



# San Diego Convention Center EXHIBITOR SERVICES ORDERING GUIDE 2026–2027



## WEST 2026

Be sure to place your order by  
**January 24, 2026**  
to take advantage of the advance rate discount.

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# Introduction



## WELCOME TO SAN DIEGO!

*At the San Diego Convention Center (SDCC), our experienced, industry-leading team is here to support all of your cleaning needs and offer many valuable exhibitor services.*

This guide is designed to provide exhibitors with detailed pricing information associated with exhibitor services. The pricing in this guide applies to events scheduled between **January 1, 2026, and December 31, 2027**. Additional information for [exhibitors](#) is available on our website at [visitsandiego.com](https://visitsandiego.com).

Event activity occurring during the following holidays may be subject to additional fees:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Cesar Chavez Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving
- Christmas Day
- New Year's Eve

*Thank you for choosing the San Diego Convention Center. We can't wait to host you soon!*

## CLEANING SERVICES ARE PROVIDED EXCLUSIVELY BY SDCC

*The San Diego Convention Center is here for all of your cleaning needs. We are the exclusive cleaning provider. No other persons or cleaning services provider can perform cleaning services including, but not limited to, vacuuming on SDCC property. Enclosed are all of the details you need.*



## PLACE YOUR ORDER

*For your convenience, we offer online and in-person ordering, depending on the timeframe. Plan ahead and order online to take advantage of our advance rate.*

*All payments, online and onsite, must be made via credit card. Rates are quoted in USD and the services are not taxed.*

### 1. ONLINE ORDERS AT THE DISCOUNTED ADVANCE RATE

Order online to save time and money! **Discounted advance rates are available up to 14 days prior to move-in.** You will be prompted to create a log-in and register your exhibitor booth at [sdcc.link/booth-cleaning](https://sdcc.link/booth-cleaning).

### 2. ONSITE ORDERS AT THE SERVICE DESK

**Visit the Cleaning Services Desk in the Exhibitor Services Center** (location varies by event) to place your order. Once the event's contracted move-in date has begun, you may order cleaning services onsite at the regular rate. We encourage you to place your order as early as possible—last minute orders cannot be guaranteed.

### 3. ORDER ADD ONS

While order add ons are not available online, we will be happy to arrange them for you. For booth disposal, carpet disposal, and hand sanitizer station rentals, please contact us via email at [boothcleaning@visitsandiego.com](mailto:boothcleaning@visitsandiego.com), or visit us at the service desk.

This guide outlines frequently requested services.  
For additional information and details, please contact us.  
Email: [boothcleaning@visitsandiego.com](mailto:boothcleaning@visitsandiego.com) | Call/Text: [619.977.0009](tel:619.977.0009)  
Visit us at the service desk during show hours

*Orders processed with credit card payment acknowledge that you have read and accepted the Payment Policy and Terms and Conditions. If there are any issues or discrepancies with respect to cleaning, please contact us immediately. For more information, see [terms and conditions](#).*

## SERVICES & LABOR

### BOOTH VACUUMING

No other contractor or cleaning services provider, exhibitor-appointed contractors, or exhibitors can vacuum on SDCC property. Vacuums are prohibited on the show floor.

SERVICE	ADVANCE	REGULAR
<b>Booth Vacuuming</b> <i>Per sq. ft./day of total dimensions</i>	\$0.66	\$0.99

### PORTER SERVICE

Porter services are required for booth catering.

Exhibitor booths that generate an excessive amount of cardboard or trash from giveaways, retail, etc. are required to order porter services. It is prohibited to discard excessive cardboard or trash into the aisle trash cans or anywhere that it may impede walkways and create a fire hazard. Impeding egress may incur fire marshal involvement.

### 2-Hour Increments

SDCC will empty wastebaskets and sweep floor debris on two (2) hour intervals (show hours only), vacuuming not included. All exhibitors that have ordered booth catering must order porter service. Calculated by total booth size.

BOOTH SIZE	ADVANCE	REGULAR
<b>0–500 sq. ft.</b> <i>Billed daily, serviced every 2 hours during show hours only</i>	\$121.00	\$158.00
<b>501–1,500 sq. ft.</b> <i>Billed daily, serviced every 2 hours during show hours only</i>	\$133.00	\$191.00
<b>1,501–3,000 sq. ft.</b> <i>Billed daily, serviced every 2 hours during show hours only</i>	\$160.00	\$230.00
<b>3,001+ sq. ft.</b> <i>Billed daily, serviced every 2 hours during show hours only</i>	\$174.00	\$274.00

### DEDICATED LABOR

Continuous labor presence in booth is charged at an hourly rate.

