES

Ordering: Exhibitor orders must be placed online. To place an order visit the **ONLINE EXHIBITOR PORTAL**, select the event, and order your services. Please see the **Exhibitor How-To Order Guide** (Page 5) for a step-by-step walkthrough of this process.

Online Store & Pricing Structure: The exhibitor store will open 90 days prior to the first scheduled load-in date of the show. Our tiered pricing is as follows:

- **Advanced Rate – 31 - 90 Days Prior to first Exhibitor Move-In Date**
- **Standard Rate – 7 - 30 Days Prior to first Exhibitor Move-In Date**
- **Floor Rate – Onsite – 6 Days Prior to the first Exhibitor Move-In Date**

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

Payment Information: All payments must be made at the time of your order via credit card (Visa, MasterCard, Discover, and American Express). The date on which orders are received **AND** paid IN FULL, determines the applicable rate as stated above. Please Note: There is a 3% Processing Fee added to all credit card transactions.

Refunds & Cancellation Policy: Cancellations for ordered services must be received in writing to our Exhibitor Services Department at exhibitorservices@savtcc.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. No refunds will be issued for services ordered and installed but not used.

- a. Our tiered cancellation is as follows:
 - **100% REFUND = 31+ Days** prior to the first scheduled exhibitor move-in day
 - **50% REFUND = 15 – 45 Days** prior to the first scheduled exhibitor move-in day
 - **NO REFUND = 0 – 14 Days** prior to the first scheduled exhibitor move-in day
- b. All questions on billing must be settled prior to the closing of your event. Claims and/or refunds will not be considered nor honored unless filed by the exhibitor prior to the close of your event at the Exhibitor Services Desk.
- c. No refunds will be processed after the event closes. **NO EXCEPTIONS.**

Rates & Labor Charges

- a. Rates quoted for all connections cover 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 shall be rendered for such services before placement and relocation can be provided.
- c. Services provided for booths not on floor boxes may require an additional charge for labor and materials.
- d. Exhibitor booths will be audited during the move-in and event and charged for any additional services at Floor Rate.
- e. All rates are subject to change without notice.

Installation & Disconnection of Services

- a. Orders will be processed, and installations completed on a first-come, first-served basis, or as the SCC determines efficient. Earliest orders normally receive highest priority.
- b. Services ordered on-site during exhibitor move-in may not be installed before the event opens, if same day.
- c. Day of Show Installations during show hours may require Show Management approval.
- d. 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.
- e. All installations and connections to electrical, mechanical, or phone/data services must be made by SCC 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 SCC electricians, engineers or technicians.
- f. All materials and equipment furnished by the SCC for any services ordered shall remain the property of the SCC and shall be disconnected and removed **ONLY** by house staff at the close of the event.
- g. Any damaged equipment will be billed directly to the Exhibitor responsible.

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 services are installed may be subject to labor charges. Please complete the **Booth Services Placement Template** and attach the document with your order.
- b. SCC 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 water is required, services must be ordered through the online portal.
- d. All equipment must conform to all federal, state and local fire and safety codes. SCC reserves the right to inspect and reject any and all connections and equipment that any customer uses while in the SCC.
- e. The SCC service staff (electricians, plumbers, technicians, etc.) is **NOT** permitted to accept orders directly from exhibitors. All floor order services and/or changes to orders must be placed at the Utility Service Desk, or through the online ordering portal.
- f. Wall and permanent building electrical outlets are **NOT** a part of booth spaces and are not to be used by exhibitors. Access to all wall outlets and floor pockets is restricted to SCC employees.
- g. Under no circumstances shall anyone other than SCC personnel make service connections.
- h. SCC is **NOT** responsible for power failures or fluctuations in voltage, air or water pressures. Equipment with strict tolerances may require regulating devices. Exhibitors must arrange for regulator valves, line conditioners, back flow prevention devices, etc.
- i. All equipment and connections regardless of source of power must comply with federal, state and local safety codes.
- j. Exhibitors will be responsible for damage to electrical, water, compressed air, and drainage equipment caused by exhibitor equipment, acts and/or omissions.
- k. A replacement fee will be assessed on any materials and equipment that are damaged and/or not returned at the close of the event.

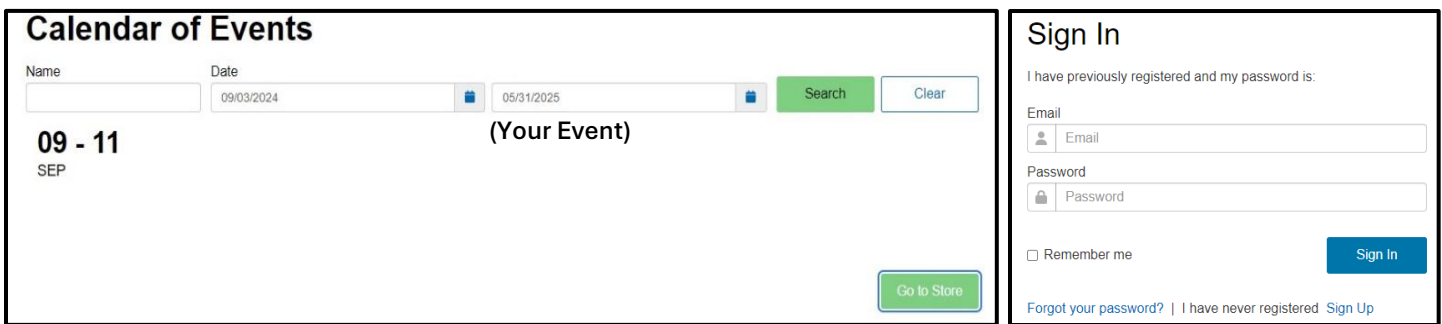
EXHIBITOR HOW-TO GUIDE: ONLINE ORDERING

Please use the steps listed below as a resource to help you place your order for utilities with us. If you need assistance for any reason, please call 912-447-4710 or email exhibitorservices@savtcc.com and we'll be happy to assist you.

1. Please click the link below to be brought to our online Calendar of Events.

[SCC Exhibitor Online Ordering Portal](#)

2. Once there, please locate your event by either scrolling the available events or by using the search by name or date functions. Please note that utility ordering is only available **90 days before the exhibitor move-in**. When you locate your event, click **“Go to Store”** at the bottom right of that event.



The screenshot displays two side-by-side panels from the SCC Exhibitor Online Ordering Portal. The left panel, titled "Calendar of Events", features search filters for "Name" and "Date". The "Date" filter is set to "09/03/2024" and "05/31/2025". A "Search" button is highlighted in green. Below the filters, the text "09 - 11" and "SEP" is displayed, followed by "(Your Event)". A green "Go to Store" button is located at the bottom right of this panel. The right panel, titled "Sign In", includes a checkbox for "I have previously registered and my password is:". Below this are input fields for "Email" and "Password". A "Remember me" checkbox is present, and a blue "Sign In" button is at the bottom right. At the bottom of the "Sign In" panel, there are links for "Forgot your password?" and "I have never registered Sign Up".

3. You'll be prompted to log in next. Please create an account by selecting **“Sign Up”** if you do not already have one.
4. Next, if you know it, please enter your booth number. **Booth numbers are critical to locating your booth and supplying the service you are paying for**, so please make every effort to supply it.
5. You'll then be at the main menu, where you can read about all the services we offer. The Navigation pane on the left will direct you to the category of utilities you wish to purchase. Add items to the cart by changing the quantity. Once you have made your selection(s), proceed to the “cart.”
6. You will complete your sale with our trusted partner's secure payment portal (Ungerboeck). You can save your cart and come back later if you need to, but once your sale is complete you will need to contact us directly to make a change of service (except if you are adding services without changing what you already ordered – this can be done on your own.)
7. If electrical, internet or rigging services are ordered, you will be prompted to fill-in or upload any booth maps, renderings, sign hanging form, etc. Once confirmed, you will be taken onto our secure payment portal to complete your order.

Forms of payment accepted on the portal are VISA, Mastercard, and American Express.

You will be emailed a receipt once your transaction is complete. If you encounter any errors or wish to confirm your order, please call 912-447-4710 or email exhibitorservices@savtcc.com.

SUBMITTING BOOTH FLOORPLAN/RENDERING *(Electrical/Internet/Water)*

If you have two (2) or more custom 102V connections, any 208V/480V or require services to be installed in specific locations, especially with carpet installation, you will be required to submit a booth floorplan/grid. If no layout is provided services will default to “Back Booth Center”. If any services need to be relocated after the initial installation, additional labor fees will be incurred.

To submit a utilities (electrical/internet) floorplan for exhibitor services, you need to provide a scaled drawing of your booth space, clearly marking the exact locations of where you want electrical outlets placed, including measurements from the booth perimeter, and indicating the main power drop location if applicable, ensuring the plan is detailed enough for the electrician to accurately install your power needs before the event.

