



Raleigh Convention Center

Event Planner's Handbook



*Effective 7/11/2020
Updated 2/9/2022*

TABLE OF CONTENTS

A NOTE OF THANKS.....	2
POLICIES AND GUIDELINES	2
Timeline	2
Insurance	2
Inventory	2
Parking	2
Soliciting.....	3
Gratuities	3
SAFETY & SECURITY.....	3
Building Security.....	3
Event Security.....	3
Fire Code Rules & Regulations	4
On-Premise Cooking Regulations	7
Event Personnel Identification	8
Emergency Procedures.....	8
ACCESSIBILITY & ANIMALS	8
American with Disabilities Act (ADA)	8
Animals.....	8
ON-SITE EXPECTATIONS.....	9
Sharing the Facility.....	9
Moving In / Out.....	10
Freight / Shipping & Receiving	13
Signage, Banners & Branding.....	14
Adhesives	15
Damages.....	15
SERVICES & PERSONNEL	17
Exclusive Services.....	17
Service Contractors	17
Rigging and Forklift Operation.....	17
Suspended Signage	20
Cleaning.....	20

APPENDIX

A – Event Planner’s Checklist
B – Exhibitor Information
C – Exhibitor Dock Policy
D – Floor Plans
E – Wireless Internet Service
F – Parking Maps
G – Rate Sheet
H – Sampling Guidelines
I – Utilities Order Form
J – Drone Policy
K – Emergency Preparedness Plan (contact your Event Manager/Coordinator)
L – Raleigh Convention and Performing Arts Complex Re-Opening Protocols & Procedures

A NOTE OF THANKS

Welcome to the Raleigh Convention Center and Downtown Raleigh! Thank you for booking your event with us. Our staff is ready to partner with you for an incredible event and an unforgettable experience for your attendees.

We are invested in your success and hope that you'll see our staff as an extension of your team. Now, let's bring your vision to life!

To making moments,
Kerry Painter, CFP/CEM/CVP

GENERAL POLICIES AND GUIDELINES

The Raleigh Convention Center (RCC) 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.

Timeline

A detailed, thorough event timeline must be provided to your Event Manager/Coordinator with all setup requirements no less than 30 business days prior to event move-in, as outlined in the lease agreement. Please refer to Appendix A – Event Planner's Checklist for full timeline.

Insurance

Per the contractual agreement, Raleigh Convention Center requires a Certificate of Insurance (COI) to be submitted to the respective Event Manager no fewer than 30 days prior to any contracted event within the facility.

The City of Raleigh should be listed as the additional insured and include the address as PO Box 590, Raleigh, NC 27602.

Inventory

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

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 F – Parking Maps for additional details.

In the event of oversized vehicles, please discuss alternative parking options with your Event Manager/Coordinator. Raleigh Convention Center is not responsible for providing parking of any kind unless previously agreed upon in the contractual agreement.

Soliciting

Outside solicitors or unauthorized pickets are strictly prohibited.

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 RCC. We ask that you and your exhibitors please respect this policy.

SAFETY & SECURITY

Building Security

The mission of the in-house RCC Security Team is to provide a safe and friendly environment for everyone. The RCC Security Team manages general building security including oversight of 24-hour command center, building access, building perimeter patrols, securing of leased spaces, public areas, concourses, and back-of-house areas. Additionally, RCC Security is responsible for the approval of show security deployment plans, coordination with Raleigh Police Department and federal law enforcement agencies, and provide first aid services including automatic external defibrillators (AEDs). Security also maintain relationships with local and federal emergency response agencies and oversees our emergency preparedness and response planning.

For your safety, areas of the RCC labeled "Authorized Personnel Only" are restricted to all persons except Raleigh Convention Center staff. Please do not prop open exterior doors or remove any automatic closing device, panic hardware, or mullion from any door of the facility.

To ensure safety and cleanliness to all clients and visitors, the following personnel will be permitted unrestricted access to all spaces: Housekeeping, Security, Facility Maintenance, and other management staff. Only RCC personnel are authorized to operate airwalls, lock/unlock remote-access doors, and adjust locked lighting panels.

See also: [Event Personnel Identification](#)

Event Security

Show Management must discuss a comprehensive security plan with the assigned Event Manager/Coordinator no less than 30 days prior to event move-in and should include hired personnel assignments with locations, potential high-security locations (i.e. finance office), and a credential list for both attendees and staff (as applicable). Upon review of the event's security plan, RCC Event Management and Security teams will discuss an approval of the plan with any recommendations or additional requirements.

Raleigh Convention Center reserves the right to require event security staff at Show Management's expense. Additional need may include, event staffing for door guards and rover position(s) for each exhibit hall, ballroom, or meeting rooms.

Additionally, Raleigh Convention Center requires local Raleigh Police Department officer(s) to be stationed at active cash handling stations such as box offices, registration and cashboxes. An Event Manager will schedule these off-duty officers and bill accordingly on the master invoice. Uniformed Raleigh Police Department officers are the exclusive source for armed security services.

Children under the age of 16 must be supervised by an adult at all times. If children are left unattended, Raleigh Convention Center reserves the right to hire additional security personnel at Show Management's expense.

Fire Code Rules & 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.

If a Fire Marshal's inspection is deemed necessary, Show Management will be billed directly by the City's Office of the Fire Marshal for the inspection and permit.

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.

- 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.

Floor Plans

- All exhibitions and trade show plans must be submitted to an Event Manager/Coordinator at least 30 days in advance of the first contracted date. The floor plan will be reviewed by RCC Event Management and the Facilities Superintendent, who will notify show management of necessary

changes. Raleigh Convention Center will then submit the floor plan on Show Management's behalf 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. Show Management will be billed directly by the City's Office of the Fire Marshal for the inspection and permit.

- Floor plans should be drawn to scale and have the following information clearly indicated:
 - 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')
 - 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 & Aisles

- 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 be no less than 10' wide, and must remain 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 impair the effectiveness of the sprinkler system. For this reason, **all requested tents or canopy structures must receive approval by an Event Manager** no later than 30 days prior to event move-in. Such structures will require a Fire Marshal Inspection which may incur additional fees.

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 nonrefillable 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.

Fire Watch

Raleigh Convention Center reserves the right to require Fire Watch personnel at any time to ensure safety of attendees, show management, and facility personnel at Show Management's expense. Prior communication no less than 30 business days is imperative – on-site requests may not be feasible to accommodate given late notice.

Smoke/Haze

Fire Watch personnel will be required for all events utilizing smoke or haze in the building. This will be arranged and scheduled by your Event Manager/Coordinator

- 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 30 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.