SERVICE	ADVANCE	REGULAR
<b>Dedicated/Continuous Labor</b> <i>The minimum charge for labor is four (4) hours per worker per day. Labor thereafter is charged in half (1/2) hour increments.</i>	\$66.00/hr	\$99.00/hr

## HARD FLOOR AND CARPET SPOT CLEANING

The following items may be ordered online prior to show move in or at the service desk during the event, as-needed.

SERVICE	ADVANCE	REGULAR
<b>Carpet Stain Spotting</b> <i>Billed per occurrence</i>	N/A	\$57.00 ea
<b>Shampoo</b> <i>Per sq. ft./day</i>	N/A	\$1.40
<b>Wet Flat Mopping</b> <i>Per sq. ft./day</i>	\$0.42	\$0.63
<b>Wet Polishing</b> <i>Per sq. ft./day</i>	N/A	\$1.00

## ORDER ADD ONS

To add services or rentals to your order, please contact us via email at [boothcleaning@visitsandiego.com](mailto:boothcleaning@visitsandiego.com), or visit us at the service desk.

## HAND SANITIZER STATIONS

Exhibitors can rent hand sanitizer stations for exhibitor booths at a flat rate. Station rentals include re-fills when empty, the labor to set, and the labor to remove.

RENTAL	REGULAR
Daily	\$35.00

## EXHIBITOR BOOTH LIGHTING

Exhibit hall house lighting is standard. Exhibitors may request for house lighting above their booth to be turned off. A one-time charge for this service is noted below and applies for show hours for duration of event. In some instances, fire marshal approval may be required for specific house lights to be turned off.

BOOTH SIZE	REGULAR
0-500 sq. ft.	\$250.00
501-1500 sq. ft.	\$350.00
1501+ sq. ft.	\$450.00

EXHIBITOR BOOTH MOVE-OUT & DISPOSAL

Exhibitors are responsible for finalizing arrangements with their official service contractors, exhibitor-appointed contractors, and decorators to ship out their exhibitor booth prior to event move out.

Exhibitors who choose to dispose of, or fail to coordinate the removal of, their exhibitor booth, booth carpet, and/or carpet padding are required to process their order with a credit card payment though SDCC by contacting [boothcleaning@visitsandiego.com](mailto:boothcleaning@visitsandiego.com) prior to the last date of the event.

Booth and Carpet Disposal

Exhibitors are responsible for coordinating labor with their service contractor to dismantle their booth and roll up carpet. SDCC booth and/or carpet disposal services are limited to labor for removing and properly disposing of the booth and its contents.

SERVICE	REGULAR
Booth Disposal, per 100 sq. ft.	\$880.00
Carpet Disposal, per sq. ft.	\$0.55

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AT-A-GLANCE TERMS & CONDITIONS

- San Diego Convention Center (SDCC), is the exclusive provider on the Facility property of all Cleaning Services.
- No other individuals or companies can perform cleaning services on SDCC property.
- Porter services are required for booth catering.
- Discount price applies when a completed order with payment is received no later than 14 days prior to the first day of show move-in. Online orders placed within 14 days of move-in or on- site after show move-in will be priced at the on-site rate.
- Cancellations: Orders cancelled before move-in begins will be charged 50% of original price. Orders cancelled after move-in will be charged 100%.

Please see the full [terms and conditions](#) included in this guide.



# Exhibitor Services



Booth Catering



Booth Technology Services

## EXHIBITOR SERVICES PARTNERS

*We're excited to welcome you to our venue! Whether you need catering, internet or audio visual, we've got you covered.*

### BOOTH CATERING

Tasty food and beverages help you stand out and attract people to your exhibit. Sodexo Live! is the exclusive catering provider and offers a complete menu, including hydration stations, breakfast platters, hors d'oeuvres, bite-sized desserts, coffee carts and more. They offer impeccable service and a variety of options to meet your needs.

Our team is ready to help you plan your exhibit booth service. For assistance, email [catering@visitsandiego.com](mailto:catering@visitsandiego.com) or call [619.525.5831](tel:619.525.5831).

### BOOTH TECHNICAL SERVICES

Our skilled and reliable team is here to support you with in-person and hybrid events.

#### Technology Services

**Smart City Networks** offers network solutions designed specifically for exhibitors, including phone, internet and Wi-Fi. Complimentary Wi-Fi is limited to lobby areas and meeting rooms. For additional details, contact Smart City at [sdcccsr@smartcity.com](mailto:sdcccsr@smartcity.com) or [619.525.5500](tel:619.525.5500).