Key elements to include in your floorplan:

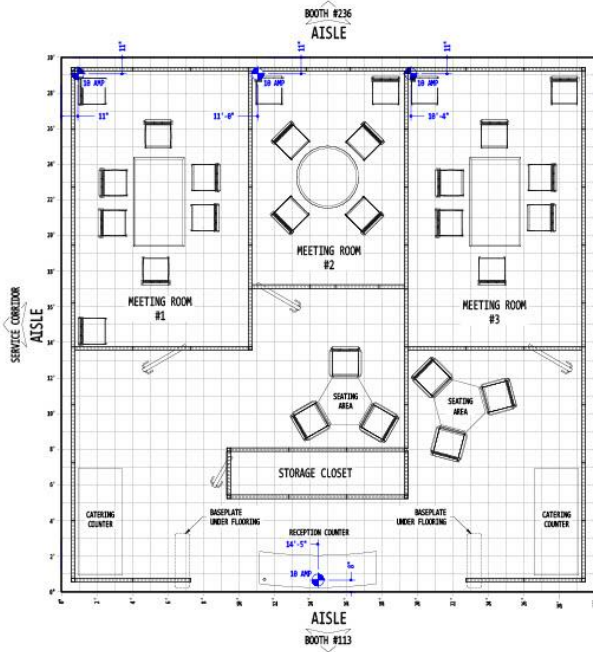
- **Booth layout:** Floorplan should include a colored-rendering, complete scaled drawing of your booth space with accurate dimensions and orientation on the show floor. Floorplan should indicate height and width dimensions of all booth walls and major structures, including hanging signs.
- **Outlet locations:** Mark the precise position of each required electrical outlet with clear measurements from the booth walls or other reference points.
- **Power requirements:** Specify the amperage or wattage needed for each outlet.
- **Main power drop:** If your booth is an island, designate the main power drop location where the power will enter your booth.
- **Internet:** Mark the precise position of each required wired internet connection with clear measurements from the booth walls or other reference points.
- **Legend:** Include a key explaining any symbols or abbreviations used on the plan.

All Floorplan must be submitted in a PDF format.

Please see floorplan submission examples on next page.

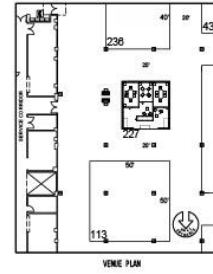
EXHIBITOR ORDERING KIT

Floorplan Submission Examples



ELECTRICAL PLAN VIEW

SCALE: 1/4"=1'-0"



NOTES:

THIS BOOTH AND SPECIFICATIONS ARE FOR USE OF THE EXHIBITOR ONLY. THE EXHIBITOR SHALL BE RESPONSIBLE FOR OBTAINING ALL NECESSARY PERMITS AND APPROVALS FROM THE SAVANNAH CONVENTION CENTER. THE EXHIBITOR SHALL BE RESPONSIBLE FOR OBTAINING ALL NECESSARY PERMITS AND APPROVALS FROM THE SAVANNAH CONVENTION CENTER.

ELECTRICAL LEGEND

- ⊕ = POWER SUPPLY
- ⊕ 10 AMP = 10 AMP

CLIENT: _____

DESCRIPTION: **30 X 30 BOOTH**

SHOW: _____

LOCATION: _____

SHOW DATES: **2/29/24 - 3/2/24**

BOOTH NUMBER: **227**

SCALE: **1/4"=1'-0"** PLOT SCALE: **1:1**

DATE: **1/29/24** DRAWN BY: **M.A.D.**

REVISIONS: **NONE**

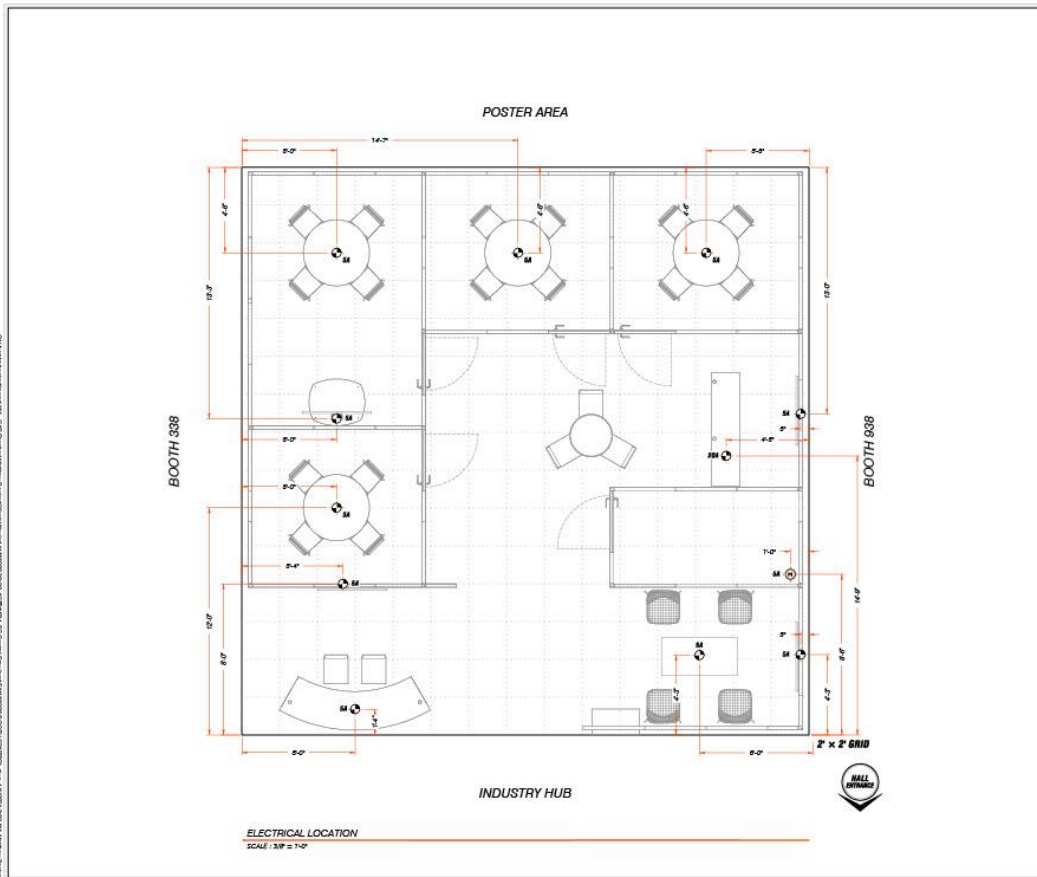
CAD FILE NAME: **77062-30030-01.DWG**

DRAWING NUMBER: **E1**

SHEET: **1 OF 1**

ACCESS.

1 Allen Street, Savannah, GA 31401
Phone: (912) 234-3339 Fax: (912) 234-3339
814 S. Gray Street, Suite 7, Savannah, GA 31401
Phone: (912) 947-6551 Fax: (912) 234-3339



ELECTRICAL LOCATION
SCALE: 1/8"=1'-0"

UTILITY COUNT

QTY	DESCRIPTION
11	54 - DROP
0	15A - DROP
0	15A - DROP
1	25A - DROP
0	25A - DROP - 24 IN. SWG
0	15A - OVERHEAD DROP
0	15A - OVERHEAD DROP
0	WALL LIGHT
0	INTERACT DROP

SYMBOL LEGEND

SYM	DESCRIPTION
⊕	ELECTRICAL DROP
⊕	ELECTRICAL AREA DROP
⊕	EXTENSION FROM DROP
⊕	OVERHEAD ELECTRICAL DROP
⊕	POWER STRIP
---	EXTENSION UNDER FLOOR
---	CATS UNDER FLOOR
---	HDMI UNDER FLOOR
---	INTERACT FIBER
---	INTERACT FIBER
---	LOAD RETRIEVAL
---	WALL LIGHT
---	INDUSTRY PICK POINT

IMPACT.
www.impact-cm.com

PROJECT: _____

DATE: _____

LOCATION: _____

SHOW DATES: 2/29-3/1/24

BOOTH # 388

SCALE: 1/8" = 1'-0"

DRAWN BY: M.A.D.

CHECKED BY: _____

DATE: 01/04/24

TIME: 9:57 AM

GENERAL FREQUENTLY ASKED QUESTIONS

BEFORE PLACING YOUR ORDER - IMPORTANT INFORMATION

Please read the answers to some of our frequently asked questions before placing your order.

If you have additional questions, please call us at 912-477-4710, or email at exhibitorservices@savtcc.com.

Our office hours are 8:30am-4:30pm EST, Monday-Friday.

