

Raleigh Convention Center: Event Planner's Handbook

Welcome to the Raleigh Convention Center

We are delighted that you have chosen the new Raleigh Convention Center as the backdrop for your special event. You have entrusted us to make your event successful and memorable. And that is our top priority. To carry out that promise, we will work hard to make every phase a pleasure — from booking the site to basking in the compliments for your unparalleled event.

Our sparkling new facility is the perfect setting, combining innovative design and flexible amenities. This guide outlines all of the ways the Raleigh Convention Center can ensure your event dazzles all your guests. Prepare to shine as never before.

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Our Commitment

Our Promise to You

Helping you shine — it's the commitment behind everything we do at the Raleigh Convention Center. Every policy we enforce, every guideline we uphold is designed to ensure a safe, pleasant experience for your guests and your staff. We also promise straightforward information about the services we can provide. So you'll know exactly what to expect. Please use this handbook as a roadmap for an event that will be remembered for its brilliance.

Mission Statement

To offer inviting, high-quality gathering places for Raleigh's citizens and visitors with the appropriate amenities and services to make every meeting an experience to last a lifetime.

Your Event Manager

Your RCC Event Manager will work closely with you to ensure that we attend to every detail of your event. This event professional will be your main point of contact as you plan, stage and host your special event. Feel free to call your RCC Event Manager with any question or concern.

Contact Information

Raleigh Convention Center
500 South Salisbury Street
Raleigh, NC 27601
919.996.8500 Phone
919.996.8550 Fax
raleighconvention.com

In-house Services

Audio

The Raleigh Convention Center will provide an unmonitored microphone paging system for exhibit hall events. If you require the use of other house sound systems, please contact your RCC Event Manager for in-house options or a list of recommended outside vendors.

Catering

Count on our award-winning, in-house catering team to serve up superlative food and beverage services. Your RCC Catering Manager will work with you to design a menu to satisfy your discriminating palate as well as your budget. We are proud to partner with Centerplate, a nationally known catering company. The Raleigh Convention Center holds and maintains a full-service liquor license and abides by all rules and regulations set forth by the North Carolina Alcoholic Beverage Control Commission. Outside alcoholic beverages are prohibited.

Electrical and Utility Services

The Raleigh Convention Center serves as its own exclusive electrical and utility services contractor. We will be happy to furnish electrical and utility rates upon request. Electrical connections and telephone/data connections are available in floor boxes strategically located throughout the Exhibit Hall floor on a 30' x 30' grid. Compressed air and water are also available as needed. A compressor must be supplied at client expense for compressed air needs. Please see the enclosed rate schedule.

Security

To ensure maximum safety for your event and our facility, the Raleigh Convention Center is the exclusive provider of all security personnel: door guards, badge checkers and all security guards. City of Raleigh police officers, on- or off duty, must be contracted through the Convention Center. You may discuss any additional security needs with your RCC Event Manager. For your safety, restricted areas of the Convention Center labeled "Authorized Personnel Only" are off-limits to all persons except RCC staff.

Telephone/Internet/Data Services

The state-of-the-art Convention Center is equipped with full Internet, telephone and data service capabilities.

Policies and Guidelines

To ensure every event receives excellent service and the best facilities, the Raleigh Convention Center has developed the following policies for all our customers. We ask that you carefully review these guidelines and adhere to them during every phase of your event. If you have any questions, be sure to contact your RCC Event Manager for clarification.

Accidents

Please report any accidents or first aid rendered to your RCC Event Manager immediately. We also request that you fill out an incident report form and submit it to your RCC Event Manager before the close of the event.

Adhesives

In order to maintain the excellent condition of our facility, we ask that all exhibitors, show management or their contract representative remove all carpet tape and tape residue marks on all RCC hall floors. If the Convention Center has to pay for removal or damages due to the misuse of adhesives, you will be billed for those costs. Nothing may be affixed to the Convention Center walls. There are several types of approved tape and adhesive-backed materials (non-residue, easily removable) permitted for use on the facility's carpeted surfaces. Some examples of approved tape are Shurtape PC-618 cloth duct tape (2" or 3" width) or Shurtape DF-642 double face cloth tape. If you have a question about a specific type of adhesive, please contact your RCC Event Manager.

