

## Knoxville Convention Center Air, Water, Phone and Cable Order Form

Phone: 865-522-5669 Fax: 865-251-6041  
Address: Attn: Finance Department, P.O. Box 2543, Knoxville, TN 37901  
To Order; complete this form and submit via fax, phone or mail.

**DO NOT EMAIL YOUR CREDIT CARD INFORMATION TO THE KNOXVILLE CONVENTION CENTER.**  
**Payment must be received 14 days prior to first move in date to receive Advanced Pricing. Prices are for entire event.**

Name of Event: \_\_\_\_\_ Event Date: \_\_\_\_\_ Booth#/Room(s): \_\_\_\_\_  
Company Name: \_\_\_\_\_ Ordered By: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
E-Mail: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**\*Note: Exhibitors must furnish all necessary fittings to connect to 1/2" female pipe thread for all air & water connections**

Compressed Air- 20 CFM, 90-100 lbs. PSI (Prices based on 1/2" line)	QTY	Advanced Rate: (14 days prior to move-in)	Floor Order	Amount
Service Charge for 1 <sup>st</sup> Connection		\$150	\$170	
Each Additional Connection		\$150	\$170	

Air Line Size: \_\_\_\_\_ CFM Required: \_\_\_\_\_ \* Call KCC For CFM Pricing Above 20

**\*Note: No guarantee can be made for minimum and maximum pressures. If pressure is critical, exhibitor should arrange to have a pressure regulator valve installed, call KCC for a quote. Air is available at all columns inside Exhibit Hall A & B and can run through floor boxes. Exhibitor must supply all hoses/lines.**

Water Line Including Drain: (only available at columns in Hall AB) Exhibitor must provide own hoses/line & nozzles, including food grade (Prices based on 1/2" line)	QTY	Advanced Rate: (14 days prior to move-in)	Floor Order	Amount
Water Line & Drain – up to 7,500 gallons (Min. Labor: 1hour in + 1 hour out = 2 hours minimum- labor included in price)		\$240	\$260	
Each Additional 7,500 Gallons		\$240	\$260	

**\*Call for pricing on heater if you require hot water. No guarantee can be made of minimum and maximum pressures. If pressure is critical, exhibitor should arrange to have a pressure regulator valve installed, call KCC for a quote. Diagram of water line placement in booth is required. Need to schedule day and time to connect & disconnect line. Water Line is only available at the columns inside Exhibit Hall A & B.**

One Time Water Fill Including Drain: Exhibitor must provide own hoses/line & nozzles	QTY	Advanced Rate: (14 days prior to move-in)	Floor Order	Amount
One Time Water Fill & Drain – up to 7,500 gallons		\$150	\$170	
Each Additional 7,500 Gallons		\$150	\$170	
3-Compartment Sink Set-up- Required by Health Inspector if there is food or beverage sampling in booth.		\$150	\$170	

**\*Call KCC to see how long your hose needs to be to reach your booth. Water Access is available at all of the columns inside Exhibit Hall A & B, you will have access to the one closest to your booth. Need to schedule day & time to fill water & drain.**

Cable TV Hook-up: (Includes Comcast Cable box & Coax Cable- does not include remote- get channels 2-72)*Purchase electric separately	QTY	Advanced Rate: (14 days prior to move-in)	Floor Order	Amount
One TV Connection		\$50	\$70	

**\*Call KCC- 865-809-4029 to see where booth needs to be for cable hook-up only available in certain locations inside Exhibit Hall A & B.**

Phone Line: (Includes (1) phone line to booth) *Need to dial 8 first for all outgoing calls	QTY	Advanced Rate: (14 days prior to move-in)	Floor Order	Amount
One Analog Phone Line Connection		\$225	\$315	
One Digital Phone Line Connection		\$225	\$315	

**\*For Credit Card lines, set up the Credit Card machine to dial 8 first then number.**

LABOR: IT & Technicians (Labor is 2-hour min- 1hour in & 1- hour out)	Hours	Advanced Rate: (14 days prior to move-in)	Floor Order	SECTION TOTALS:	TOTAL AMOUNT:
Monday- Friday: 8:00am-5:00pm		\$45	\$60	Compressed Air Total: \$	
Saturdays, Sundays & Weekday Evenings(After 5:00pm)		\$75	\$90	Water Line Total: \$	
Holidays		\$90	\$105	One Time Water Fill Total: \$	
				Cable Hook-up Total: \$	
				Phone Line Total: \$	
<b>LABOR TOTAL:</b>	<b>\$</b>			<b>TOTAL DUE:</b> \$	

**One Time Water Fill & Drain- Schedule**

Preferred time/day to fill & drain water. Requested times will be accommodated, if possible, but are not guaranteed.