Drones

- Please refer to [Appendix J – Drone Policy](#).

and will be scheduled 30 minutes prior to onset of haze until 30 minutes after machine has been turned off. Fire Watch will also be required during any tests or rehearsals to ensure alarms are not triggered.

Oil-based haze is strictly prohibited.

Vehicles

Fire Watch may be required during show hours based upon the intended use of vehicles at the discretion of your Event Manager/Coordinator.

Fire Watch personnel will also be required during move in hours for all events featuring 5 or more vehicles to check gas levels and ensure compliance with current fire code as they are entering the facility. RCC personnel will conduct inspections for events featuring fewer than 5 vehicles.

On-Premise Cooking

Fire Watch Personnel will be required 30 minutes prior to show open through 30 minutes following show close when cooking on site.

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:

- 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, and will require a permit. Those requesting the use of open-flame devices and candles shall provide a sample/picture for approval at least 30 days before the event.
- 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.

See also: [On-Premise Cooking](#)

Event Personnel Identification

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

Emergency Procedures

Please refer to [Appendix K – Emergency Preparedness Plan](#).

ACCESSIBILITY & ANIMALS

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. 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.

Show Management, with assistance from the Event Manager/Coordinator, is responsible for ensuring that all exhibits, displays, meeting rooms layouts, aisles, etc. are compliant with current ADA standards.

Raleigh Convention Center is not responsible for furnishing non-permanent auxiliary aides for the visually, hearing, and mobility impaired. If not provided, Raleigh Convention Center reserves the right, but not the obligation, to provide or arrange such services as deemed necessary at Show Management's expense or reimbursement.

Event organizers 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.

See also: [Animals > Service Animals](#)

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.

Service Animals

Raleigh Convention Center welcomes all approved service animals recognized by the ADA. The role of service animals is to perform functions and tasks that an individual with a disability cannot perform for him or herself. Service animals are working animals, not pets. ADA approved service animals are currently limited to dogs and miniature horses.

See also: [Americans with Disabilities Act \(ADA\)](#)

Animals Related to Event/Exhibit

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. Any approved animals must abide by the following guidelines:

- Present, up-to-date medical records for intended animals
- 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.
- Approved animals must be kept on a leash, within a pen, or under similar control discussed with and approved by your Event Manager/Coordinator. 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.

See also: [Damages](#)

ON-SITE EXPECTATIONS

Sharing the Facility

Raleigh Convention Center is a multi-use facility that is capable of hosting various types of events based upon facility features. As a result, there may be multiple events occurring at any time throughout the building. Lobby areas are available for use based upon contracted space but are considered thoroughfares for egress and must remain open to foot traffic.

To provide a positive atmosphere for all events, Show Management will be responsible for the conduct of all event staff and service contractors.

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.

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.

See also: [Cleaning](#)

Smoking

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

Moving In / Out

Loading Dock

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.

Load in/out plans must be discussed with and approved by an Event Manager/Coordinator no less than 30 days prior to move in.

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 Raleigh Convention Center either via Cabarrus Street or Salisbury Street.

Vehicles are not permitted to drive into Exhibit Halls at any time unless previously discussed and approved by an Event Manager/Coordinator.

Smoking is only permitted in designated areas outside of the Loading Dock. Please note that there is absolutely no smoking on the Loading Dock at any point in time.

Parking is not permitted on the dock, drive, or Red Hat Amphitheater backstage at any time (excludes previously approved RCC employees).

Raleigh Convention Center does not supply carts to Exhibitors. Show management is responsible for arranging such amenities directly with exhibitors or via a general service contractor.

See also: [Freight Shipping & Receiving](#)

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.

For safety reasons, individuals under the age of 16 are not permitted within the Dock during move in/out unless supervised by an adult.

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, drive, or in Red Hat Amphitheater's backstage at any time.

See also: Sharing the Facility, Freight Shipping & Receiving

Exhibitor Move-In

During heavy move-in hours requiring event dock staff (outlined below), a guard will be placed at the Loading Dock entrance gate. At arrival, Security personnel will check in exhibitors 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.

See also: Sharing the Facility, Freight Shipping & Receiving

Required 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*: 2 load in/out staff required
- 21 – 100 booths*: 3 load in/out staff required
- 101 – 200 booths*: 4 load in/out staff required
- 201 or more booths*: discuss with Event Manager/Coordinator

*A "booth" is considered:

- One 10'x10' space (i.e. 20'x10' space = (2) booths)
- One 8'x10' space (i.e. 16'x10' space = (2) booths)
- One tabletop display
- One display vehicle

All limits listed above are minimum requirements and will be adjusted based upon event logistics (i.e. points of entry, nature of exhibits, types of vehicles.

etc.) at the discretion of the Event Manager/Coordinator. Raleigh Convention Center reserves the right to assign additional load in/out staff 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.

See also: Event Security

Dock Access During Red Hat Amphitheater Activations

Raleigh Convention Center is proud to partner with Red Hat Amphitheater as part of the RCPAC Complex. Due to the nature of the Loading Dock access, admittance may be temporarily impeded or delayed during activations at Red Hat Amphitheater in order to ensure safety for all patrons and staff.

If an event within Raleigh Convention Center is impacted by an amphitheater show, an Event Manager will notify the event organizer as soon as possible in order to discuss necessary adjustments to the production schedule.

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.

See also: Rigging

Exiting the Dock

As space is limited, please ensure that all materials are packed up prior to vehicle access to the dock. Dock access will not be permitted outside of previously approved load out schedule.

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.

See also: Sharing the Facility, Freight Shipping & Receiving

Salisbury Street Move-In / Move-Out

Move-In via Salisbury Street / Main Lobby is permitted for limited load-ins only and must be approved by an Event Manager prior to onsite arrival. Please note that the recessed bus lane is a shared space with public transportation. 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.

See also: *Sharing the Facility*

Freight / Shipping & Receiving

Raleigh Convention Center will accept all previously approved Show Management shipments at the facility's Loading Dock. Any exhibitor shipments and/or freight handling must be arranged with an external general service contractor or drayage company.

Show Management Shipments

Incoming Shipments

All packages received by dock staff will remain on the Loading Dock until commencement of move-in, at which time it will be the responsibility of the event's organizers to transfer to desired contracted spaces. Show management will be responsible for arranging labor to unload/load any large shipments within the contracted window.

Please discuss shipping needs with an Event Manager/Coordinator no less than 30 days prior to event move-in. Packages for show management/event organizers may not arrive more than 48 hours before an event. Packages arriving prior to the 48-hour load-in window will not be accepted.

Please make sure 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 shipments or any other items left on dock.

See also: *Period of Use*

Outgoing Shipments

Materials requiring to be shipped out must be labeled correctly, arranged for pickup within 24 hours, and placed in designated "Pick Up" area on the Dock prior to completion of move out.