Americans with Disabilities Act

The Americans with Disabilities Act (ADA) was enacted to ensure that persons with disabilities are afforded the same opportunities to participate in American society as all other persons. We believe the Convention Center is highly accessible according to the spirit and intent of ADA.

As a "Public Assembly Facility," the Raleigh Convention Center is responsible for permanent building access accommodations such as (but not limited to) wheelchair ramps, elevator standards, door width standards and restroom accessibility. You are responsible for making sure all exhibits, displays, meeting room layouts, paths of travel, etc. will be accessible to those with disabilities attending your event. You will not be required to make any structural changes to the Convention Center; however, you will be responsible for non-permanent accessibility requirements such as (but not limited to) auxiliary aides for the visually, hearing and mobility impaired.

The Raleigh Convention Center will do its best to assist you in identifying local vendors of auxiliary aides and services such as wheelchair rentals; however, you will ultimately be held responsible for identifying and contracting the aides/service providers.

If you do not arrange to provide temporary aides or services (when requested by your guests, within reason), the Raleigh Convention Center reserves the right, but not the obligation, to provide or arrange such services as deemed necessary,

and it will be your responsibility to reimburse the Convention Center for the costs associated with doing so.

You will also indemnify and hold harmless the Raleigh Convention Center and the City of Raleigh, their agents, employees, servants and officials from any and all claims, losses, damages or expenses, including reasonable attorney's fees, arising out of or resulting from your failure or the failure of one of your exhibitors or contractors to comply with the ADA or applicable regulations.

Animals

For sanitation purposes, the Raleigh Convention Center allows only Seeing Eye dogs (or other similar animals used for assistance by the disabled) and animals used as part of an approved exhibit or event inside the facility. Otherwise, no animals or pets are permitted in the Convention Center. Proper sanitary safeguards must be taken.

The Raleigh Convention Center requests that approved animals be kept on a leash, within a pen or under similar control. Please understand that by bringing animals into the Convention Center, you assume full responsibility for them and you will indemnify and hold harmless the Raleigh Convention Center and the City of Raleigh, their agents, employees, servants and officials from any and all claims, losses, damages or expenses, including reasonable attorney's fees, arising out of or resulting from an approved animal.

When any display includes pens or enclosures containing live animals, the following minimal provisions must be made:

- A protective covering such as plastic or visqueen must be used to protect floors and Convention Center equipment.
- Some type of absorbent (e.g., sawdust or fire-retardant wood shavings) must be placed within the pens.
- Curbing, fencing or bike racks must be provided to contain animals.
- You must provide cleanup and proper disposal of absorbents and waste.
- Animals are not permitted within 50 feet of any food service preparation or service area with the exception of assistance animals.

Audio-visual Services

If you require production equipment or technical assistance, please speak to your RCC Event Manager for in-house options or for a list of recommended outside vendors.

Badging

The Convention Center asks that all non-RCC personnel wear proper identification while on Raleigh Convention Center property.

Children

For safety reasons, no one under the age of 16 is permitted in the halls or dock areas during move-in/out.

Cleaning

The Raleigh Convention Center will provide one thorough cleaning of your contracted space prior to your event each day, at no extra charge. Please be aware that this cleaning does not include emptying of contractor or exhibitor trashcans or the cleaning of aisle carpet or exhibit booths. The Convention Center will also provide general cleaning of common public areas (e.g., hallways, lobbies, restrooms, etc.) during the course of your event.

You and your staff will be responsible for the breakdown of crates, large skids, abandoned exhibits or other debris too large or too heavy for removal by normal means.

When you arrive for move-in, the Convention Center will have a clean, empty space prepared for you. At the conclusion of the move-out period, we ask that you return an essentially empty and clean Exhibit Hall (or Ballroom when used for exhibits) to the Convention Center. "Essentially empty and clean" means:

- All excess show and display materials are removed from the premises
- and/or placed in trash containers (including the compactors) provided by the Convention Center.
- All equipment not belonging to the Convention Center is removed from the facility.
- All wooden crates, pallets, skids, etc. are removed from the building (disposal at your expense).
- All tape or other marking methods used are removed from the floor of the Exhibit Hall. Carpets in rooms used for exhibits must be vacuumed.
- All hazardous materials that cannot be legally taken to the landfill are properly packaged and removed from the premises at your expense.