Q: I believe I am tax exempt.

A: STOP! You cannot order online. You must contact us directly via email or phone and we will send you a PDF form to fill out. Exhibitors will be required to provide Tax Exemption documentation before the order can be processed.

Q: What are the rules for my booth?

A: Please carefully review your **Exhibitor Ordering Kit**, as well as the exhibitor guidelines from the main website. These guidelines are not meant to be comprehensive, but instead to give you an idea of some things you may need to keep in mind when planning your booth. You are responsible for researching and understanding all relevant codes—any onsite violations will be subject to additional charges to bring your booth into compliance.

Q: Can I run my own electrical cords under flooring or distribute high voltage power on the ground?

A: NO — You must pay for electrical labor to distribute power and order a separate outlet for each location where you require power on the ground.

Q: Can I bring in outside food and drink?

A: NO — the SCC is the exclusive provider for all food and beverages within the facility. Food or beverages may not be brought in or delivered to the SCC for personal consumption. Exhibitors may order and arrange catering services via our online ordering system. For additional information please contact the Catering Sales Team at 912-447-4031.

Q: I need help with shipping/furnishings/carpet/something else I don't see on here.

A: Please contact your General Services Contractor or the person from whom you purchased your booth. You can also contact us, and we will attempt to point you in the right direction.

Q: Are exhibitor services available from the ceiling?

A: Limited sources are available from the ceiling for Rigging Purposes ONLY. Additional fees may apply.

Q: Can I access exhibitor sources from the floor directly?

A: NO — services must be installed exclusively by SCC staff.

Q: Where will my services be located?

A: As a default, services are installed at the rear center of a booth space, however, for peninsula and island booths, services will be installed in the most convenient location.

Q: Do I need to submit a floor plan or booth grid?

A: If you have two (2) or more required connections, or require services to be installed in specific locations, especially with carpet installation, you will be required to submit a booth diagram/grid, booth orientation and services coordinates. If no layout is provided and services need to be relocated after the initial installation, additional labor fees will be incurred.

Q: Can I and another exhibitor share services?

A: NO — each exhibitor must order and pay for their own utility services separately.

Q: Can I cancel services on-site?

A: Yes, however refunds will not be considered for services cancelled on-site.

BUILDING POLICIES: A to Z

Animals

Animals and pets, with the exception of ADA compliant service animals, are not permitted in the building unless prior written approval has been obtained by the Event Manager at least 45 days in advance of the first day of the event. For exhibits, activities or demonstrations that require the use of animals, contact the Exhibitor Services Department for approval.

Audio Visual

ENCORE Global is the SCC'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.

Balloons

Helium inflatables/balloons (no smaller than 36" in diameter) are allowed only when they are anchored to exhibits and after filing a Balloons Agreement with the SCC Exhibitor Services Department. Helium balloons may not be used as giveaways. Should a helium balloon rise to the ceiling, the cost of retrieving the balloon will be passed on to the Licensee. Helium tank storage inside the SCC is prohibited.

Batteries

Use of portable or car batteries, power banks or any device that is not UL listed for powered booth displays is not allowed. Temporary power must be provided by Exhibitor Services by ordering in advance.

Booths

Booths and other structures shall not be constructed with any roof, ceiling or other obstruction without approval of the Georgia State Fire Marshal. Allow a minimum of three months for the approval process. Structures having over 120 square feet of roofed area shall be provided with acceptable single station smoke detectors. The maximum aggregate size of 300 square foot canopies shall be rendered flame-resistant. A minimum of 10-foot separation is required between each 300 square foot aggregate of canopies on all sides. An aggregate area exceeding 300 square feet will not be allowed. Contact Exhibitor Services for more detailed information.

Booth Cleaning

Exhibitors should arrange for porter service and vacuuming services through the SCC or the official general service contractor. Booths with food and beverage service and/or sampling must order porter service.

Bulk Trash

SCC is not responsible for trash generated by the Exhibitor. The Exhibitor and/or Show Management must take responsibility for removal of bulk trash, crates, lumber, pallets, packing materials, oil and tape prior to, during, and after the show. Any costs incurred by the SCC for bulk trash removal will be charged to show management at the prevailing rate. The show will be required to provide bulk trash receptacles in the loading dock for exhibitor use.

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 based upon available on a first-come, first served basis. Carts can be checked out with valid ID 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 the event load-out.

EXHIBITOR ORDERING KIT

Children & Minors

For safety, children under the age of 16 are **NOT** permitted on the show floor during move-in and move-out times. **No exceptions will be made.**

Combustible Materials

Combustible materials that are 3/8-inch or more in thickness or glass may be used without flame retardant treatment. Exception: paper products, such as cardboard, or foam products. Show Management shall assume responsibility for and shall advise all exhibitors that booths, stands, and their respective areas shall be cleaned of combustible rubbish daily or as necessary. Combustible display materials shall be limited to a one-day supply.

Cooking Demonstrations and Commercial Cooking

Cooking and/or warming devices that produce grease laden vapors shall be electric. Exception: Approved cooking devices that use no more than (2) 10-ounce non-refillable LPG containers having a maximum water capacity of 1.08lb per container connected directly to the appliance at any time, shall be allowed. For the safety of everyone, all cooking appliances shall be equipped with ventilating hoods and equipment as deemed necessary by the Fire Marshal and installed in accordance with the provisions of the State of Georgia Fire Codes.

Fire & Safety Guidelines

- Equipment must be UL listed and meet NFPA 101 Life Safety Code to include auto shut-off.
- Heating devices are allowed where the venting will meet indoor air quality or proper venting is provided.
- Equipment must be 2 FT from combustible material and 4 FT from the public.
- Cooking surfaces limited to 288 sq. inches (approximately 12"x24").
- Electrical appliances, sternos and hot plates are the preferred methods for cooking. Other open flame devices are prohibited.
- Use of commercial deep fryers is prohibited. No deep frying may occur in the facility without the use of an Ansul Fire Protection System.
- Use of grease products requires certified Class-K & 2A-10BC extinguisher.
- Use of electrical warming equipment requires certified Class 2A-10BC fire extinguisher.
- Extinguishers shall be no more than 30' from the cooking equipment.
- Each device must have a smothering lid.
- Designated food prep/clean-up areas must be located on the show floor provided by exhibitors or show management.
- Cooking is prohibited under any canopy or structure within the buildings.
- Holding tanks or grease barrels required; disposal in SCC drains strictly prohibited.

Concessions may be rented out at an additional charge based on availability. Please contact Exhibitor Services for further details.

Any additional requirements shall be determined by the State Fire Marshal for each event. Contact Show Management for Specific Guidelines pertaining to Food Shows on SCC property.

Contract Labor

Exhibitors may hire their own Exhibitor Appointed Contractor (EAC) labor for booth installation and dismantling (I&D). All contract personnel will need to sign up with either the GSC, SCC Staff or Show Management. All valid labor will be wrist banded or provided with a pass. Exhibitors who hire other than the official show service contractor for booth installation and dismantling, may be required to notify Show Management of the names of their I&D staff. Access of I&D staff must be coordinated through the official show service contractor. **(See Exhibitor Appointed Contractor Regulations – Page 15)**

Damages

Exhibitors are responsible for all damages caused during load-in/out, installation and show, except normal wear and tear. In the event of damage, you will be informed after your event with written reports and photographs as soon as they are documented.

Decorations

Decorations may not be affixed to any surfaces in the building. No holes may be drilled, cored, or punched into the building. All equipment used must be stable without bolting or anchoring to floors or walls. Decorations may not include helium/mylar balloons, crepe paper, cellophane, confetti, cotton, cornstalks, dirt, hay bales, leaves, evergreen boughs/trees, glitter, fire/free standing candles, sheaves of grain, streamers, straw, paper, pop-up tents, smoke/haze or any flammable items.

Donations

No collections or donations, whether for charity or otherwise, shall be made, attempted or announced without prior written approval of the SCC General Manager.

Drones

For proprietary reasons and for the safety of our guests and the building structure drones, unmanned aircraft systems ("UAS"), unmanned aircraft ("UA"), remotely operated aircraft ("ROA"), unmanned aerial vehicles ("UAVs"), and other similar devices, including Radio-Operated Blimps, are not permitted inside or outside the Savannah Convention Center for exhibitors.

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.

Emergency Procedures

In the event of an emergency, all work will cease until further notice. Please listen to instructions via the public address system or from SCC Public Safety Department staff.

To report an emergency in the SCC: Call the Public Safety Command Center at 912.447.4077, reporting the nature of the emergency and your location.

Building Evacuation:

If it is necessary to evacuate the facility:

- Listen for directions via the public address system;
- Direct individuals to the closest exit; and
- Prevent individuals from re-entry until "All Clear."