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.

Exhibitor Drayage

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 Exhibitor shipping and receiving services. Exhibitor/freight handlers are required to package, label, and coordinate pick up upon 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.

Signage, Banners & Branding

Please review your intended signage plan with your Event Manager/Coordinator 30 days in advance of your event move-in date for approval which will be based upon contractual space usage.

All signage should be installed/removed within the event's period of use, as outlined in the Contractual Agreement (see separate section "Period of Use").

Please reference the "Rigging and Forklift Operation > Contractor Guidelines" section, outlining requested verification of liability and certifications if the use of a lift is required to install signage.

See also: Period of Use, Sharing the Facility and Suspended Signage

Shimmer Wall Programming

Clients using the Raleigh Convention Center may request approval from facility 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 Raleigh 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.

Sir Walter Rental Policy

If contracted, the Sir Walter statue on the RCC Plaza may be dressed in event-related clothing items and/or accessories during the event's period of use. All items intended for such use must be previously approved by an Event Manager/Coordinator no less than 30 days from event move-in. It is the convention center's policy that this promotional tool be reserved for facility-users only.

Adhesives

Please discuss any requested use of adhesives with your Event Manager/Coordinator no less than 30 days in advance. 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.

Show Management will be billed for any costs incurred due to the removal of adhesives from the carpets, walls, floors, or any other surfaces.

See also: [Damages > Adhesives/Decor](#)

Damages

The Raleigh Convention Center understands that there will be "wear and tear" on the building as events take place.

Damage beyond what is considered reasonable by Raleigh Convention Center, the cost to repair or replace any damage incurred by event staff, attendees, exhibitors, or contracted partners will be the responsibility of Show Management.

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

Motorized Equipment

- Show management is 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. Upon approval, a covering (plywood, polyethylene, carpet, plastic/Visqueen) will be required to protect the permanent carpeting in the area.
- Bicycles and personal transporters i.e. Segways, skateboards, hoverboards, etc. are prohibited in the building.

Adhesives / Decor

No pins, tacks, or adhesives of any kind are permitted on windows, doors, walls, or floors without prior approval from your Event Manager/Coordinator no less than 30 days in advance of your event start date.

Raleigh Convention Center recommends the use of 3M materials to adhere graphics to facility surfaces. However, the improper removal of such adhesive materials may result in damage. Show Management will be billed for any costs incurred due to the removal of adhesives from carpets, walls, floors, or any other surfaces.

Exhibitors may not distribute stickers, decals, or similar items with adhesive backing in the building. Show Management will be held responsible for restricting the use of these materials.

Other décor-related items:

- 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 RCC equipment or the building walls, ceilings, columns, windows, or other painted surfaces by way of nails, tape, tacks, screws, wire, etc.
- The use of balloons of any kind must be discussed with and approved by an Event Manager/Coordinator. Improper disposal of balloons may result in additional cleaning fees.
- The following items are also not permitted in the building unless approved by an Event Manager/Coordinator (cleaning fees may apply):
 - Canned string/silly string or similar products
 - Glitter, confetti, or streamer cannons

See also: [Adhesives](#)

Building Modifications / Construction Materials

- Holes may not be drilled, cored, or punched in the building or RCC equipment.
- Sand, gravel, dirt, mulch, and other loose materials may not be brought into the building without prior approval from your Event Coordinator/Manager.
- Brick, stone, and other similar materials may not be cut on the premises unless approved by your Event Coordinator/Manager. In such cases, a vacuum will be required 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.
- 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.
- No painting will be permitted in the facility.
- Drains are intended for water and sanitary waste only. Dumping of food or chemical waste into sinks, toilets, or other drains is strictly prohibited.

See also: [Fire Watch](#)

SERVICES & PERSONNEL

Exclusive Services

Catering

Raleigh Convention Center is proud to partner with Centerplate as the sole provider of all Food and Beverage within Raleigh Convention Center. Show Management will be introduced to a Centerplate Sales Representative to collaborate on a menu to suit the event vision.

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

Raleigh Convention Center exclusively maintains in-house electrical and utility services personnel to service both facility maintenance and event requirements.

Please submit all electrical requests to an Event Manager/Coordinator no less than 30 days prior to event move-in. 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 subject to availability based upon contracted space. A compressor must be supplied at show management's expense when applicable.

Telephone/Internet/Data Service

Raleigh Convention Center provides comprehensive telephone service throughout the facility, including on the Exhibit Hall floor, in meeting rooms, and in registration areas.

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 by Show Management. Show Management is responsible for contracting enough Move-In/Out time for contractors to set-up and tear-down any exhibits, displays, or decorations.

Metal-wheeled carts, pallet jacks, and other similar equipment are not permitted on stone/marble floors.

Rigging and Forklift Operation

Within this document, the term "rigging" refers to the overhead suspension of objects from any portion of the physical building. Rigging diagrams are available upon request.

Contractor Guidelines

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, as outlined in "Rigger Qualifications"

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 Show Management's responsibility to ensure that the riggers sent to work in the RCC are current on training – Raleigh Convention Center reserves the right to spot check at any time.**

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

Rigging Plan Submission

Contractors are expected to submit full rigging plans, to include both interior and exterior rigging, with a schedule of Move-In/Out and intended call times to Raleigh Convention Center through the event's Event Manager/Coordinator. These documents must be submitted for review and approval no less than 30 days prior to the first contracted Move-In day.

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

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

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.

Scissor Lifts and Forklifts

Due to liability reasons, all City of Raleigh-owned scissor and forklifts must be operated only by City of Raleigh-certified personnel.

Scissor Lift Use

Show Management will be held responsible for renting applicable scissor lifts for event production. Rental lifts may arrive no more than 24 hours before an event's period of use and must be picked up no later than 24 hours past.

Forklift Use

Raleigh Convention Center is able to provide a limited number of forklifts (paired with in-house operators) for move in/out (see [Appendix G – Rate Sheet](#) for prevailing rates). If Show Management would like to secure alternative lifts, applicable personnel must also be secured to operate, provided they are certified as outlined above. Rental lifts may arrive no more than 24 hours before an event's period of use and must be picked up no later than 24 hours past.

See also: [Moving In/Out > Dock 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 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.

Suspended Signage

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. The suspension of such items must comply with the following guidelines:

- 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 from light fixtures, sprinkler heads, conduit, HVAC ducts, etc. is not permitted at any time.
- 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 solely hung from handrails must be made of lightweight materials weighing no more than 50lbs total.
- Signage must provide 12' clearance from the floor below unless previously approved by your Event Manager/Coordinator.

Raleigh Convention Center reserves the right to deny or remove signage at any point if deemed unsafe or damaging to facility structures.

