



**Raleigh
Convention
Center**

Event Planner's Handbook

Effective 11/27/2018

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POLICIES AND GUIDELINES

The Raleigh Convention Center is committed to providing an outstanding experience for all of our guests. We have developed the following policies and guidelines to ensure the safety, comfort, and enjoyment of all who visit and use the facility. We appreciate your careful review of this information and greatly appreciate your compliance during your time with us. If you have any questions, please contact your Event Manager/Coordinator.

Accidents

Please immediately report any accidents or rendering of first aid services to the RCC Security Team at 919-996-8911 or 919-302-8238.

Adhesives

To maintain the excellent condition of our facility, the Raleigh Convention Center asks that all exhibitors, show management, or their contract representative(s) remove any carpet tape and/or tape residue marks on the floors. You will be billed for any costs incurred due to the removal of adhesives from the carpets, walls, and/or floors.

No pins, tacks, or adhesives of any kind are permitted on windows, doors, walls, or floors without prior approval from your Event Manager/Coordinator two weeks in advance of your event start date.

American with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) mandates federally enforceable standards that seek to address and eliminate the discrimination of individuals with disabilities. According to the spirit and intent of the ADA, we believe that the Raleigh Convention Center is a highly accessible facility.

As a "Public Assembly Facility," the Raleigh Convention Center is responsible for permanent building access accommodations including, but not limited to, wheelchair ramps, elevator standards, door width standards, and restroom accessibility. You are responsible for making sure that 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 including, but not limited to, auxiliary aides for the visually, hearing, and mobility impaired.

We will do our best to assist you in identifying local vendors of auxiliary aides and services such as wheelchairs; however, you are ultimately held responsible for the identification and contracting of the aides and/or service providers.

If you do not arrange for a reasonably requested temporary aide or service, the Raleigh Convention Center reserves the right, but not the obligation, to provide or arrange such services as deemed necessary. It will be your responsibility to reimburse the convention center with the cost associated of 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 sanitary reasons, the Raleigh Convention Center only allows service animals 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 with approved animals.

Approved animals must 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.

Your Certificate of Insurance must state that specific liability coverage is in place for the animals. This coverage can be done by way of endorsement to the Commercial General Liability policy or by a separate Animal Liability policy.

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 (i.e., 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 clean up and properly dispose of absorbents and waste off-site.
- Animals are not permitted within 50 feet of any food service preparation or service area with the exception of assistance animals.

Children

For safety reasons, no individual who is under the age of 16 and is not affiliated with the host organization is permitted in the hall or dock areas during Move-In or Move-Out. Individuals under the age of 16 are permitted in other parts of the facility if supervised by an adult.

Cleaning

The Raleigh Convention Center provides the general cleaning of contracted spaces, as well as common public areas (i.e., hallways, lobbies, restrooms, etc.) during the course of your event.

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

At the conclusion of the move-out period, we ask that you return an essentially empty and clean space. "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 Raleigh Convention Center.
- All equipment not belonging to the Raleigh Convention Center is removed from the facility.
- All wooden crates, pallets, skids, etc. are removed from the building (disposal available at your expense).

- All tape or other marking methods used are removed from the floor of the exhibit halls. Carpets in ballrooms used for exhibits must be vacuumed.
- All hazardous materials, which cannot legally be disposed of in the landfill, are to be properly packaged and removed from the premises at your expense.

If the aforementioned points have not been met or if your event produces excessive amounts of trash, a cleaning fee will be charged at the prevailing rates.

Damages

The Raleigh Convention Center understands that there will be "wear and tear" on the building as events take place. However, the cost to repair or replace any damage beyond what is considered reasonable by Raleigh Convention Center staff will be the responsibility of you and/or your insurance carrier.

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

- Metal-wheeled carts/pallet jacks are not permitted on the stone floors.
- Bicycles and personal transporters i.e. Segways, skateboards, hoverboards, etc. are prohibited in the building.
- Exhibitors may not distribute stickers, decals, or similar items with adhesive backing in the building.
- The following items are not allowed in the building unless approved by event staff (cleaning fees may apply):
 - Canned string/silly string or similar products
 - Glitter and confetti
 - Helium-filled balloons or Mylar balloons
- Only RCC personnel may move plants, lobby furniture, and/or 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 by way of nails, tape, tacks, screws, wire, etc.
- Sand, gravel, dirt, mulch, and other loose materials may not be brought into the building without prior approval from your Event Coordinator/Manger.
- 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 building floor.
- Holes may not be drilled, cored, or punched in the building.
- The use of staples to apply skirting to Raleigh Convention Center tables is not allowed.
- Painting or applying any covering to the walls, ceilings, floors, or other areas of the convention center or its furnishings or fixtures is not permitted.
- Spray painting, touch-up painting, or use of cleaning materials (i.e., Armor All) on equipment may be done only after the exhibitor has provided adequate protection of the surrounding surfaces. Exhibitors who fail to provide adequate protection will be billed for removal at prevailing rates. 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 and/or your service contractor are required to ensure that all 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 could stain the 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 Event Manager/Coordinator. You will receive approval if a required covering (plywood, polyethylene, carpet) is used to protect the permanent carpeting in the area.

Event Personnel Identification

The Raleigh Convention Center asks that all event personnel wear identification when on the Raleigh Convention Center's property.

Event Requirements and Staffing

Raleigh Convention Center does not furnish event staffing.

Fire Code Rules and Regulations

The City of Raleigh Fire Department and the Raleigh Convention Center know that safety is of the utmost concern for your event. The following guidelines are based upon the provisions of the 2000 International Fire Code to ensure that you have a safe and successful event.

Upon receipt of setup requirements, your Event Manager/Coordinator will review and notify you if a Fire Marshal inspection is necessary. Please note that fees may apply based upon the anticipated set and that the Inspector may or may not be visible or identifiable on site by show management.

Please review and familiarize yourself with this information to ensure the safety of your guests and staff. Should you have any questions, please contact your Event Manager/Coordinator.

General Regulations

- All exhibitors and contractors must comply with all applicable Federal, State, and local fire codes.
- The Raleigh Convention Center is a smoke-free facility.
- All empty shipping cases, cartons, or crates must be labeled and removed for storage or they will be removed as trash.
- Fire lanes in and around the facility must remain clear and unobstructed.
- 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 the denial of your show's opening and/or citation.

Floor Plans

- All exhibitions and trade show plans must be submitted to your Event Manager/Coordinator at least 30 days in advance of your first contracted date. The floor plan will be reviewed by your Event Manager/Coordinator and the Facilities Superintendent, who will notify you of necessary changes. Otherwise, on your behalf, they will submit the floor plan to the City of Raleigh's Office of the Fire Marshal. The Fire Marshal will conduct a walkthrough during Move-In and issue the permit on-site, pending compliance with the approved floor plan. The client will be billed directly by the City's Office of the Fire Marshal for the inspection and permit.
- Your floor plan should be drawn to scale and have the following information clearly indicated:
 - Name and date(s) of event
 - Show times

- Decorator (service contractor) if available
- Number and booth configurations drawn to scale, including all base dimensions, height, and location
- Revision number and date
- Aisle widths (no less than 10' in width)
- Aisles to be carpeted
- Emergency exits (must not block)
- 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

Exits

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

Seating

- All seating arrangements for events must be in accordance with Chapter 10 of the 2000 International Fire Code.
- Any special arrangement must be approved by the Event Manager/Coordinator and the Facilities Superintendent.
- Seating approval will require a final site inspection by the Fire Marshal or duly authorized representative prior to opening to ensure compliance with the previously approved plan.

Construction/Decorations/Stage Scenery

- All decorations including, but not limited to, drapes, curtains, table covering, skirts, carpet, signs, banners, acoustical materials, plastic cloth fabric, linen, and similar decorative materials must be rendered flame-retardant. Proof of satisfactory flame-retardant treatment (certificate) is required for inspection by the Fire Inspector.
- Fire protection and emergency equipment must be accessible. Portable fire extinguishers, pull stations, standpipes, and strobe lights may not be hidden or obstructed.

Tents & Canopies

- Tents or similar covers which would impair the effectiveness of the sprinkler system must be indicated on the floor plan.
- All displays within the convention center that possess a roofed area (tents, awnings, canopies, etc.) must be equipped with a smoke detector and fire extinguisher.
- RCC Management can require Fire Marshal inspection of structures (including tents, canopies) erected on-site.

Cooking & Warming Equipment

- Cooking and warming equipment must have approval from the Event Manager/Coordinator no less than 30 days prior to the date of the event.
- Appliances must be listed by a nationally recognized testing laboratory (U.L. and/or F.M.) for their use. Appliance should be isolated from the public by at least four feet (measurement should be from an aisle) or separated by a barrier between the public.
- Appliances should be limited to 288-square-inches of cooking surface area.
- Appliances should be placed on non-combustible surface material.
- A Class K fire extinguisher is required for any cooking within the facility.
- Small cans of Sterno may be used for food warming purposes when proper precautions are taken to prevent ignition of combustible materials.

Electric Equipment

- All electrical equipment must be UL listed and approved for its specific uses. Extension cords of 110 volt shall be grounded, 14 or larger awg. copper wire.
- All temporary wiring must be accessible and should not be covered. Hard-back booths must have power supplies dropped within.
- Approved multi-plug adapters must be plugged directly into an approved receptacle.
- Approved extension cords are for one appliance only.
- Extension cords should not be affixed to structures, extend through walls, ceilings and floors, run under doors, or cause environmental damage.

Compressed Gases/Open Flames/Explosives

- Compressed flammable gases including LPG tanks are prohibited unless approved by the Raleigh Convention Center. This could include acetylene, hydrogen, propane, and butane, as well as vehicles fueled by LP gas, such as RVs or forklifts. Please contact your Event Manager/Coordinator for approval.
- Compressed air or gas cylinders (non-flammable) used for inflation must be properly secured to prevent toppling.
- Non-flammable compressed gas cylinders must be stored in an upright position with gauges and regulator protected against physical damage.
- NFPA 58 permits portable butane-fueled appliances in restaurants and in attended commercial food catering operations where fueled by no more than two 10 oz. (0.28 kg) LP gas capacity non-refillable butane containers with a maximum 1.08 lb. (0.4 kg) water capacity per container.
- Open-flame devices are prohibited unless approved by the Fire Marshal's office.
- Open-flame devices, such as candles, require prior approval and may also require additional fees and labor calls.
- The use of explosive and blasting agents is prohibited. Ammunition and pyrotechnics may be allowed under certain conditions.

Hazardous Materials

- Hazardous materials are not permitted in the facility without approval from your Event Manager/Coordinator.
- Exhibitors should submit a written list of any hazardous materials to the Event Manager/Coordinator along with the MSDS sheets no less than thirty days prior to the event. All hazardous materials must be properly labeled.