It is your responsibility to return the Exhibit Hall to its original condition. If not, you will be charged for cleaning of the Exhibit Hall at prevailing rates.

For events producing excessive amounts of trash, a trash removal fee at prevailing rates will apply for additional scheduled dumpster pulls.

Damages

The Raleigh Convention Center understands that there will be "wear and tear" on the building as events take place. However, any damage beyond what would be considered reasonable will be your responsibility. This means that you and/or your insurance carrier will be liable for the cost of any repairs.

To help minimize the chances of such damage, the following basic guidelines have been established:

- Metal-wheeled carts are not permitted on the stone floors.
- Bicycles and carts are allowed only on the Exhibit Hall floor and in service corridors.
- An event or its exhibitors may not distribute stickers, decals, advertisements or similar items with adhesive backing in the building.
- Canned string, serpentine spray (e.g., Silly String), or similar products may not be used in the building.
- Glitter and confetti may not be used in the building.

- The use of helium-filled balloons or Mylar balloons is not allowed in the building.
- Only RCC personnel may move plants, lobby furniture and other RCC equipment in the public areas.
- No decorations or signage may be attached to the building walls, ceilings, columns, windows or other painted surfaces using nails, tacks, screws, wire, adhesive tape, etc.
- Sand, gravel, dirt, mulch and other loose materials may not be brought into the building without prior approval of RCC management.
- Brick, stone and other similar materials may not be cut on the premises unless a vacuum is used to prevent dust and debris from entering the air or remaining on the floor. These materials may not be glued or otherwise adhered to the facility floor.
- Holes may not be drilled, cored or punched in the building without prior written approval from your RCC Event Manager.
- The use of staples to apply skirting to Convention Center tables is not allowed.
- Painting or applying any covering to the walls, ceilings, floors or other areas of the Convention Center, its furnishings or fixtures is not permitted.
- Spray painting, touch-up painting or use of cleaning materials (e.g., Armor All) on equipment may be done only after the exhibitor has provided adequate protection for surrounding surfaces. Exhibitors who fail to provide the protection are billed for cleanup at prevailing rates with a one-hour minimum. No painting will be permitted in any carpeted area — no exceptions.
- Drains are intended for water and sanitary waste only. Dumping of paints, food or chemical waste into sinks, toilets or other drains is strictly prohibited.
- You or your service contractor is required to ensure that motorized equipment operated in the Convention Center does not drip oil or any other staining solution. Any vehicle found to leak oil or other solutions that stain RCC floors must be removed immediately. You will be charged for any and all costs associated with the cleanup and removal of stains.
- Motorized vehicles are not permitted in permanent carpeted areas without approval from your RCC Event Manager. You can receive approval if a required covering (plywood, polyethylene, or carpet) is used to protect the permanent carpeting in the area.

Event Requirements and Staffing

The Raleigh Convention Center wants to ensure there is ample time to prepare our staff and facilities for your event. To achieve our high standard of service, we ask that all event requirements be coordinated with and approved by RCC management at least 30 days prior to the beginning of the term of the license agreement.

The Convention Center will provide all event-related staffing for your event at the applicable rates. However, you will not be charged for general security for building perimeter areas and periodic internal patrols. The Convention Center maintains this service at all times for the safety of its visitors.

To provide the best service, the following RCC staff members will be given free access to the entire building including your rental space to perform their duties: custodians of the building, security guards, maintenance crews and management staff of the Convention Center.

For the safety of you, your staff and your guests, only RCC personnel are authorized to operate portable (air) walls and freight doors, turn lights on or off or lock and unlock doors.

Fire Code Rules and Regulations

The City of Raleigh Fire Department and the Raleigh Convention Center want you to have a safe and successful event. This fire code was developed with that goal in mind. This outline is based on provisions of the 2000 International Fire Code. Please review and familiarize yourself with this information to ensure the safety of your guests and staff. If you have any questions, please feel free to contact your RCC Event Manager.