See also: [Rigging & Forklift Operation](#)

Audiovisual Equipment Rental & Services

Raleigh Convention Center offers a limited inventory of audiovisual equipment available for event rental. Please reference [Appendix G – Rate Sheet](#) for offerings. Alternatively, Show Management may secure a 3rd party partner to provide audio visual needs.

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 the event.

Show management is responsible for all cleanup, including the breakdown of crates, large skids, abandoned exhibits, or other event-related items.

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, to include wooden crates, pallets, skids, etc. are to be removed from the building.
- All adhesives or other marking methods used are removed from all surfaces and floors.
- 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.

- All carpeting and/or construction materials must be removed from the premises and disposed of appropriately offsite. Raleigh Convention Center dumpsters are not suitable for such disposal.

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

Additional cleaning services can be arranged by an Event Manager/Coordinator and may incur additional fees based upon the request.

See also: *Adhesives*

Room Refresh Policy

Raleigh Convention Center will refresh rooms based upon the event's scheduled agenda. In addition to regular refreshing of public spaces, the RCC Housekeeping Team will utilize breaks throughout the event to refresh garbage stations and provide a general sweep/tidying of space. However, full refreshes will occur overnight to include straightening of room set and vacuuming, if feasible based upon room set.

EVENT PLANNER'S CHECKLIST

Please use this suggested timeline and checklist as a reference when preparing for your event.

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 Manager/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 Manager/Coordinator.

6 Months Out

- Provide contact information for any potential outside services suppliers that have been contracted for your event to your Event Manager/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 Manager/Coordinator for review.
- Relay potential needs for additional staff (stagehands, riggers, security, fork lift drivers, etc.) with your Event Manager/Coordinator.
- Discuss sponsor/exhibitor needs, including setup and/or utility requirements, with your Event Manager/Coordinator.

1 Month Out

- Submit all event details, submit COI (if not yet submitted), and send to your Event Manager/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 Manager/Coordinator.

Post-Event

- Complete short survey and send final attendance (including all staff, volunteers, and outside service suppliers) to your Event Manager/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 20 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.

SALISBURY STREET MOVE-IN/OUT

This recessed lane is a shared space with public transportation and is only permitted for loading/unloading purposes with prior approval from Event Manager and Show Management.

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.

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 RCC'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.

Disclaimer: The above information has been condensed to specify the interests of exhibitors alone. Please reference the Event Planner Handbook in its entirety for additional details.

EXHIBITOR DOCK POLICY

Updated 6-17-20

LOAD-IN

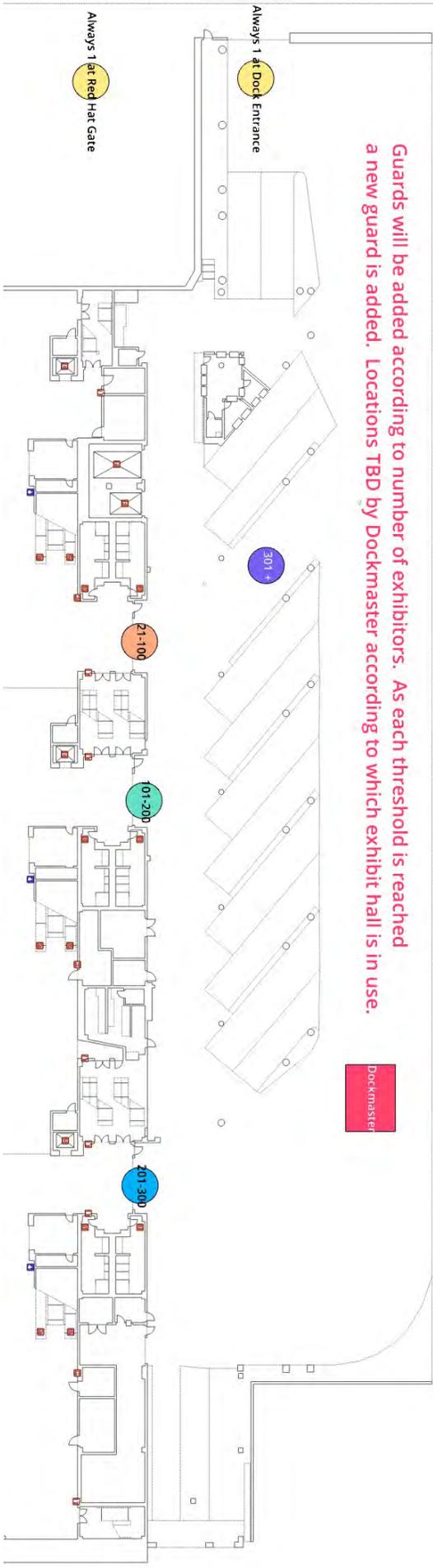
1. In order to enter the dock, vehicles will pull up at the backstage gate to Red Hat Amphitheater near the corner of Lenoir Street and Dawson Street. Upon arrival to the gate, security personnel will ask a series of questions to fill out a Dock Pass and confirm access. The Red Hat Amphitheater Gate Guard will then contact the Dock Entrance Guard via radio and request entrance. The RCC Dock Pass provided must be displayed on the vehicle's dash at all times when utilizing the Loading Dock.
2. Upon arrival at the Dock entrance the guard will assign a temporary unloading space and let the vehicle proceed.
3. THERE WILL BE NO PARKING OR STOPPING PERMITTED ON THE RAMPS FOR ANY REASON.
4. NO EXTENDED PARKING (OTHER THAN PREVIOUSLY APPROVED RCC STAFF) IS PERMITTED ANYWHERE IN THE DOCK AT ANY TIME.
5. Exhibitors are encouraged to work in pairs, so one person is moving the vehicle while the second person is moving equipment/product to the booth.
6. Each exhibitor will be allowed 20 minutes in the dock from entrance to exit.
7. Upon arrival to the dock exhibitor must move equipment/product directly to their assigned booth or to a staging area designated by show management or show decorator. The vehicle must then be moved out of the dock. Set up of the booth must happen after the vehicle has been moved.
8. Show Management is encouraged to provide volunteers to help move exhibitors to their booth.
9. There will be one Security Guard posted at the Red Hat Amphitheater Gate and One posted at the entrance to the dock, all others will be posted by the Dock Master.
10. Staging on Lenoir Street is not permitted. If the dock is full and entrance at the gate is not permitted, the vehicle must circle the block.

