

1. Electrical service is typically supplied from the floor unless overhead service is ordered or your requirements exceed the floor capacity of 100 amps. **Only NOENMCC electricians or their agents may open and/or connect equipment in our floor boxes/ports.**
2. Location of service in booth must be designated. Diagrams indicating booth orientation are required. If no location is provided, service will be installed in the rear center of the booth. Labor charges will apply to relocate the service.
3. Rates listed for all connections include bringing the service to booth in the most convenient manner and DO NOT INCLUDE connecting equipment, special wiring, ramping, making specialized installations.
4. Additional service charges and labor charges may be assessed for installation. Payment must be rendered in FULL when billed during the event. Service may be interrupted if payment is not received.
5. Any additional cost incurred by NOENMCC to (a) assist in trouble diagnosis or problem resolution found not to be the fault of NOENMCC or (b) collect information required to complete the installation that customer fails to provide may be billed to the customer at the prevailing rate.
6. The Convention Center is responsible for the installation of all electrical distributions from the power source to the exhibit. Distribution is defined as all cable, connectors and hardware up to the first connection that follows the last branch circuit protection device.
7. Any branch circuit connection which is terminated in a non-Nema rated connector (i.e. bare wire, disconnect) must be made by a Convention Center electrician.
8. All equipment, regardless of source of power connection must comply with Federal, State and Local codes. The Convention Center reserves the right to inspect all electrical devices and connections to ensure compliance with all codes.
9. All electrical equipment must be properly tagged and wired with complete information as to the type or current required for operation, voltage, phase, cycle, horsepower, etc.
10. Permanent building electrical outlets are not a part of booth space and are not to be used by exhibitors unless specified.
11. The following are not permitted for use in the exhibit: open clip sockets, latex or lamp cord wire, twin sockets, ungrounded lighting fixtures or multiple attachment plugs which do not have adequate circuit protection devices.
12. All material and equipment provided by the NOENMCC remains the property of the NOENMCC and may ONLY be removed by Convention Center staff or their agents at the close of the event.
13. The Convention Center reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by the NOENMCC.
14. Unless otherwise directed, NOENMCC staff are authorized to cut floor coverings for installation of service. Power requirements crossing aisles is not allowed.
15. All electrical cords must be a minimum of 12/3 with ground. All exposed non-current carrying metal parts of fixed equipment, which are liable to be energized, shall be grounded.
16. If a technical data sheet on equipment indicating connections and/or description of equipment to be connected is available, please either upload with order or email to [exhibit\\_services@mccno.com](mailto:exhibit_services@mccno.com).
17. Adhesive tapes used on floor surfaces must be a major name brand type approved by the Convention Center. Contact Exhibit Services Division of the Convention Center for more details.
18. Obstructions blocking utility floor boxes are subject to relocation, as necessary. Labor charges will be assessed.
19. All service issues must be reported to the NOENMCC Service Desk prior to the close of the event.

20. Claims will not be considered unless filed **in writing** by exhibitor prior to close of event.
21. Credit will not be given for service installed and not used.
22. **Cancellation – All cancellations must be submitted in writing. Cancellation requests up to 8 days before the first contracted event move-in will incur a \$50 administrative fee. Cancellation requests within 7 days of the first contracted event move-in day will receive a 50% refund. No refund will be applied to orders canceled once the first event contracted move-in occurs**