

Frequently asked Questions – FAQ’s – Exhibitor Ordering

- **Can I still order the way I used to - by phone or just faxing in the form?**
Of course... If you would like to complete and fax us the form(s) – Expo’s Fax Number is 503.736.5201. Forms can still be found here: www.expocenter.org/facility_info.htm or in your exhibitor packet.
- **What about Electrical? Why can’t I order electrical on-line?**
Electrical Services and installation are provided by Hollywood Lights – 503.232.9001 or www.hollywoodlighting.biz and Event Power and Lighting – 360.225.3830. Check your exhibitor information to find your show provider. Currently these companies are not offering an on-line option for Exhibitors. Advance ordering is best and most affordable, although power can be provided on-site.
- **How do I know that my on-line order has been received?**
The person completing the order will receive a confirmation e-mail. You can always call us at 503.736.5200 or via e-mail at exhibitors@expocenter.org to double check your order was received if you wish.
- **What if I have to pay by check?**
As long as your order is 14 days prior to the first move-in day, checks can still be accepted (no personal checks please). Otherwise, cash or credit cards are required. This also applies to the Advance rates. Standard rates apply less than 14 days to the first move-in day. You can always call us at 503.736.5200 or via e-mail at exhibitors@expocenter.org to clarify this.
- **I’m being charged the Standard Rate instead of the Advance Rate - why?**
As long as your order is 14 days prior to the first move-in day, Advance rates will apply. Standard rates apply less than 14 days prior to the first move-in day. Ordering in advance speeds the process for all involved in setting up the event. To that end, the advance rate provides a financial incentive to get your order in soon. You can always call us at 503.736.5200 or via e-mail at exhibitors@expocenter.org with any questions.
- **The AV I ordered for my booth is charged by the day - why?**
All Audio Visual is rented out on a daily use basis. For package pricing, consult your Event Manager by calling the Events Department at 503.736.5200

Question or Service:
The Portland Expo Center
503-736-5200 / exhibitors@expocenter.org
www.expocenter.org

Audio Visual / Event Equipment Rental Conditions

- Rates shown are daily rates based on The Portland Expo Center inventory only, and are subject to change when our inventory has been depleted. Contact your Event Manager at 503.736.5200 for information regarding multiple day rates.
- All material and equipment furnished by The Portland Expo Center shall remain the property of the Expo Center.
- Equipment not returned at the close of the event will be charged to the Licensee's account.
- Initial set-up costs, in most cases, are included in the cost of a daily rental.
- For large screen video or data projection, theater lighting or extensive sound requirements, please contact The Portland Expo Center Events Department at (503) 736-5200.
- Additional set and strike labor incurred will be billed at prevailing rates per each A.V. staff person required (1 hr. min.).
- Equipment may not be removed from any set without the Portland Expo staff assistance (except for laser pointers as stated below).
- Laser pointers will be supplied, upon request, to the Show Manager by The Expo Center Event Manager at the beginning of the event. It is the responsibility of the Show Manager to distribute the laser pointers as needed and to return them to The Expo Center Event Manager at the close of the event.
- One lectern and one wired handheld microphone will be supplied for each meeting area at no charge, within the inventory of the Portland Expo Center. Wired lapel microphones will only be supplied in addition to the lectern microphone at prevailing rates.
- An audio mixer must be specified any time more than one audio input is being used in a meeting area. (i.e. microphones, DMX, piano, etc.)
- Checks for AV Equipment are not accepted prior to 14 days to the first move-in day.

Question or Service:
The Portland Expo Center
503-736-5200 / exhibitors@expocenter.org
www.expocenter.org

Natural Gas Service Conditions and Regulations

- All equipment must comply with city of Portland Building Code, all federal, state and local safety codes.
- Claims will not be considered unless filed by the requesting service recipient prior to close of the event.
- All material and equipment furnished by the Portland Expo Center shall remain the property of same, and shall be removed by same, at the close of the event.
- The Portland Expo Center reserves the right to refuse service to any exhibitor whose equipment is deemed unsafe by the Operations Manager or Asst. Operations Manager.
- Quoted rates only provide for the bringing of service to the booth in the most convenient manner and do not include connecting equipment.
- To receive Advance Order rate, orders must be received a minimum of fourteen (14) days prior to the first scheduled move-in day and payment must accompany the order. Advance orders will receive priority service.
- Credit will not be given for service provided and not used.
- Payment in full must be rendered before provision of service.
- Checks for AV or Events Equipment are not accepted less than 14 days to the first move-in day.

Question or Service:
The Portland Expo Center
503-736-5200 / exhibitors@expocenter.org
www.expocenter.org

Telephone Service Conditions and Regulations

- Claims will not be considered unless filed by exhibitor prior to close of show.
- All material and equipment furnished by the Expo Center for this service shall remain the property of the Expo Center, and shall be removed **ONLY** by the Expo Center staff at the close of the show. Please leave telephone in your booth.
- Unless otherwise directed, Expo Center personnel are authorized to cut floor coverings to permit the installation of service.
- Credit will not be given for lines installed but not used.
- To receive Advance Order rate, orders must be received a minimum of fourteen (14) days prior to the first scheduled move-in day and payment must accompany the order. Advance orders will receive priority service.
- Prices are based upon current rates and are subject to change without notice.
- Access to utility floor boxes must be maintained.
- \$25.00 charge to move installed line. Labor outside normal installation can be charged at the discretion of the Operations Manager or the Asst. Operations Manager.
- Rates quoted for all connections cover the bringing of one service to the booth in the most convenient manner, and do not include connecting equipment or wiring.
- All equipment must comply with FCC regulations.

Question or Service:
The Portland Expo Center
503-736-5200 / exhibitors@expo-center.org
www.expo-center.org