LOAD-OUT

1. Exhibitors must have all equipment/product packed and ready to load prior to retrieving their vehicle. In order to expedite the move-out process, Show Management is encouraged to inspect exhibitor booths prior to granting permission for vehicle retrieval.
2. Exhibitors will pull up to Red Hat Amphitheater Gate, answer questions as appropriate, and be issued a Dock Pass to display on the vehicle's dash to gain access.
3. The security guard at the dock entrance will communicate with the Dock Master to allow vehicles in as space allows.
4. 30 minutes is allowed for load-out, from entrance to exit.
5. Staging on Lenoir Street is not permitted. If the dock is full and entrance at the gate is not permitted, the vehicle must circle the block.

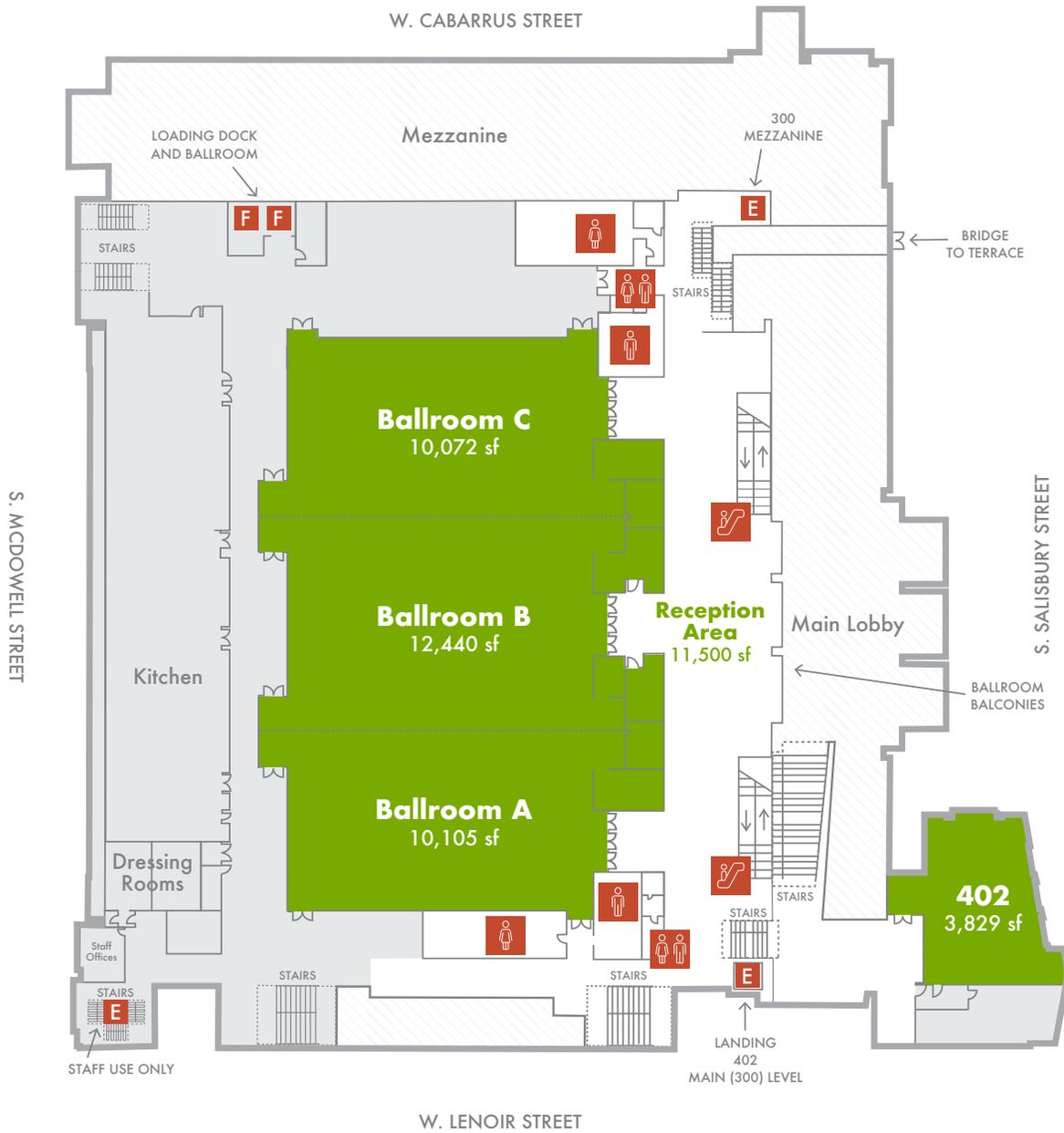
Guards will be added according to number of exhibitors. As each threshold is reached a new guard is added. Locations TBD by Dockmaster according to which exhibit hall is in use.