#### Audio Visual

**ON Site Audio Visual** is a leading national provider of live event audio-visual services. Boasting one of the largest rental inventories of cutting-edge technology, ON Site has the equipment and the expertise to translate your vision into reality. For additional details, contact ON Site at [onsite-sdcc@onservices.com](mailto:onsite-sdcc@onservices.com) or [619.525.5444](tel:619.525.5444).

## RESOURCES

Please visit the [Exhibitor Services](#) page at [visitsandiego.com](http://visitsandiego.com) for additional information and resources, including the Donation Program and Booth Catering Menu.



# Terms & Conditions

## EXHIBITOR TERMS & CONDITIONS

### San Diego Convention Center ("Facility")

#### Payment Policy Agreement ("Agreement")

San Diego Convention Center (SDCC), is the exclusive provider on the Facility property of all Cleaning Services.

No other individuals or companies can perform cleaning services on SDCC property, including other contractors and cleaning services providers (including but not limited to exhibitor-appointed contractors, Official Service Contractors, and decorators), exhibitors, and booth personnel.

1. Cleaning services offered exclusively by SDCC in the Facility include but are not limited to: Disinfection, Cleaning, Exhibitor Booth Carpet Cleaning/Vacuuming, Booth Hard Floor Cleaning/Mopping/Polishing, Booth Porter Service, Booth Carpet Shampooing, Electrostatic Fogging, Carpet Spotting within booths, tents and other locations on the Facility property (inside and outside).
  - a. Exemptions: Typical wiping/cleaning of booth displays, equipment, fixtures, display cases, frequently touched surfaces within the booth and ancillary materials is not covered by this policy and may be accomplished by Exhibitor Appointed Contractors ("EAC") or Official Service Contractors ("OSC").
2. Discount Price applies when a completed order with payment is received no later than 14 days prior to the first day of show move-in. Online orders placed within 14 days of move-in or on-site after show move-in will be priced at the on-site rate.
3. Conditions for processing service order form for on-time service:
  - a. Full payment for service(s) must be made at time of order.
  - b. Booth number(s) must be identified at time of order.
  - c. Orders for requested service must be completed online or at the service desk. Late orders/changes will be accomplished after all other orders are completed. There is no guarantee of service if an order is placed within one (1) hour of the initial show opening. If a delinquent order is placed within one (1) hour of initial show opening, all efforts will be made to accomplish the request, but if the work request cannot be accomplished, then the fee is not applicable. Incomplete orders will delay processing, please provide all information requested.
4. Exhibitor (also referred to herein as "Customer") has the sole responsibility to ensure that any sheet plastic protective floor covering placed by an EAC or OSC over carpet or hard flooring in the booth is removed in a timely manner to facilitate Cleaning Services. For purposes of this section timely will constitute a minimum of four (4) hours before initial show opening.
5. Cancellation Policy: Due to material and labor costs, orders cancelled before move-in begins will be charged 50% of original price. Similarly, orders cancelled after move-in will be charged 100%.
6. Service problems must be reported to the SDCC service desk. Service problems will not be considered unless filed by Customer prior to the close of the show.
7. Credit will not be given for services already completed.
8. Order form prices are based upon current rates and are subject to change without notice.
9. SDCC accepts payments in US dollars with the following credit cards: American Express, Mastercard, Visa.
10. Any refunds due in the amount of \$10.00 or less will not be refunded.
11. Exhibitor (also referred to herein as "Customer") has the sole responsibility for finalizing freight arrangements with their Official Service Contractors, exhibitor-appointed contractors, and decorators to ship out their exhibitor booth prior to event move out.