Vehicles

- Vehicles shall not be parked in the fire lanes or block any exits.
- 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.
- Fuel caps must be taped shut or fitted with a locking cap.
- Battery cables should be disconnected while in the facility. For electric/hybrid vehicles, the master switch located near the hybrid battery needs to be switched off.
- There should be no fueling or de-fueling of vehicles on facility property.
- Combustible materials must not be stored beneath display vehicles. All space beneath vehicles must be clear and visible.
- Any vehicle (gas or electric) parked within the facility must leave keys with RCC security in addition to the operator's name and emergency phone number.

Permits

- All permits must be obtained through the Fire Marshal's office and will be issued accordingly to your need.
- A fee may be required for certain permits.

Drones

- Please refer to Appendix I for current drone policy.

Freight/Shipping & Receiving

Freight deliveries for show management/event organizers may not arrive more than 48 hours before an event. Freight arriving prior to the 48-hour load-in window will not be accepted. Please notify your Event Manager/Coordinator if you are planning to ship to the convention center.

Please make sure your deliveries are clearly marked in the format below:

*[Sender's Name / Organization]
[Conference Title]
[Room Number / Booked space(s)]
500 S. Salisbury Street
Raleigh, NC 27601
Attn: [Your Event Manager/Coordinator's Name]*

All packages **must** include all of the information listed above to be received by our Loading Dock staff.

The Raleigh Convention Center is not responsible for lost or misplaced freight.

The Raleigh Convention Center will not accept or store deliveries of exhibitor freight for events.

Please contact an exhibit contractor or freight handler for all shipping and receiving services. Exhibitor/freight handlers are required to package, label, and coordinate pick up within 48 hours of contracted move-out. 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.

Any article or equipment remaining at the convention center past the expiration date of the contract may be considered abandoned and, as such, may be disposed of by the convention center at the group's expense. RCC Management shall not be liable for any damages to or loss of such goods, wares, merchandise, or property which may be sustained by reason of such removal. RCC Management is hereby released from any and all claims for damages of whatever kind of 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.

Insurance

Raleigh Convention Center requires a Certificate of Insurance (COI) to be submitted 30 days prior to any contracted event within the facility.

Please check your individual contract to address any further insurance requirements.

Additional insurance may be required based on the added features of your event.

Inventory

Raleigh Convention Center inventory is based on availability. Please confirm setup requirements and availability with your Event Manager/Coordinator.

Loading Dock (Moving In/Out)

The Loading Dock areas are designed for the sole purpose of facilitating the unloading and loading of vehicles transporting event-related equipment. For that and other safety-related reasons, general parking for attendees, exhibitors, and staff is strictly prohibited. Raleigh Convention Center reserves the right to access dock spaces at any time to support in-house maintenance or service deliveries. Storage of crates and empty trailers in or on the dock is permitted in certain situations (excluding combustibles) but will be closely monitored. This must be arranged with your Event Manager/Coordinator in advance.

Pedestrian access is prohibited on the service road leading from Lenoir Street to RCC's underground Loading Dock. Exhibitors will be allowed to drive their vehicles into dock, unload/load, and then drive back out to park in one of the nearby lots or decks. To re-access RCC, they will need to enter the Convention Center either via Cabarrus Street or Salisbury Street.

Please note that there is absolutely no smoking on the Loading Dock at any point in time.

Parking is not permitted on the dock or drive at any time. Show management is responsible for loading/unloading (or ensuring that labor is scheduled to do so) any shipments associated with your event that arrive/depart from the RCC dock. If a forklift is required, please refer to the "Riggers and Forklift Operators" section below regarding requirements.

Salisbury Street Move In/Out

Load in/out on Salisbury Street is only permitted for show management. With prior Event Manager/Coordinator approval, events with fewer than 21 booths may also move in/out via Salisbury Street. In either case, items may only be brought into the facility via small folding cart or hand-carried.

This recessed lane is a shared space with public transportation and is only permitted for loading/unloading purposes. For safety reasons, under no circumstances should a vehicle be parked or left unattended for extended periods of time.

Third-party vendors are not permitted to load in via Salisbury Street, and must utilize the Loading Dock.

Entering the Dock/General Procedures

Facility access will not be available until the time designated on your contract unless otherwise arranged with your Event Manager/Coordinator. Upon entry, please utilize the call box located on the left side of the entrance gate and state your upcoming event or reason for access. Space on the dock is limited and, once capacity has been reached, entry may be denied until space becomes available. When entering or exiting the facility, please ensure that you are only utilizing the space designated for your event.

The Loading Dock is for loading/unloading purposes only and all vehicles are allotted twenty minutes. Please respect this timeframe as it will ensure that Move In/Move-Out runs successfully. Parking is not permitted on dock or drive at any time.

Vendor Move-In

During heavy move-in hours requiring event dock staff (outlined below), a guard will be placed at the Loading Dock entrance gate. This security personnel will check in vendors as they arrive and issue dock passes accordingly. Passes will specify date/time of allowed access as deemed appropriate by the Dock Master. Vehicles will then be staged appropriately by Dock Master or other designated personnel as space becomes available.

Exiting the Dock

Upon completion of Move-In/Out, the vehicle must exit the Loading Dock. Violations of this policy are subject to towing at the driver's expense. You and/or your contractors are responsible for cleaning Loading Dock areas of all excessive trash, debris, skids, pallets, and equipment. Failure to do so will result in additional charges to you and/or your contractors for the costs of cleaning the dock areas.

Freight/Carrier Deliveries

All carrier deliveries/pick-ups (Ex. UPS, FedEx, etc.) will be given access to the Loading Dock as available and will be assigned a staging area by the Dock Master or Security personnel. Freight may not be stacked or stored in the Loading Dock area without the prior approval of your Event Manager/Coordinator. The Raleigh Convention Center is not responsible for loss or damage to items left on the Loading Dock.

Dock Equipment

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 the service contractor in the convention center.

Required Dock Staffing

RCC will provide one Dock Master at no cost. This Dock Master's primary responsibility is to ensure efficient access into and within the area.

Events that have exhibitor booths will be required to hire additional security to assist in Move-In/Out and will be arranged by your Event Manager/Coordinator based upon the thresholds below:

- Up to 21 booths: no additional staff
- 21 – 100 booths: 2 additional dock staff
- 101 – 200 booths: 3 additional dock staff
- 201 – 300 booths: 4 additional dock staff
- 301 or more booths: 5 additional dock staff
- *A "booth" is considered ONE 10'x10' space (ie. (1) 20'x10' vendor = (2) 10'x10' booths)

All limits listed above are minimum requirements and can be adjusted at the discretion of your Event Manager/Coordinator. The Raleigh Convention Center reserves the right to assign additional dock staff for the incoming/outgoing activity at show management's expense.

Dock access is also permitted for Move-In/Out to upper levels of the facility via freight elevators. If your exhibitors will require freight elevator access, an elevator operator will be required in addition to the dock staff listed above during all hours of exhibitor Move-In/Out. This will be arranged by your Event Manager/Coordinator at show management's expense. Please note that the procurement of an operator does not permit exclusive access to the freight elevators.

On-Premise Cooking Regulations

Centerplate is contracted as the sole provider of all Food and Beverage within Raleigh Convention Center. If you or any party associated with your event intends to cook on site, approval must be received from your Event Manager/Coordinator, Centerplate representative, and Fire Marshal's Office no fewer than 30 days in advance of the first date of event move in. Guidelines for on-premise cooking are as follows:

- 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.
 - Appliances shall be limited to Centerplate is contracted as the sole provider of all Food and Beverage within Raleigh Convention Center. If you or any party associated with your event intends to cook on site, approval must be received from your Event Manager/Coordinator, Centerplate representative, and Fire Marshal's Office no fewer than 30 days in advance of the first date of event move in. Guidelines for on-premise cooking are as follows:

- 288-square-inches of cooking surface area.
- Appliances shall be placed on non-combustible surface material.
- A 20:BC fire extinguisher with a metal lid is needed for each appliance.
- Small cans of Sterno may be used for food warming purposes when proper precautions are taken to prevent ignition of combustible materials.
- 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.
- 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.
- Open-flame devices are prohibited unless approved by the Fire Marshal's Office.
- 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.

Parking

Parking is available at prevailing rates in parking lots and decks surrounding the Raleigh Convention Center. Parking in the Loading Dock or inside the center (except for loading or unloading) is strictly prohibited and violators will be towed at owner's expense. Please refer to Appendix E for parking maps and additional details.

A separate flat lot is available for oversized vehicle/vendors on a first-come, first-served basis. Please obtain approval by your Event Manager/Coordinator prior to event Move-In, as space is limited and shared by all events within RCC.

Period of Use

The customer's period of use of the facilities (dates, times, and space) is limited to what is outlined in the Booking Acknowledgement (Exhibit A) of the Lease Agreement. Customers seeking to make adjustments to the space, dates, or times of their facility use may contact their RCC sales representative to review availability and rates.

Rigging

Within this document, the term "rigging" refers to the overhead suspension of objects from any portion of the physical building. Rigging diagrams are available through your Event Manager/Coordinator.

Contractor Guidelines

Contractors are expected to submit full rigging plans with a schedule of Move-In/Out and intended call times to the convention center through the Event Manager/Coordinator. These documents must be submitted for review and approval two weeks prior to the first contracted Move-In day.

All rigging must be completed with rated, stamped, and approved hardware that will be spot-checked by RCC Management. The use of non-rate, unstamped, or unapproved hardware is prohibited.

Show management will be charged for any costs associated with damage caused to the building. Show management will also be liable for any injuries that result from the install and dismantle of equipment.

Facility Rigging Specifications

Ballroom Lobby	<u>Rigging Point(s)</u> : The Ballroom Lobby has rig points with load limits of 1000lbs per point. Please consult rigging diagram for point placement.
Ballrooms	<u>Rigging Point(s)</u> : The Ballroom has rig points with load limits of 1000lbs per point. Please consult rigging diagram for point placement. <u>Airwall Tracks</u> : Rigging on the Air Wall track is strictly prohibited unless given approval from the Event Manager/Coordinator two weeks in advance
Exhibit Hall	<u>Rigging Point(s)</u> : The Exhibit Halls have rig points with load limits of 2500lbs. Please consult rigging diagram for point placement. Rigging from the beams is allowed but the rigging must have a protective wrap of carpet around the structural beam to shield the fireproofed structural trusses.
Main Lobby	<u>Rigging Point(s)</u> : The Main Lobby has been designed with rig points with load limits of 1000lbs per point. Please consult rigging diagram for point placement. Due to the Main Lobby rigging points being located in the high ceiling, specialized lifts are needed to access these points and should be arranged in advance by your Event Manager/Coordinator
Meeting Rooms	<u>Rigging Point(s)</u> : The meeting rooms are not equipped with rig points and rigging from the air wall tracks and lighting fixtures are strictly prohibited.
Mezzanine	<u>Rigging Point(s)</u> : The Mezzanine has been designed with rig points with load limits of 1000lbs per point. Please consult rigging diagram for point placement. Due to the Mezzanine rigging points being located in the high ceiling, specialized lifts are needed to access these points and should be arranged by your Event Manager/Coordinator no less than two weeks in advance.
North Lobby	<u>Rigging Point(s)</u> : The North Lobby are not equipped with rig points and rigging from lighting fixtures are strictly prohibited.
South Lobby	<u>Rigging Point(s)</u> : The South Lobby are not equipped with rig points and rigging from lighting fixtures are strictly prohibited.

