



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

Complete order form and submit via fax, 865-251-6041, e-mail: [kate.jackson@asmknoxville.com](mailto:kate.jackson@asmknoxville.com)  
or mail to, Attn. Finance Department, P.O. Box 2543, Knoxville, TN 37901

**DO NOT EMAIL YOUR CREDIT CARD INFORMATION. SEND FORM TO [kate.jackson@asmknoxville.com](mailto:kate.jackson@asmknoxville.com) & SOMEONE IN FINANCE WILL CALL FOR PAYMENT OVER THE PHONE. Payment must be received 14 days prior to the first scheduled move in date to receive Advance Pricing. Prices are for the entire event.**

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

**\*Note: Exhibitors must furnish all necessary fittings to connect to 1/2" female pipe thread for all air & water connections. Air lines are available at all columns or can be run through the floor boxes, but you must provide your own hoses.**

Compressed Air- 20 CFM, 90-100 lbs. PSI (Prices based on 1/2" line)	QTY	Advance Rate: (14 days prior to move-in)	Floor Order	Amount
Service Charge for 1 <sup>st</sup> Connection		\$250	\$270	
Each Additional Connection		\$250	\$270	

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, exhibitors should arrange to have a pressure regulator valve installed. Call Knoxville Convention Center for a quote. Air is available in all columns inside Exhibit Halls A and B and can run through floor boxes. Exhibitors must supply all hoses/lines.**

Water Line Including Drain - (Only available at columns in Exhibit Halls A and B) Exhibitor must provide hoses/line & nozzles, including food grade. (Prices based on 1/2" line)	QTY	Advance Rate: (14 days prior to move-in)	Floor Order	Amount
Water Line & Drain – up to 7,500 gallons. (Min. Labor: 1 hour 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 Knoxville Convention Center 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 Halls A and 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 and/or beverage sampling in booth.		\$150	\$170	

**\*Call Knoxville Convention Center to check length of hose needed to reach booth. Water Access is available at all the columns inside Exhibit Halls A and B. Access will be provided to the one closest to the booth. Need to schedule day & time to fill water & drain.**

Cable TV Hook-Up - (Includes Comcast Cable box & Coax Cable. Does not include remote. Purchase electric separately.)	QTY	Advanced Rate: (14 days prior to move-in)	Floor Order	Amount
One TV Connection		\$50	\$70	

**Cable hook-up only available in certain locations inside Exhibit Halls A and B. Call IT Department- 865-251-6017 to confirm location(s) for hook-ups.**

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 TOTAL	TOTAL AMOUNT:
Monday- Friday: 8:00am-5:00pm		\$50	\$65	Compressed Air Total	\$
Saturdays, Sundays & Weekday Evenings (After 5:00pm)		\$80	\$95	Water Line Total	\$
Holidays & Overtime		\$100	\$110	One Time Water Fill Total	\$
				Cable Hook-up Total	\$
				Phone Line Total	\$
<b>LABOR TOTAL:</b>	<b>\$</b>			<b>TOTAL DUE</b>	<b>\$</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 Halls A and B

- 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 and phone line locations with measurements and orientation. If a main drop/delivery location is not indicated on the floor plan, Knoxville Convention Center 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. Floor plans need to be e-mailed with form to [kate.jackson@asmknoxville.com](mailto:kate.jackson@asmknoxville.com)

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

**PLEASE READ THESE TERMS AND CONDITIONS COMPLETELY. BY PROVIDING AN AUTHORIZED SIGNATURE AT THE BOTTOM OF THIS SERVICE ORDER FORM, YOU AGREE 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, Knoxville Convention Center recommends that exhibitors arrange to have a pressure regulator installed. NO guarantee can be made of minimum and maximum pressure. Exhibitors must supply pressure regulator or call Knoxville Convention Center for a quote.

**CABLE HOOK CONNECTIONS:**

- Cable hook-ups are only available in certain locations inside Exhibit Halls A and B. Please call Knoxville Convention Center to confirm the exact locations.

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

- Exhibitors must supply their own food grade hose for water line. Knoxville Convention Center does not have these on site.
- For all water lines only, cold water is available. If hot water is needed, call Knoxville Convention Center for a quote to rent a hot water heater.
- Exhibitor must furnish all necessary fittings to connect 1/2" female pipe thread for water line and/or one time water fill.
- Exhibitor MUST supply service connectors, fittings, and regulators, hoses and nozzles for installation and drainage.
- Labor charge for all water line connections is included in the connection price, 2 hours - 1 hour in + 1 hour out.
- Water line connections are only available in columns inside Exhibit Halls A and B.**
- The exhibitor needs to schedule a day and time to connect water and drain and/or one- time water fill and drain. Knoxville Convention Center staff will drain all water. Any damage made to floor boxes or building will be charged to the exhibitor.
- Exhibitors need to waterproof any floor boxes and cover areas that have water with plastic or carpeting. There will be cleaning fees charged to exhibitors 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, Knoxville Convention Center recommends that exhibitors arrange to have a pressure regulator valve or pump installed. Contact Knoxville Convention Center for pricing and availability.
- If wastewater from your drain contains hazardous materials, chemicals or metals, Knoxville Convention Center cannot drain it.
- Knoxville Convention Center is not responsible for sediment, color and/or taste of water.
- Please call Knoxville Convention Center to check hose length needed to bring to fill up water in your booth.
- Water access is available at all columns inside Exhibit Halls A and B. Please specify which column you would like access from 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 3. Should TERMS AND CONDITIONS not be attached, please email [billing@asmknoxville.com](mailto:billing@asmknoxville.com) or call 865-251-6049.*

