



# EXHIBITOR GUIDELINES

2026



## **RULES AND REGULATIONS**

### **SHIPPING AND RECEIVING:**

**SHIPPING IN:** Please send packages no earlier than two days prior to event unless otherwise noted by Event Manager. Packages will be collected by Security and stored outside of the Command Center on the loading dock. Packages will be brought up to the show floor on the day of the event by the building staff. Exhibitor Shipments must be shipped to the Event Manager's attention with the show name and booth number clearly written on the label in the following format:

**Name of Event, Shipper Name, Booth #**  
**Attn: (Event Manager's Name)**  
**Albany Capital Center - Loading Dock**  
**55 Eagle Street**  
**Albany, NY 12207**

**SHIPPING OUT:** Return shipments must be re-packed, labeled, and called in by the shipper. When the package is ready to be shipped, please contact your Event Manager. Your Event Manager will bring packages down to the loading dock following the show. The ACC does not supply shipping labels, and are not responsible for lost, damaged, or stolen packages. All packages remaining after 5 business days will be discarded.

### **UNLOADING:**

The Albany Capital Center's loading dock is located on the left side of the building at 54 Howard Street (across from the Renaissance Hotel garage.) Exhibitors will be able to pull off the street and into the loading dock. There is a large, unmarked, white garage door with a regular sized door to the right. The ACC Security Team's office is located to the right inside the door. They will work with the exhibitors to assist them with parking and unloading as space allows.

No parking is allowed on the loading dock for any reason and vehicles that are not being unloaded or loaded must be removed from the dock. The ACC Security Team will direct you to the elevators. We advise that you drop your items off on the loading dock and move your vehicle immediately. Any vehicle left unattended will be towed at the owner's expense. Limited carts are available for exhibitor use on a first come, first served basis. It is best to bring your own.

Exhibitors requiring access to the loading dock for refrigerated trailers or material storage must have prior approval from the Event Manager.

The ACC has no facilities for the storage of exhibitors or show management freight. During show day(s), empty cases and crates must either be stored offsite or kept inside your booth space. Cases, crates, and boxes cannot be stored on the loading dock.

Blocking access to dumpsters, open stalls, doors, entrances, and fire hydrants is prohibited under any circumstances.

#### **PARKING:**

The Albany Capital Center has three levels of paid parking, with about 100 spots, located beneath the building. The GPS address for the Albany Capital Center Parking Garage entrance is: 7 Wendell Street, Albany, NY, 12207. Event rate is based on activity in the complex. Parking payment kiosks are located on level C1 and at the exit gate. Parking for oversized vehicles can be made available. Please contact the ACC Event Manager to make other arrangements. Any vehicles under 7' should park in the ACC parking garage or surrounding areas.

In addition to the dedicated ACC Garage, the following garages are all directly connected to the ACC via enclosed walkways:

- MVP Arena Garage, located at 100 Beaver Street Albany, NY 12207
- Renaissance Albany Parking Garage, located at 49 Howard Street, Albany NY 12207
- Empire State Plaza Visitor Parking Lot, located at S Mall Arterial, V Lot, Albany NY 12207

#### **FREIGHT ELEVATOR:**

To move from the Albany Capital Center's Loading Dock to Levels 1 and 2, a freight elevator can be used. Please make sure any freight or vehicles adhere to the below measurements and weight:

- 12' x 21' with 12' x 7' 11" doorway
- 15,000 lb. capacity

#### **1ST LEVEL:**

- Doors leading into the first level meeting rooms are 6' 6' wide by 8' 9' high.
- Floor Load Capacity: 150 lbs. per sq. ft.

#### **2ND LEVEL:**

- The largest doorway leading into the multipurpose room is 9' 6' wide by 7' 8' high via the service corridor.
- Floor Load Capacity: 150 lbs. per sq. ft.

#### **BOOTH SET-UP AND DISMANTLE:**

The unpacking, assembling, dismantling, and packing of displays and equipment may be done by a full-time employee(s) of the exhibiting company. Exhibitors are allowed to set up and/or dismantle their own booths, provided they use their own bona fide, full-time employee(s). It is acceptable for exhibitors to use power tools to set up and/or dismantle their own booths.