Riggers and Forklift Operators

The Raleigh Convention Center requires that all contracted parties on City of Raleigh-owned property be properly insured and certified to perform duties pertaining to operating lifts within the facility.

All parties planning to rig and/or drive forklifts within the facility must provide the following no less than 30 days prior to event Move-In for Event Manager/Coordinator approval:

- Certificate of Insurance meeting identical qualifications to the minimum requirements listed in the contracted party's signed agreement with RCC
- Proof of qualifications and/or certifications for all personnel scheduled during both Move-In/Out calls

All riggers that meet the specified qualifications are required to utilize City of Raleigh-owned scissor lifts unless otherwise approved by your Event Manager/Coordinator. However, contracted personnel meeting the specifications above may bring their own forklift and driver. Due to liability reasons, all City of Raleigh-owned forklifts must be operated only by City of Raleigh-certified personnel. Please contact your Event Manager/Coordinator to schedule forklift drivers.

Rigging Guidelines

In an effort to ensure the safety of the guests, exhibitors, contractors and employees of the Raleigh Convention Center, a rigging installation and inspection program is being implemented.

All companies with rigging services in the RCC must provide documentation of completed lift training administered by a Certified ETCP rigger no later than 2 weeks prior to the first move in day to their assigned Event Manager/Coordinator. A roster of those who completed the training administered by the ETCP rigger along with his certification number should be included in training documentation. It is the contractor's responsibility to ensure that the riggers sent to work in the RCC are current on training and the RCC reserves the right to spot check at any time.

It is the contractor's responsibility to ensure that their riggers are current on their training. The RCC reserves the right to spot check at any time.

It is imperative that cables crossing doorways should be properly taped down or covered using ADA-compliant cable covers.

The RCC requires that contractors provide a minimum 2-man crew consisting of (1) up rigger and (1) down rigger per lift, per call.

Only RCC lifts are permitted to be used unless given prior approval from your assigned Event Manager/Coordinator.

The RCC can supply tie line to companies that will be performing banner or sign hanging throughout the building.

Signage, Banners & Decorations

Signs, banners and decorations may not be affixed to the facility or suspended from any surfaces in the convention center without prior review and approval by your Event Manager/Coordinator. All items should be freestanding and may not obstruct any stairways, exit doors, exit lights, fire alarm pull boxes, fire hose cabinets, fire extinguishers, or facility signage. Suspension points do not include light fixtures, sprinkler heads, conduit, HVAC ducts, etc.

No pins, tacks, or adhesives of any sort are permitted on windows, doors, walls, or floors without prior approval from your Event Manager/Coordinator two weeks in advance of your event start date.

No signs or banners may be placed on the exterior of the facility without approval from your Event Manager/Coordinator two weeks in advance of your event start date.

It is imperative that your banners (size and placement) be approved by your Event Manager/Coordinator in advance of your show. Banners may be hung over the Balcony ledge, walkways, or the North Lobby, and affixed to the base of the handrail using either zip ties or tie line in compliance with the above contractor guidelines. All banners must be made of lightweight materials weighing no more than 50lbs total so as not to place undue weight or stress the handrails and hang no lower than 9 feet from the floor below.

Service Contractors

The Raleigh Convention Center requires all major contractors and subcontractors to be properly qualified and licensed.

Service contractors (i.e., 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 the Lease Agreement. You are responsible for contracting enough Move-In/Out time for your contractor to set-up and tear-down any exhibits, displays, or decorations.

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. Please remember that the Lobby areas may be available to you based upon your contracted space but we ask that, as public areas, they remain open for egress. Please also discuss any requests for amplified sound with your Event Manager/Coordinator to prevent disruption among groups.

To provide a positive atmosphere for all events, we ask that you and your 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. The possession of outside alcoholic beverages and illegal drugs is strictly prohibited.

Shimmer Wall Programming Policy

Clients using the Raleigh Convention Center may request approval from facilities' staff to program the lighting color of the facility's architectural feature, *The Shimmer Wall*, during the period for which the event is contracted. A programming flat-rate fee of \$100.00 will apply.

The Convention Center may also accommodate public/outside requests to program the *Shimmer Wall* lighting color; these requests require approval from the RCC Director/GM. RCC clients will have priority regarding programming requests. A programming flat-rate fee of \$150.00 will apply for non-facility users.

Availability may only be confirmed three weeks prior to requested date/programmed period for non-facility users. Payment must be received five business days prior to date(s) requested.

Signage, Banners, and Decorations

- All signage must be reviewed with Event Manager/Coordinator two weeks in advance of your event start date for approval which will be based upon contractual space usage.
- Period of use
 - The customer's period of use of the facilities (dates, times, and space) is limited to what is outlined in the Booking Acknowledgement (Appendix A) of the Lease Agreement. Customers seeking to make adjustments to the space, dates, or times of their facility use may contact their RCC sales representative to review availability and rates. Please note access to the facility will be restricted based on the approved function schedule that is required to be signed by the customer five business days prior to the start of the event.

Sir Walter Rental Policy

Clients using the Raleigh Convention Center may request approval from facility staff to dress the Sir Walter Raleigh Statue with event-related clothing items and/or accessories during the period for which the event is contracted. It is the convention center's policy that this promotional tool be reserved for facility-users only.

Smoking

The Raleigh Convention Center is a smoke-free building. **Smoking inside the building or within 25 feet of any entrance is strictly prohibited.**

Soliciting

Outside solicitors or unauthorized pickets are strictly prohibited.

Timeline

In order to ensure smooth execution of your event, Raleigh Convention Center enforces a structured timeline throughout the planning process. Please refer to Appendix A for details.

SECURITY

Building Security

The mission of the in-house RCC Security Team is to provide a safe and friendly environment for everyone. All public areas, concourses, back-of-house areas, and other related spaces are monitored 24 hours a day by the RCC Security Team and surveillance equipment.

Please do not prop open exterior doors or remove any automatic closing device, panic hardware, or mullion from any door of the facility.

For your safety, areas of the convention center labeled "Authorized Personnel Only" are restricted to all persons except Raleigh Convention Center staff.

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: the custodians of the building, security guards, maintenance crews, and management staff of the center.

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

Event Security

The Raleigh Convention Center reserves the right to require specific levels of security for each event. Your Event Manger and our Security Management will assist in identifying those specific levels for your event.

EXCLUSIVE SERVICES

Catering

The Raleigh Convention Center is proud to provide unparalleled service and personalized attention to you and your guests. Our in-house caterer, Centerplate, is committed to doing the same when it comes to your special event. The Centerplate catering team will work with you to create an unforgettable menu that will delight your guests.

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 are happy to furnish electrical and utility rates upon request.

Electrical connections and telephone/data connections are available on all levels, as well as in floor boxes, which are strategically located throughout both the Ballroom and Exhibit Hall floor on a 30' x 30' grid.

Compressed air and water are also available as needed. We are happy to provide current rates upon request. A compressor must be supplied at client expense for compressed air needs.

Telephone/Internet/Data Service

The Raleigh Convention Center provides comprehensive telephone service throughout the facility. A full line of features is available in numerous areas of the center, including on the Exhibit Hall floor, in meeting rooms, and in registration areas.

IN-HOUSE/OPTIONAL SERVICES

Audiovisual Equipment Rental & Services

Audiovisual equipment rental and services are available at an additional charge for more extensive needs. The Raleigh Convention Center can provide you with a list of recommended vendors.

Event Planner's Checklist

12 Months Out

- Provide any relevant information (such as preliminary drafts) for the upcoming event or pressure points from previous meetings to discuss with your Event Coordinator.
- Review the RCC Event Planner's Handbook.

9 Months Out

- Discuss preliminary food needs and review services, policies, and potential deadlines with your Centerplate representative for all food and beverage related items (if applicable).
- Schedule a site visit/planning meeting with your Event Coordinator.

6 Months Out

- Provide contact information for any potential outside services suppliers that have been contracted for your event to your Event Coordinator (e.g. Audio Visual Partner, Decorator or Meeting Planner).
- Review current Rate Sheet.
- Submit Certificate of Insurance (COI) based upon your license agreement.

3 Months Out

- Submit your anticipated schedule and set-up requirements to your Event Coordinator for review.
- Relay potential needs for additional staff (stagehands, riggers, security, fork lift drivers, etc.) with your Event Coordinator.
- Discuss sponsor/exhibitor needs, including setup and/or utility requirements, with your Event Coordinator.

1 Month Out

- Finalize all event details, submit COI (if not yet submitted), and send to your Event Coordinator for review.
Note: you will be provided with an Event Estimate for your review and approval.

- Payment Deadline:** Final rental balance due (refer to your license agreement).
- Payment Deadline:** Submit signed contract, Banquet Event Orders (BEO's), and 90% deposit to your Centerplate representative.

1 Week Out

- Submit final guarantee (guest count) and remaining balance to your Centerplate representative.
- Return signed Event Estimate and diagrams to your Event Coordinator.

Post-Event

- Complete short survey and send final attendance (including all staff, volunteers, and outside service suppliers) to your Event Coordinator.
- Review final invoice of incurred event costs upon receipt and submit final payment.

Exhibitor Information

Vehicles

All vehicles must be approved no later than 30 days prior to show move in. Per Fire Code, all vehicles must abide by the following:

- Vehicles shall not be parked in the fire lanes or block any exits.
- 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.
- Fuel caps must be taped shut or fitted with a locking cap.
- Battery cables should be disconnected while in the facility.
- There should be no fueling or de-fueling of vehicles on facility property.
- Combustible materials must not be stored beneath display vehicles. All space beneath vehicles must be clear and visible.

Fire Marshal

All exhibitors and contractors must comply with all applicable Federal, State, and local fire codes.

All empty shipping cases, cartons, or crates must be labeled and removed for storage or they will be removed as trash. Fire lanes in and around the facility must remain clear and unobstructed.

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 show or/and citation.

Loading Dock Access

Dock space is not assigned, but rather available on a first come, first served basis. Time in the loading dock is limited to 15 minutes per vehicle. All vehicles must be moved to an offsite parking area when unloading is completed.

Raleigh Convention Center does not allow vehicles to be parked in the loading dock overnight, and reserves the right to tow vehicles if left idle and unattended for a significant period of time.

Vendors are suggested to provide their own carts for loading and unloading purposes as facility inventory is limited and available on a first come, first serve basis.

South Salisbury Street/Front of Building Access

If you prefer not to utilize our dock and have a limited amount of equipment, you may utilize the bus cutout on South Salisbury Street (Main Lobby Doors).

To avoid ticketing by the Raleigh Police Department, please obtain a temporary unloading pass from the RCC security desk located inside the main lobby doors off of S. Salisbury St. Once the vehicle is unloaded you will need to immediately move your vehicle as this area is used for the R-Line and City buses.