I. General Regulations

- A. All exhibitors and contractors must comply with all applicable federal, state and local fire codes.
- B. All empty shipping cases, cartons or crates must be labeled and removed for storage, or they will be removed as trash.
- C. Fire lanes in and around the facility must remain clear and unobstructed.
- D. The Raleigh Convention Center is a smoke-free facility.
- E. All exhibitors are responsible for the correction of all fire code violations found. Violations are required to be corrected within the time determined by the Fire Marshal or duly authorized representative. Failure to comply may result in denial of your opening for the event and/or a citation.

II. Floor Plans

- A. All exhibitions and trade shows shall be set up as indicated on the approved floor plans. Refer to the "Floor Plan Approval" section for complete details (see p. 19).

III. Exits

- A. All exit doors and aisles must be kept clear and unobstructed.
- B. Directional and exit signs must function properly and be visible from all areas.
- C. Aisles must be clear of crates, easels, trailer tongues or any exhibit materials at all times.

IV. Seating

- A. All seating arrangements for events must be in accordance with Chapter 10 of the 2000 International Fire Code.
- B. Any special arrangement must be approved by the Fire Marshal or duly authorized representative.
- C. Seating arrangements will require a final site inspection and approval by the Fire Marshal or duly authorized representative prior to opening.

V. Construction/Decorations/Stage Scenery

A. All decorations, including, but not limited to, drapes, curtains, table coverings, skirts, carpet, signs, banners, acoustical materials, plastic cloth fabric, linens and similar decorative materials, must be rendered flame-retardant. Proof of satisfactory flame-retardant treatment (certificate) is required for inspection by the Fire Inspector.

B. Fire protection and emergency equipment must be accessible. Portable fire extinguishers, pull stations, standpipes and strobe lights may not be hidden or obstructed.

VI. Tents and Canopies

A. Tents or similar covers that would impair the effectiveness of the sprinkler system must be approved in advance by the Fire Marshal's Office.

B. Displays within the facility with a roofed area (tents, awnings, canopies, etc.) of 200 square feet or more must be equipped with a smoke detector and fire extinguisher.

C. A permit is required for tents and canopies in excess of 200 square feet.

VII. Cooking and Warming Equipment

A. Cooking and warming equipment must have the approval of the Fire Marshal's Office 30 days prior to the date of the event.

B. Appliances must be listed by a nationally recognized testing laboratory (UL and/or F.M.) for their use. Appliances shall be isolated from the public by at least four feet (measurement shall be from an aisle) or by a barrier.

C. Appliances shall be limited to 288 square inches of cooking surface area.

D. Appliances shall be placed on non-combustible surface material.

E. A 20:BC fire extinguisher with a metal lid is needed for each appliance.

F. Small cans of Sterno may be used for food warming purposes when proper precautions are taken to prevent ignition of combustible materials.

VIII. Electric Equipment

A. All electrical equipment must be UL listed and approved for its specific uses. Extension cords of 110 volt shall be grounded with 14 or larger awg copper wire.

B. All temporary wiring must be accessible and shall not be covered. Hard-back booths must have power supplies dropped within.

C. Any approved multi-plug adapter must be plugged directly into an approved receptacle.

D. Approved extension cords are for one appliance only.

E. Extension cords shall neither be affixed to structures nor extend through walls, ceilings and floors, nor run under doors, nor cause environmental damage.

IX. Compressed Gases/Open Flames/Explosives

A. Compressed flammable gases including LP gas tanks are prohibited unless approved by the Fire Marshal's Office. Other prohibited flammable

gases include acetylene, hydrogen, propane and butane. Vehicles fueled by LP gas, such as RVs or forklifts are also prohibited.

B. Compressed air or gas cylinders (non-flammable) used for inflation must be properly secured to prevent tipping.

C. Non-flammable compressed gas cylinders must be stored in an upright position with gauges and the regulator protected against physical damage.

D. NFPA 58 permits portable butane-fueled appliances in restaurants and in attended commercial food catering operations that are fueled by no more than two 10-oz. (0.28-kg) LP gas capacity non-refillable butane containers having a maximum 1.08-lb (0.4-kg) water capacity per container.

E. Open flame devices are prohibited unless approved by the Fire Marshal's Office.

F. All open flame devices and candles require a permit from the Fire Marshal's Office. Those requesting the use of open flame devices and candles shall provide a sample/picture for approval at least 15 days before the event.