#### Limitation of Liability

- A. **Limited Warranty.** SDCC warrants that: (a) it has the right to exclusively provide all Cleaning Services in the Facility ("the Services"). Customer agrees to inform SDCC of any failure to perform the Services by written notice prior to close of the Show/Event, and, as Customer's sole and exclusive remedy, SDCC will either:
  - a. cure performance without any additional charges to Customer, or
  - b. in the event that performance cannot be done within a reasonable time, terminate this Agreement and provide Customer with a pro rata refund of the fees paid to SDCC for the Services hereunder with respect to such calendar year. The foregoing Limited Warranty will not apply to the extent that the cause of the breach of warranty is due to any other cause outside of SDCC's sole and reasonable control.
- B. **Disclaimer of Warranty.** The foregoing limited warranty constitutes SDCC's only warranty with respect to the performance or nonperformance of the services which are otherwise provided on an "as is" and "as available" basis. The foregoing limited warranty is in lieu of, and SDCC hereby expressly disclaims all other warranties, expressed or implied, excluding without limitation, warranties of merchantability and fitness for a particular purpose.
- C. **Indemnification.** Customer agrees to indemnify, defend, and hold harmless SDCC, the City of San Diego, the San Diego Unified Port District and its current and former employees and agents (the "Indemnified Parties"), and defend any action brought against all losses, damages, claims, demands, actions, penalties, judgments and liabilities (including court costs and reasonable attorneys' fees) (collectively, "Claims") that arise from any acts or omissions of Customer or any of Customer's EACs or OSCs or arising out of, or in connection with Customer's use of the Facility or Customer's participation in any Show/Event at the Facility, including, without limitation, any breach by Customer of any term of this Agreement. Customer assumes full responsibility for any risk of bodily injury, death or property damage or loss arising out of or related to Customer's participation in any Show/Event at the Facility, whether caused by negligence, intentional act or otherwise. The parties intend that this indemnification and assumption of risk be construed as broadly as permitted by law. In claiming any indemnification hereunder, the

# Terms & Conditions

Indemnified Party shall promptly provide Customer with written notice of any claim which it believes falls within the scope of the foregoing paragraphs. Customer may, at its own expense, assist in the defense if it so chooses, provided that the Indemnified Party may, if it elects, control such defense and all negotiations relative to the settlement of any such claim and further provided that any settlement intended to bind SDCC or the Indemnified Party and shall not be final without the written consent of SDCC and/or the Indemnified Party, if applicable, the granting of which shall not be unreasonably withheld. The terms of these provisions shall survive the expiration or termination of this Agreement.

- D. **Limitation of Liability.** Except for SDCC's willful misconduct or gross negligence, customer agrees that under no circumstances is sdcc liable to customer for any indirect, incidental, special, punitive or consequential damages or lost profits arising out of the chemicals applied or services provided under this agreement even if SDCC has been advised of the possibility of such damages. In any event, customers' exclusive remedy and sdcc's entire liability to customer for any reason upon any cause of action arising out of the services under this agreement shall be the amount actually paid by customer to sdcc with respect to the deficient services. The foregoing limitation is a fundamental part of the basis of the bargain hereunder and is intended to apply without regard to whether other provisions of this agreement have been breached or have been held to be invalid or ineffective. No action, regardless of form, arising out of or related to the use of the services pursuant to this agreement may be brought by you more than 12 months after the cause of action first arose.
- E. Customer acknowledges that SARS-CoV-2/COVID-19 has been declared a worldwide pandemic by the World Health Organization, is extremely contagious and is thought to spread mainly through close contact from person-to-person. SDCC cannot guarantee that Customer's personnel, contractors, invitees, customers and guests will not become infected with SARS-CoV-2/COVID-19 at any Show/Event at the Facility. Customer shall indemnify the Indemnified Parties against all Claims by Customer's personnel, contractors, invitees, customers and guests arising out of or related to infection with SARS-CoV-2/COVID-19, whether before, during or after attendance at the Show/Event. SDCC may require individuals registered by Customer to acknowledge the risks of SARS-CoV-2/COVID-19 infection and waive liability prior to participation at the Show/Event.
- F. SDCC follows EPA and manufacturers' registered label instructions with respect to its use of cleaning and disinfecting products. Notwithstanding anything herein to the contrary, SDCC does not make any representations or warranties with respect to the risks or harm associated with the cleaning and disinfection products used. Customer agrees that SDCC is not liable or responsible for any injuries, damages, discoloration, wear and tear, etc. from cleaning and/or disinfecting or the products used during the Services. SDCC does not make any representations with respect to the ability of the Services to control or prevent the contracting or spread of any virus, including but not limited to the SARS-CoV-2/COVID-19. Customer agrees that SDCC is not liable or responsible for any contraction or spread of any virus, including but not limited to SARS-CoV-2/COVID-19.
- G. Customer agrees to abide by posted rules, protocol, warnings and instructions at the Facility, along with all applicable laws, rules, regulations and guidance from government or public health authorities with respect to cleaning and sanitizing items and frequently touched surfaces within or ancillary to Customer's booth(s).
- H. SDCC does not make any representations with respect to, nor is it liable or responsible for, any dwell time that may occur during or as a result of the Services.