Vendor Parking

Please speak with show management about parking options for your event.

Freight Elevators

Freight Elevator #4 (small one) has a weight limit of 6,000 pounds and measures 10'W x 10'L x 10'H.

Freight Elevator # 5 (large one) has a weight limit of 12,000 pounds and measures 10'W x 19'L x 10'H.

Electrical / Wired Internet

If power/internet is not included in booth rental, or additional power is needed, please fill out the Convention Center's Utilities Order Form to purchase. Items added onsite are subject to floor rates, and payment must be processed prior to service completion.

Damages

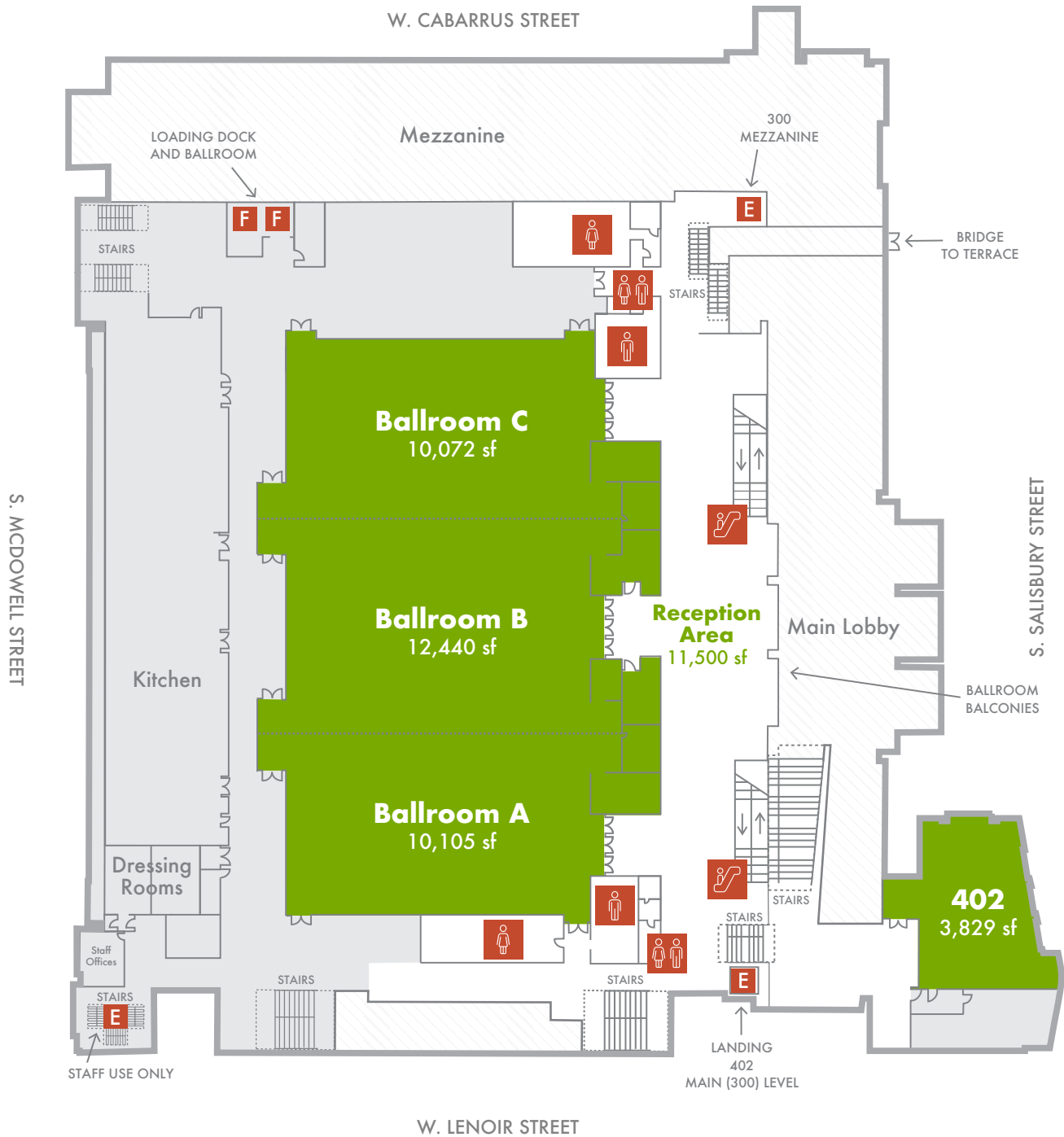
Exhibitors may not distribute stickers, decals, or similar items with adhesive backing in the building.

The following items are not allowed in the building unless approved by facility staff (cleaning fees may apply):

- Canned string / silly string, or similar products
- Glitter and confetti
- Helium filled balloons or Mylar balloons
- Sand, gravel, dirt, mulch and other similar materials

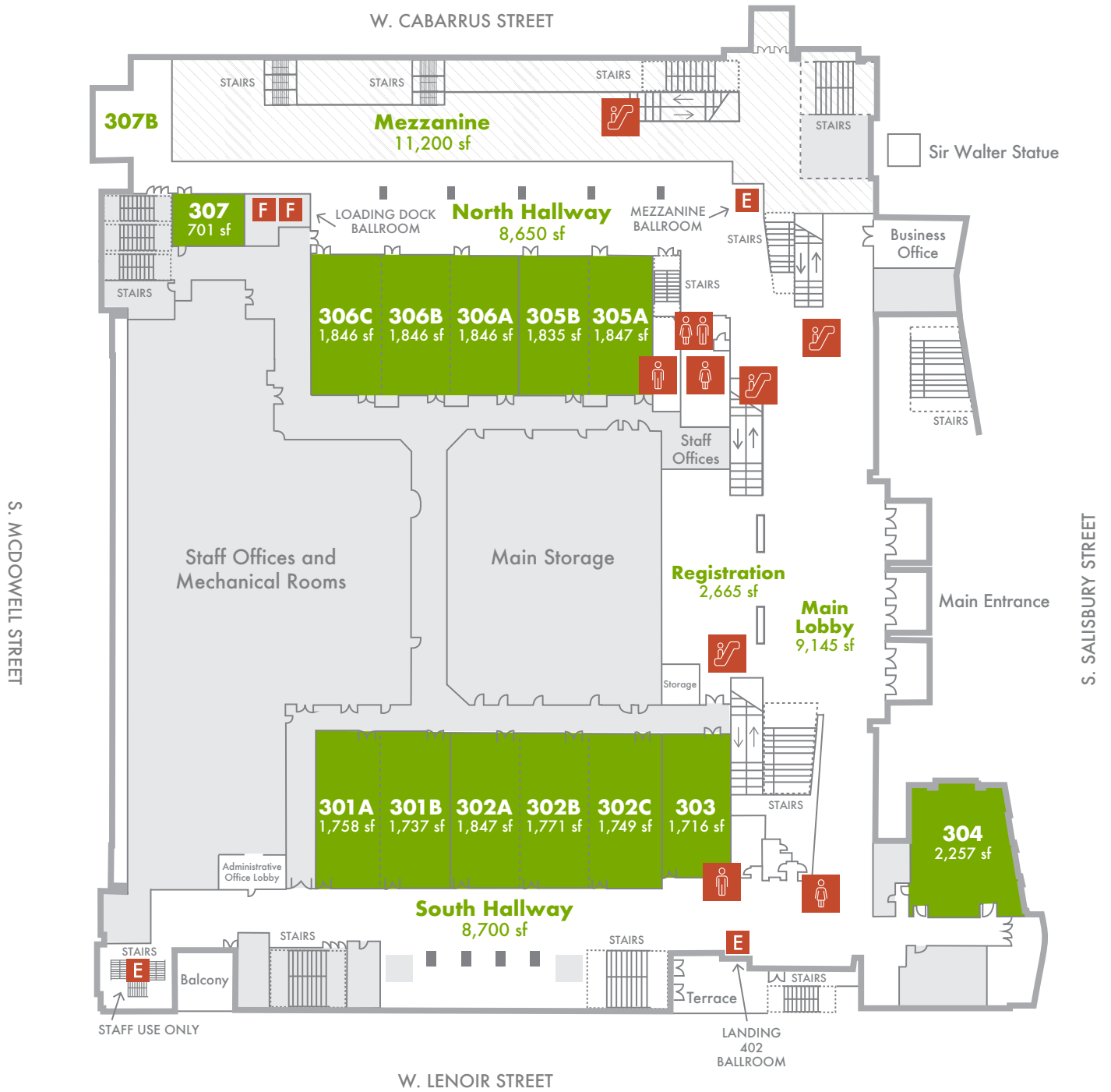
Drains are intended for water and sanitary waste only. Dumping of paints, food, or chemical waste into sinks, toilets or other drains is strictly prohibited.

Ballroom Level



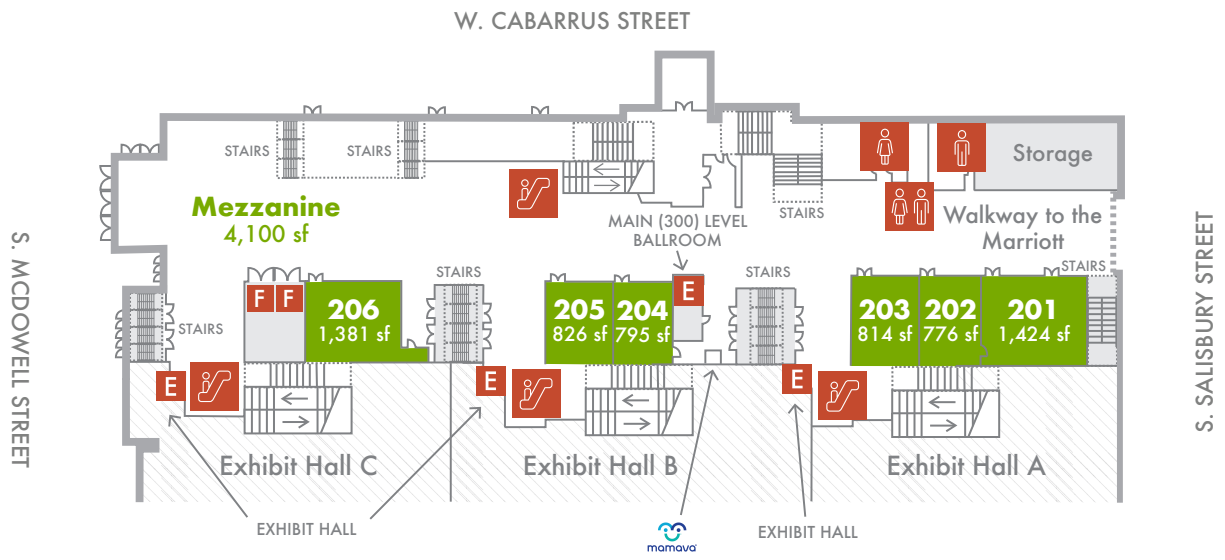
- | | | | | | |
|---|-------------------|---|------------------|---|---------------|
|  | Women |  | Elevator |  | Open to Below |
|  | Men |  | Freight Elevator |  | Back of House |
|  | All-gender/Family |  | Escalator | | |