G. The use of explosive and blasting agents is prohibited. Ammunition and pyrotechnics may be allowed under certain conditions.

X. Hazardous Materials

A. Hazardous materials are not permitted in the facility without approval of the Fire Marshal's Office.

B. Exhibitors should submit in writing a list of any hazardous materials to the Fire Marshal's Office along with the MSDS sheets 30 days prior to the event.

C. All hazardous materials must be properly labeled.

XI. Vehicles

A. Vehicles shall not be parked in the fire lanes or block any exits.

B. Gas tanks shall have no more than 1/4 tank or five gallons of fuel, whichever is less. Motorcycle tanks cannot exceed 2.5 gallons of fuel.

C. Fuel caps must be taped shut or fitted with a locking cap.

D. Battery cables need to be disconnected while in the facility.

E. There should be no fueling or de-fueling of vehicles on facility property.

F. Combustible material must not be stored beneath display vehicles. All space beneath vehicles must be clear and visible.

XII. Permits

A. All permits must be obtained through the Fire Marshal's Office and will be issued according to your need.

B. A fee may be required for certain permits.

Floor Plan Approval

The floor plan approval process guarantees that you and RCC management are in agreement about the steps needed to prepare the contracted area for your event in a timely manner.

Your floor plan must be reviewed and approved before the exhibit space can be offered for final sale to exhibitors. Your RCC Event Manager will need four copies

of the proposed floor plan, drawn to scale. Floor plans must be submitted for approval at least six months prior to the date of your event.

Your RCC Event Manager will provide a preliminary review to ensure all facility guidelines have been met. We will then submit your plan to the City of Raleigh Fire Marshal for final approval. After your plan has received final approval, a signed copy will be returned to you.

The Raleigh Convention Center may require you to make changes in your proposed floor plan to ensure the safe and orderly operation of the Convention Center.

Once the Convention Center receives your floor plan, we will review it and inform you of its approval within 10 days. If your plan requires changes, the areas in question will be marked in red, and the reasons for the changes will be provided in writing on the floor plan returned to you. The plan must then be adjusted and resubmitted for final approval.

The updated version will need to undergo the same reviewing process. Therefore, please resubmit it at least three weeks before the scheduled move-in date of your event.

Your Exhibit Hall/event final set-up must conform to your last reviewed floor plan. Your contracted service provider will need to refer to the drawing during set-up. When designing your event floor plan, please keep the following in mind:

- Access to exits, stairwells, doorways, fire hose cabinets, pull stations, fire extinguishers, house lighting controls, floor utility boxes, electrical panels, restrooms and concession stands must remain unobstructed.
- Floor utility boxes are laid out on a 30' x 30' grid. We strongly suggest that all floor plans be designed so that each booth has convenient access to the floor boxes.
- Aisles must be a minimum of 10 feet in width. Your floor plan should be drawn to scale and have the following information clearly indicated:
 - Name and date(s) of event
 - Revision number and date
 - Show times
 - Decorator (service contractor) if available
 - Number and booth configurations drawn to scale including all base dimensions, height and location
 - Aisle widths
 - Aisles to be carpeted
 - Emergency exits
 - Locations and dimensions of any stages, platforms, scaffolding, etc.
 - Location and dimensions of entrance headers or kiosks
 - Registration area, drawn to scale
 - Service desk
 - Vehicles
 - Covered exhibits (canopies, tent tops, umbrellas, enclosed or partially enclosed structures, etc.)
 - Cooking demonstrations
 - Proposed temporary food service areas

Please note: If your plan involves changes to the initial room set-up or room turnovers, there will be an additional labor cost. Your RCC Event Manager will be happy to supply you with current labor and equipment rental information.

The configuration of the operable (air) wall panels is complex, and changing the layout during an event may be time-consuming. Please plan any proposed changes in advance with your RCC Event Manager. Last-minute changes may impose on other room set-ups or meetings already in progress. Your RCC Event Manager will assist you in determining if planned or unplanned changes are possible and if there is an additional cost involved in changing the layout.