Dockmaster



20 Feet

BALLROOM LEVEL

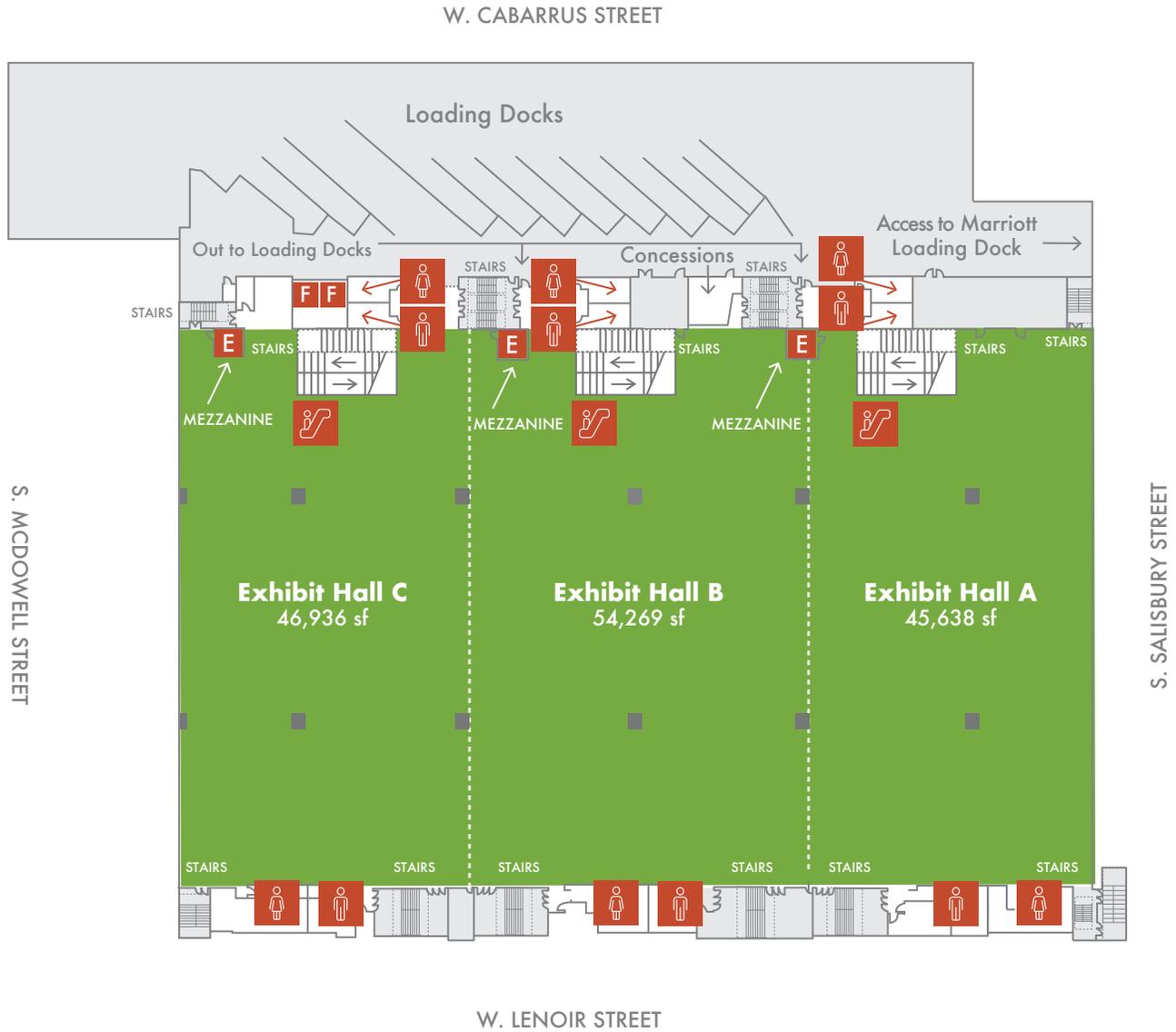


- | | | | | | |
|---|-------------------|---|------------------|--|---------------|
|  | Women |  | Elevator |  | Open to Below |
|  | Men |  | Freight Elevator |  | Back of House |
|  | All-gender/Family |  | Escalator | | |

MEZZANINE LEVEL



EXHIBIT HALL (200) LEVEL



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	Internet service is nice to have, but not required for my event's success.	Internet service is required for my event's success, but is not the central focus of my event.	My attendees are heavy Internet users. Internet service is required for my event's success.
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.



P Parking Map

	Parking Deck	Address
A	Blount Street 	314 Blount St
B	Cabarrus Deck 	436 S. Salisbury St
C	Convention Center Charter Sq Underground 	1 W. Lenoir St./ 502 S. Wilmington St.
D	City Center Red Hat Deck 	429 S. Wilmington St
F	Moore Square 	233 S. Wilmington St
G	Municipal Complex 	201 W. Morgan St
H	Performing Arts 	128 W. South St
I	Wilmington Street 	117 S. Wilmington St

Estimated Walk Time

15 Minute Walk

Right of Way

Traffic flow

For more information
visit raleighnc.gov, search for "Raleigh Parking"

- Electric Vehicle Charging Station
- ADA Accessible Parking Spaces
- Elevators



RATE SHEET FY '21

The following rates have been approved by the City of Raleigh City Council for the Raleigh Convention Center (7/1/20-6/30/21).

AUDIO VISUAL		
	Daily Rate	Event Rate
8' x 8' Screen	\$50.00	\$125.00
Wired Microphone	\$50.00	
Auxiliary Cable		\$10.00
AV Table	\$20.00	\$50.00
Basic Sound System w/ install Exhibit Hall		\$300.00
Basic Sound System w/ install Meeting Room Package		\$400.00
Basic Sound System w/ install Individual Meeting Room		\$150.00
Basic Sound System w/ install Ballroom		\$500.00
LCD Projector	\$100.00	\$250.00
Unmanned Paging System	\$25.00	
Wireless or Lapel Microphone	\$95.00	
IT		
	Advance Rate	Floor Rate
Shimmer Wall Color Change (each)	\$200.00	
Wired Internet Static IP Address	\$150.00	
Unmanaged 8 Port Switch	\$50.00	
Wired Internet - Advance Price	\$350.00	\$450.00
Telephone - Digital Conference Phone	\$350.00	\$425.00
Standard Wireless Internet (Per Device Per Day) (\$350 min. order)	\$2.00	
Industrial Wireless Internet (Per Device Per Day) (\$350 min. order)	\$5.00	
PRODUCTION (four-hour minimum call)		
	Standard Hourly Rate	TOD Hourly Rate (12a-8a)
Cashier*	\$14.50	\$21.75
Coat Checker*	\$13.25	\$20.00
Door Guard	\$20.75	\$31.25
Electrician	\$35.00	\$52.50
Elevator Operator	\$25.25	\$38.00
Fire Personnel	\$25.25	\$38.00
Forklift Driver	\$25.25	\$38.00
Head Cashier	\$35.00	\$52.50
Rigger	\$25.25	\$38.00
Security, Raleigh Police*	\$70.00	\$105.00

PRODUCTION (CON'T) (four-hour minimum call)		
	Standard Hourly Rate	TOD Hourly Rate (12a-8a)
Settlement Accountant	\$45.00	\$67.50
Sound	\$30.00	\$45.00
Stagehand	\$25.25	\$38.00
Ticket Taker	\$13.25	\$20.00
Network Engineer after hours	\$125.00	
Usher	\$13.25	\$20.00
* denotes 3-hour minimum call		
SETUP		
	Daily Rate	Event Rate
6' x 30" Table		\$10.00
6' x 18" Table (Event)		\$10.00
72" Round Table		\$10.00
8' x 18" Narrow Table (Event)		\$10.00
8' x 30" Table		\$10.00
6' x 8' Riser	\$27.00	
8' x 8' x 4' Stage	\$35.00	
Barstools		\$10.00
Coat Rack w/ hangers	\$25.00	
Dance Floor 3' x 3' section/day	\$9.00	
Easel	\$10.00	\$15.00
Podium, Standing	\$35.00	
Silver Sign Holder (11"x17")		\$5.00
Table Cloths per use		\$7.00
Table Skirting - Black		\$7.00
Tall Cocktail Table		\$10.00
Tensabarrier per set	\$10.00	
Piano (Digital)		\$300.00
Upholstered Chair/event		\$2.00
Wire Chair/day	\$1.00	
ADMIN		
	Rate	Unit
Set Change - Ballroom/Exhibit Hall	\$500.00	each
Set Change - Meeting Room	\$250.00	each
Copies (Black and White) (50 Maximum)	\$0.50	each
Copies (Color) (50 Maximum)	\$1.00	each