Exclusive Services

The SCC Exhibitor Services Department handles and processes all Exhibitor Service orders. All services can be ordered through the [SCC Exhibitor Portal](#).

- Catering – All catering and concessions must be provided by the SCC. Exhibitors requested to serve, offer or sample food and beverage items from their booth must get prior approval from SCC Exhibitor Services.
- Utilities – All power, air, water and drain service.
- Technology – All internet, phone or telecommunication services.
- Rigging – All rigging services for Service Contractors, Show Management and Exhibitors.

Facility Access

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

Fire Safety

All exhibitors and contractors must comply with all applicable Federal, State, and local fire codes.

- Aisle ways and exits must remain clear and cannot be obstructed in any way at any time. Please do not throw boxes or trash generated during show hours into the aisles.
- All required “EXIT” signs shall always be visible from any location in the room. Drapes, curtains or displays shall not block signs. Temporary additional “EXIT” signs may be required to clearly indicate the direction of egress.
- All emergency exits, hallways and aisles leading from the building are to be kept clear and unobstructed.
- Exhibitors should only use entranceways designated for loading exhibit materials in and out. For security reasons, other exterior doors may not be propped open for any reason. Only hand carried items can be brought through the front glass doors.
- Fire extinguishers, hose cabinets, fire hose connections and other fire appliances shall be maintained clearly visible and accessible at all times. A minimum of 3 feet clearance shall be provided.
- Vehicles in fire lanes or blocking exits, etc. will be removed at the owner’s expense.
- Aggregate booth square footage totals of 400 or more square feet shall have a minimum 2A: 10B:C extinguisher available. Additional fire extinguishers may be required. Fire extinguishers shall have an inspection tag on them, new or not. Extinguishers must be readily accessible and ready for use (out of the box).
- All exhibitors are responsible for the correction of all fire code violations found. Violations are required to be corrected within the time determined by the Fire Marshal or duly authorized representative. Failure to comply may result in denial of your opening for the show or/and citation.

Floor Covering

Displays including, but not limited to, those utilizing soil, humus, water or other landscaping materials and displays containing live animals must take appropriate steps to protect the Facility surfaces and equipment. A protective coating must be used on the floor, such as heavy plastic, visqueen or similar strength material. Curbing must be used to retain loose materials and to prevent leaks and water seepage. Displays containing glitter, confetti, sand, dirt, moss, mulch, or any similar item are not permitted in any carpeted areas.

Floors Loads

Any heavy equipment, water tanks, or displays must have pre-approval from Show Management and SCC. Maximum floor loads: Exhibit Hall 350 lb. per square foot, Ballroom 150 lb. per square foot.

Floor Tape

The use of foam tape, cellophane tape, duct tape or packing tape is prohibited on any surface in SCC. Contact the Exhibitor Service Desk if you need assistance.

Food & Beverage Services

The SCC is the exclusive provider of all food and beverages within the facility. **Food or beverages may not be brought in or delivered to the SCC for personal consumption.** Exhibitors may order and arrange catering services via our online ordering system. An exhibitor who does not manufacture, process or distribute food as their normal course of business and would like to distribute food items must purchase these items from the SCC. A 6-week lead time is needed to guarantee special booth order requests. No selling of food or beverages is permitted by exhibitors. For additional information please contact the SCC Catering Sales Team at 912-447-4031.

Food Sampling

Subject to Show Management approval, those exhibitors who manufacture, process or distribute food as their normal course of business and wish to distribute food samples may be allowed. This is provided food samples are no larger than bite size and beverage sizes no more than two (2) ounces. Any food sampling requires a valid Chatham County Health Department. Exhibitors are required to order booth porter service for cleaning. Please contact Show Management and Exhibitor Services for prior approval of food distribution. No selling of food or beverages is permitted by exhibitors.

Freight Elevators

South Freight Elevator (passenger) has a weight limit of 5,000 pounds and measures 10'W x 10'L x 10'H.
South Freight Elevator (large one) has a weight limit of 12,000 pounds and measures 10'W x 9'11"H x 8'H.
North Freight Elevator (passenger) has a weight limit of 5,000 pounds and measures 10'W x 10'L x 10'H.
North Freight Elevator (large one) has a weight limit of 20,000 pounds and measures 10'W x 19'L x 10'H.

Furniture

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

Gratuity Policy

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

Hand Carried Freight

Exhibitor hand-carry of small items through the lobby entrance is limited to items easily carried by hand in a single trip without the use of freight handling equipment. No carts or dollies are permitted through lobby areas or on the passenger elevators or escalators. Parking is not permitted at the curb. It is the responsibility of the client and/or General Service Contractor to monitor exhibitor hand-carry traffic.

Haze or Fog Machines

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

Identification

All exhibitors, I&D's or EAC's, must be properly identified with their event credentials when on site at all times. Exhibitors without event identification will not be allowed in the service corridor, loading dock or show floor and will be directed to Show Management.

Loading Dock

The SCC loading dock entrance is right off International Drive just pass the main entrance to the facility. All vehicles will enter and exit from this location. There are eighteen (18) outdoor loading docks, and three (3) drive-in ramps. If show permits POV dock load in/load out – twenty (20) minutes will be allowed for exhibitor vehicles to unload/load per vehicle.

Medical Shows/Waste

Any hazardous waste disposal and clean up must be approved prior to move-in. The SCC will not handle any disposal of medical waste, this will be the responsibility of Show Management. Sharps must be in red containers, clearly labelled as such, and must not be disposed of in regular trash containers. Please **DO NOT** leave needles and sharps boxes unattended.

EXHIBITOR ORDERING KIT

Meeting Room Space

Looking for a private meeting room during the show? Submit your inquiry to the exhibitorservices@savtcc.com for space availability and pricing.

Multi-Level Exhibit Structures

Any booth display that contains a multi-level structure must follow the following rules:

- A detailed scaled plan must be submitted at least 30-Days prior to exhibitor load-in and approved by the SCC. The plan must include registered architect or engineer's signature or stamp, show name and dates, directional information and exhibit dimensions.
- Materials or décor must be made of non-combustible materials.
- If the covered area is over 300 sq. ft. then see additional requirements under the "Booths" section above.
- If the second level is to be occupied then must post maximum occupancy at base of structure and all applicable codes related to safety/egress etc. must be maintained including, but not limited to, proper exit signage and number and size of stairwells.
- Must be reviewed and approved in advance by the SCC and Georgia State Fire Marshal.

Onsite Storage

Goods/materials may not be delivered in advance of the show's official move-in time, nor can they be left after the show's official move-out time. There is no onsite storage at SCC.

Storage of any kind is prohibited behind the back drapes or display walls or inside display areas. No flat or empty cardboard boxes can be stored within or behind your booth. All cartons, crates, empty boxes, cardboard, containers, packing materials, wooden boxes, pallets or other highly combustible storage that are necessary for re-packing is prohibited throughout exhibit areas and may not be stored in the SCC. Full boxes of giveaways, brochures and other literature for distribution may be stored underneath a table fronting the booth space. Additional storage needs may be arranged by contacting the General Service Contractor/Decorator. The SCC inspects all exhibits to ensure compliance.

Parking

Complimentary parking for Exhibitors is currently available in our Area Lot 7 Gravel/Grass Lot adjacent to the loading dock. This area is provided on a first-come first served basis. Once capacity has been reached, exhibitors would park with the General Attendees in the surface lot or garage at prevailing rates. For the Surface Lot and Garage, there is no in and out parking. If a vehicle departs at any time, a new parking purchase must be made upon re-entry.

Overnight parking is prohibited unless special arrangements are made in advance and approved by the Event Manager. No parking is allowed anywhere within the Loading Dock. For vehicles needing access to the dock, contact the official General Service Contractor to plan for your dock delivery. You may be routed to the Marshaling Area adjacent to the Loading Dock.

OVERSIZED VEHICLE & TOWABLE TRAILER PARKING

Oversized Vehicle/Towable Trailer parking is located in the North Corner of Area 7 is made available on an event-by-event basis at the discretion of the Sr. Director of Operations. Complimentary parking is on a first come, first serve. Contact the SCC to confirm availability.

RV PARKING

The SCC does not have the ability to accommodate RV Parking onsite. Recommendations will be added to the website for general attendees.

Personal Operating Vehicle (POV)

Exhibitor-owned or leased vehicles are **NOT** allowed to drive on to the exhibit floor to unload or load without prior approval from show management. Access to the exhibit floor for tractor-trailer trucks, cranes, etc., must be arranged in advance through show management. No vehicles with studded tires will be allowed inside the building.

EXHIBITOR ORDERING KIT

Public Safety Department (Security)

Public Safety Department 912-447-4077. In case of an emergency in and around our facilities, contact Security at #4077 on any house phone.