Main Level



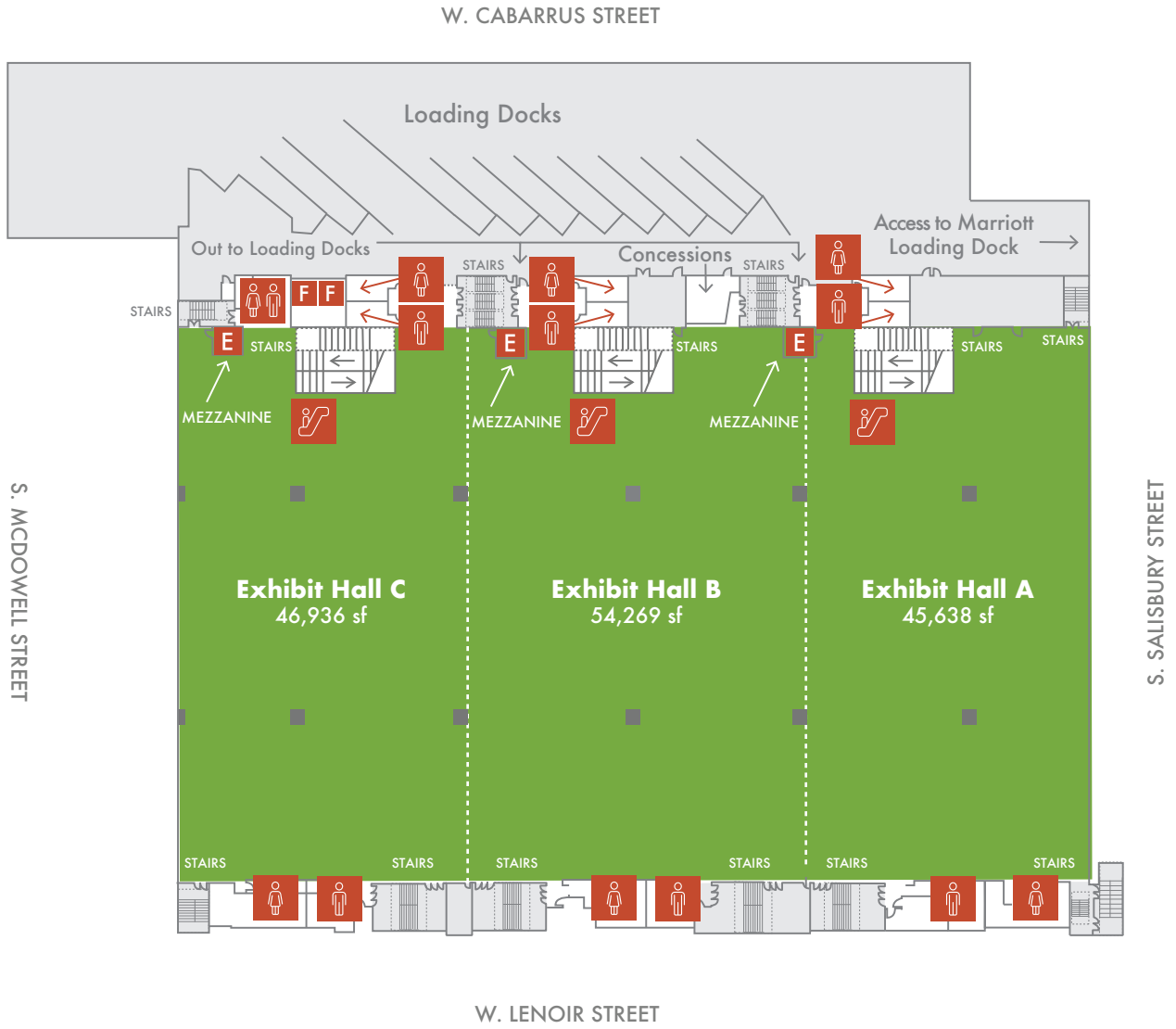
- | | | | | | |
|---|-------------------|---|------------------|---|---------------|
|  | Women |  | Elevator |  | Open to Below |
|  | Men |  | Freight Elevator |  | Back of House |
|  | All-gender/Family |  | Escalator | | |

Mezzanine Level



- | | | | | | |
|---|-------------------|---|------------------|---|---------------|
|  | Women |  | Elevator |  | Open to Below |
|  | Men |  | Freight Elevator |  | Back of House |
|  | All-gender/Family |  | Escalator | | |

Exhibit Hall Level



-  Women
-  Men
-  All-gender/Family
-  Elevator
-  Freight Elevator
-  Escalator
-  Open to Below
-  Back of House

Wireless Internet Service

Different events have different wireless Internet needs. The most important question for event planners to answer is, **“How important is wireless Internet service for my attendees?”** Using the table below, please select a service level that is appropriate for your event.

	Free Wireless Internet	Standard Wireless Internet	Industrial Wireless Internet
Importance	<i>Internet service is nice to have, but not required for my event’s success.</i>	<i>Internet service is required for my event’s success, but is not the central focus of my event.</i>	<i>My attendees are heavy Internet users. Internet service is required for my event’s success.</i>
Price	Free	\$2 per day per attendee (Minimum of \$350 total order)	\$5 per day per attendee (Minimum \$350 total order)
Usage	Light Internet surfing and checking email	Moderate Internet surfing, checking email, and occasional streaming video Sufficient for <40% of attendees accessing the Internet concurrently	Heavy Internet surfing, streaming video, and events with dedicated apps Sufficient for typical heavy web surfing at 90% concurrent use
Bandwidth	Shared by all RCC guests; no minimum bandwidth guarantee	Dedicated bandwidth	Dedicated high-capacity bandwidth
Extras	None	<ul style="list-style-type: none"> • Password-protected custom SSID • Redirect attendees to your web page • On-site connection support available 8am-5pm on business days • After-hours phone support available 	<ul style="list-style-type: none"> • Password-protected custom SSID • Redirect attendees to your web page • On-site connection support available 8am-5pm on business days • After-hours phone support available

Pricing is based on the total number of people to whom you are providing the wireless password, not the number of concurrent Internet users. Please include all event staff, presenters, and exhibitors who will be using your dedicated wireless network in your total attendance numbers.

Total available bandwidth depends on event attendance. If you have specific bandwidth requirements, please contact the RCC I.T. Department for a quote. We purchase bandwidth by the day from our ISP based on the expected attendance numbers and service levels you provide. Accurate attendance estimates help ensure that there is sufficient dedicated bandwidth available to make your attendees happy.

Standard and Industrial Internet services are provided on the 5 GHz wireless channels only. Customers who have older devices that can only access the 2.4 GHz channels may use the free wireless service on the “Legacy Devices” wireless network.

Providing high quality wireless service requires the cooperation of all guests and contractors. The following recommendations may alleviate any unnecessary interruptions of your wireless service.

- Access points, wireless routers, MiFis, hot spots, wireless microphones, radios, or other devices operating in the 2.4 GHz or 5 GHz WiFi channels may interfere with our wireless systems and prevent us from providing wireless service.
- Encourage attendees and exhibitors to turn off their phone hotspots, leave their MiFis at home, and use our free wireless service.

Wireless service is a “best-effort” service. The Raleigh Convention Center does not guarantee that all attendees will be able to successfully use the service. When the Internet is critical for event success, events are encouraged to use wired Internet connections wherever possible.



LOADING DOCK ACCESS

LOADING DOCK UNDERGROUND ENTRY



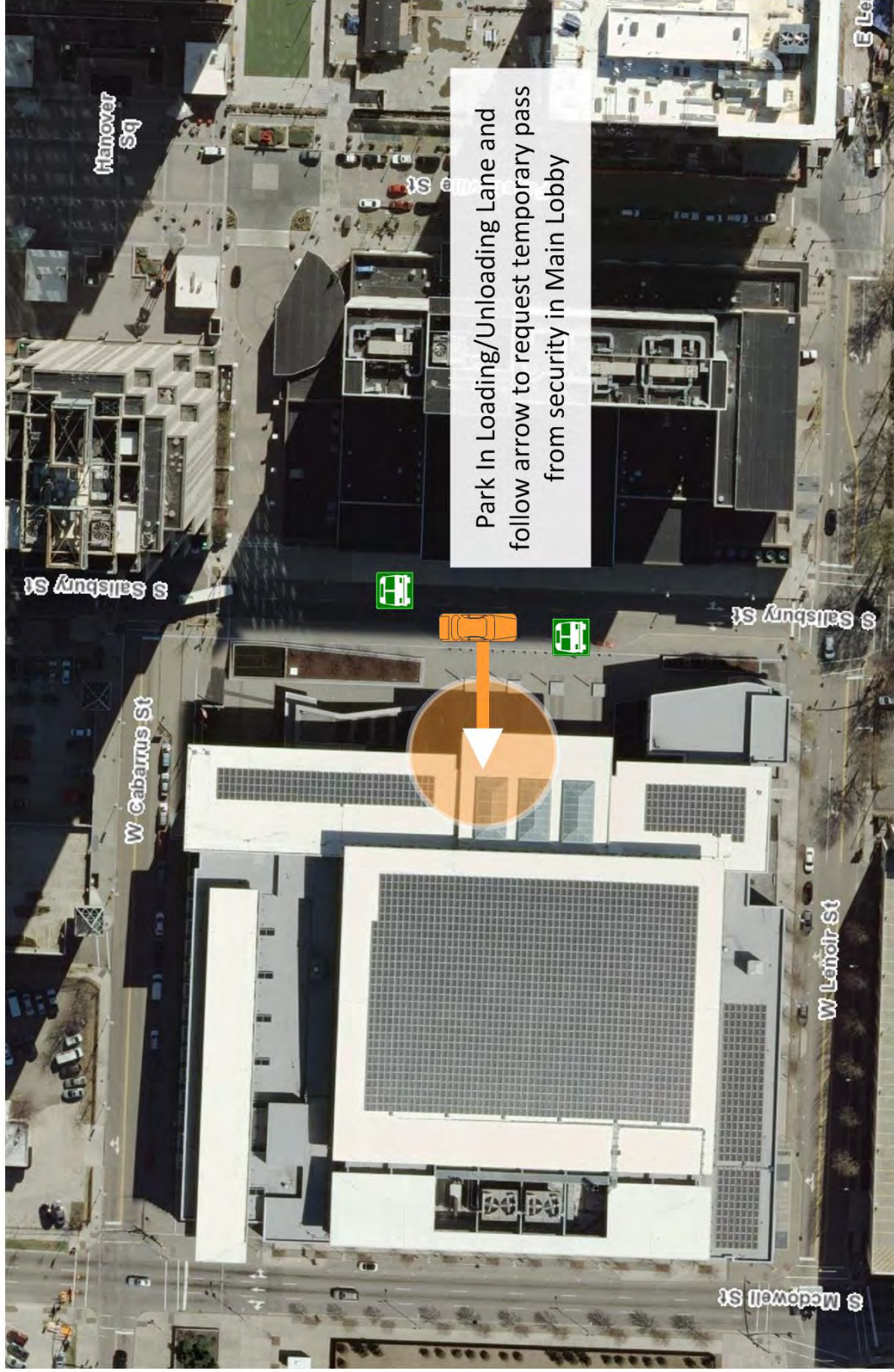
LOADING DOCK ACCESS
ENTER FROM W. LENOIR ST. AT REAR OF RED HAT AMPHITHEATER

Raleigh Convention Center | 500 South Salisbury Street, Raleigh, NC 27601



RALEIGH
CONVENTION CENTER
you shine here.

