



Dear Exhibitor,

Welcome to the Duke Energy Convention Center! We're excited to have you for the upcoming 2024 Cavalcade of Customs. Our goal is to provide our clients, exhibitors and guests with an experience that goes above and beyond their expectations. We are fully committed to delivering the highest level of building management and operations in the industry.

The Duke Energy Convention Center is the exclusive utilities and carpet cleaning provider. The following services are available through the DECC: electric, electrical equipment and accessories, utilities, carpet cleaning and porter service.

Additionally, orders can be placed directly with our exclusive and preferred on-site partners:

- Spectra Food Services (exclusive)
  - Catering needs or sampling approval Steven Hennigan, Director of Catering Sales: (513) 419-7254
- Smart City (exclusive)
  - Internet (Wi-Fi) and telecommunications: (513) 419-7202
- Prestige AV & Creative Services (preferred in-house, onsite provider)
  - Booth / Banner hanging and AudioVisual Equipment rentals - [DECC@prestigeav.com](mailto:DECC@prestigeav.com) or (513) 419-7326
    - Exclusive rigging labor provider at the Duke Energy Convention Center

### **How to Order Electric (service and equipment), Utilities and Cleaning Services**

To become more “green” and preserve the environment we no longer use paper order forms. Please [click here](#) to place your order. *Please note:* you will be prompted to provide your booth number, however if you do not have this information, you may still continue.

**Event or Show: 2024 Cavalcade of Customs**  
**Advance Rate Deadline Date: Wednesday, December 20, 2023**

**Important Note:** The *advance rate deadline date* presents an opportunity to save a considerable amount of money. Orders not received prior to the advance rate deadline date will receive floor pricing.

Please be advised that the DECC does not provide drayage services, nor do we have storage space available on-site. No merchandise/freight will be accepted by DECC personnel. Please see your show management contact or coordinator for further instructions on scheduling shipments to and from the facility.

If you have questions about any of the above services, please refer to our **FAQ tab** on our website under “EXHIBITORS”. Please do not hesitate to contact exhibitor services at [DECC-ExhibitorServices@spectramp.com](mailto:DECC-ExhibitorServices@spectramp.com) or (513) 419-7317. We look forward to having you at the Duke Energy Convention Center. Have a wonderful event!

Sincerely,

*Melissa Hephner*

*Melissa.hephner@oakviewgroup.com*

**Exhibitor Services Coordinator**

O: 513-419-7317

C: 513-375-7592