Pressurized Tanks

Pressurized tanks and other similar hazards shall be properly secured to prevent tipping over or damage (i.e.: helium tanks). Portable holders will be allowed.

Rigging

The SCC has contracted ENCORE Global as our Exclusive Rigging Service Provider (ERSP). If any rigging is required for booth construction, sign hanging, or lighting purposes, please contact siobhan.mcgorty@encoreglobal.com to schedule riggers. The service contractor is not permitted to hang items in any of the at SCC. All rigging requests/orders must be received and paid at least 30 days prior to the event start date. On-Site Orders will not be accommodated.

Shipping

The SCC **WILL NOT ACCEPT** advance materials or freight due to storage limitations and liability concerns. All freight and packages must be shipped and co-signed to the contracted General Service Contractor/Decorator and will then be delivered to the SCC only during the designated move in times. Early deliveries may be turned away or returned to the sender. If items are accepted, then storage fees will be applied, and payment is required to retrieve items.

Storage Rates (includes storage and labor to move):

- Boxes – \$25 per each container/per day
- Bulk Storage – \$75 each pallet/per day

If a General Service Contractor/Decorator has **NOT** been hired by Show Management to fulfill this requirement, the SCC will not accept any freight or materials, including overnight freight services, more than **one (1) day prior to your contracted move-in date**. All shipments for exhibits will need to be retrieved from the security office located at the loading dock. The SCC does not take responsibility for incomplete, mislabeled shipments, unpacking, opening of crates and disposal. If an exhibitor ships weight restrictive items, it is the responsibility of the Exhibitor to arrange assistance with these types of items. SCC staff will not be responsible for the relocation of any items from the loading to any event space. Deliveries arriving during move-in or show days will be directed to the on-site representative of Shaw Management. All shipments must be clearly marked with the following information on each package:

Example: Attn: John Doe/ Event Technologies (Vendor Contact Name/Company Name)
Nat'l Assn. of Bicycle Makers (Event Name)
January 23-24, 2024 – Booth # 34 (Event Dates/Booth Number)
Savannah Convention Center Loading Dock
One International Drive
Savannah, GA 31402

Exhibit materials must be removed from premises by the end of the designated move out period. SCC is not responsible for materials left behind. Onsite shipping options are not available unless arranged through show management. For any outbound items, it is the sole responsibility of the exhibitor to pack and arrange shipment out of the SCC in a timely manner immediately following the event – no later than 12noon of the day following exhibitor load-out. Please inquire with the Event Organizer if you have any special requirements. All remaining event materials must be removed from the SCC by the expiration of the License Agreement.

Signage and Banners

Exhibitors are not allowed to install any signage, distribute flyers, or post other materials outside of their assigned booth. **All displays, banners and signage must be hung from structural steel ONLY by the exclusive riggers of the SCC.** Hanging these items from any other surface or fixture is strictly prohibited. Exhibitors may not hang banners or signage without approval from the show management.

Smoking/Vaping Policy

SCC 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 SCC, 25 feet from any doorway.

Tape Removal

The General Service Contractor and/or exhibitor is responsible for the removal of all tape and residue marks from the exhibit hall, pre-function, ballroom and meeting room floors associated with their designated space. The repair cost for any damage caused to a surface by the use of inappropriate cleaning chemicals, tape or tools will be subject to a fee. The use of high residue tape is prohibited on any carpeted, tiled, concrete, or hardwood surface.

Tax Exempt

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

Vehicle Display

Vehicles may be parked in exhibit halls if they constitute an integral part of the display. All vehicles must be approved no later than 30 days prior to show move in. Per Fire Code, all vehicles must abide by the following (NO EXPECTATIONS):

- Vehicles shall not be parked in the fire lanes or block any exits.
- Vehicles with gasoline engines may be displayed with a maximum of 1/4 tank or 5 gallons of gas, whichever is less. Motorcycle tanks cannot exceed 2.5 gallons of fuel. Electric vehicles are 30% or less battery charge.
- Batteries must be disconnected before and after show hours.
- A locking gas cap must be installed, or the tank must be adequately sealed by tape or in some other appropriate manner.
- The vehicle's ignition must be disabled, all battery cables must be disconnected and taped to avoid potential sparks.
- Adding/removing fuel or charging on site is prohibited (must be done outdoors).
- The flooring beneath the vehicle must be protected, clear and visible.
- No vehicle may be started or operated within any assembly building during show hours without approval of the Fire Marshal and the presence of a Fire Safety Officer.
- If the vehicle is to be kept in the facility overnight a set of keys must be left with the SCC Security office. Keys to the vehicle will be locked in a safe in the office.

Additional rules regarding car displays apply, and all car displays plans must be reviewed and approved in advance by Convention Center Management. Please Note a Fire Safety Officer is required to be on duty for any vehicles in the facility throughout the duration. Gas levels will be reviewed prior to admission into the facility and official inspection will be required each day prior to the opening of the show to ensure all the above requirements are being adhered to.

Water Service

The SCC can provide water dispensers and/or bottled water service for booths. Daily deliveries can be scheduled in advance if needed.

Rental (Advanced) Rates (includes labor):

- Water Bubblers – \$150 per event
- 5-Gallon Water Bottle – \$25 per bottle

EXHIBITOR APPOINTED CONTRACTOR (EAC) REGULATIONS

Definition

An **Exhibitor Appointed Contractor (EAC)** is a company or contractor hired by an exhibitor, who is not an employee of an exhibiting company or of any one of the official show contractors. EAC's are most often independent installation and dismantle companies but also include supervisors, technicians, audiovisual, and any other contractors who provide a necessary service at the show site for an Exhibitor. Permission to use an Exhibitor Appointed Contractor will NOT be given for the performance of the following services:

- Electrical, Plumbing & All Other Utilities
 - Telephone / Communications
 - Drayage / Forklift Operations
 - Rigging - Overhead or Lift (Hydraulic or Manual)
 - Booth Cleaning
 - Catering / Food Service
 - Security – No outside security
1. It is the responsibility of the exhibitor to provide the EAC with information pertinent to the installation and servicing of the exhibit, e.g., utilities, service order forms, installation and dismantling dates, target dates, shipping instructions and labels, display regulations, work passes, etc.
 2. All personnel affiliated with the EAC must wear an event-issued EAC wristband at all times while in the convention center. The wristband may be issued by Show Management, the General Service Contractor or the Convention Center. Please contact Show Management to confirm check-in location for EAC wristbands to be picked up by the onsite supervisor. It is the responsibility of the onsite supervisor to distribute these wristbands to their personnel. This process and instructions should be emailed to the onsite supervisor at least two weeks prior to the first installation day.
 3. The EAC wristband provides access to the exhibit hall during published move-in/move-out hours only.
 4. EAC personnel may request a “Show Day” EAC wristband for access to the exhibit halls before the show opens on show days. The EAC will need to have the Exhibitor make the request on their behalf. These wristbands are not valid once the show opens and **EAC personnel are not allowed on the exhibit hall floor during show hours.**
 5. EAC agrees to only work between the published move-in/move-out hours specified by Show Management or the General Service Contractor in the Exhibitor Prospectus. Exhibitors, representatives of an exhibitor, or EAC who need to work past the published move-in/move-out hours will need request approval from Show Management and/or the General Service Contractor.
 6. EAC will adhere to all target move-in times and load their freight accordingly if servicing more than one exhibitor on the exhibit hall floor.
 7. All materials including tools, ladders, toolboxes, graphics, freight, or other small items that cannot be hand-carried must come through the freight doors and not the exhibit hall entrances.
 8. The show aisles and public spaces are not part of the Exhibitor's booth. Therefore, EACs are required to confine all operations to the exhibit space of the Exhibitor who has given a valid order for services. No service desks, storage areas, break areas, or other work facilities will be located anywhere in the building. The show aisles and public space are not a part of the Exhibitor's booth space and must be kept clear at all times.
 9. To maintain safety and relieve congestion on the show floor, EACs and exhibitors are not permitted to have motorized carts or scooters in the building at any time.

EAC REGULATIONS – cont'd

10. The operation or use of motorized or mechanical material handling equipment or lifts by exhibitors or EACs is prohibited.
11. EAC must abide by all the fire and safety, and exhibit hall regulations, along with all other prevailing rules and regulations as set forth or amended by the Savannah Convention Center.
12. All booth designs and structures must conform to the Savannah Convention Center rules and regulations outlined in the Exhibitor Ordering Kit.
13. All toolboxes, ladders, and all other EAC equipment must be removed completely from the show floor or must be stored within the confines of the exhibitor's booth at least 30 minutes prior to the show opening.
14. Exhibitors are required to return their booth space in the same manner it was received. Exhibitors and EACs are to arrange the removal of all trash from the exhibitor space after dismantling. The Savannah Convention Center and/or General Service Contractor reserve the right to charge the exhibiting company for any excess trash removed from the booth by the contracted cleaning company.
15. Each EAC company responsible for dismantling exhibits at the close of the show must have all exhibits dismantled and ready for shipping according to the move-out schedule.
16. The exhibit floor, aisles, loading docks, service and storage areas will be under control of the Savannah Convention Center. The EAC must coordinate all activities with them and must fully cooperate and not interfere with the efficient utilization of labor.