ADDITIONAL RATES ON BACK

FACILITIES		
	Advance Rate	Floor Rate
220V over 30 Amp up to 100 Amp	\$250.00	\$330.00
Step Down Transformer - 200 amp - Exhibit Hall	\$360.00	\$465.00
Step Down Transformer 400 amp - Exhibit Hall	\$660.00	\$855.00
110V 20 amp Electrical Outlet	\$100.00	\$150.00
220V up to 30 amp Electrical Outlet	\$170.00	\$230.00
Electrical - 208v 30 to 100 AMP Single Phase	\$250.00	\$330.00
Electrical - 208v 100 Amp Single Phase	\$430.00	\$555.00
Electrical - 208v 100 Amp Three Phase	\$530.00	\$690.00
Electrical - 208v 200 Amp Single Phase	\$580.00	\$755.00
Electrical - 208v 200 Amp Three Phase	\$680.00	\$885.00
Electrical - 208v 400 Amp Single Phase	\$760.00	\$1,020.00
Electrical - 208v 400 Amp Three Phase	\$860.00	\$1,120.00
Electrical - 208v 30 to 100 Amp Three Phase	\$310.00	\$370.00
Electrical - 208v 30 Amp & Under	\$170.00	\$230.00
Telephone Line - (Handset Not Incl.)	\$215.00	\$270.00
Telephone - Analog Handset	\$29.75	\$35.00
	Daily Rate	Event Rate
10 lb ABC Fire Extinguishers		\$100.00
Compressed Air (each)		\$130.00
Extension Cord/Powerstrip		\$25.00
Fork Lift	\$300.00	\$750.00
Genie Lift	\$500.00	\$1,250.00
Grease Dump (each)		\$250.00
Water connection (call for approval) (each)		\$115.00
Additional water connection (call for approval) (each)		\$80.00
Scissor Lift	\$300.00	\$750.00
Bike Rack	\$10.00	\$15.00
Sink With Cold Water and Grease Trap (each)		\$325.00
Sink With Hot & Cold Water and Grease Trap (each)		\$650.00
Hard Copy Keys not returned (each)		\$50.00
Electronic Keys not returned (each)		\$20.00

FACILITIES (CON'T)		
	Daily Rate	Event Rate
Re-Key High Security (Per Cylinder) (each)		\$100.00
Spotlight		\$65.00
Balloon/Confetti Removal (each)		\$500.00

2022 Sampling Guide

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 Duke 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 granted items are not temperature sensitive.
- A company or organization must provide a Certificate of Liability Insurance that names Centerplate at the Raleigh Convention Performing Arts Complex as the certificate holder.
- Food samples are limited to (2) ounce portions and must be **non-perishable**.
- 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.



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.
 - Winery's and/or brewery's representative(s) must be on site overseeing sampling.
 - A Centerplate bartender is required to facilitate all alcoholic beverage 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 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.

2022 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 Duke 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 of non-perishable food items.
 - 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 _____		

Please return this form to Centerplate, via fax to 919-833-4836 or email to Amanda.colfer@Centerplate.com, 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 sales taxes apply to all charges.

Centerplate Catering ONLY to complete this space:

APPROVED _____ NOT APPROVED _____ REASON: _____



UTILITIES ORDER FORM

Payment can only be made by a company, cashier's, or certified check, cash, Visa, MasterCard, or American Express. Service provided upon payment receipt.

Ordering, Payments, and Receipts: 919-996-8515
 Technical Questions (Air, Water, Power): 919-830-3718
 IT Additional Services: 919-996-8519

Event Name: _____

Event Date(s): _____

For Internal Use Only

Event No.: _____

Company Name: _____

Booth Number(s): _____

Contact Name: _____

Email: _____

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

Phone No.: _____ Fax No.: _____ Would you like a receipt?: Yes 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 John Hughes (919-830-3718) 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 (Limited availability. Exhibit Halls Only. Requires two weeks advance notice from move-in date.)	Contact John Hughes (919-830-3718) for approval. Payment accepted at 919-996- 8515.	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.

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 technical (air, water, power) needs with John Hughes at 919-830-3718. (Ordering, Payments, and Receipts can be handled at 919-996-8515.)

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. All Utilities Order Forms requesting power above 208v 30amp (single or three phase) must submit photo of equipment's electrical plug with form submission.

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.

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.

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

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 permission is granted by RCC there are rules and regulations that govern their use at the Facility. Please see your Event Manager/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 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 UAV's manufacturer's guidelines for the specific UAV to the RCC Event Manager who will also share 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 Manager, 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

UAV's 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 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 the UAV must be fully charged at 100%. The UAV must land once any battery associated with the UAV drops to 50%.
- RCC Event Manager should know the exact times that UAV will be in use. This should be noted on RCC Function Schedule as "Active Fly Zone."

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

Signed By: _____

Date: _____



RALEIGH CONVENTION & PERFORMING ARTS COMPLEX

Re-Opening Protocols & Procedures Guide

TABLE OF CONTENTS

Complex Initiatives	4
Communications	6
Staff Health Expectations and Guidelines	8
Catering/Food Service	9
Events	11
Security	15
Box Office & Ticketing	16

Appendix

- A: RCC Social Distancing Room Sets
- B: DECPA Social Distancing Theatre Seating
- C: Wellness Screenings: An Event Organizers Guide to Logistics and Implementation
- D: Wellness Screenings: An Attendee's Guide
- E: Pandemic Operations Guide: Content Checklists
 - Retail (Consumer Shows)
 - Sporting Events and Consumer Shows
 - Events at Raleigh Convention Center
- F: Social Distancing Room Capacity Charts and Diagrams





WELCOME BACK!

At the Raleigh Convention & Performing Arts Complex, the health and safety of our guests has always been of paramount importance. In anticipation of re-opening our facilities for events, we have implemented new procedures and processes to protect our staff, event organizers, guests, performers, and exhibitors from the potential transmission of COVID-19. Throughout our planning, we have consulted experts in our industry, actively sought out best practices, and continue to adhere to local, State, and Federal guidelines, as well as the guidance of the CDC.

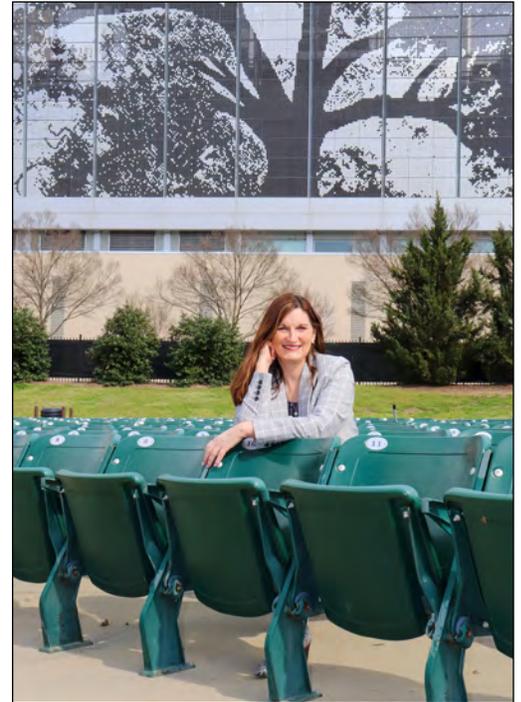
In addition to the practices below, our Complex now holds the Global Biorisk Advisory Council's GBAC STAR™ Accreditation, the cleaning industry's only outbreak prevention, response, and recovery accreditation.

