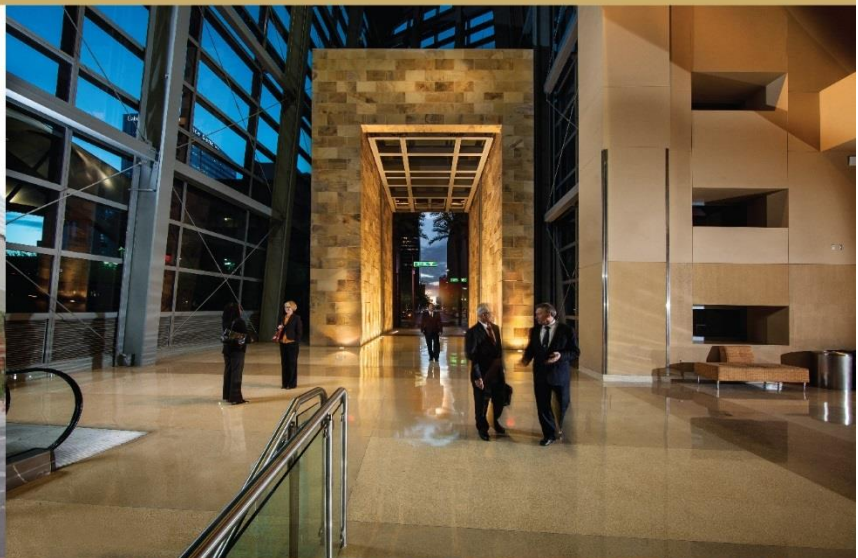




Exhibit C



PHOENIX CONVENTION CENTER Facility Guide

Edition: July 2017



Welcome!

On behalf of our entire team, welcome to the Phoenix Convention Center and Venues. As one of the premier convention and events destinations in North America, our talented team stands ready to provide you with the highest level of service and professionalism. We are thrilled to have you as our guest, and look forward to creating a memorable experience for you and your attendees.

The award-winning Phoenix Convention Center is a LEED-silver certified green building that offers nearly 900,000 square feet of rentable meeting and exhibition space on a campus that spans more than two (2) million square feet. The Phoenix Convention Center is designed with a stacked floor plan that makes it convenient for guests to move about the campus with ease. As a department of the City of Phoenix, the Phoenix Convention Center and Venues includes the Phoenix Convention Center, Symphony Hall, Orpheum Theatre, and five parking garages.

To assist with your event planning process, we have created this facility guide to help you to take full advantage of the excellent services and amenities we proudly provide to our valued clients. This document is a helpful resource regarding the specific policies and procedures at our facilities and will be an invaluable tool as we work in tandem to create a successful event.

Again, we thank you for selecting our facility for your event and hope that you and your guests enjoy your visit to Phoenix. Please do not hesitate to let us know if there is anything we can do to enhance your experience while in our facility or during your visit. We thank you for the opportunity to deliver our distinctive brand of superior hospitality and look forward to welcoming you back again soon.

Sincerely,

A handwritten signature in dark ink, appearing to read "John Chan".

John Chan, Director
Phoenix Convention Center & Venues

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AUTHORITY AND EVENT MANAGEMENT: The Phoenix Convention Center Director has full authority to act on behalf of the City of Phoenix in the management, administration, and control of our facilities. For the purposes of planning and presenting your event at the Phoenix Convention Center, authority to act on behalf of the Director has been delegated to the Event Manager assigned to your event. To provide exceptional seamless service, all questions and requests for building services and equipment should be directed to your assigned Event Manager who will be your primary contact and responsible for contacting the appropriate building section to service your event needs.

If you have questions at any time, we encourage you to call our Phoenix Convention Center Events Team at 1-800-282-4842 or 602-262-6225.

DEFINITIONS:

- A. **City:** The City of Phoenix, Arizona, owner and operator of the Phoenix Convention Center, theatrical venues and parking facilities.
- B. **Phoenix Convention Center and Venues:** The City department responsible for the daily management, administration, and operation of the Phoenix Convention Center, Symphony Hall, Orpheum Theatre, and the associated Phoenix parking facilities.
- C. **Ammunition:** Any object or part of any object which is expelled from a weapon by any force, including gun powder cartridges of all types, shot shells, pellets, BB's, arrows, bolts and any other item which is launched by a weapon.
- D. **Concessions:** Food and beverage sales at fixed and portable outlets in the Phoenix Convention Center and theatrical venues.
- E. **Client (or Licensee):** Any person, firm, association, organization, partnership, company, civic or corporate entity that enters into a use agreement with the City for use of space in the Phoenix Convention Center, theatrical venues or parking facilities.
- F. **Convention:** An event where attendance is generally limited by invitation or registration and the number of room nights is sufficient to qualify the event as a convention under the prevailing Booking Guidelines.
- G. **Convention Center:** The Phoenix Convention Center West, North and South Buildings and their grounds up to the property lines.
- H. **Director:** The person authorized by city ordinance to act on behalf of the city of Phoenix in the administration of the Convention Center.
- I. **Event:** The Licensee's show containing a primary purpose and content for which the City facilities are contracted.
- J. **Event Day:** Part or all of a calendar day identified in a use agreement when the Convention Center or theatrical venues are occupied by the client, client's exhibitors, contractors, delegates, paid attendees or invited guests.
- K. **Event Manager:** The Phoenix Convention Center Department personnel assigned as your primary contact to assist you in planning and coordinating your event details.
- L. **Exposition Service Contractor, also referred to as "Decorator":** The Licensee's service provider of exhibition booth and registration related hardware [i.e., pipe and drape, carpet, exhibition tables and chairs, banners, registration counters, etc.].
- M. **Fire Marshal:** The City of Phoenix Fire Department Fire Prevention Specialist assigned to the Phoenix Convention Center.
- N. **Gross Sales:** All money for the Licensee's event derived from the use of City facilities from total ticket sales whether collected or not collected and/or value, less applicable taxes.

- O. **Licensee (or Client):** Any person, firm, association, organization, partnership, company, or corporation entity that enters into a Use Agreement with the City to use specified space in the Phoenix Convention Center, Theatrical Venues, and/or Parking Facilities.
- P. **Licensors:** The Phoenix Convention Center Department, including Phoenix Convention Center, Theatrical Venues and/or Parking Facilities, City of Phoenix, Arizona.
- Q. **Non-Convention:** Any event that does not meet the definition of a convention event.
- R. **Move In/Out Days:** The calendar day, or portion thereof, when the City facility is occupied by the Licensee but **is not** open to the public, audience, or members of a group and is used primarily for Licensee's event set-up and tear-down activities.
- S. **Operational Policies and Procedures (Facility Guide):** The Phoenix Convention Center operational policies and procedures approved, promulgated and adopted by the Director.
- T. **Parking Facilities:** The parking facilities under the management and operation of the Phoenix Convention Center used to support the operation of the Convention Center, Theatrical Venues, and downtown activities.
- U. **Service Contractors:** All other service providers such as audio/visual, event security, stagehands, event utilities, shuttle companies, computer rental outlets, business equipment companies, copy services, etc. When used singularly, this term may be interpreted to include your Exposition Service Contractor.
- V. **Theatrical Venues:** The Orpheum Theatre and Symphony Hall [also referred to as Theaters].
- W. **Use Agreement:** A written contract between the City of Phoenix and a client for the use of space in the Convention Center or theatrical venues.
- X. **Greater Phoenix Visitors Bureau (DBA Visit Phoenix):** The Destination Management Organization (DMO) contracted annually by the City to provide marketing, solicitation and scheduling of regional, national, and international conventions and tradeshow, corporate meetings, and tourism business for the Phoenix Convention Center and hotel properties located within the City of Phoenix.
- Y. **Weapons:** "Weapons" are defined as any firearm as defined by Arizona state law, any BB or pellet gun or any device which expels a projectile by force of chemical reaction, spring, or gas pressure; Bows and arrows, including compound and cross bows and bolts; any knife, sword, throwing star or edged weapon made of any ridged material including steel, plastic, fiberglass and other ridged materials; Impact weapons including bats and clubs; Chemical weapons including "mace", O.C. spray or other chemical "self-defense" weapons; Tasers®, Stun guns or other electric shock weapons; Martial arts weapons including nunchucks (nunchakus); or any other item which staff deems unacceptable.

EVENT PLANNING: This Facility Guide is intended to provide the client with information about building policies and requirements. In the event that guidance is not provided by this Guide, the Phoenix Convention Center reserves the right to determine policies as required by the circumstances.

EVENT PLAN TIMELINES: Below is a checklist designed to assist in the planning process. Submit the following items to your Event Manager unless otherwise noted:

Twelve (12) Months Out From Event:

- Submit an electronic .pdf file of your exhibit floor and exhibit hall lobby plans. [If an electronic version is not available, submit three (3) preliminary printed scaled copies] These are needed for Fire Marshal approval. Please complete prior to selling any booth spaces. Please allow up to five (5) working days for processing.
- Review the PCC Facility Guide for policies and guidelines.

Nine (9) Months Out From Event:

- Review services and general in-house service provider policies [catering, audio/visual, electrical, security, and telecommunications].
- Provide contact information for outside service suppliers, including:
 - ✓ Meeting Planning Consultants
 - ✓ Exposition Service Contractor
 - ✓ Production Company and/or Audio/Visual Company
 - ✓ Transportation Company
 - ✓ First Aid
 - ✓ Registration Company

Six (6) Months Out From Event:

- Submit your credit application for approval.

Three (3) Months Out From Event:

- Submit any changes to floor plans for Fire Marshal approval. This should be done prior to selling any booth space. Please allow up to five (5) working days for processing.
- Submit preliminary meeting room schedule and set-up requirements for review [updated resume/function book].
- Submit preliminary security schedule for review. See *PCC Event Security Guidelines* as a reference.
- Submit any preliminary branding/sponsorship plans and renderings for approval. See PCC Decor Standards for additional details.
- Submit your transportation plan [buses, shuttles, parking, and off duty police needs].
- Finalize outside service contractor arrangements:
 - ✓ Meeting Planning Consultants
 - ✓ Exposition Service Contractor
 - ✓ Production Company and/or Audio/Visual Company
 - ✓ Transportation
 - ✓ First Aid
 - ✓ Registration Company

One (1) Month Out From Event:

- Submit an electronic .pdf file of exhibit floor plans and exhibit hall lobby plans. If an electronic version is not available, submit three (3) scaled printed copies of your revised floor plans [exhibit hall and lobby] to your Event Manager for final approval by the Fire Marshal. Please allow up to five (5) working days for processing. If you are utilizing another company to provide any other floor plans such as those for meeting rooms and/or general session, then these floor plans should be submitted at this time as well.
- Submit any final branding/sponsorship plans and renderings.
- Submit certificate of insurance, including an endorsement for auto insurance if loading docks are to be used for your event. Missing this deadline could result in event cancellation.
- Submit emergency evacuation plan to the Security Manager (This submission is a work product of your Event Security company.).
- Submit final resume/function book.
- Schedule a pre-convention meeting with Event Manager.

Fifteen (15) Days Out from Event Move-in:

- Submit final changes/additions/deletions to the final resume/function book. Please allow up to two (2) working days for processing.

Payment Terms:

- Pay your rental balance and estimated expenses by the due date as noted on the Exhibit A of your contract.

***** Any items received after the due dates are subject to additional fees based on time required to produce the event: i.e., unapproved floor plans, last minute changes, etc.**

***** Please Note:** All prices, inventory and terms are subject to change, but will be guaranteed one (1) year prior to your event.

EXCLUSIVE SERVICE PROVIDERS: To provide consistent, professional delivery of services, the Phoenix Convention Center has negotiated reasonable market value rates and contracted certain service providers on an **exclusive** basis. All contracted clients requiring any of the services listed below will be required to use the exclusive service provider. **Services may not be marked up and/or re-sold.** Please contact your Event Manager for further information regarding these services.

Automated Teller Machine (ATM) Services: The Phoenix Convention Center utilizes an exclusive ATM service provider. There are six permanent ATMs located throughout the Convention Center campus. Additional temporary ATM terminals are available upon request at no cost.

Food and Beverage / Catering Services: All Phoenix Convention Center events are serviced by an exclusive, in-house food and beverage provider.

Parking: All Phoenix Convention Center Parking Facilities and valet parking requirements are managed by an exclusive in-house parking management provider.

Rigging Services: All rigging services are managed and serviced by an exclusive in-house rigging provider.

Telecommunication Services: All requests for voice, data, telephone, fax, broadband and wireless internet services, Dark Fiber Optic, and DryCat5E connectivity are serviced by an exclusive in-house event communications provider.

Ticketing: All ticketed events are serviced by an exclusive in-house ticketing services provider.

Event Security / Non-Convention Event: *The Phoenix Convention Center uses an exclusive provider of event security services required for all non-convention events and all theater events.*

Ushers / Ticket Takers: Ushers and Ticket Taker services are provided exclusively by an in-house event security company for the Phoenix Convention Center and Theaters.