LOAD-IN / LOAD-OUT POLICIES

1. Exhibitors may only access the loading dock during the move-in/move-out hours designated by Show Management. No Exhibitor or Vendor will be allowed access to the loading dock prior to the official start time for load in and end time of the event for load out. Load-in/Load-out of any kind may not occur unless the event organizer is onsite and approved. No Exceptions.
2. Exhibitors will have up to **20 minutes** to load/unload vehicles and are then required to immediately remove their vehicles from the loading dock area. All vehicles entering or exiting the loading dock are subject to inspection. All vehicles entering and exiting the loading dock areas agree to follow the direction of the logistics coordination on the loading dock.
3. Because of limited space, vehicles should unload/load as quickly as possible in the loading dock then move to the parking lot. Except during active loading/unloading, vehicles are prohibited from parking in the loading dock area without written permission of the Savannah Convention Center.
4. Exhibitors are encouraged to work in pairs, so one person is moving the vehicle while the second person is moving equipment/product to the booth.
5. Upon arrival at the dock, exhibitors must move equipment/product directly to their assigned booth or to a staging area designated by show management or show decorator. The vehicle must then be moved out of the dock. The setting up of the booth must happen after the vehicle has been moved.
6. All unauthorized vehicles left in the loading area will be towed away at the owner's expense.
7. The use by Exhibitors of mechanized or hydraulic material moving equipment such as pallet jacks, forklifts and scissors-lifts is prohibited. In the event the use of such equipment is required by an Exhibitor, the services of a forklift operator must be arranged by the General Services Contractor.
8. The use by Exhibitors of non-mechanized and non-hydraulic material moving equipment such as carts, dollies, luggage carriers and hand-trucks is permitted. The SCC does **not** provide this equipment to Exhibitors.
9. Materials that require the use of a wheeled apparatus must go through the dock area. To avoid congestion and delays, clients/exhibitors are encouraged to bring their own wheeled equipment to help with freight movement.
10. Please use the freight elevator for movement of freight from level to level; passenger elevators & escalators are **NOT** to be used. Damage to the facility will be charged to the exhibitor.
11. Loading in and loading out must be done through the designated loading docks assigned to the show. Loading in and loading out through the SCC lobbies is strictly limited to hand carried items only and must be approved in advance.
12. During move-out, Exhibitors must have all equipment/product fully packed and ready to load prior to retrieving their vehicle and obtaining access to the dock. To expedite the move-out process, Show Management is encouraged to inspect exhibitor booths prior to granting permission for vehicle retrieval. Vehicle staging on the loading dock is for active loading and unloading only.
13. The Speed Limit on the loading dock is 5 Miles Per Hour.
14. Basic rules for move-in and move-out:
 - No consumption of alcoholic beverages.
 - No horseplay, practical jokes, throwing of objects or display of unsafe objects.
 - No use or possession of illegal or controlled substances.
 - No speeding or reckless use of vehicles, forklifts, carts or equipment.
 - Proper footwear must be worn at all times.

ELECTRICAL SERVICES

Rates listed are per event unless otherwise marked.

	(31 – 90 Days Prior)	(7 - 30 Days Prior)	(Onsite - 6 Days Prior)
120 VOLT – STANDARD PLACEMENT	ADVANCE	STANDARD	FLOOR
10 Amps	\$120	\$150	\$225
20 Amps	\$155	\$195	\$295
120 VOLT – CUSTOM PLACEMENT (LABOR REQUIRED)	ADVANCE	STANDARD	FLOOR
10 Amp – 120V – Single Phases	\$120	\$150	\$225
20 Amp – 120V – Single Phases	\$155	\$195	\$295
208 VOLT – SINGLE PHASE (LABOR REQUIRED)	ADVANCE	STANDARD	FLOOR
20 Amps	\$235	\$295	\$445
30 Amps	\$325	\$410	\$615
60 Amps	\$515	\$645	\$970
100 Amps	\$675	\$845	\$1,270
208 VOLT – THREE PHASE (LABOR REQUIRED)	ADVANCE	STANDARD	FLOOR
30 Amps	\$425	\$535	\$805
60 Amps	\$600	\$750	\$1,125
100 Amps	\$900	\$1,125	\$1,690
480 VOLT – SINGLE PHASE (LABOR REQUIRED)	ADVANCE	STANDARD	FLOOR
30 Amps	\$650	\$815	\$1,225
60 Amps	\$1,030	\$1,290	\$1,935
480 VOLT – THREE PHASE (LABOR REQUIRED)	ADVANCE	STANDARD	FLOOR
30 Amps	\$1,200	\$1,500	\$2,535
60 Amps	\$1,800	\$2,250	\$3,375
24-HOUR ELECTRICAL (LABOR REQUIRED)	ADVANCE	STANDARD	FLOOR
10 Amp – 120V – Single Phases	\$180	\$225	\$340
20 Amp – 120V – Single Phases	\$235	\$295	\$445
OVERHEAD ELECTRICAL (LABOR REQUIRED)	ADVANCE	STANDARD	FLOOR
10 Amp – 120V – Single Phases	\$180	\$225	\$340
20 Amp – 120V – Single Phases	\$235	\$295	\$445
RENTAL EQUIPMENT	ADVANCE	STANDARD	FLOOR
6-Outlet Power Strip	\$25	\$35	\$50
25' Extension Cord	\$25	\$35	\$50
Triple Tap – 3 Outlet	\$15	\$20	\$30
ELECTRICAL LABOR – PER HOUR	ADVANCED/STANDARD		FLOOR
Standard (7am – 7pm)	\$90		\$135
Overtime / Holiday	\$125		\$190
Breaker Trip Fee – ½ Minimum	\$45		\$70

NOTE

- Electricity will be turned on one (1) hour prior to show opening and off one (1) hour after show closing on show days.
- Overhead Power and 24-Hour Power is available by adding 50% to the Initial Connection Rate. 24-hour power is never turned off once it is delivered to the booth space and connected. Items on 24-hour power will be on a dedicated circuit.
- For additional power not listed, please contact the Exhibitor Services Department exhibitorservices@savtcc.com

Installation and Distribution

- Electrical service consists of **one (1) outlet per order**.
- There is a minimum labor charge of one (1) hour for installation and a half (1/2) hour for removal for all 208V/480V electrical services or if you require the outlets to be distributed to a specific location.
- Electrical outlets will be placed at the back center of the booth for standard and/or custom orders unless a booth layout is provided with your online order. For orders with two (2) or more 120V power drops or any 208V services a booth layout will be required. If no layout is provided and services need to be relocated as the initial installation, additional labor fees will be incurred.
- SCC electricians will provide the initial electrical power source, exhibitors may then plug in their own equipment to that power source.
- Services provided for booths, not on floor boxes, may require an additional charge for labor and materials.
- Additional labor charges may be required depending on floor plan.
- Electrical service is run from the nearest floor pocket into the booth.
- There is a minimum one (1) hour labor charge for installation and one (1) hour for removal of each 208V service connection.

Guidelines For Labor Charges to be Applied

- Any Custom Placement
- Two (2) or more services in one booth (i.e. Each electrical drop is one service).
- Installation of any 208V or 480V service.
- Hardwiring of any electrical apparatus.
- Installation of services after booth display and/or carpet has been installed.
- Relocating/moving installed services.
- Orders submitted without booth diagrams/grid with installation instructions.
- Resetting breakers due to exhibitor equipment.

Terms & Conditions

- The SCC is the exclusive provider for all electrical services. All electrical equipment shall remain on the SCC property and may not be installed or removed by anyone other than SCC 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 pigtailed 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.
- 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.
- All cords must be of the 3-wire grounded type and UL approved. Cords can be no smaller than 12 gauges. 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 SCC will not provide step up or step-down transformers, our building power is 120V/208V and 277V/480V.
- The SCC is not responsible for voltage variations of the power company.

Electrical Services – FAQ's

Q: Does power come with booth space?

A: NO — Unless show management has stated it is being provided for each booth space. Check with show management to determine if power is included and how much.

Q: How do I know how much power to order?

A: 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).

- 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.

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

A: 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.

Q: Is electrical a daily charge?

A: The electrical charge is for the duration of the event.

Q: When will my services be installed?

A: All pre-orders will be installed prior to exhibitor move in. Orders placed at the service desk are **NOT** 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.