Freight

The Raleigh Convention Center wants to ensure that your event-related materials and equipment are not damaged or misplaced and are available to you when you need them. For this reason, please follow these freight-delivery policies.

The Raleigh Convention Center will not accept or store deliveries of freight for events. Please contact an exhibit contractor or freight handler for all shipping and receiving services.

The Raleigh Convention Center is not responsible for lost or misplaced freight. Freight must be consigned to an authorized show service contractor or delivered directly to a service contractor during the permit period.

Pre-arranged deliveries of materials, equipment or freight may be sent to the facility during contracted move-in dates. Please make sure your deliveries are clearly marked with the name of the intended receiver; the name, date and location of the event (e.g., Exhibit Hall A); and the booth number, if known.

All freight and exhibit materials must be moved in and out through the loading dock area.

Passenger elevators and escalators may not be used for transporting freight from level to level.

Freight to be shipped must be picked up within two business days after the event.

Any article or equipment remaining at the Convention Center past the expiration date of the contract may be considered abandoned and may be disposed of by the Convention Center as it deems necessary at the group's expense. The Raleigh Convention Center shall not be liable for any damages to or loss of such goods, wares, merchandise or property that may be sustained by reason of such removal and is hereby released from any and all claims for damages of whatever kind or nature, including, but not limited to, non-use or unavailability of such property.

Gratuities

While we appreciate your gratitude for our services, the Raleigh Convention

Center does not allow its employees to accept gifts, gratuities or favors from parties doing business with the Convention Center. We ask that you and your exhibitors please respect this policy.

Hazards

Please report any spills or hazards to an exhibit manager or facility personnel as soon as possible.

Make sure that you note the location of the exits, and do not block any doors marked with an overhead exit sign.

Obstructions blocking utility floor pockets, water, air and gas lines are subject to relocation at the exhibitor's expense as deemed necessary by RCC staff or the Fire Marshal's Office.

Liability Insurance

The Convention Center's policy requires that you provide a certificate of liability insurance coverage in the amount of \$1,000,000 (bodily injury and property damage combined).

Loading Docks

For your convenience, a dock space will be assigned to you by the RCC staff. Please limit your time in the loading docks when others are waiting, and move vehicles to the main parking area when unloading is completed.

Any person(s) operating motorized equipment must have a valid driver's license.

For safety purposes, all RCC equipment will be operated by authorized RCC personnel only.

No one other than employees of the official service contractor(s) for your event are authorized to operate any motorized cart, lift equipment, etc. of such service contractor in the Convention Center.

Please be aware of the traffic flow and do your part to ensure that the roadways do not become obstructed.

Freight may not be stacked nor stored in the loading dock area or on the truck lanes at any time without the prior approval of the loading dock manager. Your RCC Event Manager will be happy to help you with the details.

You and/or your contractors are responsible for cleaning loading dock areas of all excessive trash, debris, skids, pallets and equipment. If this is left undone, there may be additional charges to you and/or your contractors for the costs of cleaning the dock areas.

The Raleigh Convention Center reserves the right to require additional security on the loading dock during the event move-in and load-out.

No forklifts, truck trailers, etc. are to be stored or left before or after the contract period for any events without written authorization from your RCC Event Manager. If the equipment is not removed, RCC personnel will remove it and will not be responsible for damages or loss resulting from that action. The Raleigh Convention Center is not responsible for any equipment left after the contracted move-out date.

Parking

Your RCC Event Manager will be happy to help you locate and arrange parking for your staff and guests. Parking is available at prevailing rates in parking lots and decks surrounding the Raleigh Convention Center.

Parking in the loading dock or inside the Convention Center (except for loading or unloading) is strictly prohibited. Violators will be towed at the owner's expense.

Rigging

Please make sure that your RCC Event Manager approves all rigging within the Convention Center in advance. We ask that you submit a plan showing locations, weight and intent. Your RCC Event Manager will be happy to provide specific rigging information for the Exhibit Hall and Ballroom if needed.

All rigging in the Raleigh Convention Center must meet industry standards and be in accordance with all national, state and local safety codes.

For safety reasons, only qualified riggers are allowed to complete any technical and/or theatrical rigging from any hang point, catwalk or ceiling. RCC personnel must install all rigging, banners, signs, etc.