Utility Services: Utility services are provided exclusively by an in-house utility services provider.

Rate Policy: The Phoenix Convention Center has negotiated reasonable market value rates with our services providers for the services they provide.

PREFERRED SERVICE PROVIDERS: Please contact your Event Manager for further information regarding these services and preferred service providers:

Audio / Visual Services: Phoenix Convention Center has an in-house preferred provider for audio/visual services and equipment. If you choose to use an outside A/V provider, some restrictions and additional charges may apply, such as a house-audio patch feed.

Security / Convention Events: Should your event qualify and you wish to use an outside event security provider, written notification to your Event Manager must be received sixty (60) days prior to your event, and you must include a contact name and number for your provider. The Convention Center's Security Manager will send the security provider information vital to their event day operations including a request for information which must be returned thirty (30) days prior to move in date. All security positions must be staffed by guards licensed by the Arizona Department of Public Safety as security guards. All outside security firms must coordinate with the Convention Center's Security Manager and our House Security provider.

Rate Policy: The Phoenix Convention Center has negotiated reasonable market value rates with our service providers for the services they provide.

FACILITY USAGE GUIDELINES

ACCESSIBILITY / ASSISTIVE TECHNOLOGY: The Phoenix Convention Center is committed to ensuring that our venues are as convenient, accessible, and enjoyable as possible. All PCC facilities have been designed, built and inspected to ensure compliance with applicable laws related

to accessibility. Clients are reminded that exhibits and activities must also comply with the Americans with Disabilities Act (as amended). Clients are solely responsible for ensuring that their events meet the standards for accessibility established in law. For more information, or an alternate format of this publication, please contact us at 1-800-282-4842 or 7-1-1.

The following special features and guidelines will help make your visit an enjoyable and pleasant experience for both you and your guests:

Assistive Listening Devices: Hearing enhancement equipment is available for meetings and events. The convention center's preferred audio/visual provider is equipped to provide this service upon request.

Courtesy Phones: Courtesy telephones are available for local phone calls at each information desk located throughout the campus. These phones can also be used to access the Telecommunications Relay Service (TRS) by dialing 711.

Drinking Fountains: Fully accessible fountains are installed in all areas of the Phoenix Convention Center.

Elevators: Elevators are located on all levels of the Phoenix Convention Center, as well as in all Parking Facilities servicing the facility. Braille designations can also be found in all elevators for the visually impaired.

Entrances: The width of all entrances, restrooms, and elevators adhere to building code requirements. Tactile material is located on all doors leading to possibly unsafe areas for people with visual impairments.

Event Location / Access: Entrances may change for each event and we are happy to provide maps and advise you and your patrons regarding the best entrance for easy access to your event. Please contact your Event Manager.

Mobility / Disability Ramps: Wheelchair ramps are available from street-level to the Phoenix Convention Center at all public entrances.

Reserved Parking: A plate or decal with a disability symbol is required and must be displayed and visible to park in reserved disabled parking spaces. Vans or high profile vehicles should park in spaces specifically designated for those vehicles. The Phoenix Convention Center features fully accessible routes from both parking and transportation areas. Detailed directions and maps are available from your Event Manager.

Restrooms: Our restrooms are fully accessible with lower lavatories, raised bowls, and handrails in all restrooms.

Service Animals: Service animals are permitted in all public areas and at all times.
[Per ADA guidelines]

Telecommunications Relay Service (7-1-1): The Phoenix Convention Center subscribes to the 7-1-1 relay service for the hearing impaired. <http://www.azrelay.org>

ADVERTISING: The distribution of advertisements in the form of fliers, discount coupons and other written formats by you and/or your exhibitors and/or attendees is permitted in your contracted event meeting space only. The distribution of fliers or other materials on parked vehicles, and the distribution of stickers and other adhesive materials is strictly prohibited in all locations.

The Phoenix Convention Center reserves the exclusive right to display and present commercial advertising content in the form of, but not limited to, static panels, video, graphics, electronic messaging and product/services displays in all non-exhibition areas [e.g., pre-function, lobbies, restrooms and other public areas] of the facilities and retains all revenue generated by this advertising.

ANIMALS: Animals will be permitted entry into the Phoenix Convention Center and Venues only when the animal is either:

- A service animal as defined by [ARSS11-1024](#) and the Americans with Disabilities Act (ADA), as amended.
- Part of a show or event, as allowed by law or contractually.

Service animals will be permitted access to all public areas of the buildings, subject to the following requirements:

- Service animals must be harnessed, leashed or tethered, unless:
 - These devices interfere with the service animal's work.
 - The individual's disability prevents using these devices.
- If a service animal misbehaves and, as a result, someone feels threatened or is put in danger, the service animal user must either gain control of the animal or leave the premises.

Pets, comfort animals or companion animals are not permitted.

For animals participating in contracted events such as dog and cat shows, all displays, pens and enclosures containing live animals require a protective subflooring at all times such as plastic or visqueen. An absorbent material [i.e. fire retardant wood shavings] must be placed within the enclosure on a frequent enough basis to minimize odors and ensure applicable health standards are maintained at all times.

Animals must be supervised at all times. Exhibitor and/or show management must provide proper, timely disposal of absorbents and waste. Additionally, in accordance with Arizona Health Department regulations, live animals including birds are prohibited in any area where food is stored, processed, offered for sale, served or consumed; with the exception of service animals or patrol dogs accompanying police or security officers. The inclusion of any live animals in venues other than those previously stated must have prior approval from your Event Manager.

Information about Service Animals and the ADA can be found here:

https://www.ada.gov/service_animals_2010.htm

ART PROGRAM: The Phoenix Convention Center is a proud participant in the City's comprehensive Public Art Program. There are numerous pieces of art located throughout the Convention Center. The Convention Center's collection of public art may not be removed, covered, or tampered with in any way.

BADGES / IDENTIFICATION: The Phoenix Convention Center's in-house security has the authority to control general access and travel throughout our venues. Phoenix Convention Center staff members are recognizable by their official Convention Center badges. Licensees are responsible for providing attendees and employees, including all service contractors and other temporary staff, with proper identification to allow them necessary access into and throughout the Convention Center as required.

The Phoenix Convention Center and Venues participates in the Exhibition Services Contractors Association "Worker Identification System" (WIS). Every employee of your exhibition services contractor must possess and display at all times their WIS badge.

BASIC RENTAL INCLUSIVES: Included in your basic rental are the following services and equipment:

Staffing:

- An Event Manager will be assigned to work with you during the planning process, move-in, event, and move-out.

Meeting Rooms:

- Based on seasonal climate conditions, reasonable level of interior climate-controlled conditions [[see Appendix E for temperature information](#)].
- One (1) lectern per contracted meeting room.
- One (1) meeting room set-up for each contracted meeting room during contracted period. Room re-sets will incur additional charges.
- One (1) 8'x12' riser, one skirted table for head table and one (1) registration table for each contracted meeting room (if applicable).
- Room set-up and equipment required for food service functions (if applicable).
- Two (2) 20-amp electrical circuits located in each contracted meeting room for audio/video or other equipment. All electrical needs beyond the basic rental inclusions will require the services of our exclusive, in-house electrical contractor at an additional charge [*Please see Utility Services section of the Facility Guide*]. If multiple rooms are used as one (1) continuous space, this space will be considered one (1) meeting room and will receive the basic two (2) 20-amp electrical circuits. Note: 20-amp services are generally not sufficient for exhibits or entertainment equipment.
- One (1) daily cleaning of each contracted meeting room.

- Up to five (5) daily parking passes for show management and staff (if applicable).
- Complimentary wireless internet in designated public areas [West Building Atrium, North Building Metro Marche, and South Building Lobbies].

Ballrooms:

- Based on seasonal climate conditions, reasonable level of interior climate-controlled conditions [[see Appendix E for temperature information](#)].
- One (1) lectern per contracted ballroom.
- One (1) room set-up for each contracted ballroom during contracted period. Room re-sets will incur additional charges.
- One (1) riser (up to 28'x40'), two (2) skirted tables for head table, and one (1) registration table per contracted ballroom (not applicable to South Ballroom that has a built in stage).
- Room set-up and equipment required for food service functions (if applicable).
- Complimentary wireless internet in designated public areas [West Building Atrium, North Building Metro Marche, and South Building Lobbies].
 - Up to five (5) daily parking passes for show management and staff (if applicable).

Exhibition Halls:

- Based on seasonal climate conditions, reasonable level of interior climate-controlled conditions in the exhibit halls, including move-in / move-out days [[if applicable; see Appendix E for temperature information](#)].
- One (1) show management office (subject to availability) with rental of exhibit hall(s), with one (1) local access telephone, one (1) table and two (2) chairs.
- One (1) paging microphone per exhibition area.
- Two (2) registration tables per each contracted exhibit hall.
- Room set-up and equipment required for food service functions (if applicable).
- Work lights at 50% in exhibit hall(s) during move-in and move-out.
- Reasonable level of trash dumpster service. There is a charge for additional bins required above basic level of service.
- Up to five (5) daily parking passes for show management and staff (if applicable).
- Complimentary wireless internet in designated public areas [West Building Atrium, North Building Metro Marche, and South Building Lobbies].

CLEAN IN / CLEAN OUT: At the time of move-in, the Phoenix Convention Center will provide clean exhibition hall floors, meeting rooms, ballrooms, pre-function areas, loading docks and support areas. Licensees are required to return all contracted facility space to the same condition. In addition, you will be required and responsible for post-event cleaning that is necessary after the Use Agreement period expires. Your Exposition Service Contractor is responsible for cleaning and maintaining the booths and carpeted areas furnished by their company. This includes all hall space, as well as exhibition and dock space, meeting rooms, and ballrooms. The PCC will set and service all PCC trash receptacles. However, exposition service contractors and all other vendors are responsible for servicing and compacting their own trash. Additional charges will be assessed for removing tape residue on floors and for bulk trash [pallets, crates, carpet scraps, etc.] left after the Use Agreement period expires. Contact your Event Manager for prevailing rates. Event Services staff are available 24/7 for a required post show inspection and cleaning release to confirm that the space is in a clean condition and that no additional charges will be invoiced. Have your cleaning contractor contact the Operations Center when they are ready to be released.

CONCIERGE SERVICES: *Visit Phoenix* concierge staff are available during conventions, public shows, and special events to provide helpful tourist and visitor information to the delegates attending your event. Should you require concierge services for your event, please request them from your Sales Representative at *Visit Phoenix*.

CONSUMER / PUBLIC SHOW DATE PROTECTION:

A protection clause may be granted to recurring consumer/public. If granted by the PCC, the protection clause will offer a protection period of 45 days prior to the first event day, and 45 days after the last event day, and will be detailed in the Use Agreement.

DRONES:

Unmanned Aircraft Systems (UAS) or Remote Controller Model Aircraft (RCMC) shall comply with Federal Aviation Administration (FAA) published authorities and guidelines dated June 25, 2014.

- The static display of drones at the PCC is allowed.
- Exterior Flight Operations – flying drones outside of the PCC requires permission from the Federal Aviation Administration. Information about drone operations can be found on the FAA website at: <https://www.faa.gov/news/fact_sheets/news_story.cfm?newsId=20516>
- Persons operating drones shall comply with all city, county, state and federal regulations including federal aviation administration regulations that govern the operation of model or unmanned aircraft when performing flight operations on city property. Failure to obtain all federal aviation administration required approvals, authorizations and/or waivers prior to flight operations will result in the removal of the operator from city property. Flight demonstration of drones inside the PCC may be allowed under the following conditions:
 - Client / exhibitor agrees to abide by and adhere to all laws and regulations of the FAA, State of Arizona and all pertinent City of Phoenix Ordinances.
 - In space, which is not open to the public, and where the only persons present are directly related to the operation of the drone and the flight's purpose e.g. video production personnel. This includes at least one event security guard whose purpose is to verify that no facility damage occurred as the result of the flight.
 - In space occupied by attendees or delegates an "Interior Flight Zone" may be established. The Interior Flight Zone is that portion of the room separated from occupants by netting on all four sides and overhead, which is reserved for flight operations.
 - A safety zone shall extend five feet from the edge of the netting. No person shall be allowed in the safety zone during the demonstration flight, including the operator.
 - Free flight of drones in occupied space is strictly prohibited.

ELEVATORS: Transportation of all show equipment or material should be made using the freight or service elevators. Light loads are permitted on passenger elevators only to those areas not serviced by freight elevators. Failure to adhere to these regulations may result in the disabling of the passenger elevators ([See Appendix F](#)).

EMERGENCY EVACUATION:

Should an evacuation become necessary, please instruct your staff and attendees to immediately leave the building using the nearest exit, move away from the building using caution when crossing streets, and remain outside until directions are received from security personnel.

Your Event Security provider is required to develop emergency plans specific to your event. Your emergency plan should include a designated point of contact for emergencies. PCC security staff will contact this person to relay information about emergency situations.