Q: How many outlets/plugs do I get for each power source ordered?

A: Each power source ordered and installed by the SCC is a single receptacle capable of receiving a single device.

Q: Can I supplement the single power source provided with extension cords and multi-outlet fixtures?

A: YES — you can supplement your power source with a surge protector for additional outlets and extension cords to extend your power source. Power strips can be added, but do not provide additional power. Cords and surge protectors are available at the Exhibitor Service Desk for a fee. Services exceeding 120V cannot accommodate power strips.

Q: What is 24-Hour power? Do I need it?

A: Power delivered to the booth space is only guaranteed to be on during move-in, show and tear-out hours. 24-hour power is never turned off once it is delivered to the booth space and connected. If your equipment cannot be turned off, such as refrigerators or computer servers, we advise ordering 24-hour power.

Q: How do I know which services belong to my booth?

A: All services will be identified with a LABEL/TAG indicating the show, booth name and booth number.

Q: What happens if I did not order enough power and accidentally blow a circuit breaker?

A: If you blow a circuit breaker on a power strip, you can simply reset it from the unit. However, if you blow a circuit breaker to our distribution boxes, we will reset our box. You may be responsible for resetting fee.

INTERNET & TELECOM SERVICES

	(31 – 90 Days Prior)	(7 - 30 Days Prior)	(Onsite - 6 Days Prior)
WIRED INTERNET – Per Device	ADVANCE	STANDARD	FLOOR
Basic Wired (Hardline) Internet Connection <i>(Per Day)</i>	\$240	\$300	\$450
WIRELESS INTERNET	ADVANCE	STANDARD	FLOOR
Premium Wireless Internet Connection <i>(Per Day)</i>	\$60	\$75	\$115
Premium Wireless Internet – 10 <i>(Per Day/Per Device)</i>	\$400	\$500	\$750
INTERNET EQUIPMENT – Per Day	ADVANCE	STANDARD	FLOOR
Hub/Switch Rental <i>(For LANS, 16-Port, Unmanaged 10/100 or GB)</i>	\$120	\$150	\$225
Patch Cables (Available 6ft to 50ft)	\$750	\$90	\$115
Add'l IP Address per Hub Port	\$150	\$190	\$285
IT TECHNICIAN LABOR – PER HOUR	ADVANCE/STANDARD		FLOOR
Standard (7am – 7pm)	\$90		\$135
Overtime / Holiday	\$125		\$190

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 SCC is not responsible for the installation, programming, or performance of customer (non-SCC) 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 SCC.
- A drawing indicating service placement(s) is required to be submitted with all wired Internet orders. If a drawing is not received, SCC 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.
 - Please complete the Booth Map Template and attach the document with your order.
- Rates quoted for all services include bringing the requested communication services to the booth or room in the most convenient manner and do not include special wiring, overhead drops, and/or special setup or installation of client equipment. Additional labor fees may be assessed when special services are required and would be invoiced post-event.

Terms & Conditions

- The SCC is the exclusive provider for all telephone and internet services. All materials and equipment shall remain in the SCC facility and may not be installed or removed by anyone other than SCC personnel.
- The SCC cannot guarantee the performance or accessibility of services beyond SCC's Internet gateway.
- The SCC is not responsible for wireless networks that it does not own or manage.
- Any resale or unauthorized distribution of these services is strictly prohibited.
- Disputes concerning service must be filed with the SCC Exhibitor Services Department prior to the closing of the show. Disputes will be resolved by the SCC 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 SCC 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 SCC 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 SCC cannot guarantee that interference will not occur.
- The SCC 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 SCC is not responsible for any damage arising from the use of non-secured devices on the network.
- The SCC 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 SCC 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 SCC'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.

Internet & Telecom Services – FAQ's

Q: How many devices can operate off a single hardline internet connection?

A: SCC provides a single IP address per internet connection order. An individual IP address must be ordered for each device requiring connectivity.

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

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

Q: Can I use a hub for my internet service?

A: **YES** — You must notify the Convention Center in advance. Any additional IP addresses will incur a charge of \$125 each.

Q: Can I use a router for my internet service?

A: **YES** — You must notify the Convention Center in advance. Any additional IP addresses will incur a charge of \$125 each.

Q: Is there wireless internet service available?

A: **YES** — A complimentary wireless internet service with limited bandwidth and speed is available throughout the facilities. Upgrade options are available via the online portal, additional Fees will apply.

PLUMBING & AIR SERVICES

Rates listed are per event unless otherwise marked.

COMPRESSED AIR	(31 – 90 Days Prior) ADVANCE	(7 - 30 Days Prior) STANDARD	(Onsite - 6 Days Prior) FLOOR
Connection - 20 CFM @ 90-100 PSI	\$225	\$285	\$430
Plumbing	ADVANCE	STANDARD	FLOOR
One Time Fill & Drain (1 - 100 Gallons)	\$125	\$160	\$240
One Time Fill & Drain (101 - 500 Gallons)	\$215	\$270	\$405
One Time Fill & Drain (Each Additional 100 Gallons)	\$50	\$65	\$100
Water Supply & Drain - Constant Flow	\$400	\$500	\$750
Sink Connection - Hot/Cold Water <i>(Includes Rental & Water)</i>	\$300	\$375	\$560
Sink Connection - Cold Water Only <i>(Includes Rental & Water)</i>	\$250	\$315	\$475
PLUMBING LABOR – Per Hour	ADVANCE/STANDARD		FLOOR
Standard (7am – 7pm)	\$90		\$135
Overtime / Holiday	\$125		\$190

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

- SCC Engineers will provide the service from the nearest floor pocket into the booth. Exhibitors must furnish the necessary fittings to connect to 1/4” female (NPT) thread for air and water connections. Exhibitors must also provide their own regulator for air pressure as the pressures may vary.
- SCC 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 aisleways. SCC will work with show management to relocate a booth if a service order cannot be fulfilled in its current location.

Terms & Conditions

- The SCC is the exclusive provider for all air and water services. All equipment shall remain in the SCC facility and may not be installed or removed by anyone other than SCC 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 labor, outside the standard services, services will be billed at an hourly rate. Additional labor would be billed at the time of service for installation and/or removal. Labor rates are subject to change without notice.
- Exhibitors assume responsibility for any damage to SCC facilities caused by faulty exhibitor equipment or negligent operation of exhibitor equipment.

Plumbing & Air Services – FAQ's

Q: Do all water connections need a drain?

A: 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.

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

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

Q: Can I fill my equipment via a restroom sink?

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

Q: Do I need to submit a booth layout?

A: YES — SCC 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.

BOOTH PORTER SERVICES

Vacuuming

No other contractor or cleaning services provider, exhibitor appointed contractors, or exhibitors can vacuum on SCC property. Vacuums are prohibited on the show floor.

DAILY VACUUMING – Per Sq. Ft./Day	<i>(31 – 90 Days Prior)</i> ADVANCE	<i>(7 - 30 Days Prior)</i> STANDARD	<i>(Onsite - 6 Days Prior)</i> FLOOR
One-Time Pre-Show Vacuum & Trash Removal	\$0.45	\$0.55	\$0.85
Daily Vacuum – Per Sq Ft <i>(Per Day)</i>	\$0.35	\$0.45	\$0.70

Porter Service

Porter services are required for booth catering. Exhibitor booths that generate an excessive amount of cardboard or trash from giveaways, retail, etc. are required to order porter services. It is prohibited to discard excessive cardboard or trash into the aisle trash cans or anywhere that may impede walkways and create a fire hazard. Impeding egress may incur fire marshal involvement.

Trash Removal

SCC will empty wastebaskets every 2 hours (from booth during show hours only), vacuuming not included. If needed in your booth area on a full-time basis, contact Exhibitor Services for rates and availability. Remember to order trash receptacles from your decorator. The Convention Center does not supply trash receptacles. All exhibitors that have ordered booth catering are required to order porter service. Calculated by total booth size.

TRASH REMOVAL	<i>(31 – 90 Days Prior)</i> ADVANCE	<i>(7 - 30 Days Prior)</i> STANDARD	<i>(Onsite - 6 Days Prior)</i> FLOOR
0 – 400 sq. ft. <i>(Per Day)</i>	\$100	\$125	\$190
Over 400 sq. ft. <i>(Per Day)</i>	\$150	\$180	\$270

Dedicated Labor

Continuous labor presence to help load-in and load-out equipment to a booth charged at an hourly rate. The minimum charge for labor is four (4) hours per worker per day. Labor thereafter is charged in half (1/2) hour increments.