- Requested Day & Time to Fill Water: \_\_\_\_\_
- Requested Day & Time to Drain Water: \_\_\_\_\_

**Water Line & Drain- Schedule**

Preferred time/day to fill & drain water. Requested times will be accommodated, if possible, but are not guaranteed. Only available at the columns inside Exhibit Hall AB

- Requested Day & Time to Connect Water Line: \_\_\_\_\_
- Requested Day & Time to Drain Water: \_\_\_\_\_

**SERVICE PLACEMENT:**

Please include a floor plan/layout of your booth space indicating all water, cable, air & phone line locations with measurements and orientation. If a main drop/delivery location is not indicated on the floor plan, KCC will deliver to the most convenient location. For special placement, please fax a drawing and add one-hour labor to your total. Any lines that need to be moved will incur additional charges at floor rate.

- Island Booth (Middle of Booth)
- Standard Booth (Back of Booth)

**PLEASE READ THESE TERMS AND CONDITIONS COMPLETELY. BY PROVIDING AN AUTHORIZED SIGNATURE ON THE FRONT OF THIS SERVICE ORDER FORM, YOU ARE AGREEING TO THE FOLLOWING TERMS AND CONDITIONS.**

**COMPRESSED AIR CONNECTIONS**

- Exhibitors must furnish all necessary fittings to connect 1/2" female pipe thread for air.
- The exhibitor MUST supply service connectors, fittings, and regulators.
- If air pressure is critical, KCC recommends that exhibitors arrange to have a pressure regulator installed. NO guarantee can be made of minimum and maximum pressure. Exhibitor must supply pressure regulator or call KCC for a price quote.

**CABLE HOOK CONNECTIONS:**

- Cable hook-ups are only available in certain locations inside Exhibit Hall A & B please call KCC for exact locations.

**WATER LINE & ONE TIME FILL CONNECTIONS & DRAINING:**

- Must supply own food grade hose for water line Knoxville Convention Center does not have on site.
- Only cold water is available for all water lines. Call KCC for a quote if you need to rent a hot water heater.
- Exhibitors must furnish all necessary fittings to connect 1/2" female pipe thread for water line and/or one time water fill.
- The exhibitor MUST supply service connectors, fittings, and regulators, hoses & nozzles for installation & drainage.
- The labor charge for all water line connections is included in the connection price, of 2 hours- 1 hour in & 1 hour out.
- Water line connections are only available at the columns inside Exhibit Hall AB.**
- Need to schedule day and time to connect water and drain and/or one- time water fill & drain. KCC staff will take care of draining all water. Any damages made to floor boxes or building will be charged to the exhibitor.
- Need to water proof any floor boxes & cover the area that has water with plastic or carpeting. There will be cleaning fees charged to exhibitor for any leaks during the event.
- Water Pressure may vary. No guarantee can be made of minimum and maximum pressure. If water pressure is critical, KCC recommends that exhibitors arrange to have a pressure regulator valve or pump installed. Contact KCC for pricing and availability
- If wastewater from your drain contains hazardous materials, chemicals or metals, KCC cannot drain it.
- KCC is not responsible for sediment, color or taste of water
- Please call KCC to see how long of a hose you need to bring to fill up water in your booth.
- Water access is available at all columns inside Exhibit Hall A & B please specify which column you would like access at for one- time water fill.

**Payment, Authorization & Fee Acceptance:** *Your signature on this form serves as acceptance of the Terms and Conditions, and authorizes the Knoxville Convention Center to charge the credit card provided for payment of services ordered on this form. The Knoxville Convention Center offers Visa, Master Card, Discover and American Express as credit card payment options via mail, fax or phone. TERMS AND CONDITIONS on page 2&3. Should TERMS AND CONDITIONS not be attached, please contact info@kccsmg.com or 865-251-6051 for current order terms. DO NOT EMAIL YOUR CREDIT CARD INFORMATION TO THE KNOXVILLE CONVENTION CENTER.*

- Company Check- (must be mailed in or on site) \_\_\_\_\_
- Check # \_\_\_\_\_ Amount \_\_\_\_\_

**Make check payable to:  
Knoxville Convention Center**

- Cash (only on site) \_\_\_\_\_

- Credit Card: American Express \_\_\_\_\_ MasterCard \_\_\_\_\_ Visa \_\_\_\_\_ Discover \_\_\_\_\_

Credit Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ CVC: \_\_\_\_\_

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**Knoxville Convention Center**  
**Terms and Conditions of Utility Service**

PAID ORDERS RECEIVED 14 DAYS OR MORE BEFORE FIRST MOVE-IN DATE WILL BE FIRST PRIORITY.