PCC has developed an "Emergency Procedures Manual" which is shared with every client. You are encouraged to thoroughly read this document and direct any questions to your Event Manager or our security staff.

EMERGENCY MEDICAL SERVICES (EMS): At the Phoenix Convention Center, the safety and well-being of guests are of the utmost importance. Therefore, we ask Clients to prepare for potential medical emergencies. Depending on the size and type of event, medical personnel may be required to be on-site during event hours. There are two (2) levels of emergency medical services:

Basic Life Support (BLS): Fundamental emergency treatment consisting of cardiopulmonary resuscitation, stabilization of injuries and wounds, and basic first aid. In Arizona, Emergency Medical Technicians (EMTs) are trained and certified to provide BLS.

Advanced Life Support (ALS): A higher level of emergency medical care that may include intravenous therapy, intubation, and/or drug administration. ALS can be provided by a paramedic or registered nurse. [EMTs are not certified to provide ALS in Arizona.]

Since the likelihood of medical emergencies increases with larger groups of people, emergency medical services personnel requirements vary based on anticipated daily attendance, as follows:

- 4,000 to 7,999 daily attendees: one (1) BLS provider.
- 8,000 to 9,999 daily attendees: one (1) BLS and one (1) ALS provider.
- 10,000 or greater daily attendees: two (2) ALS providers.

When emergency medical services personnel are required for an event, it is the responsibility of the Client to contract for such services.

For certain events, such as concerts and sports competitions, additional emergency medical services requirements may apply. If you have any questions regarding the specific requirements for your event, please contact your Event Manager.

The Phoenix Convention Center supplies first aid rooms in Hall 1, Hall 5, Hall C and Hall G for use by your EMS provider. Each room contains a cot, wheelchair, phone, desk and chairs. Some have adjoining private restrooms. BLS/ALS providers must supply their own equipment and supplies, including ice, and must remove any medical waste generated by their activities from the property.

ENTRANCE AND EXIT: All persons, articles, exhibits, fixtures, displays, and other equipment shall be brought into and out of all Phoenix Convention Center buildings at designated entrances and exits only. Vehicle traffic and parking in areas on the premises not designated for that purpose shall be allowed only upon the prior written approval of your Event Manager

LOBBY FURNITURE: All furniture and equipment located in the lobbies and other public areas of the Phoenix Convention Center are placed for use by our guests and are not intended for individual event use. Accordingly, these items are not available for rent. Requests to move this furniture to accommodate your event activities will be evaluated on an event-by-event basis. Charges will be assessed based on the type and amount. Contact your Event Manager for prevailing rates.

EQUIPMENT: Tables, chairs, lecterns, risers and stages and other meeting room and exhibition hall equipment are available for your use on a limited basis. All equipment is reserved on a “first come – first served” basis. Therefore, it is important that you submit your equipment requirements to your Event Manager on the timelines previously noted. Late orders, on-site orders and orders which exceed the capacity of inventory will not be honored.

EQUIPMENT AND FACILITY CARE: If you, a member of your crew, staff, any exhibitor, contractor, subcontractor, representative, agent, etc., or Exposition Service Contractor damage Phoenix Convention Center equipment or facilities through accident, abuse, negligence, or failure to follow the building’s operating procedures or policies, the contracted client will be charged the full, current replacement and/or repair costs.

EQUIPMENT SPACE CLEARANCE: A three (3) foot clearance must be maintained between all event-related equipment and all permanent facility structures [i.e. walls, columns, pillars, fire hose columns, doors, etc.]. Any repairs required due to damage caused by non-adherence to this policy will be billed to you at prevailing labor and material rates.

ESCALATORS: Transportation of any show equipment or material is not permitted on escalators at any time. Failure to adhere to this regulation may result in damage to the escalators. The cost of repair will be charged to the client or event

EXPOSITION AND STAGE WORKERS: The Phoenix Convention Center and Venues is a participating facility of the Exhibition Services & Contractors Association (ESCA) national Worker Identification System (WIS). All exposition and stage workers provided by your exposition service contractor or production company must be registered with the WIS program and display upon their person, the WIS identification badge. Workers must enter the facilities through the designated employee entrances in the West or North buildings, through the loading dock gates in the South building or through theater stage doors. For traveling theater productions, a limited number of temporary badges are available for daily use.

FACILITY CARE: A majority of the following items pertain directly to your Exposition Service Contractor. However, as Licensee, it is ultimately your responsibility to ensure adherence to all facility rules and regulations. Should you have any questions regarding the following policies, please contact your Event Manager.

- **Adhesive Branding or Event Decals (Stickers):** No adhesive-backed decals are permitted for use inside or outside the venues or for distribution. All cleaning and repair costs incurred will be billed.
- **Balloons:** Air-filled balloons may be used for decoration purposes; however, helium balloons will not be allowed in any Phoenix Convention Center facilities. A fee will be assessed for each balloon retrieved by staff.
- **Clings:** Clings and wraps are approved on a case-by-case basis. **Clings on carpet or terrazzo flooring is not permitted.** Contact your Event Manager for more information. PCC

will access a fee to the client if all clings are not removed after the event ends. Any damages resulting from cling removal will be billed to the client.

- **Confetti / Glitter / Rice:** The use or throwing of confetti, glitter, or rice is prohibited without the prior approval of your Event Manager. You will be charged a special clean-up fee when used.
- **Drainage:** Drains for the disposal of water are available. Your Event Manager has details. The disposal of liquids other than water using a drain is not permitted.
- **Drilling:** No holes may be drilled, cored, or punched in Phoenix Convention Center facilities.
- **Floor Markers / Chalk:** Only non-permanent and water-soluble markers or chalks easily removed by a wet mop method of cleaning are permitted when marking floors for layout or other purposes. No markers or chalks are to be utilized on carpeted areas at any time. Failure to use the approved markers or chalk will result in additional charges for all materials and services expended by Phoenix Convention Center staff to restore the facility. Marks must be removed prior to move out. Note that exhibition hall floors are scored in a 10'x10' grid.
- **Floor Outlets:** Vehicles, forklifts, pallet jacks, and/or man-lifts shall not be driven over electrical outlets in the floor when extension cords or other cabling is plugged into these outlets.
- **Floor Protection:** Complete protection of ALL carpeted and terrazzo floor throughout the Phoenix Convention Center is required prior to the moving or setting of any equipment. Visqueen (minimum 6 mm), drip pans and scrap buckets **must** be provided for operating machinery to prevent lubricants, paint, etc., from staining the floor and/or causing a safety hazard. **Use of forklifts on the meeting room levels is prohibited.** Appropriate protective covering, visqueen (minimum 6 mm), plywood, or masonite will be required when using rock, dirt, gravel, bark or other materials for display purposes. You will be responsible for any costs associated with any special clean up, damages or proper environmental disposal. [Construction type materials will require the rental of open top dumpsters.]

3rd Street Usage:

The use of 3rd Street for events must be contracted through your Sales Manager and includes the following provisions; the event space is limited to 3rd Street between Monroe and Washington Street; a pedestrian easement 10 feet wide must be maintained from Monroe to Washington Streets at all times to allow access for the general public. In addition, the Client is responsible for providing all electrical power, tables, chairs, stages and other types of event equipment. The Client must obtain a road closure and barricade plan from a certified firm and is responsible for the fees for implementing the plan. Barricades must include concrete or water filled barricades capable of preventing penetration by an automobile or truck. The Client must use PCC exclusive Service Providers where applicable. 3rd Street must be cleaned and fully restored per the expiration times indicated on the street closure permit. Events on 3rd Street must be in conjunction with and /or associated with other events that are being held at PCC facilities. A scaled diagram of all activities and equipment must be submitted to and approved by the Fire Marshall 30 days in advance of the event. Note: The use of 3rd Street for banquets and food functions is not recommended due to logistical concerns.

North Ballroom and Pre-function Area Audio Visual Requirements: The North Ballroom and Pre-Function areas are equipped with built-in sound systems. The use of outside equipment operated through our sound systems requires approval and coordination for patching equipment. A "patch fee" and other fees related to audio lines for broadcast and recording, routing audio between meeting spaces, floors and buildings will be charged at prevailing rates. Placement of cables along floors, aisle ways, doorways, or other areas that can create a trip hazard or obstruct ingress and egress is prohibited and will be inspected by the Fire Marshal. Mouse holes and overhead cable trays are available to assist with running cable paths over door entries to provide unrestricted access to attendees and service providers.

An estimate based upon actual equipment and labor requirements will be provided by our in-house A/V provider for your event needs. If you contract with another A/V company, coordination will need to be made for any services provided by our in-house A/V provider for equipment provided as stated in your Use Agreement.

Painting / Refinishing: No painting or refinishing of signs, displays or other objects will be permitted inside the venues. This activity may take place in approved loading dock areas if the surface is covered. Contact your Event Manager.

Soil / Garden Displays: Displays containing soil, humus, or similar materials must use a protective coating of fire retardant plastic, visqueen (minimum 6 mm), plywood, or masonite to protect the floor and all facility equipment. Curbing must be used to retain loose materials and to prevent leaks and water seepage. [Soil/Garden display materials will require the rental of open top dumpsters.]

South Ballroom Stage: The South Ballroom Stage is fully equipped to handle most any production needs. Use of the stage requires coordination with our exclusive AV provider. Clients have the option of using equipment which is permanently installed at additional cost or providing their own equipment. Use of the stage requires a full restore at the end of use. Speak to your Event Manager and PCC's AV provider for full details.

Tape: The only tapes authorized are low adhesive non-damaging cloth gaffers tape and painters tape. Tape may be used on all concrete, carpet and stage floors, equipment and other building surfaces. When this tape is applied to the floor surface first, other tape may be used on top of that surface. Clients are ultimately responsible for the removal of all tape and tape residue used by any of your service contractors in support of your event. If tape residue remains on the floors after your move-out is complete, it will be removed by Phoenix Convention Center staff and billed to you at prevailing labor rates.

Terrazzo Floors: Complete protection of ALL terrazzo floors throughout the Phoenix Convention Center is required prior to the moving or setting of any equipment. Terrazzo floors shall be protected by carpet, visqueen (minimum 6 mm), plywood, or masonite non-skid padding. Metal wheel dollies, pallet jacks, equipment, or freight that could damage the surface is not permitted on the terrazzo surfaces. Please contact your Event Manager for locations.

Vehicle / Freight Load-In: Advance approval must be obtained from your Event Manager to move any vehicle through the Convention Center lobby or glass front doors. Carpeted and terrazzo areas require complete coverage with heavy duty visqueen (minimum 6 mm), plywood or masonite at all times when work is being performed, including delivery, movement, unloading, installation or dismantling of materials. Additional labor charges will apply when the size of the item requires the removal of the door(s). Vehicles needing to access Convention Center pedestrian areas must be scheduled in advance and escorted by a security representative.

Freight load-in is permitted from exhibition halls to lobby areas only through specified pedestrian doors that have been designated as "freight" doors. Failure to confine such loading through these doors could result in labor and material charges. Semi-Trailer Trucks and other excessively heavy machinery are prohibited on carpeted areas. Contact your Event Manager for more information.

West Ballroom and Prefunction Audio Visual Requirements: The West Ballroom and Pre-Function areas are equipped with built-in sound systems. The use of outside equipment operated through our sound systems requires approval and coordination for patching equipment. A "patch fee" and other fees related to audio lines for broadcast and recording, routing audio between meeting spaces, floors and buildings will be charged at prevailing rates. Placement of cables along floors, aisle ways, doorways, or other areas that can create a trip hazard or obstruct ingress and egress is prohibited and will be inspected by the Fire Marshal. Mouse holes and overhead cable trays are available to assist with running cable paths over door entries to provide unrestricted access to attendees and service providers.

An estimate based upon actual equipment and labor requirements will be provided by our in-house A/V provider for your event needs. If you contract with another A/V company, coordination will need to be made for any services provided by our in-house A/V provider for equipment provided as stated in your Use Agreement.

200 West Level Meeting Rooms: Located on the second level of the Phoenix Convention Center's West Building, this meeting destination, including rooms 201-213, offers audio visual amenities to supplement your meeting requirements. The audio-visual features of the floor are managed by the Phoenix Convention Center; however, the use of outside AV equipment is permitted in room 208, and rooms 211-213. With the exception of room 207 (Lecture Hall), the use of all permanently installed audio-visual equipment is not included in your room rental. Audio-visual labor rates and additional audio-visual equipment rental charges may apply based on the needs of your event.

Lecture Hall: Room 207, located on the 200 level of the West building, can accommodate up to 192 people and may serve as a general session meeting location. Lecture Hall room rental includes the use of all existing built in AV equipment: rear screen projection, integrated audio system, lighting package and lectern with microphone. Additional operator labor fees apply for built in AV equipment.

FACILITY INSPECTION: A facility inspection will be scheduled for any space used as exhibit hall and conducted prior to your move-in and after your move-out. The inspection will be conducted by Phoenix Convention Center security. It is to your advantage to be present or ensure that your decorator is present during these inspections. Please contact your Event Manager for more information.