DEDICATED LABOR – 4 Hour Minimum	<i>(31 – 90 Days Prior)</i> ADVANCE	<i>(7 - 30 Days Prior)</i> STANDARD	<i>(Onsite - 6 Days Prior)</i> FLOOR
Dedicated Labor Move-In <i>(Per Hour)</i>	\$35	\$45	\$60
Dedicated Labor Move-Out <i>(Per Hour)</i>	\$35	\$45	\$60

Terms & Conditions

- The SCC is the preferred provider for booth cleaning services.
- Exhibitors should process cleaning orders online up to one (1) week prior to move-in to guarantee services.
- Floor Rate for Dedicated Labor is subject to availability.

AUDIO VISUAL SERVICES



As the preferred in-house Audio/Visual provider at the Savannah Convention Center, **Encore Global** can provide details for all the in-house audio/visual capabilities your booth requires. Using a combination of traditional and innovative technology, they will help bring your booth to life and enhance the attendee experience.

Encore Global can deliver on all your event needs. **Encore Global** is also the exclusive provider of chain hoists, truss, all associated lifts for rigging, and rigging labor for all Production and Sign Hanging at SCC. **Encore Global** may also assist with designing productions including the essential elements of audio, video, lighting, and rigging.

By infusing technology throughout each event to provide more than the experience audiences expect, the **Encore Global** experts know how to leverage creativity and design to provide an experience that surpasses expectations.

Visit **Encore Global's** exhibitor online ordering system here:

<https://www.encoreglobal.com/locations/ga/savannah-convention-center/>

Questions? Contact the **Encore** team:

M: (203) 906-0462

siobhan.mcgorty@encoreglobal.com

Audio Visual Services – FAQ's

Q: Can I set up my personally owned TV monitor or computer?

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

Q: When will my equipment be delivered to my booth?

A: Generally speaking, all equipment ordered from ENCORE is delivered within a time window that suits the majority of exhibitors. Please include your preferred delivery time with your order. ENCORE team members are on-site and available to assist.

Q: What if I'm looking for something really unique?

A: Call us! We can create a custom package designed to meet your objectives.

Q: Is power included with my A/V order?

A: NO — If your A/V equipment requires power, you'll need to order electricity which is available within the online portal.

Q: Can I hire an outside AV vendor for rental equipment?

A: If you are using a 3rd party vendor other than ENCORE for your event, additional costs may be incurred.

RIGGING SERVICES

All rigging is provided exclusively through **Encore Global**. We will work closely with you to make sure all safety requirements are met for rigging protocols and guidelines. ALL ORDERS will need to be confirmed and paid for in a full **21 days prior** to the show's first move in date.

Terms & Conditions

- Rigging plots must be submitted for review and approval no less than (30) days prior to the exhibitor move-in date.
- Exhibitors must be flexible with regard to days and times of move-in and take-down. Encore and SCC personnel will work with show management to determine the dates that work best for rigging in accordance with the show schedule.
- 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 to 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; exhibitors 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.
- SCC reserves the right to refuse hanging signs if deemed unsafe by ENCORE.
- Due to the Airwall track and HVAC obstructions in some areas of the exhibit hall, exact locations may be limited. SCC & ENCORE reserves the right to determine the exact location based on structural limits of the building.
- Orders placed within two (2) weeks (Floor Rate) are based on availability and are not guaranteed.

Rigging Services – FAQ's

Q: My sign needs electricity. Is that included with my Sign Hanging or Theatrical Rigging order?

A: NO — If your equipment requires power, you'll need to order electricity which is available within this exhibitor portal. Be sure to order "**Overhead Power**" for a hanging sign. We will coordinate with the electrical department on an installation plan. 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.

Q: Will the rigging team assemble my sign?

A: NO — Sign assembly falls under the jurisdiction of the exhibitor, EAC or decorator. If you have made arrangements with a 3rd party vendor to construct your booth, they are responsible for building your sign, too. Otherwise, arrangements can be made with the General Services Contractor. Please factor the assembly into your requested rigging time.

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

A: YES — Please note that your preferred timing is not guaranteed; however, we will try to do our best to accommodate your requests. Load-out will be scheduled based on the conditions of the show floor and ability to maneuver the lifts through the space.

Q: What type of diagram should I send?

A: 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).

Q: Do I need to be present when my sign is installed?

A: YES — We ask that all clients have a representative present to approve the location, height, and orientation of flown signs. Additional charges may apply if the rigging team is requested to return to a sign to make adjustments.

SECURITY SERVICES

The SCC is the exclusive provider of booth security services.

SECURITY GUARD (BOOTH)	ADVANCE/STANDARD	FLOOR
Standard (7am – 7pm) – Per Hour	\$40	\$60
Overtime / Holiday – Per Hour	\$45	\$70

Terms & Conditions

Officers will be uniformed public safety officers scheduled at a 4-hour minimum and are available from move-in to move-out, around the clock.

Security – FAQ’s

Q: Is there a minimum call?

A: Officers are scheduled for a 4-hour minimum call.

Q: Can I order Security on-site?

A: No. Orders must be placed no later than 14 business days in advance of the requested service date.

Q: When do you recommend ordering security for an exhibitor booth?

A: Our public safety department suggests ordering security for booths planning to have VIP appearances, book signings, etc., to monitor crowd control and escort as needed. Also, exhibitors with expensive or rare equipment in their booths may consider security for the overnight hours between the show end and the next day’s show start.

Q: Is there general overnight security in the exhibit hall?

A: Show Management may or may not provide an overnight guard for general security in the exhibit halls after show hours. Contact Show Management directly for clarification.

Q: How do I order security services?

A: For exhibitors who would like to have dedicated security service at their exhibit space, please email exhibitorservices@savtcc.com to schedule any booth security needs.

FOOD & BEVERAGE SERVICES



The Savannah Convention Center is proud to be the exclusive provider of all the food and beverage for the facility.

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 (912) 447-4031 or exhibitorcatering@savtcc.com.

Food & Beverage Services – FAQ'S

The SCC is the exclusive provider of food & beverage at the Savannah Convention Center. These services cannot yet be purchased online; however, you can view the Exhibitor Menu online which contains ordering instructions.

Q: Can I bring my own food & beverage into the Savannah Convention Center?

A: NO — All food and beverage items on-site must be purchased through the SCC.

Q: How do I place my order for food and beverage and know that my order is confirmed?

A: Currently, food and beverage orders cannot be placed online. All food and beverage orders may be placed by email (exhibitorcatering@savtcc.com). Your order is confirmed when you receive your Catering Agreement and Banquet Event Orders (BEOs) via email. These documents must be signed and returned with full payment before services are completed. If you do not receive your Catering Agreement or your BEOs within 14 days of your event, please contact your Catering Sales Manager.

Q: Am I allowed to give out samples of a food or beverage item?

A: Exhibitors with booths in the trade show exhibit hall may give away sample portions of a product only if they manufacture, produce, or distribute it. All samples must be related to the nature of the show. Written authorization is required from SCC and size restrictions apply. Please contact your Catering Sales Manager for more details.

Q: Are there any additional charges/fees?

A: All services are subject to 24% service charge and 7% sales tax. The service charge is taxable. Prices are subject to change without notice.

Q: Will you provide plates, cups, napkins, etc.? What about tables, trash cans & other set-up needs?

A: All exhibitor booth services include disposable ware (plates, cups, etc.), napkins and appropriate condiments. Exhibitors must provide adequate space, all electrical needs, tables, chairs and trash removal for booth services. Tables, chairs and trash removal are typically available through the General Service Contractor.

Q: Can I serve alcohol at my booth? Do I need a bartender?

A: Show management must permit alcohol to be served during your event. Please check your Exhibitor Ordering Kit for any restrictions. For all events with alcohol service, a Certified SCC Bartender is required. Alcohol cannot be removed from the Savannah Convention Center. We reserve the right to refuse service to intoxicated or underage people. Proper proof of age will be required for the service of alcoholic beverages. Minimum charges may apply to your service. Please contact your Catering Sales Manager for details at exhibitorcatering@savtcc.com.

Q: Can I increase or decrease my order on-site?

A: Increases may be made on-site based on the availability of products and additional fees/up charges may apply. Unfortunately, decreases are not allowed within 7 business days of the event, and we are not able to offer credit for any leftovers.

Q: What if I must cancel my order? Will I still be charged?

A: Full cancellation of an order must be made 14 business days prior to the delivery date or full charges will be incurred. Cancellation of special orders items is not permitted once the order has been placed.

Q: What time will you deliver my items to my booth? Do I have to be at my booth?

A: We will drop off your service at your booth at the date and time you request. Please note that you may receive your service up to 30 minutes early based on the current number of delivery requests. A representative of your company must be present to sign for the delivery. If you are not at your booth at your scheduled delivery time, we will leave a note for you to contact us when you are ready. A \$25 re-delivery fee per trip will apply. Please allow up to (2) hours once a call is made for re-delivery of orders.