MAIN ENTRANCE LOAD OFF ACCESS



Raleigh Convention Center | 500 South Salisbury Street, Raleigh, NC 27601



DOWNTOWN PARKING FACILITIES

Downtown Raleigh provides over 10,600 parking spaces in the twelve parking facilities shown on the map. Please note the five privately operated decks have their own varying rates and times of operation that may differ from the City-operated "ParkLink" decks.

- | | | |
|--|--|--|
| A Blount Street Deck
314 Blount Street | G Municipal Deck
201 W. Morgan Street | M Power House Deck
513 W. Jones Street |
| B Salisbury Deck (Sheraton Hotel)
416 S. Salisbury Street | H Performing Arts Deck
128 W. South Street | N City Center Deck
429 S. Wilmington Street |
| C Cabarrus Deck
436 S. Salisbury Street | I Auditorium East & West Lots
10 W. Lenoir Street (Special Events Only) | O East Hargett Lot (monthly parking only) |
| D City Market Lot
228 E. Martin Street | J Wilmington Station Deck
117 S. Wilmington Street | P East Martin Lot (monthly parking only) |
| E Convention Center Underground Deck
1 W. Lenoir Street | K Wake County Parking Deck
213 W. Cabarrus Street | Q 510 Glenwood Deck |
| F Moore Square Deck
233 S. Wilmington Street | L Alexander Deck
120 S. Wilmington Street | R One City Plaza Underground Deck |
| | | P City of Raleigh ParkLink Office |

McLaurin Parking Company | One Bank of America Plaza, Suite 1000 | 919.833.7522 | www.mclaurinparking.com

DOWNTOWN PAY PARKING ZONES



The map below shows six of the seven parking zones. Not shown here is the Red Zone on Hillsborough Street (between Oberlin and Gardner Streets). The rate in the **Purple Zone** is **\$1.25 per hour, \$.50 for 15-min spaces, and \$.75 for 30-min spaces**. The rates in all other zones are \$1.00 per hour.





FY20 - RCC Equipment Rate Sheet

Description	Standard	Unit
RCC - Admin		
RCC - After Hours Penalty	500.00	HR
RCC - Set Change - Ballroom/Exhibit Hall	Market	EA
RCC - Set Change - Meeting Room	Market	EA
RCC - Facility		
RCCF - Extension Cord/ Powerstrip	25.00	DAY
RCCF - Pallet Jacks (Electric)	150.00	DAY
RCCF - Barricades Floor	15.00	DAY
RCCF - Pallet Jacks (Manual)	75.00	DAY
RCCF - Scissor Lift	300.00	DAY
RCCF - Fork Lift	300.00	DAY
RCCF - Genie Lift	500.00	DAY
RCCP - Spotlight	65.00	EVT
RCCF - 10 lb ABC Fire Extinguishers per event	100.00	EVT
RCCF - Extension Cord/Powerstrip	30.00	EVT
RCCF - 220V over 30 Amp up to 100 Amp (Advance)	250.00	EVT
RCCF - Cable Signal Hookup per connection per event	Market	EVT
RCCF - Floor - 220V over 30 Amp up to 100 Amp	330.00	EVT
RCCF - Step Down Transformer - 200 amp - Exhibit Hall (Advance)	360.00	EVT
RCCF - Step Down Transformer - 200 amp - Exhibit Hall (Floor)	465.00	EVT
RCCF - Step Down Transformer 400 amp - Exhibit Hall (Floor)	855.00	EVT
RCCF - Step Down Transformer 400 amp - Exhibit Hall (Advance)	660.00	EVT
RCCF - 110V 20 amp Electrical Outlet	100.00	EVT
RCCF - 110V 20 amp Electrical Outlet	150.00	EVT
RCCF - 220V up to 30 amp Electrical Outlet (Advance)	170.00	EVT
RCCF - 220V up to 30 amp Electrical Outlet (Floor)	230.00	EVT
RCCF - Electrical - 208v 30 to 100 AMP Single Phase (Advance)	250.00	EVT
RCCF - Electrical - 208v 30 to 100 AMP Single Phase (Floor)	330.00	EVT
RCCF - Electrical - 208v 100 Amp Single Phase (Advance)	430.00	EVT
RCCF - Electrical - 208v 100 Amp Single Phase (Floor)	555.00	EVT
RCCF - Electrical - 208v 100 Amp Three Phase (Advance)	530.00	EVT
RCCF - Electrical - 208v 100 Amp Three Phase (Floor)	690.00	EVT
RCCF - Electrical - 208v 200 Amp Single Phase (Advance)	580.00	EVT
RCCF - Electrical - 208v 200 Amp Single Phase (Floor)	755.00	EVT
RCCF - Electrical - 208v 200 Amp Three Phase (Advance)	680.00	EVT
RCCF - Electrical - 208v 200 Amp Three Phase (Floor)	885.00	EVT
RCCF - Electrical - 208v 400 Amp Single Phase (Advance)	760.00	EVT
RCCF - Electrical - 208v 400 Amp Single Phase (Floor)	1,020.00	EVT
RCCF - Electrical - 208v 400 Amp Three Phase (Advance)	860.00	EVT

RCC - Facility (Continued)

RCCF - Electrical - 208v 400 Amp Three Phase (Floor)	1,120.00	EVT
RCCF - Electrical - 208v 30 to 100 Amp Three Phase (Advance)	310.00	EVT
RCCF - Electrical - 208v 30 to 100 Amp Three Phase (Floor)	370.00	EVT
RCCF - Electrical - 208v 30 Amp & Under (Advance)	170.00	EVT
RCCF - Electrical - 208v 30 Amp & Under (Floor)	230.00	EVT
RCCF - Barricades	10.00	DAY
RCCF - Fork Lift	750.00	EVT
RCCF - Scissor Lift	750.00	EVT
RCCF - Genie Lift	1,250.00	EVT
RCCC - Telephone Line - (Handset Not Incl) (Advance)	215.00	EVT
RCCC - Telephone Line - (Handset Not Incl) (Floor)	270.00	EVT
RCCC - Telephone - Analog Handset (Floor)	35.00	EVT
RCCC - Telephone - Analog Handset (Advance)	29.75	EVT
RCCF - Hard Copy Keys not returned	50.00	EA
RCCF - Electronic Keys not returned	20.00	EA
RCCF - Re-Key High Security (Per Cylinder)	100.00	EA
RCCF - Additional Hot water connection (call for approval)	80.00	EA
RCCF - Industrial gas service (call for approval)	Market	EA
RCCF - Water connection (call for approval)	115.00	EA
RCCF - Additional water connection (call for approval)	80.00	EA
RCCF - Sink With Cold Water and Grease Trap	325.00	EA
RCCF - Sink With Hot & Cold Water and Grease Trap	650.00	EA
RCCF - Compressed Air	130.00	EA
RCCF - Hot water connection (call for approval)	115.00	EA
RCCF - Cardboard Dumpster Collection	500.00	EA
RCCF - Debris Dump	500.00	EA
RCCF - Grease Dump	250.00	EA
RCCF - Balloon/Confetti Removal	500.00	EA

RCC - IT

RCCC - Shimmer Wall Color Change	200.00	EA
RCCC - Telephone - Digital Conference Phone (Advance)	350.00	EVT
RCCC - Telephone - Digital Conference Phone (Floor)	425.00	EVT
RCCC - Unmanaged 8 Port Switch	50.00	EVT
RCCC - Exhibitor Wired Internet (Floor)	450.00	EVT
RCCC - Exhibitor Wired Internet (Advance)	350.00	EVT
RCCC - Wired Internet Static IP Address	150.00	EVT
RCCC - Standard Wireless Internet	2.00	DAY
RCCC - Industrial Wireless Internet	5.00	DAY

RCC - Setup

RCCS - 8' x 8' x 4' Stage	35.00	DAY
RCCS - 4 x 8 x 2' Riser	27.00	DAY
RCCS - Upholstered Chair	2.00	EVT
RCCS - Coat Rack w/hangers per day	25.00	DAY

RCC - Setup (Continued)

RCCS - Wire Chair /day	1.00	DAY
RCCS - Dance Floor 3' x 3' section	9.00	DAY
RCCS - Rope & Stanchion per set	10.00	DAY
RCCS - Stage 6'x8'x4' unit	35.00	DAY
RCCS - Podium, Stand or Table Top	35.00	DAY
RCCF - Extension Cord/ Powerstrip	25.00	DAY
RCCS - Easel	10.00	DAY
RCCP - Piano-upright	300.00	EVT
RCCS - 6x8x2' Riser	27.00	DAY
RCCS - Barstools	10.00	EVT
RCCS - Registration Table	6.00	EVT
RCCS - Table Cloths	7.00	EVT
RCCS - 8' x 18" Narrow Table	10.00	EVT
RCCS - Signage Attachement Tensabarrier	5.00	EVT
RCCS - Charging Station	150.00	EVT
RCCS - Cocktail Table	10.00	EVT
RCCS - 6' x 18" Table	10.00	EVT
RCCS - 72" Round Table	10.00	EVT
RCCS - 8' x 30" Table	10.00	EVT
RCCS - 6' x 30" Table	10.00	EVT
RCCS - Table Skirting - Black	7.00	EVT
RCCS - Easel	15.00	EVT
RCCS - Furniture Placement	Market	EVT

RCC - Production/Labor

Setup Fee For Outside Equipment	Market	EA
RCC - Cleaning Services - Specialized	Market	EA
RCC - Coat Checker (3 Hour Minimum)	13.25	HR
RCC - TOD Rate - Coat Checker	20.00	HR
RCC- Housekeeping (4 Hour Minimum)	23.75	HR
RCC - Door Guard (3 Hour Minimum)	20.75	HR
RCC - TOD Rate - Door Guard	31.25	HR
RCC - EMT	105.00	HR
RCC - Security - Raleigh Police (3 Hour Minimum)	70.00	HR
RCC - OT Rate - Security	105.00	HR
RCC - Usher	13.25	HR
RCC - Usher TOD	20.00	HR
RCC - Ticket Taker (3 Hour Minimum)	13.25	HR
RCC - Ticket Taker TOD	20.00	HR
RC - Truck Loader (4 Hour Minimum)		
RCC - Production Supervisor (4 Hour Minimum)	35.00	HR
RCC - TOD Rate-Prod Supervisor	52.50	HR
RCC - Electrician (4 Hour Minimum)	35.00	HR
RCC - TOD Rate - Electrician	52.50	HR