FIRE AND LIFE SAFETY REGULATIONS: The Phoenix Fire Department and the Phoenix Convention Center have developed a Fire and Life Safety Regulations guide in accordance with the City of Phoenix Fire Prevention Code. We strongly recommend you review these regulations and distribute them to your exhibitors to limit any problems or issues. Any reproduction of these regulations may not be altered without prior approval from the Phoenix Convention Center and Phoenix Fire Department.

Floor plans: Please provide an electronic .pdf file of your exhibit hall floor plan at least thirty (30) days prior to your move in. If an electronic version is not available, please submit three (3) printed scaled copies to secure Fire Marshal approval. Submittal of floor plans prior to the sale of exhibit booths is strongly recommended. Any requests for Phoenix Convention Center floor plans not shown on our website or marketing layouts, or any uniquely specialized/detailed floor plans, must be submitted in writing to your Event Manager. Due to security concerns, some information may not be available; therefore, please include detailed information as to how the floor plans will be utilized and by whom. One (1) general set of floor plans for each meeting room, exhibit hall or lobby area will be provided at no charge to the Licensee. These are available in printed or electronic format.

All floor plans submitted to your Event Manager require the following information:

- ✓ Plans drawn to 1/16-foot or 1/32-foot scale, with the scale specified, and including all fire hose cabinets, fire extinguishers, automatic external defibrillators, drinking fountains, office entrances, concession stands, electrical grid, etc. indicated.
- ✓ Name of trade show and/or exhibition.
- ✓ The listed locations of the trade show and/or exhibition.
- ✓ Dates of the trade show and/or exhibition, including move-in/move-out.
- ✓ Location of all exits, aisle spaces, storage, booth spaces, and bulk exhibit.
- ✓ Exhibition manager or exposition service contractor, address, and telephone number.
- ✓ Width of aisles, reflecting minimum 10-foot aisles throughout the show floor.
- ✓ Drapery height indicated.
- ✓ Location of exhibits on the utility grid.
- ✓ Lobby(ies) and intended use.
- ✓ Location of booths and registration areas.
- ✓ Service desk locations, including contractors.
- ✓ Notation if aisles and/or booths are to be carpeted.
- ✓ Booth numbers.
- ✓ Dedicated food and beverage refers to areas near concessions reserved for food services.

Food and Beverage function floor plans must be reviewed and approved by our Food and Beverage provider. Indicate areas for food service and staging.

After an initial review by your Event Manager to ensure compliance with the Phoenix Convention Center's Facility Guide and operational policies, plans will be reviewed by the Fire Marshal who will stamp all copies "approved," "approved as noted," or "not approved." The Fire Marshal will indicate any required modifications, initial and date all copies of the plans. It may be required that plans marked "approved as noted" or "not approved" be resubmitted.

When a floor plan has been approved by the Phoenix Convention Center and the Fire Marshal, a copy will be returned for your records. If an approved floor plan is modified, a revised plan must be re-submitted for Phoenix Convention Center for Division of Fire Prevention approval.

Inspection and Permit: All trade shows and/or exhibitions shall be inspected and approved by the Fire Marshal prior to being occupied by the public/attendees. All aisle ways and doorways must be clear and free of obstructions prior to the opening of the event. An inspection may be conducted during the course of the move-in and move-out. Inspections should be scheduled with the Fire Marshal during the pre-convention meeting.

Spot inspections may also be conducted during the course of the event. Shows are not permitted to open to the public without the approval of the Fire Marshal your Event Manager. You will be responsible for the correction of any fire code violations within a time period as determined by the Fire Marshal or authorized representative.

Life Safety Plan Review and Inspection Fee: A fee shall be assessed to review plans and conduct inspections for trade shows, exhibitions, and special events. Fees are determined by the City of Phoenix Fire Prevention Code and are differentiated by event type and space occupied. Licensee must remit fees for approval of plans prior to move-in.

Obstructions: No portions of the fire alarm, fire extinguishers, AED boxes, fire hose cabinets, sidewalks, entries, passageways, corridors, doors, aisles, elevators, vestibules, ventilators, light fixtures or access ways to onsite public utilities shall be obstructed, or caused to be obstructed, or caused to be used for any purpose other than ingress or egress. You will be charged [and held responsible] for any repairs for any damage resulting from misuse of the premise, less normal wear and tear. All storage shall be maintained 18 inches or more below sprinkler head deflectors.

FIREARMS / WEAPONS: It is the policy of the Phoenix Convention Center that firearms and weapons are prohibited in all venues, except by on-duty law enforcement officers with jurisdiction. Possession of firearms at the Phoenix Convention Center is unlawful under Arizona Revised Statutes 4-244, 4-229 and 13-3102. Firearms and weapons used for display or educational purposes may be allowed by statute. In these instances, the Phoenix Convention Center requires 30 days advanced notice to your Event Manager and written approval by the Director or designee in advance of such display.

FLAME EFFECTS AND PYROTECHNICS: All flame effects require a Phoenix Fire Department permit. Additionally, use of pyrotechnics and certain flame effects require a Phoenix Fire Department licensed pyro-technician and permit. Issuance of this permit requires a minimum of two (2) weeks.

FOG MACHINES: All special effects using fog, smoke, or haze machines require prior approval. Due to advanced fire alarm systems, use of these machines may be prohibited in some areas of the Convention Center. The use of liquefied carbon dioxide (CO₂) requires additional provisions and security. Please provide a cut sheet and/or MSDS at least 30 days prior to your event to your Event Manager.

FOOD AND BEVERAGE / CATERING: Catering services are provided exclusively by our in-house food and beverage provider. Our knowledgeable and experienced food and beverage staff takes great pride in handling every detail, providing the utmost in quality and diversity while consistently exceeding expectations. Our unique menus and presentations are as varied as the clients we serve.

Alcoholic Beverages: The Phoenix Convention Center operates under the same policies as restaurants in regard to food and beverage consumption. The consumption of alcoholic beverages on site is not allowed by law unless purchased from our food and beverage provider. This includes move-in and move-out times. Arizona law requires appropriate levels of security to monitor alcohol in all venues, which will incur additional fees. In some cases, a designated area for serving and consuming alcohol may be required.

Café and Restaurant Services: Our exclusive food and beverage provider provides all café and restaurant services described on your catering order form. Our food and beverage provider reserves the right to open and close cafés and restaurants based upon event demand in consultation with you and your Event Manager.

Designated Food Areas: Designated food and beverage service areas have been established in each exhibition hall. A minimum space of 20 feet directly in front of each concession stand has been allocated for staging lines not including seating in halls. Use of these areas, or any site line obstruction of existing signage, must be pre-approved in writing, prior to any booth sales, by your

Event Manager, our food and beverage provider and the Fire Marshal. Substitute space in halls without permanent concession stands and/or alternative signs are your responsibility and must be mutually agreed upon by all parties prior to booth sale.

Food and Beverage Sampling: Sampling of food and beverages at your event is allowed with prior written authorization from our exclusive food and beverage provider and within the general guidelines below. Please contact your Catering Sales Manager for requirements and forms.

- ✓ Food and beverage industry shows or events containing significant food and beverage elements may conduct sampling.
- ✓ Items dispensed are limited to products manufactured, processed, or distributed by exhibiting firm in the trade show. Items may be sampled only and cannot be sold.
- ✓ Beverages are limited to a maximum four (4) ounce container and three (3) fluid ounces of product.
- ✓ Food items are limited to 1"x1" bite-size portions.
- ✓ Food and/or beverage items used as traffic promoters [i.e. popcorn, coffee, bar service] must be purchased from the Phoenix Convention Center's in-house food and beverage provider.
- ✓ The vendor distributing sample items must have a valid Maricopa County Temporary Food Service Establishment permit issued by the Maricopa County Environmental Services Department. A copy of the permit must be submitted to Phoenix Convention Center in-house food and beverage division no less than seven (7) days prior to the event.
- ✓ Alcoholic beverage sampling will be strictly monitored in accordance with Arizona Liquor Commission regulations.

Food and Beverage Set-ups and Floor Plans: The Phoenix Convention Center reserves the right to approve, and make changes to, all floor plans and layouts of all event areas where food and beverage services are to be provided. Changes deemed necessary may be made at the food and beverage provider's sole discretion. Our food and beverage provider reserves the right to specify the locations and configuration of all décor, tables, buffet and service stations, aisles, and staging and breakdown areas. All Phoenix Convention Center floor plans must indicate the food and beverage concession stand required setbacks.

Food / Alcohol Service: Food must be ordered whenever alcohol is being served. Food may be ordered from our food and beverage provider for the meeting room(s), or in the form of a concession/cash sales area inside or near the event. If the minimum is not met for the concession/cash sales area, you will be responsible for a standard set-up fee.

Statement of Intent: Food and beverage services at PCC are exclusive to our service provider. No outside food is permitted.

Other Restrictions: In accordance with the contract between the Phoenix Convention Center and our exclusive food and beverage provider, the following activities are not permitted:

- ✓ Deliveries such as pizza and other fast food.
- ✓ Food and beverages served from show manager's office, other than those provided by our caterer.
- ✓ Alcoholic beverages unless served by our caterer.
- ✓ Ice chest/coolers containing food or beverage products.
- ✓ Relative to Exhibitors and/or Show Promoters, outside individual beverages [whether single bottles or in cases], including private-labeled water bottles for distribution to attendees. Such service is available through PCC's in-house food and beverage provider.

Exceptions:

- ✓ Food used for show demonstration, covered under Food and Beverage Sampling Guidelines.
- ✓ Individuals with special food needs due to medical reasons.
- ✓ Individual bottled water or other non-alcoholic drinks for personal consumption.

IN-CONJUNCTION WITH EVENTS (ICW): If you assign some of your contracted space to an ICW for a meeting or event, please note that the PCC will not bill separately. Any equipment or charges will appear on the client's invoice. ICWs may contract for space separately to receive separate invoices.

INSURANCE REQUIREMENTS: General insurance requirements for most Licensees and their contractors call for proof of a General Liability Insurance Certificate of no less than \$2 million and the listing of the City of Phoenix as an additional insured. In addition, \$1 million in auto insurance is required when motor vehicles are operated on PCC property, including on loading docks. Please refer to your Use Agreement for specific insurance requirements for your event.

INTERNET: The Phoenix Convention Center provides free Wi-Fi for attendees in the Metro Marche, West Atrium, and the South Building lobbies for the Ballroom and Halls F and G. Additional internet services may be purchased through our exclusive event communications provider.

KEYS AND CORE CHANGES: Requests for hard keys/access cards and key core changes at the Phoenix Convention Center should be made through your Event Manager at least 14 days prior to your event. All hard keys/access cards must be returned on the last day of your Use Agreement. See Equipment Rental Rates for current charges for key core changes and hard keys/access cards not returned. Rooms that have had key cores changed are under your complete control and liability.

Phoenix Convention Center staff will access these rooms only in the case of emergencies [i.e. fire alarms]. You are responsible for daily locking and unlocking of these rooms for event activity. It is also your responsibility to make arrangements with your Catering Sales Manager for delivery and removal of food and beverage services. Additionally, you should establish a daily cleaning schedule with your Event Manager of those rooms not furnished by your Exposition Service Contractor.

LABOR SERVICES: Arizona is considered a “Right-To-Work” state. The use of union labor is not required by the Phoenix Convention Center; however, many local service contractors use union labor. Due to local regulation, the Phoenix Convention Center is responsible for final determination of the number of security guards, police, medical personnel, ushers, and ticket office personnel required for events to ensure minimum staffing levels are maintained for proper control and safety. You are welcome to provide competent personnel to handle and operate your own equipment, respective of the PCC's rules and regulations

LICENSES AND PERMITS: Licensees will be responsible for acquiring and paying the costs of any licenses and permits required by authorities having jurisdiction over the Phoenix Convention Center. For further information, please contact your Event Manager.

LIGHTING / ENERGY CONSERVATION: Your Phoenix Convention Center Use Agreement includes general house lighting in exhibition areas, public areas and meeting rooms during move-in, show and move-out.

- **Exhibition Halls** – During move-in and move-out, sufficient lighting will be provided at no charge in the exhibition halls. Show lights [100 percent lighting level] will be provided during show hours, beginning one (1) hour prior to show hours. Additional exhibition hall lighting must be scheduled through your Event Manager.
- **Meeting Rooms** – Each meeting room has independent lighting controls, either on wall units or through the use of remote control units. Lighting levels in our meeting rooms can be dimmed in 25 percent increments.

LOADING DOCKS / RAMPS: The loading dock areas are designed for the sole purpose of facilitating vehicles associated with the loading and unloading of event-related equipment. For that and other safety-related reasons, general parking for attendees or your staff is strictly prohibited.

