

GENERAL EXHIBITOR FAQ'S

Online Ordering – Updated 11.1.24



BEFORE PLACING YOUR ORDER - IMPORTANT INFORMATION

Please read the answers to some of our frequently asked questions before placing your order.

If you have additional questions, please do call us at 912-477-4710, or email us at exhibitorservices@savtcc.com. Our office hours are 8am-4:30pm EST, Monday-Friday.

Q: I believe I am tax exempt.

A: STOP! You cannot order online. You must contact us directly via email or phone and we will send you a PDF form to fill out. Exhibitors will be required to provide Tax Exemption documentation before the order can be processed.

Q: What are the rules for my booth?

A: Please carefully review your **Exhibitor Ordering Kit**, as well as the exhibitor guidelines from the main website. These guidelines are not meant to be comprehensive, but instead to give you an idea of some things you may need to keep in mind when planning your booth. You are responsible for researching and understanding all relevant codes—any onsite violations will be subject to additional charges to bring your booth into compliance.

Q: Can I run my own electrical cords under flooring or distribute high voltage power on the ground?

A: NO — You must pay for electrical labor to distribute power and order a separate outlet for each location where you require power on the ground.

Q: Can I bring in outside food and drink?

A: NO — the SCC is the exclusive provider for all food and beverage within the facility. Food or beverages may not be brought in or delivered to the SCC for personal consumption. Exhibitors may order and arrange catering services via our online ordering system. For additional information please contact the Catering Sales Team at 912-447-4031.

Q: I need help with shipping/furnishings/carpet/something else I don't see on here.

A: Please contact your General Services Contractor or the person from whom you purchased your booth. You can also contact us, and we will attempt to point you in the right direction.

Q: Are exhibitor services available from the ceiling?

A: Limited sources are available from the ceiling for Rigging Purposes ONLY. Additional fees may apply.

Q: Can I access exhibitor sources from the floor directly?

A: NO — services must be installed exclusively by SCC staff.

Q: Where will my services be located?

A: As default, services are installed at the rear center of a booth space, however, for peninsula and island booths, services will be installed in the location most convenient.

Q: Do I need to submit a floor plan or booth grid?

A: If you have two (2) or more required connections, or require services to be installed in specific locations, especially with carpet installation, you will be required to submit a booth diagram/grid, booth orientation and services coordinates. If no layout is provided and services need to be relocated after the initial installation, additional labor fees will be incurred.

Q: Can I and another exhibitor share services?

A: NO — each exhibitor must order and pay for their own utility services separately.

Q: Can I cancel services on-site?

A: Refunds will not be considered for services cancelled on-site.