RCC - Production/Labor (Continued)

RCC - Setup Personnel (4 Hour Minimum)	25.25	HR
Electrician - Additional Labor (Advance)	60.00	HR
Electrician - Additional Labor (Floor)	105.00	HR
RCC - Fire Personnel (3 Hour Minimum)	25.25	HR
RCC - TOD Rate Fire Personnel	38.00	HR
RCC - TOD Rate - Houselight Operator	38.00	HR
RCC - Houselight Operator (4 Hour Minimum)	25.25	HR
RCC - Rigger (4 Hour Minimum)	25.25	HR
RCC - TOD Rate - Rigger	38.00	HR
RCC - Sound (4 Hour Minimum)	30.00	HR
RCC - TOD Rate - Sound	45.00	HR
RCC - Spotlight Operator	25.25	HR
RCC - TOD Rate - Spotlight Operator	38.00	HR
RCC - Followspot Operator (4 Hour Minimum)	23.75	HR
RCC - Stagehand (4 Hour Minimum)	25.25	HR
RCC - TOD Rate - Stagehand	38.00	HR
RCC - House Labor (4 Hour Minimum)	25.25	HR
RCC - OT Rate - House Labor	38.00	HR
RCC - Forklift Driver (4 Hour Minimum)	25.25	HR
RCC- TOD Rate - House Forklift Driver	38.00	HR
RCC - Settlement Accountant (3 Hour Minimum)	45.00	HR
RCC - OT Rate - Settlement Accountant	67.50	HR
RCC- Head Cashier (3 Hour Minimum)		
RCC - Cashier (3 Hour Minimum)	14.50	HR
RCC- Carpenter (4 Hour Minimum)	23.75	HR

RCC - A/V

RCC - Head Cashier	35.00	HR
RCC - Elevator Operator (4 Hour Minimum)	25.25	HR
RCC - TOD Rate - Elevator Operator	38.00	HR
RCC - TOD Rate - Cashier	21.75	HR
RCC - TOD Rate - Head Cashier	52.50	HR
RCC - Network Engineer after Hours	125.00	HR
RCCA - AV Table	20.00	DAY
RCCA - 8' x 8' Screen	50.00	DAY
RCCA - LCD Projector	100.00	DAY
RCCA - Extra Microphone	50.00	DAY
RCCA - Basic Sound System - Exhibit Hall	200.00	EVT
RCCA - Basic Sound System - Ballroom	500.00	EVT
RCCA - Basic Sound System - Meeting Room	300.00	EVT
RCCA - Clear Com Headset Package (4 beltpacks & 4 headsets)	50.00	DAY
RCCA - Microphone-wireless	95.00	DAY
RCCA - Wireless Lapel Microphones	95.00	DAY
RCCA - Microphone	50.00	DAY

RCC - A/V (Continued)

RCCA - Paging System	25.00	DAY
RCCA - AV Table	50.00	EVT
RCCA - 8' x 8' Screen /event	125.00	EVT
RCCA - LCD Projector /event	250.00	EVT
Basic Sound System w/ install Exhibit Hall	300.00	EVT
Basic Sound System w / install Meeting Room Package	400.00	EVT
Basic Sound System w/ install Individual Meeting Room	150.00	EVT
Basic Sound System w/ install Ballroom level	500.00	EVT
RCCA - Auxiliary Cable	10.00	EVT

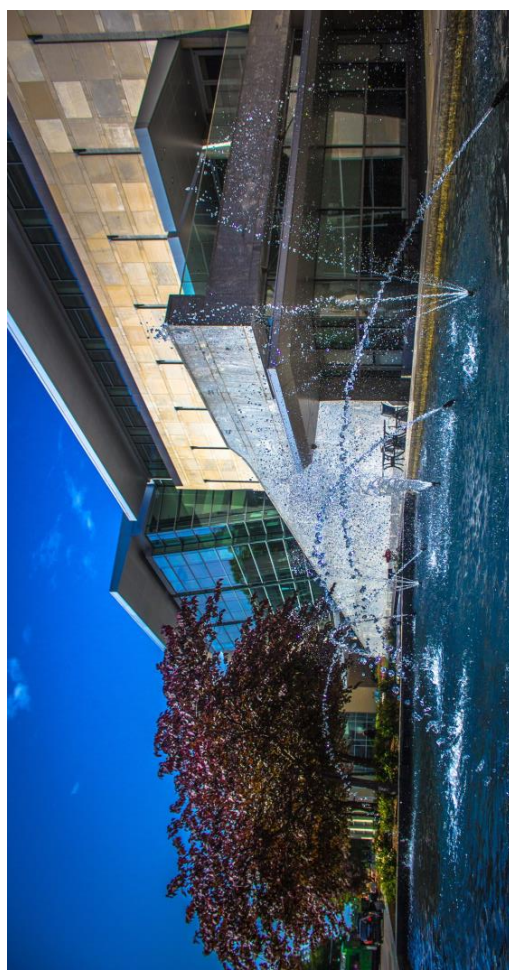
Overtime (Time and one-half rate) is required for work performed daily between 12 am and 8am, on
Holidays, and after 40 hours per week.



2019 Sampling Guide

Duke Energy Center
for the Performing Arts

For companies or organizations to prepare and sample products that they prepare or sell in normal day-to-day operations



Food and Beverage Sampling Guidelines

Centerplate retains the exclusive right to provide, control and maintain all food and beverage services throughout the facilities.

All food and non-alcoholic beverage samples brought into the Raleigh Convention Center and or Progress Energy Center for the Performing Arts require approval from Centerplate in writing prior to the event and must comply with the following guidelines:

- A company or organization may not bring on to the premises food or beverage for use in the hospitality lounge, staff offices or backstage areas.
- A company or organization may only distribute samples of food and non-alcoholic beverage products that the company or organization produces or sells in its normal day-to-day operations. Samples may only be distributed in such quantities that are reasonable with regard to the purpose of promoting the merchandise.
- Food samples are limited to (2) ounce portions.
- Non-alcoholic beverage samples are limited to (2) ounce portions.

A written description that outlines the product and portion size to be sampled shall be submitted in advance to Centerplate. Please use the form included in this guide.

Approval of sampling arrangements will be provided to the company or organization in writing from Centerplate.



On-Premise Cooking Regulations

A written description that outlines the on-premise cooking request shall be submitted in advance to Centerplate and the Raleigh Convention Center. Approval will be provided to the company or organization in writing from the Raleigh Convention Center.

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

The on-premise cooking request must comply with the following guidelines:

-
- 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.
 - Appliances shall be limited to 288 square inches of cooking surface area.
 - Appliances shall be placed on non-combustible surface material.
 - A 20:BC fire extinguisher with a metal lid is needed for each appliance.
 - Small cans of Sterno may be used for food warming purposes when proper precautions are taken to prevent ignition of combustible materials.
 - 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.
-
- 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.
 - Open flame devices are prohibited unless approved by the Fire Marshal's Office.
 - 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 30 days before the event.

Alcoholic Beverage Sampling Guidelines

Beer and wine sampling only permitted. No sampling/tasting of spirituous liquors is permitted.

Sampling and/or tasting is only permitted by licensed breweries and/or wineries, if the following requirements are upheld. All other groups are prohibited from all alcohol beverage sampling; these services can be ordered through Centerplate.

The sampling/tasting request must comply with the following guidelines:

- NC ABC Board Wine-Tasting Permit and/or Malt Beverage Tasting Permit must be on-site throughout sampling event. The Winery's and/or brewery's representative(s) must be onsite overseeing sampling.
- Wine and/or malt beverage (beer) sampling/tasting event shall not exceed four hours.
- Sample/tasting size may not exceed:
 - 2 ounces for wines
 - 2 ounces for malt beverages (beers)
- At any one tasting area, there may not be more than (6) wines sampled and/or more than (4) malt beverages (beers) sampled.

- No sale of alcoholic beverages is permitted, including sale of packaged items.
- There can be no Centerplate bar service (cash nor hosted) in operation during the sampling/tasting event.

Note: To include a bar(s) during any sampling/tasting event, all sampling wine(s) and/or malt beverage(s) (beer) must be served by a Centerplate bartender(s) with a \$150++ fee per bartender.
- Sampling beverage can be established as premier beverage at bar to be served or sold. If product is not in current Centerplate bar selections, full payment required for product costs.
- Brewery and/or winery display can be set up next to bar to showcase product.

2019 Sample Food / Beverage Distribution Authorization Request Form

Centerplate retains the exclusive right to provide, control and maintain all food and beverage services throughout the facilities. All food and non-alcoholic beverage samples brought into the Raleigh Convention Center and/or Progress Energy Center for the Performing Arts require approval from Centerplate in writing prior to the event and must comply with the following guidelines:

- A company or organization may not bring on to the premises food or beverage for use in the hospitality lounge, staff offices or backstage areas.
- A company or organization may only distribute samples of food and non-alcoholic beverage products that the company or organization produces or sells in its normal day-to-day operations. Samples may only be distributed in such quantities that are reasonable with regard to the purpose of promoting the merchandise.
- Food samples are limited to (2) ounce portions.
- Non-alcoholic beverage samples are limited to (2) ounce portions.

Event Name _____	Event Date(s) _____	Firm _____	Booth Number _____
Telephone # _____	Fax # _____	Email Address _____	
Address _____	City _____	State _____	Zip _____
Authorized by _____ Signature _____ Date _____			
Product(s) to be sampled _____			
Portion Size _____ Proposed Method of Distribution _____			
Expected arrival date _____ Method of delivery _____			
Delivery contact info _____			
Services Required:			
Storage Yes ___ No ___			
Type: ___ Freezer	\$5.00+ per cubic foot per day		
___ Refrigerated	\$3.50+ per cubic foot per day		
___ Dry	\$3.00+ per cubic foot per day		
___ Other	_____		
Ice Charge \$25.00 per bag (25#). There will be a \$25.00+ delivery charge per delivery if delivered to a booth.			

Centerplate Catering ONLY to complete this space:

APPROVED _____ NOT APPROVED _____ REASON: _____

Please return this form to Centerplate, via fax to 919-833-4836, two weeks prior to start of show to ensure confirmation. Any request received within the two week period prior to the event will be assessed a \$50.00 processing fee. NOTE: Applicable state sales taxes applies to all charges.

Utilities Order Form

Payment for any requested services can only be made by a company, cashier's, or certified check, cash, Visa, MasterCard, or American Express. Service will not be provided until payment is received.

For payment questions, order confirmation or a receipt, contact 919-996-8515. Receipts and order confirmations require an email address below. For technical questions, contact 984-202-3938.