Dock space assignments will be provided by your Event Manager. The Phoenix Convention Center reserves the right for access to at least one (1) dock space per building to support in-house and service provider deliveries. Storage of crates and empty trailers in or on the dock is permitted in certain situations [excluding combustibles], but will be closely monitored. Your Event Manager can provide additional information.

Your exposition service contractor may need to stage various delivery vehicles while awaiting Phoenix Convention Center dock space during move-in or move-out. Marshalling facilities are available for this use. The use of streets adjacent to the Phoenix Convention Center is prohibited without permits. Please refer to the *Marshalling Yard* section of this guide or contact your Event

Manager. A Dock Master to facilitate vehicle movement is required during move-in and move-out days.

LOST OR MISPLACED ARTICLES: The Phoenix Convention Center assumes no responsibility for any losses suffered by you, your exhibitors, or general attendees due to theft or loss of equipment and articles or other personal property. PCC provides an official lost and found location in our Operations Center, located in the Phoenix Convention Center West Building. Should you, your exhibitors, or any of your attendees misplace any items, contact the Operations Center at 602-262-7271.

MARSHALLING YARD: A marshalling yard with office space is available for parking of oversized vehicles, tractors, and trailers during contracted event move-in and move-out dates. The Tonto Marshalling Yard is located at 1102 E. Tonto Street, approximately 1.5 miles south of the Phoenix Convention Center. When utilizing the Tonto Marshalling Yard an event security guard must be present, at all times; coordinate with our event security provider to schedule a guard. A limited number of spaces are available for short term marshalling at the East Garage, located at 601 E. Washington Street. Please contact your Event Manager for availability and rates.

MEDIA / PUBLIC RELATIONS SERVICES: The Phoenix Convention Center's public relations staff is available for consultation on event publicity, media contacts, media handling, media logistics, and advertising. Due to on-site logistical requirements, you must make arrangements at least one (1) month prior to your event if you anticipate having any media coverage or attendance at your event. The PCC public relations staff will be available to assist with the facilitation of onsite media and logistics as well as media van and satellite truck parking, live remotes and photo shoots. Publicity services do not include writing or distributing press materials or placement of advertising.

Calendar / Event Listings: General client event information and web links may be listed on the Phoenix Convention Center website: www.phoenixconventioncenter.com. Clients wishing to have additional information surrounding their event such as ticket prices, event description, event times, etc., must complete an event calendar listing form and submit it as soon as possible. Because the website features a quarterly event listing, clients are encouraged to submit this information no later than 90 days in advance of their event. This information is also shared and accessed by several other calendar listings and tourism, entertainment, and business sites. Therefore, clients are highly encouraged to submit an event form.

MEDICAL / HAZARDOUS WASTE: Any hazardous waste disposal and cleanup must be approved prior to move-in. The Fire Marshal can assist you with these arrangements. Any hazardous or medical waste materials left at the facility after move-out will be disposed of by the Phoenix Convention Center and will be billed to you. Sharps need to be disposed of in red containers and clearly labeled as such. All other waste must be in red plastic trash bags and properly labeled. DO NOT leave needles and sharps boxes unattended.

MERCHANDISE / EVENT SALES: Merchandise sales, including but not limited to programs, CD's, DVD's, apparel, photographs, and other merchandise is allowed with prior approval from your Event Manager and is subject to a 15% commission fee on all novelty gross sales, net application taxes. It is your responsibility to pay this commission to the Phoenix Convention Center. The Phoenix Convention Center will collect sales information from the merchant, copies of information collected is available upon request.

MULTILEVEL BOOTH: Multilevel booths are considered "Structures" and require a building permit and inspection prior to their use. The Phoenix Fire Department approves the installation and intended functionality for multilevel exhibit(s) that are meant to accommodate pedestrian occupancy. Multilevel exhibits must bear construction documents that have been stamped by a licensed structural engineer or architect. Final installation of a multilevel exhibit cannot deviate from the stamped construction documents. If deemed necessary by the Phoenix Fire Department, final approval for multilevel exhibits will reside with the Planning and Development Department (P&DD) at the prevailing inspection rate.

MUSIC LICENSING: The Phoenix Convention Center does not furnish any licensing agreements with American Society of Composers (ASCAP), Broadcast Music, Inc. (BMI), or Society of European Stage Authors and Composers (SESAC). Therefore, it is important that you or your exhibitors obtain your own licensing agreements prior to the use of copyrighted music during your

event. Without the possession of the appropriate licenses, we will be unable to provide the audio systems for playback of ASCAP, BMI, or SESAC material. The Phoenix Convention Center has music programs that are furnished under contract with a commercial music provider. Those music-licensing fees are paid directly by the content provider.

NOISE / VOLUME LEVELS: The Phoenix Convention Center retains the right to regulate the volume of any audio signals that interfere with any other Licensee's use of contracted space within the Convention Center boundaries or that is determined to be offensive or otherwise violates the terms and regulations of the Use Agreement.

OBJECTIONABLE ACTIVITIES OR PERSONS: Any use of the facilities that is contrary to public policy, or not in the best interests of the City of Phoenix, or is in violation of any laws of the United States, the State of Arizona, Maricopa County, or the City of Phoenix, shall be a violation of the Use Agreement and shall be grounds for immediate revocation of the Use Agreement. Any person, whose conduct is objectionable, disorderly, or disruptive to facility use or in violation of any law, shall be refused entrance or immediately ejected from the premises.

PARKING AND FACILITIES: The Phoenix Convention Center operates and manages approximately 7,500 parking spaces in the downtown area. There are an additional 26,500 public spaces in the surrounding vicinity. Parking is available to everyone visiting the downtown area, not exclusively for use by the Phoenix Convention Center, and is subject to availability.

Bicycle Parking: Racks for bicycles are located in the West Garage on parking Levels G-1 and G-2, the North Garage on Level P-2, East Garage Street Level, Heritage Garage Street Level by the office, and various locations around the Phoenix Convention Center.

Bus Parking: All bus parking shall be scheduled in advance and will be accommodated based upon availability. The Marshalling Yard may be used to marshal larger trucks and buses. Show management will be responsible for the cost of the marshalling guard and any required off-duty police. Contact your Event Manager for details.

Garage Locations: Phoenix, Zip code 85004

West Garage	185 N. 2 nd Street
North Garage	475 E. Monroe Street
East Garage	601 E. Washington Street
Heritage Garage	123 N. 5 th Street
Regency Garage	40 N. 2 nd Street

General Guest Parking: Event parking on a charge basis is available in underground and adjacent parking garages. Authorization to park in reserved disabled parking spaces, located in all facilities, requires an appropriate disabled plate or decal. Vans, Busses, or high profile vehicles should park at the East Garage. The Phoenix Convention Center features fully accessible routes from all parking and transportation areas.

Some of the Garages are automated at certain times based on the event load and have Express Pay stations. Please follow the posted instructions for ingress and egress at these Garages.

The most up-to-date information regarding traffic, alternate driving routes, and guest parking near our venues is available from downtown Ambassadors sponsored by Downtown Phoenix Inc. Please call 602-495-1500 or visit: <http://www.downtownphoenix.com/ambassadors>

Motorcycle Parking: There is a designated area for motorcycles in the East Garage Street level. Prevailing public rates apply. Motorcycle parking is not available in the West, North, Heritage, and Regency Garages.

Overnight Parking: Overnight parking is not permitted in Phoenix Convention Center parking facilities.

Oversize / Vehicles / Trailers: Parking for large vehicles/trailers is available on a first-come, first served basis in the East Garage marshaling yard. Height restriction is 16' 6". As space is limited, any vehicle taking more than one (1) space will be required to pay for each additional space. In order to accommodate the trailers of as many clients/vendors/exhibitors as possible, all accompanying vans, trucks and cars will need to drop trailers and then park on upper levels [2nd floor or higher] of the East Garage at the pre-approved or market rate.

Parking Passes: Client / vendor / exhibitor passes are available primarily at the East Garage. Other garage use may be arranged with Parking Services.

Clients / vendors / exhibitors may pre-purchase parking passes at a discounted rate. Pre-paid parking passes are non-refundable / non-transferable. To receive the discount, passes must be arranged with your Event Manager, then ordered and purchased fourteen (14) days in advance of the event. All parking passes must be designed, created, and provided by Phoenix Convention Center Parking Services. Parking Rates are subject to change.

Unoccupied Motor Homes: Unoccupied motor homes may be parked in the East Garage marshaling yard. Overnight occupancy or recreational activities are not permitted due to zoning restrictions. The East Garage does not provide utilities for motor homes and other recreational vehicles. All parking requires advance scheduling, and will be accommodated based upon availability.

PAYMENTS: The Phoenix Convention Center accepts U.S. Currency – Cash, Checks, Automated Clearing House (ACH) transfers, wire transfers, Visa, MasterCard, Discover, and American Express for all payments. Payment for rent, services and/or equipment is due in full prior to move-in. Any applicable refunds will be granted in the manner in which payment was received. Cash payments will be refunded by check.

PRODUCTION SERVICES: The Phoenix Convention Center Production Services maintains the in-house audio systems and infrastructure as well as the production lighting system and manual rigging system in the South Ballroom. Production Services also manages the contract for the in-house AV provider and monitors their performance in operating PCC production systems.

PROPANE STORAGE, USE, and HANDLING: Propane (LPG) powered equipment and cylinder storage and use in the Phoenix Convention Center is governed by the following conditions.

Storage of Cylinders either empty or full not attached to equipment:

- Cylinders shall not be stored inside the building at any time with the exception of the lower loading docks.
- Storage quantity is limited to nine (9) 33.5 lb. standard equipment cylinders in the lower West dock and nine (9) 33.5 lb. standard equipment cylinders in the lower North dock. This excludes those cylinders attached to equipment. This applies to cylinders full or empty. If different size cylinders are used the total aggregate amount of LPG, per dock, shall not exceed 300 lb. LPG capacity.
- Cylinders shall be protected from vehicle impact by LPG cages or behind vehicle impact bollards.
- Cylinders shall not be stored in trailers.
- Cylinders shall be removed from the building and lower docks before refilling.
- Cylinders are only allowed to be stored in the lower loading docks when the lower exhibit halls have exhibit type setups. When lower halls have dense occupant load type functions [i.e. general sessions, food functions, dance / concert / or reception] LPG cylinders shall be stored at street level or on the upper North docks.

Equipment with attached Cylinder(s):

- The number of cylinders attached to a piece of equipment shall not exceed two (2) cylinders.
- At no time shall a single cylinder exceed 45 lb. (20 kg) LP Gas capacity.
- When the equipment is not in use, the cylinder's shut-off valve(s) shall be closed.
- Equipment shall not be stored inside in spaces with public accessibility or above street level. Equipment may be stored in these places provided the cylinders(s) are removed.
- Cylinders used on equipment shall have fully operational pressure relief valves. The valves shall be replaced by a new or unused valve within twelve (12) years of the date of manufacture of the cylinder and every ten (10) years thereafter. The Phoenix Fire Department and the Phoenix Convention Center have the right to inspect the cylinders and deny their use in the facility.

PUBLIC TELEPHONES: Complimentary telephones for public use are located at all of our Information Desks. Local outgoing calls are free. All long distance calls require use of a pre-paid phone card or credit card.

RECYCLING: The Phoenix Convention Center supports recycling and has implemented a program to collect recyclable material. This is a co-mingled [no sorting] program that allows for recycling of paper, cardboard, plastic bottles, aluminum and glass in the same bins. Recycle bins are located throughout the facility. If your event should require additional bins, please contact your Event Manager. All General Service Contractors and Service Providers are asked to comply in good faith with the Convention Center's Recycling Program, which is designed to achieve operating goals established by the City of Phoenix.

RIGGING / HANG POINTS: Banners and signs requiring a lifting motor, chain fall, pulley, or any other mechanical device will be hung by the in-house exclusive rigging provider. Please contact our in-house AV provider for current rates. Ask your Event Manager for details.

- Signs may not obstruct sprinkler heads and must have a clearance of no less than 18 inches.
- Signs that may injure, mar or deface any permanent building structures may not be attached by any means including nails, hooks, adhesive fasteners, staples, tacks, or screws.
- Signs may be posted on billboards, easels or other means of display.
- All signs must meet fire codes and Fire Marshal guidelines.
- The hanging of pictures, banners or any other items on walls, mirrors, railings or draperies, requires approval of the Phoenix Convention Center.
- A written request and drawing for heavy production and theatrical rigging shall be submitted to the Phoenix Convention Center exclusive rigging provider no less than three (3) months prior to the lease period. The drawing shall include location of pick-up points, load imposed on each point and total load of each individual structure to be hung. Drawings for heavy or theatrical rigging submitted less than thirty (30) days before move-in may incur additional charges.
- If analysis of the proposed rigging requires the services of a registered engineer, such expense shall be the sole responsibility of the Licensee.
- During the period of occupancy, the Licensee of the facility is ultimately responsible for any damage, injury, etc., that occurs due to the hanging or attachment of items to the facility itself or to facility owned equipment by any exhibitor, contractor, subcontractor, representative, agent, etc.
- At no time, will any item be attached to the ceiling grid, ceiling tile or to a false ceiling of the Phoenix Convention Center facility except by equipment specifically designed for this particular application and only with the prior approval.
- To assure no damage occurs to painted surfaces, all beam structures or other painted structures are to be covered with a protective material before wire, cable, etc., may be attached or placed around or over them.
- At no time, will electrical lighting conduits, utility pipes, or sprinkler systems be used as supports or as a source for attachment.
- Whatever is used to hang signage must be removed with the sign. No wires, ropes, etc., shall be left behind. All items must be completely removed before the end of the lease period. Removal of any items left will be billed back at current market rates to the Licensee.
- All rigging and/or hanging requests must be submitted in writing to the Phoenix Convention Center exclusive rigging provider. The in-house AV contractor provides exclusive rigging services. Any special rigging requirements that exceed the load point capacities or constraints identified on the load maps shall require the special review and approval of the structural engineer of record at the Licensee's expense.