**DO NOT EMAIL YOUR CREDIT CARD INFORMATION. IF CREDIT CARD IS PREFERRED METHOD OF PAYMENT, PLEASE SUBMIT VIA FAX, 865-251-6041, MAIL, ATTN: FINANCE DEPARTMENT, P.O. BOX 2543, KNOXVILLE, TN 37901, OR E-MAIL TO [kate.jackson@asmknoxville.com](mailto:kate.jackson@asmknoxville.com) AND SOMEONE IN FINANCE WILL CALL FOR PAYMENT OVER THE PHONE. ALL QUESTIONS PLEASE CALL KATE JACKSON AT 865-740-0477 OR E-MAIL TO [kate.jackson@asmknoxville.com](mailto:kate.jackson@asmknoxville.com)**

- Company Check (Must be mailed in or presented on-site)
  - Check #\_\_\_\_\_ Amount \_\_\_\_\_
- Pay over Phone (Finance department will call to get payment)
  - Number to Call for Payment:\_\_\_\_\_

Make check payable to:  
Knoxville Convention Center

**Knoxville Convention Center**  
**Terms and Conditions of Utility Service**  
**FOR ANY ADDITIONAL NEEDS OR QUESTIONS, PLEASE CONTACT**

**KATE JACKSON, DIRECTOR OF EVENT SERVICES**  
**CELL: 865-740-0477, [Kate.Jackson@asmknoxville.com](mailto:Kate.Jackson@asmknoxville.com)**

**Billing Questions Office: 865-251-6049 or E-Mail: [billing@asmknoxville.com](mailto:billing@asmknoxville.com)**

**PLEASE READ THESE TERMS AND CONDITIONS COMPLETELY. BY PROVIDING AN AUTHORIZED SIGNATURE ON PAGE 2 OF THIS SERVICE ORDER FORM, YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS.**

- All exhibitor equipment must comply with the Southern Building Code, all Federal, State, and Local Safety Codes.
- The Knoxville Convention Center serves as its own exclusive utility service provider. Under NO circumstances shall anyone other than Knoxville Convention Center staff make air, water, phone, cable and/or drain connections.
- Special equipment requiring company engineers or technicians for assembly, servicing, preparatory work, and operation may be executed without assistance from Knoxville Convention Center staff. However, a Knoxville Convention Center 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 ordered service(s) shall remain the property of the Knoxville Convention Center and shall only be removed by the Knoxville Convention Center at the close of the show. A replacement fee will be charged to the exhibitor for any Knoxville Convention Center equipment removed from the booth by the exhibitor.
- The submission and signing of this order form authorizes the Knoxville Convention Center electricians to cut floor coverings as may be required to install service.
- If Air and/or Water pressure is critical, Knoxville Convention Center recommends that exhibitors arrange to have a pressure regulator installed. No guarantee can be made of minimum and maximum pressures.
- Rates for all connections include bringing one service connection to the booth in the most convenient manner for Knoxville Convention Center staff and does not include connecting equipment.
- A detailed booth drawing is required to ensure proper placement of ordered service(s). Changes in placement will incur additional labor charges.
- The submission and signing of this order form 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.
- As deemed necessary by Knoxville Convention Center Electricians and/or Fire Marshal's office, obstructions blocking utility floor pockets and columns, water, air, cable, and phone lines are subject to relocation and at exhibitors' expense.
- The exhibitor MUST supply service connectors, fittings, regulators, hoses, and nozzles. Knoxville Convention Center does not have food grade hoses, those will need to be provided by the exhibitor.
- The water line and one-time water line are only available at the columns inside Exhibit Halls A and B. Cable connections are only available in certain areas of Exhibit Halls A and B, as well. Please call for exact locations.
- Only painters' tape is permitted 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.
- Exhibitors may provide their own tape or purchase it on site.
- If carpet is laying over any phone, cable, water or air lines, cords must be taped down on top of the carpet to prevent tripping hazard.
- Any requirements over and above what is listed on this form should be attached and returned to Knoxville Convention Center.
- Payment must be rendered in full 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 the closing of the show.**
- Prices are subject to change without notice.
- Exhibitor's Signature on Page 2 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. IF THE CREDIT CARD IS A PREFERRED METHOD OF PAYMENT, PLEASE SUBMIT VIA FAX, 865-251-6041, MAIL, ATTN: FINANCE DEPARTMENT, P.O. BOX 2543, KNOXVILLE, TN 37901 OR E-MAIL [kate.jackson@asmknoxville.com](mailto:kate.jackson@asmknoxville.com)**

- The parties agree that the implied warranties of merchantability and fitness for a particular purpose and all other warranties, express or implied, are executed by 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.