Please do not hang signs, banners, drapes, theatrical rigging, etc. from any electrical fixtures, raceways or from any water, gas, air or fire protection piping, supports or hangers. All electrical and neon signs must conform to national electrical codes as required by the Raleigh Convention Center.

All beam structures or other painted surfaces must be covered with protective material before wire, cable or the like is attached to prevent damage to the painted surface.

We do not allow the use of rigging in the meeting rooms.

Sharing the Facility

The Raleigh Convention Center is pleased to offer the entire facility for contracted use. However, unless your contract covers the entire building, there may be other events taking place at the same time elsewhere in the building. Do remember that the lobby areas are available to you for registration, coffee service and receptions, but we ask that they remain open for public access and emergency egress as they are considered public areas.

We make a conscious effort not to overbook the Convention Center in order to avoid overuse of the building or of specific sections of the building. We will provide you with information about any other events scheduled in the Convention Center during your contracted time. However, we assume no responsibility for

competitive or security concerns. If you do have concerns, feel free to discuss them with your RCC Event Manager.

In an effort to provide a positive atmosphere for all events, we ask that your show managers and service contractors be responsible for the conduct of their personnel and subcontractors while in the building.

Loud or profane language and disorderly conduct are not permitted at any time.

All illegal drugs and outside alcoholic beverages are prohibited.

Smoking

The Raleigh Convention Center is a smoke-free building. Smoking inside the building is prohibited.

Soliciting

Outside solicitors or unauthorized pickets are strictly prohibited.

Service Orders

Utilities and Services Policy

The Raleigh Convention Center is happy to provide utilities and services for you and your exhibitors at prevailing rates. Current rate sheets for labor, equipment rental and services are available on request.

For safety reasons, RCC personnel must perform installation of all utility services involving electrical, air, water, water drainage and Internet/telephone connections.

Service Order Forms

The Raleigh Convention Center requests that you submit all service order forms with full payment enclosed. We accept company, cashiers or certified check, cash, Visa or MasterCard. We cannot provide the service until payment is received.

To receive our lower advance rate, your forms must be received two weeks prior to your first scheduled move-in day.

Service Contractors

For the success and safety of your event and for legal reasons, the Convention Center requires all major contractors and subcontractors to be properly qualified, licensed and insured.

Service contractors (e.g., decorators, AV service providers, display companies, etc.) may have access to the building only for set-up and tear-down in accordance with the dates and times specified in your contract. You are responsible for contracting enough move-in/out time for your contractors to set up and tear down any exhibits, displays or decorations.

We ask that all service contractors wear an identifying badge while on site. Any costs (e.g., damage, equipment rental, labor charges, etc.) incurred by your service contractors are your responsibility.

Utility Service Order Terms and Conditions

1. **PREPAID ORDERS:** To receive our lower advance rate, your forms must be received two weeks prior to your first scheduled move-in day.
2. **CONDITIONS FOR PROCESSING SERVICE ORDER FORMS:**
 - a. Payment in full in U.S. funds must accompany service order form.
 - b. Payment may be made by company, cashiers or certified check, cash, Visa or MasterCard.
 - c. Date payment is received by the Raleigh Convention Center will determine the applicable rate.
 - d. All order form information must be completed in full to be processed.
 - e. Incomplete order forms could result in a processing delay, causing a delay in service installation.