ROOM CAPACITY / OCCUPANCY: Room capacity is set by the Fire Marshal and must be adhered to during your event. Persons will not be permitted inside any facility in excess of the established capacity. Capacity is determined based upon floor plans and usage as determined by the Fire Marshal.

ROOM SETS AND CHANGES: Requests for any services, accommodations, equipment, or materials must be submitted in writing by you or your representative no less than thirty (30) days prior to your event. If this information is not received within the required timeframe, and/or substantial changes are requested after labor has been scheduled, you will be invoiced for the labor to set and/or change these areas.

SAFETY: Staff, clients, contract labor and all others working in or entering the Phoenix Convention Center shall at all times adhere to all applicable federal, state and local laws, regulations and standards related to safe working conditions and practices. Work being performed shall be done so in accordance with all applicable Federal Occupational Safety and Health Administration (OSHA), Arizona Department of Safety and Health (ADOSH), American National Standards Institute (ANSI), National Fire Protection Association (NFPA), Entertainment Services and Technology Association (ESTA) standards, guidelines, local fire regulations, and any applicable consensus standards, industry recommended practices, and Phoenix Convention Center safety policies and requirements.

Equipment shall only be operated in accordance with manufacturer's written recommendations. Incidents observed and/or reported where unsafe equipment is being used or unsafe practices are being employed will immediately cease until all safety concerns have been sufficiently addressed to the satisfaction of your Event Manager.

Fall Protection: Suitable personal protection equipment shall be used whenever a fall hazard exists.

Lifts: Aerial lifts, personnel lifts, and fork trucks and lifts are to be operated only in accordance with the manufacturer's recommendations by authorized, trained, and qualified personnel.

Other Vehicles: Only non-motorized bicycles and tricycles and electric carts are permitted to be operated on Phoenix Convention Center property under the following guidelines:

- ✓ Equipment must be operated in a safe and prudent manner and comply with all safety regulations at all times.
- ✓ All carpeted areas in Phoenix Convention Center are off limits.
- ✓ Bicycles must be walked through pedestrian doors.
- ✓ Bicycles are limited to one (1) person per seat.
- ✓ Bicycles are permitted on exhibition hall levels only.
- ✓ Operator must wear all manufacturers' recommended safety equipment, including helmets.
- ✓ Traffic during events in the building may be restricted to certain areas and times.
- ✓ Areas of high pedestrian traffic must be avoided at all times.
- ✓ All doorways are to be kept unimpeded.

SAMPLES / GIVEAWAYS: Exhibitors may give away free items to event attendees, with the exception of firearms and/or other weapons. Samples must be distributed from those specific exhibitor booth locations only. The Phoenix Convention Center reserves the right to regulate the size and type of samples. Food and beverage samples have specific limitations [refer to *Food and Beverage* section].

SECURITY: Licensee is responsible, at their sole expense, for employing security and safety personnel as required and approved by Phoenix Convention Center's Security Manager. Licensee must also comply with all applicable Phoenix Fire Department regulations concerning occupancy, exhibits and procedures as outlined in the City of Phoenix Fire Code [special attention should be accorded to Chapter 17, Places of Assembly]. Licensee's event security company is responsible for developing an emergency plan for Licensee's event, safely coordinating the movement of all vehicles, including the move-in/move-out process, controlling access, investigating and reporting incidents such as injuries or losses, and coordinating with house security to ensure the general safety and security of Licensee's show. Event security must be onsite from the beginning to the end of Licensee's contract times. Licensee's final security plan must be submitted no later than thirty (30) days prior to Licensee's first contracted date to the Phoenix Convention Center's Security Manager who has full authority and discretion to approve or amend Licensee's security schedule. Should you require any further clarification or assistance in planning your event security needs, please contact our Security Manager.

In all cases, event security must have sufficient personnel to execute the emergency plan developed for your show. Each loading dock and front-of-house entrance must be guarded during move-in, show hours, and move-out. Supervisors and roamers are required to ensure complete coverage and to ensure event security guards are given times for breaks and meals.

Facility Security: The Phoenix Convention Center maintains on-site building security 24 hours a day, 7 days a week, to handle all non-event security issues and emergencies.

Off Duty Police: All off-duty police officers must be scheduled through the Phoenix Convention Center's Off-Duty Coordinator. Should you require the assistance of off-duty police officers for any other reasons, [armed security, VIP escorts, gun checks for events with firearm displays, etc.] please contact your Event Manager for details.

Proms / School Events: Two (2) off-duty Phoenix police officers are required for all high school proms. A school resource officer (SRO) may be substituted for one (1) of the officers if the SRO is a Phoenix officer. School Resource Officers from other jurisdictions shall be in uniform and may not be substituted for the two Phoenix Officers.

Schedules: Your event security company must provide the Phoenix Convention Center and in-house security company a schedule of all positions/start times and copies of all approved updates. At least one (1) staff member from the event security company must check in with the in-house security company at the beginning of each shift.

Vehicle Escorts: Event security is responsible for escorting all vehicles entering into general public areas.

SHIPPING AND RECEIVING: Deliveries, such as large freight and equipment, should be made in care of your Exposition Service Contractor commencing on the first contracted date indicated on your Use Agreement [refer to *Storage Restrictions* for further details]. Individuals, exhibitors, hotels, and other non-contracted agencies are permitted to make hand and/or cart deliveries of small packages and items through front-of-house entrances for use as part of a meeting or trade show. The Phoenix Convention Center Warehouse does not except deliveries.

SHOW FLOOR RESTRICTION: Unattended minors under the age of 16 will not be allowed on the exhibition hall floors during move-in and move-out. Exceptions may be made for youth-oriented shows with the appropriate insurance waivers in place and appropriate adult supervision.

SHOW OFFICES: Show offices for management are available at no charge to clients for use as an office or storage area throughout their show. The offices are available for Halls 1, 4, 6, A, C, E, F, G, and the South Ballroom.

SHUTTLE BUSES: Shuttle bus operations will be managed by private transportation service providers that will be hired by the client. The service provider is required to coordinate with the Event Manager to prepare a plan that will include the following information:

- Locations to be served by the bus routes [i.e. hotels, airport, parking]
- Bus routing to be used
- The number of buses estimated by route
- Schedule of services
- Traffic details
- Drop-off and pick-up locations by designated route
- Bus marshalling location
- Staging times
- On-site bus staff and hours of coverage
- Shuttle bus providers contact information
- Bus identification
- "Temporary Use of Right-of-Way" approval as required
- Police traffic support as required

SIGNAGE / EXTERIOR AND INTERIOR: All signs, banners, posters, window clings, literature and decorative materials must be related to the specific event and space/s held on the premises and is subject to City of Phoenix sign codes. Banner Application form must be completed 30 days prior to installation.

Exterior Signage: Exterior banners are permitted for display in pre-designated areas on the North, West, and South Buildings. Please submit a completed Banner Application at least thirty (30) days prior to move in for approval and must adhere to the installation rules and regulations. See your Event Manager for program details [[See Appendix G](#)].

Interior Branding and Way Finding Signage:

- ✓ Handwritten signs are not permitted
- ✓ Signs must be of professional quality

- ✓ All signage must be approved

Interior Signage: Signs may be hung in designated areas, within the following guidelines:

- ✓ Signs may not obstruct any sprinkler heads clearance. No less than 18 inches below sprinklers is required.
- ✓ Signs that may injure mar or deface any permanent building structures may not be attached by any means including nails, hooks, adhesive fasteners, staples, tacks, or screws.
- ✓ Signs may be posted on billboards, easels or other means of display.
- ✓ All signs must meet fire codes and Fire Marshal guidelines.
- ✓ The hanging of pictures, banners, clings or any other items on walls, mirrors, railings or draperies, requires approval of the Phoenix Convention Center.
- ✓ Signs must never obstruct infrared smoke detection beams.
- ✓ Signs may not be taped or placed over interior monitors.
- ✓ Signs, Banners or Graphics cannot cover or obstruct advertising graphics.
- ✓ No carpet or terrazzo floor clings

Lighted Marquees: Events meeting the criteria and held in specific areas of the Phoenix Convention Center are publicized on selected electronic light marquees. Contact your Event Manager for format information, submission deadlines, and other requirements.

SMOKING/VAPING RESTRICTIONS: In accordance with the [Smoke Free Arizona Act, ARS§ 36-601.01](#), there is a no smoking policy throughout all of the Phoenix Convention Center facilities, including patios, interior docks, garages, stairwells, and restrooms. Designated smoking areas are clearly marked and are located at least twenty (20) feet from all facility entrances, windows, and air intake locations. If you would like additional information about Smoke Free Arizona, you can call 1-877-429-6676, or visit www.smokefreearizona.org.

Electronic Cigarettes (Vaping): The use of electronic cigarettes in all forms is prohibited inside all venues and within 20 feet of all entrances. The use of electronic cigarettes is allowed wherever smoking is permitted.

SOLICITATIONS: No collections or donations, whether for charity or otherwise, shall be made, attempted, or announced on any Phoenix Convention Center premises without the prior written approval of Phoenix Convention Center management; unless the collection or donation is a freewill offering in conjunction with a religious service.

STORAGE RESTRICTIONS: The Phoenix Convention Center does not have sufficient storage space and is unable to accept any goods shipped to our venues for show management or any exhibiting companies. All bulk crate storage should be handled off-site by your Exposition Service Contractor. Any equipment remaining past the Use Agreement period may be deemed abandoned and will be disposed of by Phoenix Convention Center management as deemed advisable and at the cost of the client. The Phoenix Convention Center assumes no liability for items remaining past the Use Agreement period. Exposition service contractors may not leave any equipment on the premises for event support later without prior approval. All leased equipment [forklifts, golf carts, sign frames, etc.] provided by a third party contractor must be picked up within the Licensee's Use Agreement time frame. If not adhered to, additional charges shall apply.

STREET / FULL & PARTIAL LANE CLOSURES & METER BAGGING: Contact your Event Manager if your event requires closures for bus shuttles, pedestrian assistance or other activities that may impact traffic flow or safety. All requests for "Temporary Use of Right-of-Way" are subject to additional charges and will require an off-duty Police Officer(s).

TAX CODE ENFORCEMENT: The City of Phoenix Tax Code, Chapter 14, provides for the imposition of the "Transaction Privilege (Sales) Tax". The Transaction Privilege Tax is applicable to all persons, corporations and partnerships, who:

- Sell merchandise, products, or other tangible personal property.
- Solicit sales of tangible personal property for later delivery.
- Charge for participation in games of skill or other amusement activity, such as rides or slides.
- Charge for admission.
- Receive income or receipts from entering into agreements to lease/rent commercial real property or tangible personal property.

The City of Phoenix requires that any organization leasing, licensing, or renting non-residential real property within the City must first, be licensed and, secondly, must pay tax on any income received from such leasing, licensing or renting of space. Any income your event receives from leasing, licensing, or renting space to exhibitors or other parties will be subject to the prevailing tax rate.

To obtain your license and tax return forms, contact the PLT License staff at 602-262-6785, option 4, then 1. They will assist you in completing the license application and ensure that you understand the process.

For complete information on the application requirements for a City of Phoenix Privilege License Tax, you may visit the City of Phoenix Finance Department, Tax Division's website at <http://phoenix.gov/PLT/licsvcs.html>

TEMPERATURE CONTROL / ENERGY CONSERVATION: Efficient and cost effective energy management is a priority. When freight doors are open to the outside temperatures, fans are maintained to provide air movement when needed. Cooling or heating resumes once the freight doors are closed. Generally speaking, one hour is required to return the space to normal temperatures. Requests for services beyond minimal levels on move in/out days may be subject to additional charges. Generally, ventilation, heating or air conditioning is maintained from one (1) hour prior to event until close of event. Please contact your Event Manager for specific details [See Appendix D].

Statement of Intent: All Phoenix Convention Center ticketed events are serviced and provided by an exclusive, in-house ticketing office.