#### **AFFIXING TO THE FACILITY STRUCTURE:**

Exhibitors should not cause or permit any nails, staples, hooks, tacks, screws, or the like to be driven into the facility structure (including, but not limited to, any wall, ceiling, column, window, drape, painted, carpeted or concrete surfaces) of the premises. Exhibitors shall not erect any decorations or use adhesive materials, including tape that can deface walls, ceiling, floors, facilities, and equipment contained on the premises.

#### **ANIMALS:**

Animals and pets are not permitted in the ACC except in conjunction with an approved exhibit, display, show, etc. Certified Service Animals are permitted.

**DRONES:**

Drones are permitted with permission from the Client & Event Manager.

**FIRE CODE:**

Exhibitors, and all other parties comply with all Federal, State, Municipal and ACC mandated fire codes that apply to public assembly facilities.

1. The decision of the Fire Marshall of the City of Albany is final.
2. Crate storage is prohibited in the ACC without prior written approval by the operator.
3. Crates stored in interior storage areas may not be within two (2) feet of sprinkler heads and a six (6) foot radius must be maintained around all access/egress doors.
4. All bunting, table coverings, drapes, signs, banners, and similar materials must be flame resistant and are subject to inspection and flame testing by Fire Marshall.
5. All electrical equipment must conform to the National Electrical Code and be UL approved.
6. The following materials are prohibited without written consent of the ACC: open flame devices; vehicles; welding, cutting, or brazing equipment; ammunition radioactive devices; flammable liquids; pressure vessels, exhibits involving hazardous processing and materials; fireworks or pyrotechnics; blasting agents or explosives; flammable cryogenic gases; aerosol cans with flammable propellants; gas operated cooking equipment; portable heating equipment; other equipment, materials and operations that increase risk to fire and life safety.
7. All emergency exits, hallways, and aisles leading from the building are to be kept clear and unobstructed. Any vehicles, material, equipment, etc. in fire lanes or blocking exits, etc. Will be removed at the Licensee's expense.
8. Exit signage, fire extinguisher, fire alarms, pull stations, and related fire-fighting equipment may not be hidden, obstructed, or blocked.
9. The ACC may request in writing specification descriptions, etc. of all equipment, processes, operations, etc. from Licensee, service contractor, exhibitors, etc. and reserves the right to submit information to the Fire Department for approval.
10. Exterior doors are not to be propped open. Automatic closing devices are not to be tampered with.

**GLITTER, CONFETTI, BALLOONS, & OTHER MATERIALS:**

The use of glitter and confetti are not permitted in the ACC. Costs associated with the cleanup of glitter, confetti, or similar/related materials are the responsibility of the exhibitor.

The use of helium balloons is prohibited. Costs associated with the violation of this are the responsibility of the exhibitor.

Adhesive backed stickers, decals, and chewing gum may not be distributed in the ACC. Costs associated with the removal of stickers/decals are the responsibility of the exhibitor.

**SMOKING:**

The ACC is a non-smoking facility. Smoking is **NOT** allowed in the building at any time. Designated smoking areas are located outside the building.

**ATMs:**

Guests will find an ATM located on Level One to the right of the Garage (W1) Elevator.

#### **VEHICLES:**

The Display of all vehicles that are powered by a combustion engine require fuel tanks be less than  $\frac{1}{4}$  full. The cap for the fuel tank must be locked or taped closed and at no time in the removal or addition of fuel allowed in or around the ACC. Vehicle electrical systems must be disconnected by either removing battery, battery cables, or disconnecting battery cables and taping contact with non-conductive electrical tape. Carpet squares must be placed under vehicle tires when parked. Vehicles are not to be moved during public hours.

#### **ALBANY CAPITAL CENTER SERVICES**

##### **ADA COMPLIANCE:**

The Albany Capital Center is fully ADA compliant.

1. ADA access is provided at all parking levels and at the main entrance with an integral ramped entrance to the main lobby at Level 1 and full elevator access to all levels including parking.
2. Provisions have been made for the charging of motorized conveyance, restrooms are fully accessible, Braille signage and universal symbols are in use.
3. Audio & visual aids are employed throughout the facility to assure the highest level of service for the convention and meeting attendee.
4. Floors surfaces are continuous with minimalized transitions.

##### **RIGGING, IN-HOUSE / EXCLUSIVE:**

All rigging arrangements and requests must be made through ACC. ACC exclusively works with the IATSE Union. For more information or a quote please reach out to our event management team.