- f. No service will be installed until full payment is received — no exceptions.
3. CANCELLATIONS: Refunds will be given as follows.
 - a. Before installation and more than six business days prior to first scheduled move-in day — full refund.
 - b. Before installation, but six business days or less prior to first scheduled move-in day — 85% refund.
 - c. After installation — no refund.
4. Prices are based upon current rates and subject to change without notice.
5. All orders placed or paid for at move-in will be charged the Floor Order Rates — no exceptions.
6. Credit will not be given for service installed and not used.
7. Obstructions blocking utility floor boxes are subject to relocation as necessary.
8. Prepaid orders will receive priority service.
9. RCC technicians are authorized to cut exhibitor or decorator floor coverings to permit installation of service and to maintain utility floor box system.
10. All equipment, regardless of power source, must comply with all federal, state and local safety codes.
11. All equipment must be properly tagged or marked with complete information as to required type and/or amount of current, voltage, phase, frequency, horsepower, etc.
12. Standard wall, column and permanent building electrical outlets are not a part of booth space and are not to be used by exhibitors unless otherwise specified.
13. All materials and equipment supplied by the Convention Center for this service order shall remain the property of the Convention Center and shall be removed only by the RCC staff at the close of the event. Exhibitors removing said materials or equipment will be charged at the prevailing replacement cost for those items.
14. All exhibitor 120-volt cords must be the 3-wire grounded type. No "zip cord" or Romex allowed.
15. All exposed non-current-carrying metal parts of fixed equipment that may be energized must be grounded.
16. The Convention Center reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe by your RCC Event Manager.
17. Exhibitors are not allowed to share electrical connections. All orders must be placed separately.
18. Rates quoted for electrical connections cover bringing the service to the back of the booth but do not include the final connections to the equipment or special wiring. All work performed within the booth beyond this will be charged on a time and materials basis.
19. Exhibitors are not allowed access to the utility floor boxes at any time.
20. Exhibitors using electronic equipment should supply surge protection for their equipment.
21. The Convention Center is not responsible for voltage or frequency variances.
22. Claims will not be considered unless filed by exhibitors prior to the close of the event.

Plumbing Service Order Terms and Conditions

1. PREPAID ORDERS: To receive our lower advance rate, your forms must be received two weeks prior to your first scheduled move-in day.
2. CONDITIONS FOR PROCESSING SERVICE ORDER FORMS:
 - a. Payment in full in U.S. funds must accompany service order form.
 - b. Payment may be made by company, cashiers or certified check, cash, Visa or MasterCard.
 - c. Date payment is received by the Raleigh Convention Center will determine applicable rate.
 - d. All order form information must be completed in full to be processed. Incomplete order forms could result in a processing delay, causing a delay in service installation.
 - e. No service will be installed until full payment is received — no exceptions.
3. CANCELLATIONS: Refunds will be given as follows.
 - a. Before installation and more than 13 business days prior to first scheduled move-in day — full refund.
 - b. Before installation, but 13 business days or less prior to first scheduled move-in day — 85% refund.
 - c. After installation — no refund.
4. Prices are based upon current rates and subject to change without notice.
5. All orders placed or paid for at move-in will be charged the Floor Order Rates — no exceptions.
6. Credit will not be given for service installed and not used.
7. Obstructions blocking utility floor boxes are subject to relocation as necessary.
8. Prepaid orders will receive priority service.
9. RCC technicians are authorized to cut exhibitor or decorator floor coverings to permit installation of service and to maintain utility floor box system.
10. All equipment must comply with all federal, state and local safety codes. The Convention Center reserves the right to refuse connection to any exhibitor whose equipment is deemed unsafe.
11. Standard wall, column and permanent building utility outlets are not a part of booth space and are not to be used by exhibitors unless otherwise specified. Equipment in column recesses may not be blocked at any time.
12. All materials and equipment supplied by the Convention Center for this service order shall remain the property of the Convention Center and shall be removed only by the RCC staff at the close of the event. Exhibitors removing said materials or equipment will be charged at the prevailing replacement cost for those items.
13. Rates quoted for plumbing connections cover bringing the service to the back of the booth and does not include the final connections to the equipment or special work. All work performed within the booth beyond this will be charged on a time and materials basis.
14. Exhibitors are not allowed access to the utility floor boxes at any time.
15. All equipment must be properly tagged with complete information as to volume, size and PSI requirements.
16. Service outlet size will be determined by volume required.

17. A separate connection fee will be charged for each piece of equipment using connected service, whether connected directly or otherwise.
18. Compressed air will be turned on one hour prior to event and turned off at the end of event daily, unless other arrangements are made in advance of move-in.
19. If air and water pressure are critical to the function of your equipment, it is recommended that you supply a pressure regulator. The Convention Center does not guarantee minimum and maximum pressures.
20. The Convention Center recommends that exhibitors provide a filter separator or dryer for all equipment requiring air lines. The Convention Center will not be responsible for moisture or water in air lines.
21. Claims will not be considered unless filed by exhibitors prior to the close of the event.