PLEASE CONTACT KATE JACKSON, DIRECTOR OF EVENT SERVICES, FOR ANY ADDITIONAL NEEDS OR QUESTIONS.

CELL: 865-740-0477, [kjackson@kccsmg.com](mailto:kjackson@kccsmg.com)

\*PLEASE READ THESE TERMS AND CONDITIONS COMPLETELY. BY PROVIDING AN AUTHORIZED SIGNATURE ON THE FRONT OF THIS SERVICE ORDER FORM, YOUR ARE AGREEING TO THE FOLLOWING TERMS AND CONDITIONS.

- All exhibitor equipment must comply with the Southern Building Code, Federal, State, and Local Safety Codes.
- The Knoxville Convention Center (KCC) serves as its own exclusive utility service provider. Under NO circumstances shall anyone other than KCC staff make air, water, phone, cable or drain connections.
- Special equipment requiring company engineers or technicians for assembly, servicing, preparatory work, and operation may be executed without assistance from KCC staff. However, a KCC Technician must make all service connections to such equipment.
- The Knoxville Convention Center reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by Knoxville Convention Center electrical supervisors.
- To receive advance pricing, order form and complete payment must be received by the Knoxville Convention Center a minimum of (14) days prior to the first scheduled move-in day. Advance orders shall receive priority installation and service.
- All material and equipment furnished by the Knoxville Convention Center for the service ordered shall remain the property of the Knoxville Convention Center and shall be removed by the Knoxville Convention Center staff only at the close of the show. A replacement fee will be charged to the exhibitor for any KCC supplied equipment removed from the booth
- Submission of this order authorizes the Knoxville Convention Center electricians to cut floor coverings as may be required to install service.
- If Air & Water pressure is critical, KCC recommends that exhibitors arrange to have a pressure regulator installed. No guarantee can be made of minimum and maximum pressure.
- Rates for all connections include bringing one service connection to the booth in the most convenient manner for KCC staff and does not include connecting equipment.
- A detailed booth drawing is required to ensure proper placement of ordered service. Changes in placement will incur additional labor charges.
- Submission of this order authorizes Knoxville Convention Center electricians to place air lines, phone lines, cable lines and hoses as may be required for distribution to your booth and adjacent booths. Relocation of utilities already installed will require a new order at floor rates.
- Obstructions blocking utility floor pockets and columns, water, air, cable & phone lines are subject to relocation at the exhibitors' expense as may be deemed necessary by KCC electricians and/or Fire Marshal's office.
- The exhibitor MUST supply service connectors, fittings, regulators, hoses and nozzles. Knoxville Convention Center does not have food grade hoses you will need to provide your own.
- Water line and one-time water line is only available at the columns inside Exhibit Hall A & B. Cable connections are only available in certain areas of the Exhibit Hall A & B as well please call for exact locations.
- Only painters tape is allowed on ALL surfaces inside and outside the Knoxville Convention Center.
- All phone lines, cable lines, water and air connections must be taped down. Tape needs to be a bright color when cords are in front of doorways, aisles, emergency exit doors, or under carpet.
- You can provide your own tape or can purchase on site.
- If you are laying carpet in your booth over any phone, cable, water or air lines you need to tape cords on top of the carpet to prevent any trips.
- Any requirements over and above what is listed on this form should be attached and returned to KCC.
- Payment in full must be rendered prior to service installation.
- Credit will not be issued for service installed and not used.
- Claims will not be considered unless filed by the exhibitor prior to close of show.**
- Prices are subject to change without notice.
- Your signature on this form authorizes the Knoxville Convention Center to charge the credit card provided for payment of services ordered. The Knoxville Convention Center offers Visa, Master Card, and Discover & American Express as credit card payment options via mail, fax or phone.
- DO NOT EMAIL YOUR CREDIT CARD INFORMATION TO THE KNOXVILLE CONVENTION CENTER. IF CREDIT CARD IS PREFERRED METHOD OF PAYMENT, PLEASE ORDER VIA FAX, MAIL OR PHONE.**
- The parties agree that the implied warranties of merchantability and fitness for a particular purpose and all other warranties, expresses or implied, are executed from this agreement. The Knoxville Convention Center does not assume any liability for damages or any type whatsoever or loss of anticipatory profits resulting from the use of equipment or services or delivery or installation, or damage of any sort whatsoever to user's goods or equipment arising from any cause whatsoever.

August- 2019