##### **SECURITY, IN-HOUSE / NON-EXCLUSIVE:**

The ACC maintains a twenty-four (24) hour security force responsible for monitoring the facility of the perimeter, interior public traffic flow in such areas, and the ACC's security system.

All event related labor must enter/exit the ACC via the employee entrance near the loading dock and are to be properly badged. The ACC in-house security reserves final rights to admit access to any event personnel to any ACC space.

The Albany Capital Center is the exclusive provider for Security in the building.

##### **UTILITY SERVICES:**

The Albany Capital Center is the exclusive provider of Electrical, Internet/Phone, and Plumbing, in the building. Please refer to the Service Order Forms at the end of this document.

##### **VISITOR SERVICES:**

Informational brochures are located on the first-floor pre-function area by the main entrance doors. These brochures provide information about hotels, restaurants, shopping areas, entertainment, and attractions in and around the Albany County area. Information available is coordinated and provided by the Albany County Convention and Visitors Bureau.

**AV SERVICE PROVIDER, IN-HOUSE / NON-EXCLUSIVE:**

ACES – American Concert and Entertainment Services Inc. is the Albany Capital Center's preferred, in-house audio-visual service provider. ACES can provide everything from microphones to lighting and sound packages for full production. ACES prides itself on excellent customer service and experienced technicians who can help every step of the way. Please be aware that any electrical and or phone lines that are needed for your AV equipment must be ordered directly through the Albany Capital Center. An AV Manager can work closely with you and your exhibiting needs. If exhibitors require TVs, and/or monitors, please reach out to ACES at the contact below.

**ACES Contact:**

Bill Reinhardt – Owner  
[bill@acesny.com](mailto:bill@acesny.com)  
(518) 270-4747

**CATERING, IN-HOUSE / EXCLUSIVE:**

The Albany Capital Center maintains exclusive catering privileges within the building and has proudly partnered with Mazzone Hospitality to exclusively provide events with all Food and Beverage needs. A Catering Manager can work closely with you and your exhibiting needs.

**Mazzone Contact:**

Jacquelyn Stallmer – Catering Sales Manager  
[JacquelynS@MazzoneHospitality.com](mailto:JacquelynS@MazzoneHospitality.com)  
(518) 487-2167

**FOOD AND BEVERAGE SAMPLING:**

Mazzone Hospitality has exclusive rights to all food and beverage service for consumption on the premises. Food and/or beverage may **NOT** be brought in by exhibitors. Conventions with exhibitors offering product samples may be an exception.

**SAMPLING:** Food and/or beverage samples may be offered if the product being sampled is served by the exhibiting company. A current Albany County health permit and/or NYSLA marketing permit MUST be on file with the catering office.

**SAMPLE SIZES ARE AS FOLLOWS:**

- Wine & Beer: 3 oz
- Spirits: .25 oz
- Food: No more than 2 oz
- Non-Alcoholic Beverages: No more than 3 oz

## **FAQs from Exhibitors:**

**Q:** Can I ship booth materials and displays to the Albany Capital Center?

**A:** YES – please refer to page 2 – ***Shipping and Receiving*** – for more information

**Q:** Is power included with my booth?

**A:** This is up to the show's Event Planner and the arrangements they have made with their ACC Event Manager. The shows Event Planner should relay this information to you prior to the event. Should the show not provide power, you must order your own by contacting the ACC Event Manager. Please refer to the attached – ***Electrical Services Order Form*** if you should need to order power.

**Q:** Is Internet/Wi-Fi available?

**A:** The ACC has an open Public WIFI Network

- Network Name: **ACC\_GUEST** – no password needed.
- Please refer to the attached – ***Internet Network & Telecommunications Services Order Form*** if you need to order additional or custom internet.
- Please note – like the response under question #2, check with the shows Event Planner first to see if they will be providing a custom WIFI network.

**Q:** Will carts be provided during load-in?

**A:** Limited carts are available for exhibitor use on a first come, first served basis. It is best to bring your own.

**Q:** Will parking be available on-site?

**A:** Yes – please refer to page 2 – ***Parking*** – for more information.

- Please note: Check with the shows Event Planner in case they have made special arrangements for exhibitor parking.