

1. All plumbing service (except drain) is supplied from overhead. Drains are supplied from our floor ports located every 30 feet throughout the convention center. **Only NOENMCC plumbers 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 from the main line to the booth and DO NOT INCLUDE, special wiring, raming, 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. Compressed Air pressure may vary. No guarantee can be made of minimum, or maximum pressure. If pressure is critical, please contact the Exhibit Services Division of the Convention Center.
6. 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.
7. Supply connections and disconnections may only be made by Convention Center personnel.
8. Service connectors or fittings may be supplied by the exhibitor.
9. All connections/equipment are subject to approval by the Convention Center mechanics and must comply with Federal, State and Local codes. The Convention Center reserves the right to inspect all electrical and/or plumbing devices and connections to ensure compliance with all codes. Labor charges will apply for inspections.
10. All material and equipment provided by the NOENMCC shall remain the property of the NOENMCC and may be removed ONLY by Convention Center staff.
11. Only the Convention Center Mechanics are authorized to make air, water, drain and steam connections. We reserve the right to refuse connection to any exhibitor whose equipment is deemed unsafe by the NOENMCC.
12. Exhibitor is responsible for supplying all filters and regulators.
13. 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.
14. Unless otherwise directed, NOENMCC staff are authorized to cut floor coverings for installation of service.
15. 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.
16. Obstructions blocking utility floor boxes are subject to relocation, as necessary. Labor charges will be assessed.
17. All service issues must be reported to the NOENMCC Service Desk prior to the close of the event.
18. Claims will not be considered unless filed **in writing** by exhibitor prior to close of event.
19. Credit will not be given for service installed and not used.
20. **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.**