Event Name: _____

Event Date(s): _____

Company Name: _____

Booth Number(s): _____

Contact Name: _____

Email: _____

Address: _____ City: _____ State: ____ Zip: _____

Phone No.: _____ Fax No.: _____ Would you like a receipt?: Yes No

For Internal Use Only Event No.: _____

Electrical and Telephone Services					
Floor price will be charged if equipment reservations are not received at least five business days prior to the first day of move-in.					
	Qty.	Service	Advance Price	Floor Price	Total Price
Electric Power ±		110V Outlet 20 Amp	\$100.00	\$150.00	
		208V Outlet 30 Amp & Under	\$170.00	\$230.00	
		208V Outlet 30 - 100 Amp ¹ (Single Phase)	\$250.00	\$330.00	
		208V Outlet 30 - 100 Amp ¹ (Three Phase)	\$310.00	\$370.00	
		480V ¹	Contact Jamal Powell (984-202-3938) for details	N/A Advance Only	
Phones/Misc.		Telephone Line (Handset Not Included)	\$215.00	\$270.00	
		Telephone Line (Includes Handset)	\$244.75	\$305.00	
		Digital Conference Phone	\$350.00	\$425.00	
		Compressed Air, Water, or Drain Service (Exhibit Halls Only, requires two weeks advance notice from move-in date)	Contact Jamal Powell (984-202-3938) for details	N/A Advance Only	
± All power is supplied from the floor. Please call to discuss other requirements.					
¹ Must submit photo of equipment's electrical plug for tie in upon receipt of Utilities Order Form					

Please complete both sides of this form.

Free basic wireless Internet service is offered throughout the Raleigh Convention Center.

Free wireless Internet service is suitable for checking email and light web surfing. Total available bandwidth is shared by all customers in the facility. Free wireless Internet service is a best-effort, non-guaranteed offering and does not include I.T. support.

Please contact the Raleigh Convention Center I.T. Department at 919-996-8519 for a quote for additional services. Additional information and Terms of Service are on the following pages.

Prices are subject to change. The latest form can be found on the Raleigh Convention Center website: <http://www.raleighconvention.com>.

Internet Services				
Floor price will be charged if equipment reservations are not received at least five business days prior to the first day of move-in.				
Qty.	Service	Advance Price	Floor Price	Total Price
	Wired Internet - Shared bandwidth	\$350.00/ event/drop	\$450.00/ event/drop	
	8-Port Switch	\$50/event	\$50/event	
	Wired Internet - Dedicated bandwidth with one static public IP address	\$150.00/Mbps per day (Minimum order \$500.00) 5 Business Days Advance Notice Required		
	Each additional static public IP address	\$150.00 (+ Wired Internet Dedicated Bandwidth) 5 Business Days Advance Notice Required		
			Total	
* Floor price will be charged if equipment reservations are not received at least five business days prior to the first day of move-in.				

Payment Options	
<p>1. Mail completed form with payment to</p> <p style="padding-left: 40px;">Raleigh Convention Center 500 South Salisbury St. Raleigh, NC 27601</p> <p>For order receipt confirmation or payment receipts please contact:</p> <p style="padding-left: 40px;">RCC Accounting 919-996-8515</p>	<p>2. Pay with (check one)</p> <p><input type="checkbox"/> MasterCard <input type="checkbox"/> Visa <input type="checkbox"/> American Express</p> <p>Name on Card: _____</p> <p>Card number: _____</p> <p>Expiration (MM/YY): ____/____</p> <p>Signature: _____</p> <p>Fax this form with credit card information to</p> <p style="text-align: right;">RCC Accounting 919-996-8552 (fax)</p>
<p>For Internal Use Only</p> <p>Date received: _____ Receipt number: _____</p>	

Utilities Information

Connection

- Under no circumstances shall anyone other than the Raleigh Convention Center's electrician make electrical connections to the Raleigh Convention Center distribution system.
- Hourly fees may apply for special wiring requirements.
- Sharing power between booths is prohibited.
- Convenience outlets that may exist in or near your booth are not included in your booth rental and may not be used.
- All equipment provided by exhibitor must comply with all National Electric Codes as well as, state, local and international safety codes.
- The building engineer may refuse service to any requests deemed unsafe.
- No two-wire (home-use) extension cords are allowed.

120/208v and 277/480v Power

The Raleigh Convention Center can provide power for your equipment and machinery with the following limitations. We can only guarantee that we will be able to provide power if you order in advance. Not all locations of the building have access to higher amperage or voltage power. Please discuss your needs with Jamal Powell at 984-202-3938.

We can generally provide the power you need for most equipment; however, we do not stock all types of outlets. If you need to plug into something other than a standard 120 or 240 volt, 20 or 30 amp outlet you need to either bring an outlet of the correct type or provide equipment with bare wire leads that we will install into our breaker panel. We will not disassemble your machinery or equipment in order to wire it. Please provide equipment with either a plug or bare wire leads.

Right of Way and Access

- The Raleigh Convention Center reserves an easement behind each exhibit booth for the purpose of distributing electrical service to neighboring booths.
- Unless otherwise directed, convention center electricians are authorized to cut floor coverings to permit installation of service.
- Wall, column, and permanent building utility outlets are not a part of the booth space and are not to be used by exhibitors without advance approval.
- Access to floor boxes is strictly prohibited.
- Displays and service panels must be available and accessible for inspection at all times.

Phone Lines

You will be provided with one phone line with an RJ-12 plug for each phone line you order. The phone lines are analog lines suitable for use with computer modems, credit card machines, or for voice communication. If you want to use the line as a normal phone, you may rent the telephone set from us for an additional fee or bring your own telephone set.

The phone lines are disabled from making international calls or dialing 900, 976, and similar toll numbers. Long-distance fees are charged to the client upon receipt of the final bill.

Air, Water, and Drain Service

Compressed air, water, and drain service must be ordered in advance. Not all areas of the Raleigh

Convention Center have access to these services, so please contact us early if you need these services. Call Jamal Powell at 984-202-3938 to order these services.

Internet Services

All Internet Services are subject to The Convention Center's acceptable use policies and the RCC may suspend Service to any exhibitor or user if the use is determined to be in violation of the acceptable use policies.

For wired internet, you may install up to five devices per drop with your switch, or you may rent a switch for \$50 per event.

Disclaimer: The Convention Center does not provide security, such as, but not limited to firewalls, etc. for any data circuit(s) that we provide. It is the sole responsibility of the exhibitor or customer to provide any necessary security. Software or content obtained from the use of Service may contain viruses or other harmful features and customer is solely responsible for protecting its equipment and software from such matters.

Free Wireless Terms of Use, Security Warning, and Disclaimer

WARNING: THIS WIRELESS NETWORK IS NOT SECURE.

Data sent to or from all wireless devices connected to this network is sent in the clear and could be intercepted and viewed by third parties. Do not use this network to transfer sensitive personal data such as usernames, passwords, credit card numbers, social security numbers, etc. It is available to the general public and is not secure. The City cannot and does not guarantee the privacy of your data and communication while using the service.

Indemnity

Under no circumstances shall the City, its officers, employees, or agents be liable for any direct, indirect, incidental, special, punitive or consequential or other damages that arise or result in any way from use of, or inability to use, the service or to access the Internet or any part thereof, or user's reliance on, or use of, information, services or merchandise provided on or through the service, or that result from mistakes, omissions, interruptions, deletion of files, errors, defects, delays in operation, or transmission, or any defect in or failure of performance.

By your use of the free wireless network, you agree to indemnify and hold harmless the City, of its officers, employees, and agents, from, and against any claim, liability, loss, damage, cost, or expense (including without limitation reasonable attorneys' fees) arising from or related to your use of the service, any materials downloaded or uploaded through the service, any actions taken by you in connection with your use of the service, any violation of any third party's rights or a violation of law or regulation, or any breach of the terms of service agreement.

Drone Policy/Unmanned Aerial Vehicles (UAV)/Other Prohibited Items

The operation (flight) of any drone/unmanned aerial vehicles (UAV) at the Raleigh Convention Center (RCC) whether indoors or outdoors is prohibited unless permission is granted in advance in writing by RCC Management. In the event that permission is granted by the RCC, there are rules and regulations that govern their use at the Facility. Please see your Event Coordinator for more information or clarification regarding the rules and regulations. UAVs that are not being flown are permitted to be grounded and displayed within the exhibit space without prior approval by management.

Allowable Purpose of UAVs:

- *Demonstration for conference or show*
- *Promotional materials*

In the Event UAVs are permitted by RCC the following rules must be strictly adhered to:

- Must have clearance from Show Management (SM) and the Raleigh Convention Center (RCC) before flying any UAV.
- Must provide the UAVs manufacturer's guidelines for the specific UAV to the RCC Event Coordinator who will also share the information with the Raleigh Fire Department Fire Marshall's office.
- Must adhere to **all** current Federal, State and Local Laws and regulations, including, but not limited to Federal Aviation Administration (FAA), Department of Homeland Security guidelines, and all relevant North Carolina General Statutes. *Laws and regulations governing UAVs are constantly being developed. It is the responsibility of the UAV operator to learn and follow all such laws and regulations.*
- UAVs carrying weapons are prohibited.
- May not be flown in meeting rooms or dining areas.
- Must weigh less than 55 lbs.
- Must provide all required insurance specified in the insurance section of the contract and separately cover non-manned aviation liability insurance in the amount of \$1,000,000.
- Indoor UAVs must only be flown in clearly defined and predetermined spaces determined by the RCC Event Coordinator, Show Manager, and UAV operator.
- UAVs are prohibited from flying over any people.
- UAVs are prohibited from flying within five (5) feet of any building structure, including walls and sprinkler heads.
- UAVs are prohibited from intentionally photographing or taking video of any monetary transaction, including, but not limited to ATMs, concessions, or merchandise sales.

Outdoor Flying of UAVs

UAVs are prohibited from flying outside on RCC property. RCC property is defined as any land south of Cabarrus Street, north of Lenoir Street, west of McDowell Street, and east of Salisbury Street.

Training

UAV operators must provide a copy of their FAA remote pilot certification. In addition, UAV operators must review and sign a copy of this drone policy.

Safety

- UAVs must be operated in a safe manner. UAVs may not have features (e.g. lights, coloring) or be used in a way to distract drivers or other aircrafts.
- UAVs that lose GPS signal should be set to hover in place. If the GPS signal is lost, connection to the remote operator is lost, or low power is detected, UAV should be set to return home/origin.
- UAVs should never be flown over any person or group of people.

- UAVs should be flown in contained area whether it be by rope and stanchion, netting or other materials.
- Upon take-off, all batteries associated with UAV must be fully charged at 100%. The UAV must land once any battery associated with the UAV drops to 50%.
- The City-designated agent should know the exact times that UAV will be in use. This should be noted on the RCC Function Schedule as "Active Fly Zone."
- The City has the authority at all times to ground and/or prohibit any UAV from flying whenever the City, in its sole discretion, determines that safety requires it.
- The City may change these rules whenever in the City's sole discretion such changes are necessitated by changes in federal, state, or local laws or regulations or by safety concerns.

Please contact RCC Management or your Show Manager should you have any questions about this policy.

Signed By: _____

Date: _____