TICKET OFFICE SERVICES: The Phoenix Convention Center reserves the right to operate the ticket office for all events. All tickets are provided through our exclusive ticket provider. All tickets sold at the Phoenix Convention Center shall at all times, be under the charge and control of the PCC Director or designee. The Director shall, at the satisfactory termination of your event, make all necessary payments to you for money received from the sale of tickets, less expenses incurred. Exceptions will be at the Director's discretion. Every effort will be made to complete final event settlements within six (6) business days following event move out. All payments to you will be made in the form of check or wire transfer.

Admission Tax: City/State taxes of gross ticket sales will apply to events, commercial productions and out of state non-profit organizations. The applicable taxes will be included in the price of each ticket. These taxes will be deducted from the gross ticket sale and paid to City/State tax departments on behalf of the Licensee.

Advertising: Advertising copy must be provided to the Convention Center Ticket Office thirty (30) days in advance of the event. Included in all advertising must be the admission fee. Additionally, you must provide and include the phone number to the Convention Center ticket office (602-272-7272) and to our exclusive ticket provider. An information packet will be provided to you by the Ticket Office that will include important information that will help you with advertising copy questions and a list of information needed to set up your event in the ticketing system.

Complimentary Tickets: Licensee may request comp tickets under the following guidelines:

- ✓ Licensee must distribute comps tickets for legitimate reasons only [promotion, media, press, or guests of the artists] and agrees that comp tickets may not be sold under any circumstance.
- ✓ Licensee may not distribute tickets at other box office locations and/or contract with any discount ticket agency.
- ✓ The Phoenix Convention Center reserves the right to control the number of comp tickets distributed by licensee, not to exceed 10% of the total ticket manifest.
- ✓ Comp tickets will have a face value of \$0 and will not be subject to a facility fee. Any amount of comp tickets exceeding the 10% cap is subject to Phoenix Convention Center approval and will be subject to the facility fee.

Consignment Tickets: Licensee may request tickets on consignment under the following guidelines:

- ✓ Tickets will be printed and sold at full price.
- ✓ Tickets must be sold in person within the Licensee's group or organization.

- ✓ Advertising of consignment tickets on the internet, radio, television, print ads and flyers, is strictly prohibited.
- ✓ Unsold consignment tickets must be returned to the ticket office two (2) business days prior to the event. Any tickets not returned before this deadline will be considered sold.

Credit Card Policy: The Phoenix Convention Center Ticket Office accepts Visa, MasterCard, Discover, and American Express for all events.

Facility Fee: The Phoenix Convention Center charges a facility fee for each ticket/seat sold. Such fees will be added to the advertised ticket price. Client [promoter, presenter, etc.] may choose to pay the facility fee on the patron's behalf.

Refunding: The Phoenix Convention Center Ticket Office must be advised of any provisions for refunding money to patrons. The Ticket Office management reserves the right of determination for any refunding requests.

Services: The Phoenix Convention Center will perform all of the following services: event set-up on computerized ticketing system, mail-order sales, advance and day-of-event walk-up sales, maintenance of all necessary events and accounting records, inform you on progress of sales, make all deposits, and prepare final statement of event with complete information for your audit or examination.

All tickets must be sold via the Convention Center Ticket Office or our exclusive ticket provider and ticket outlet partners. A list of current outlets and locations will be provided to you by the Ticket Office Manager. **Tickets may not be sold via any other method, vendor, or venue.**

Ticket Office: The Phoenix Convention Center Main Ticket Office is located at 100 North Third Street. Ticket windows are located on Third Street between Monroe Street and Washington Street and inside the Phoenix Convention Center West Building. Ticket office windows at the Orpheum Theatre and Symphony Hall will open 1.5 hours prior to show time. Additional ticket windows are available in the North and South Convention Center buildings during event hours.

Ticket Sales Set-up: The Phoenix Convention Center ticket office requires five (5) business days from the receipt of all Licensees' ticketing information to program the event on the exclusive ticket provider's electronic ticketing system.

Ticketing Services Charges: Ticketing services charges are six (6) percent of gross sales or a minimum flat rate of \$1,500 per performance/per event day, whichever is greater. The ticketing fees include system set-up, sales via computerized ticketing system, outlet sales, internet sales, phone sales and advance and day-of event sales at the Convention Center Ticket Office, credit card, and phone percentages.

Ticket Processing Fee: Ticketing Services charges a fee to print tickets for events classified as a meeting, graduation or any event in which gratis tickets are used as a crowd control mechanism. Tickets will be printed one time only. No reprints will be allowed. The number of tickets will be limited to the venue's designated capacity.

USHERS AND TICKET TAKERS: The Phoenix Convention Center maintains an exclusive ushering company for all public and ticketed events. Your Event Manager will work with you to determine the correct number of ushers and ticket takers required to safely conduct your event and meet applicable codes. Ushers are the expense of the client.

UTILITY SERVICES: Electricity for temporary hookups for exhibits and displays are provided on a 30'x30' utility grid system: 120 volt, A.C. single phase, 60 cycle; 208 volt, A.C. three phase, 60 cycle; 208 volt, A.C. single phase, 60 cycle; and 480 volt, A.C. three phase, 60 cycles. Compressed air is provided at 125 to 150 psi and water supply and drainage is provided at 80 psi on a 60'x60' utility grid system. Two (2) 20-amp circuits are provided in all meeting rooms. Additional services in the meeting rooms, exhibit halls, ballrooms, and pre-function areas are available at an additional charge.

DIRECT SALE OF WEAPONS / AMMUNITION: Exhibitors offering weapons for sale may not complete any sale on site. Weapons displayed for sale must be secured to the display in a fashion preventing their removal. All sales must be consummated off PCC property, including PCC operated parking structures. Exhibitors who violate this provision may be immediately closed at the discretion of the PCC and their materials immediately removed from the show floor.

Show Managers are encouraged to discuss any potential vendor activity regarding the sale of weapons with their Event Manager to avoid disruption of their event.

INDIRECT SALES OF WEAPONS / AMMUNITION: Indirect sales of weapons and ammunition (such as a wholesale show, where orders are taken but sales are not completed on site) are permitted, provided that display weapons are secured to their table or display board, and with prior approval of the PCC.

APPENDIX A

FLOOR LOAD CAPACITIES:

North Building

Upper exhibition halls	300 lbs. /sq. ft.
Lower exhibition halls	350 lbs. /sq. ft.
North Ballroom	150 lbs. /sq. ft.
Meeting rooms/ lobbies	100 lbs. /sq. ft.
Patios	100 lbs. /sq. ft.

South Building:

All exhibition halls	600 lbs. /sq. ft.
South Ballroom	600 lbs. /sq. ft.
Ballroom stage floor	150 lbs. /sq. ft.
Meeting rooms/lobbies	100 lbs. /sq. ft.
Exterior Decks	250 lbs. /sq. ft.

West Building:

Lower exhibition halls	350 lbs. /sq. ft.
West Ballroom	250 lbs. /sq. ft.
Meeting rooms	125 lbs. /sq. ft.
Pre-function areas	100 lbs. /sq. ft.

Please Note: Heavy loads, such as cranes, must have advance approval to ensure the integrity of the utility tunnel grid system under the exhibition hall floors. The Phoenix Convention Center weight load formula is determined as *length times width equals area* ($L \times W = A$), and area divided into weight equals per square foot load ($W / A = \text{per sq. ft. load}$).

Please contact your Event Manager for more information.

APPENDIX B

PHOENIX FIRE DEPARTMENT AND PHOENIX CONVENTION CENTER

Dear Show Managers and Exhibitors:

The Phoenix Fire Department and the Phoenix Convention Center have created this Fire and Life Safety Regulations handout to assist you in the planning, setup, and operation of your event and/or exhibition. This handout is designed to cover some of the most common fire and life safety issues that you may encounter with your event and/or exhibition. This handout is not a complete list of all relevant code requirements; therefore, if you have any questions, please contact the In-House Fire Marshal with the Phoenix Fire Department at (602) 206-3621.

GENERAL REQUIREMENTS

- The trade show/exhibition shall be set up per the Fire Department approved plan(s).
- ALL EXHIBIT/DISPLAY CONSTRUCTION, DECORATION MATERIAL, AND DRAPE must be flame retardant. Oilcloth, tarpaper, nylon, plastic cloth, and certain other plastic materials that cannot be rendered flame retardant, through spray or dip application, are prohibited. Vertical carpet is also prohibited unless it is flame retardant. Please have the material's fire resistive documentation available prior to the show opening. If documentation for the material is not available then proof of satisfactory flame retardant may include a field flame test based on NFPA 701*. This will require the material to have a 1-inch x 4-inch sample cut. **Please note that the NFPA 701 test is a "destructive test" and the sample could be discolored or destroyed.*
- Plywood less than ¼-inch in thickness must be flame retardant treated lumber. The product shall not be painted or similarly modified until the material has been inspected and the flame retardant marking/labeling verified.
- Exits and aisles must be clear of all obstructions. This includes chairs, tables, product, trailer tongues, displays, etc. At no time shall a fire alarm speaker/strobe be blocked or covered.
- A minimum three (3) foot clearance shall be provided around all fire extinguishers, fire hose cabinets, standpipe connections, automatic external defibrillators. These devices shall also be clearly accessible and visible from the aisles. NOTE: If fire extinguishers are obstructed, the client is responsible for providing a fully operational 2A-10BC fire extinguisher in a visible, accessible location.
- Combustible materials such as pamphlets and other paper products shall be limited to a one (1) day supply and maintained in an orderly fashion inside the booth. No storage is allowed behind the booths. Registration area will also be limited in storage amounts.
- Combustible containers, such as wood crates and empty cardboard boxes shall be stored outside of the exhibit space or inside an approved storage area. General service contractors/decorators can provide storage options.
- All ordinary combustible freight storage in the lower truck docks shall be limited to 12 inches in height. Storage shall be confined to the event assigned doc slips. Combustible storage is not allowed under trailers.
- Operational single station smoke detectors shall be provided in all enclosed exhibits and vehicles exceeding 120 square feet [i.e. recreational vehicles, mobile homes, tents, semi-trailers, etc.]. Covered exhibits and booths exceeding 300 square feet shall obtain prior approval and comply with additional automatic sprinkler protection requirements.
- Booths that require more than 50 feet travel distance to an exit aisle shall be provided with a minimum to two (2) exits remote from each other.
- Any structure designed with a second level intended to be occupied require a construction permit and must pass inspection prior to their use. These booths shall be reviewed and approved by the Phoenix Fire Department and, if applicable, the Building Safety Department prior to setup in the facility.
- Two (2) story booths with only one (1) means of egress from the upper level shall have a posted maximum occupant load of ten (10) persons on the second level.
- Exit signs shall be visible from all locations. If exit signs are not visible, temporary exit signs shall be posted as approved by the Fire Marshal. If the space's lighting is at a low enough level in which the temporary exit sign(s) are not visible, then internal or external illuminated signs shall be used.
- Aisles in an exhibition or tradeshow shall be a minimum ten (10) feet wide.
NOTE: This width may be increased based upon the show type and setup.

- Vehicles, freight, storage, or other items shall not be stored or left in the path of the roll-up or sliding doors. At no time shall doors be obstructed from self-closing.
- Guards/rails required back and sides of stages/risers over 30" high.

LIQUID, GAS AND ELECTRIC FUELED VEHICLES AND EQUIPMENT FOR DISPLAY:

- All fuel tank fill caps shall be self-locking or taped in an approved manner to prevent tampering.
- Fuel in the fuel tanks shall not exceed one (1) quarter of the tank capacity or five (5) U.S. gallons (18.9L), whichever is less.
- Vehicles or equipment shall not be fueled or defueled on City of Phoenix property.
- The battery's positive post must be disconnected. If approved by the Fire Marshal, batteries used to power auxiliary equipment may be permitted to be kept in service.
- CNG, LNG, LPG (propane), and hydrogen fuel tanks shall have their emergency shut off valve(s) in the closed position.
- Electric Vehicles shall be rendered inoperable by removing the fuse. Do not disconnect the battery.
- RV's, campers, tractor-trailers, and other vehicles with more than 120 square feet of ceiling shall have an operational smoke detector per divided section.
- It may be necessary to inspect, move, or relocate a vehicle before or during a show. For this reason, it is recommended that a set of keys be available on site for all vehicles.
- Fuel storage shall be located outdoors in approved cabinets at a location approved by the Fire Marshal.

COOKING AND WARMING DEVICES:

All cooking and warming devices shall be approved by the Fire Marshal. All cooking and warming devices shall be listed by a recognized testing laboratory, i.e. UL or FM.

- Open flame cooking devices shall be isolated from the public by placing the devices a minimum of 48 inches from the public accessible area or provide a non-combustible three (3) sided non-combustible barrier between the public and the device(s).
- Individual cooking or warming devices shall not exceed 288 square inches of cooking surface.
- The table surface holding the cooking or warming device using combustible oils or solids must be made of a non-combustible material.
- A minimum of two (2) feet shall be provided between devices.
- Combustible materials (including booth drape) shall be maintained a minimum two (2) feet from cooking and warming devices.
- An approved 20BC rated dry chemical fire extinguisher shall be provided within thirty (30) feet of deep fat fryers using animal-based oil.
- A wet chemical type "K" fire extinguisher shall be located within thirty (30) feet of any cooking device that uses vegetable-based oil.
- Butane burners are allowed provided that the following are met:
 - a. The cylinder and appliance shall be listed.
 - b. Appliances shall not have more than two (2) 10-ounce (296 ml) non-refillable butane gas cylinders, each have a maximum capacity of 1.08 lb. (.490 kg).
 - c. Cylinders shall be connected directly to the appliance and shall not be manifolded.
 - d. Cylinders shall not be in the building after show hours.
 - e. Additional replacement and empty cylinders shall be stored outside the building.
- A noncombustible lid shall be immediately available and shall be of a sufficient size to cover the devices cooking well.

ELECTRICAL:

- Non-grounded two (2) wire 110v extension cords are **NOT** permitted. Most of these cords are only listed for residential use.
- Extension cords shall not run under carpet or rugs unless designed to do so, or if it is approved by the in-house electricians.
- There shall be a two (2) foot clearance between halogen or other high intensity lights and combustibles or per the manufacturer's instructions.
- Halogen and other high intensity lighting shall have the original factory guards in place over the lens/glass.

- All electrical cords, devices, and equipment shall be free from defects and operated per their manufacturer's instructions.
- All electric cords in the path of travel shall be taped down to prevent tripping.
- All electric devices shall be listed by a nationally recognized laboratory, i.e., UL / FM.
- Placement of cables along floors, aisle ways, doorways, or other areas that can create a trip hazard or prohibit accessibility is prohibited. If cords do not exceed a no. 2 pencil size, they may be taped down. The tape shall cover the cord in a parallel direction.
- Cable ramps may only be utilized with pre-approval by the on-site Fire Marshal 72-hours prior to load-in

HAZARDOUS MATERIALS:

Material Safety Data Sheets (MSDS) are required to be onsite and accessible for all approved hazardous materials brought into the facility. **ALL** hazardous materials shall be approved by the Phoenix Fire Department and the Phoenix Convention Center prior to being brought into the facility.

The following hazardous materials are **PROHIBITED on show floors**:

- LPG cylinders in excess of 2.5 lbs. (1 kg) water capacity.
- Flammable compressed gases, such as acetylene.
- Flammable liquids, including but not limited to, gasoline, kerosene, cleaning solvents, thinners and other petroleum-based liquids except those allowed in section LIQUID AND GAS FUELED VEHICLES.
- Pool chemicals, pesticides, herbicides, poisons, and other such products.
- Explosive materials, unless approved by the Fire Marshal, such as pyrotechnic materials.
- Cryogenics [i.e. liquid nitrogen, liquid oxygen], unless approved by the Fire Marshal.

OPEN FLAME DEVICES

Open flame devices are **PROHIBITED** with the exception of the following:

- Cooking or warming devices in compliance with the COOKING AND WARMING DEVICES section.
- Sterno may be used for warming trays with an operational, visible, and accessible 2A-10BC fire extinguisher within thirty (30) feet.
- Candles that have been pre-approved by the Fire Marshal and Phoenix Convention Center.

FIRE WATCH:

A fire watch, in accordance with the 2012 Phoenix Fire Code, shall be in place during the following conditions:

- Any time fog, smoke, or haze is used.
- Any time pyrotechnic effects are used.
- The fire alarm is in a modified mode.
- When the Phoenix Fire Department and/or the Phoenix Convention Center determine the hazards associated with an operation or event warrants.

APPENDIX C - PHOENIX CONVENTION CENTER CONTACT SHEET:

Phoenix Convention Center and Venues – www.phoenixconventioncenter.com

100 North 3rd Street
Phoenix, Arizona 85004
602-262-6225 or 1-800-282-4842

Event Operations

Miguel Munguia, CMP
Event Operations Manager
602-256-4227
Cell: 602-768-5659
miguel.munguia@phoenix.gov

Sales

Sarah Field, CMP
Interim Director of Sales
602-534-8376
Cell: 602-885-0025
sarah.field@phoenix.gov

Audio / Visual

AV Concepts – Preferred In-House Provider
Contact: Gordon Davis
602-252-2425 [Main] / 480-557-6040 [Direct]
gdavis@avconcepts.com

Concierge / Convention Services

Downtown Phoenix Visitor Center
125 North 2nd Street, Suite 120 (2nd St. / Adams)
Phoenix, AZ 85004
602-254-6500
visitors@visitphoenix.com

Electrical / Plumbing / Air

Commonwealth
Exclusive In-House Provider
Contact: Dan Shannon
602-253-5881
expo@commonwealthelectric.com

Event Security

Contemporary Security Corp. (CSC)
Preferred In-House Provider
Contact: Steven Hawkins
602-340-0046
Cell: 480-263-0294
shawkins@csc-usa.com

Fire

David West
Fire Marshal
602-495-5774
Cell: 602-206-3621
david.r.west@phoenix.gov

Ticketing

Geoff Rudolph
Ticket Services Manager
602-495-7172
Cell: 602-350-0251
geoff.rudolph@phoenix.gov

Telecommunications

Smart City – Exclusive In-House Provider
Contact: Todd Zuccato
602-252-2928
tzuccato@smartcity.com

Catering / Food and Beverage

Aventura – Exclusive In-House Provider
Contact: Sandy Brown
602-534-8607
brown-sandy@aramark.com

Media / Public Relations

Cynthia Weaver
Director of Communications
602-534-7633
Cell: 602-568-8126
cynthia.weaver@phoenix.gov

Parking

Ace Parking – Exclusive In-House Provider
Contact: Mike De Jesus
602-256-9760
Cell: 602-307-5096
mike_dejesus@aceparking.com

Production

Matt Bouchard
Production Services Manager
602-495-7214
Cell: 602-350-5332
matt.bouchard@phoenix.gov

Security

Travis Wauneka
Security Manager
602-262-6760
Cell: 602-283-6507
travis.wauneka@phoenix.gov

House Security – Operations Center

IPSA – Exclusive In-House Provider
Contact: Doug Mills
602-262-7271
dmills@ipsasecurityservices.com

APPENDIX D

EQUIPMENT RENTAL RATES:

Discounted rate applies to orders received fifteen (15) days prior to the first day of show move-in. Standard pricing applies on all orders received fourteen (14) days and less prior to move-in and throughout the duration of the event. In certain situations, equipment availability and inventory may be limited. Rates are subject to change, client will pay prevailing rate at time of order.

<u>EQUIPMENT</u>	<u>DISCOUNTED</u>	<u>STANDARD</u>
BIKE BARRICADE:	\$5	\$10
CHAIRS:	No charge	\$2
DANCE FLOOR (w/ trim): * Per 3' x 3' section	\$5 per section	\$10 per section
DROP BOXES:	\$5	\$10
DUMPSTERS:		
Open top 40 yd. – initial delivery	\$250	\$500
Open top 40 yd. – recycling – initial delivery	\$100	\$200
Open top 40 yd. – additional pulls	\$200	\$200
EXHIBITION HALL / MEETING ROOM CLEAN UP: \$.07 cents/sq. ft. Excessive trash removal		
KEYS / ACCESS CARDS:		
Key Core Changes	\$50/room	\$50/room
Lost Key / Access Cards	\$50/key/card	\$50/key/card
LANE / STREET CLOSURE:	\$100/day	\$200/day
LECTERNS: 1 per meeting room set included at no charge		
Standing	No charge	\$15
Table Top	No charge	\$15
ADA	No charge	\$15
Presidential	No charge	\$50
OVERNIGHT MEETING ROOM CHANGE:	\$140 each	\$180 each
PREFUNCTION FURNITURE	\$45.00 per hour	\$90.00 per hour
STAGES:		
Meeting Room:		
Standard size 8'x12' (height = 16" or 24")	No charge	\$1.00/sq. ft.
Performance:		
Standard Stage Size 28'x40' (height = 40"-54")	No charge	\$1.00/sq. ft.
Additional meeting room staging	\$1.00/sq. ft.	\$1.00/sq. ft.
Performance stage:		
Standard Stage Size 28'x40'x40" to 54"	No charge	\$1.00/sq. ft.
Additional performance staging	\$1.00/sq. ft.	\$1.00/sq. ft.
STANCHIONS:	\$5	\$10
TABLES:		
Head & Additional Tables – clothed/draped:		
6' x 30"	\$15	\$30
8' x 30"	\$15	\$30
Bare Tables:		
6' x 18"	No charge	\$15
8' x 18"	No charge	\$15
72" Rounds	No charge	\$15
Cocktail Tables	No charge	\$15
TABLE CLOTHS:	\$10	\$15
TRASH COMPACTING/CLEANING	\$45.00 an hour	
TELESCOPIC RISER SEATING per deployment	\$1,200	
WHEELCHAIR LIFTS: PCC has two (2) in stock Client assumes the costs for any outside rentals.	No charge	
WHEELCHAIR RAMPS: Limited to 16" to 48" high	No charge	

APPENDIX E

TEMPERATURE SETPOINTS:

Exhibit Halls, Ballrooms and Meeting Rooms	Summer - Set points	Winter - Set points
Move in/out – Non Event Day	78 Degrees	65 Degrees
During Event Hours	75 Degrees	69 Degrees

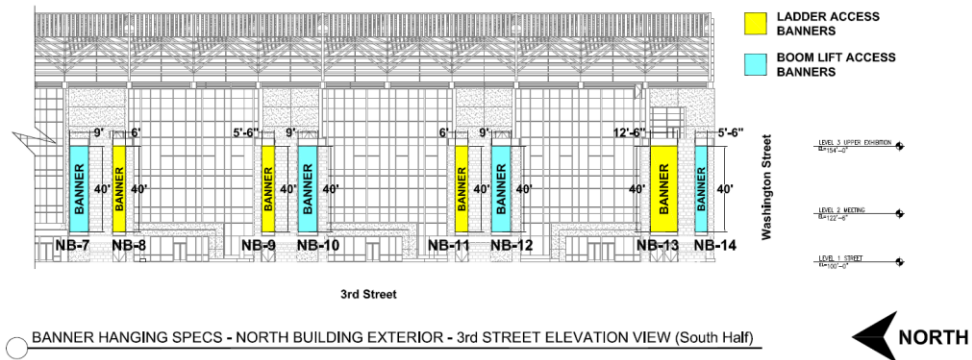
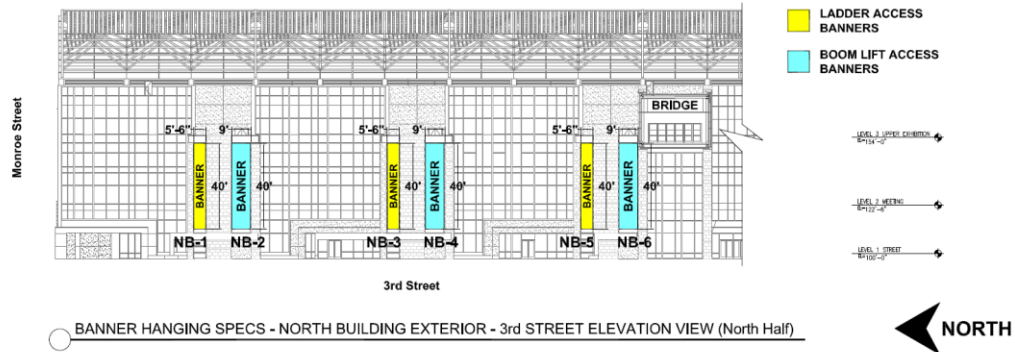
APPENDIX F

FREIGHT AND SERVICE ELEVATOR SPECIFICATIONS:

Elevator	Width		Length		Height		Weight
	Interior Cab Dimension	Entrance Restriction	Interior Cab Dimension	Entrance Restriction	Interior Cab Dimension	Entrance Restriction	
West Building							
Freight Elevator # 1	9'-8"	---	19'-2"	---	9'-11"	8'-11"	10,000 lbs.
Freight Elevator # 2	9'-8"	---	19'-2"	---	9'-11"	8'-11"	20,000 lbs.
Service Elevator # 3	5'-4"	4'-5"	9'-4"	---	10'	8'	6,000 lbs.
Service Elevator # 4	5'-4"	4'-5"	9'-4"	---	10'	8'	6,000 lbs.
North Building							
Service Elevator # 12	5'-10"	4'-6"	10'-6"	---	10'	8'	6,000 lbs.
Service Elevator # 13	5'-10"	4'-6"	10'-6:	---	10'	8'	6,000 lbs.

APPENDIX G

EXTERIOR BANNER DESIGNATED LOCATIONS: NORTH BUILDING ELEVATION



EXTERIOR BANNER DESIGNATED LOCATIONS: WEST BUILDING ELEVATION