Here, you'll find the ways our team is working to ensure the health and safety of all who enter our venues. We continue to monitor local, State, Federal, and CDC guidelines and, when necessary, may make adjustments to our outlined procedures and processes to protect our community. Everyone has a responsibility to keep our community safe and we appreciate your assistance in observing these and any other posted guidelines in our venues.

Thank you for being here with us,

Kerry Painter

Kerry Painter, CFP/CEM/CVP
General Manager/Director
Raleigh Convention & Performing Arts Complex



COMPLEX INITIATIVES

The Complex has developed new protocols and implemented multi-venue initiatives to further protect staff, Event Organizers, guests, performers, and exhibitors.

Working with Health Agencies & Partners

We continue to adhere to guidelines outlined by the CDC and are in compliance with Federal, state, and local government recommendations. We regularly review and update our policies and procedures to ensure compliance with these guidelines.

Internally, The Complex coordinates with health agencies and local partners to amend and adapt procedures and policies in accordance with Federal, state, local regulations and CDC guidelines. We are currently engaged with our peers through the International Association of Venue Managers, IAEE, and the Event Services Professionals Association to discuss best practices and procedures as we progress through these uncharted times. We participate regularly in town halls, conference calls, committees, and work groups to share our resources and experiences.

Accreditations & Certifications

The Raleigh Convention Center, Duke Energy Center for the Performing Arts, and Red Hat Amphitheater hold the first and only multi-venue GBAC STAR™, accreditation in North Carolina. The GBAC STAR™ is the cleaning industry's only outbreak prevention, response, and recovery accreditation program for public and commercial facilities. Its 20 elements establish requirements for facilities to implement the highest standards of work practices, protocols, procedures, and systems to control risks associated with infectious agents, such as SARS-CoV-2, the virus responsible for COVID-19. GBAC STAR™ is administered by GBAC, a division of ISSA, the worldwide cleaning industry association.

Additionally, the RCC has completed the state's Count on Me NC pledge and training courses in support of the public health initiative to keep guests and staff safe and protected from COVID-19.



Expanded Cleaning Program

Staff participate in ongoing training for the rigorous and continual cleaning and disinfection of frequently touched surfaces, such as door handles, handrails, push plates, interior and exterior elevator buttons, desks, countertops, point-of-sale

terminals, keypads, tables, chairs, seats, beverage stations, water fountains and dispensers, vending and ice machines, and trash receptacles, as well as back-of-house locations including staff refrigerators, clock-in/clock-out devices, breakrooms, restrooms, and work stations. In restrooms, these areas include toilet seats, flush valves, women's sanitary product containers, soap and towel dispensers and baby changing stations.

The Complex procured additional hand sanitizer stations, disinfectants, electrostatic sprayers, cleaning cloths, and other products to aid us in providing a safe environment. Foot pulls have been installed at DECPA and will be installed at the RCC to decrease touchpoints on door handles.



To encourage social distancing in restrooms, alternating restroom sinks and urinals are unavailable for use. Hand dryers have been disabled to prevent the unintentional spread of germs.

Staff using any cleaning or disinfecting product are instructed to use the proper PPE recommended for that product. This may include gloves, masks, or eye protection.

Disinfectants have a specified contact time that varies between each product. After the specified time has passed, the disinfectant is wiped up using the proper cleaning cloth. All disinfecting products used appear on the EPA's List N: Disinfectants for Use Against SARS-CoV-2.

Housekeeping staff have increased the frequency of cleanings throughout the day in common spaces and high-touch areas, as well as overnight cleaning of leased spaces. Additional cleanings may be arranged based upon event needs.

Additional cleaning protocols have been developed to avoid the cross-contamination of surfaces, including the creation of a color-coded cleaning cloth system which extends into the cloth sanitization process. Cleaning staff are also issued fresh gloves to avoid cross-contamination. Staff replace gloves based on recommendations by the CDC.

When possible, the Raleigh Convention Center and the Duke Energy Center for

the Performing Arts increases the use of outdoor air in its HVAC system. HVAC equipment is maintained per manufacturer and industry best practices to ensure optimal performance, which is critical in preventing the spread of COVID-19. Staff actively monitor recommendations from the American Society of Heating, Refrigeration and Air-Conditioning Engineers (ASHRAE). All air filters are being updated to MERV 13 or higher. Filters with a MERV rating of 13 or higher are frequently used in general surgery and hospital inpatient care facilities and will filter down to at least 0.3-1.0 micron particle size.

For facility staff, Event Organizers, and event staff in our Loading Dock, multiple hand sanitizer stations are available. Staff disinfect frequently touched areas. Upon arrival, all deliveries/vendors are required to check-in with Security for a wellness check. Access to the RCC or DECPA is permitted only once an approved wellness check has been completed and recorded.

Health Ambassadors

Guests with immediate health or cleanliness-related concerns may contact the Health Ambassador relevant to their concern.

Raleigh Convention Center: The RCC Health Ambassador-on-Duty may be reached at 919-745-9868.



Duke Energy Center for the Performing Arts: Guests may email PAC.info@raleighnc.gov or call 919-996-8700. Event organizers should contact Courtney Bisbe at courtney.bisbe@raleighnc.gov or at (919) 594-7543.

Food Safety: Clients may contact Centerplate Head Chef, Phillip Evans at phillip.evans@centerplate.com or at 919-830-5689.

COMMUNICATIONS

All Complex venues use physical and digital signage to encourage staff, visitors, and event organizers to practice social distancing, wear masks, and wash their hands often.

Descriptions of our venues' updated and expanded cleaning protocols can be found on the "Our Cleaning Protocols" page of each venue's website:

Raleigh Convention Center (RCC): <https://www.raleighconvention.com/clean>

Duke Energy Center for the Performing Arts (DECPA): <https://www.dukeenergycenterraleigh.com/clean>

Red Hat Amphitheater (RHA): <https://www.redhatamphitheater.com/clean>

Each venue works with its production partners, Event Organizers, and event staff to communicate pertinent cleaning, health, and safety information to staff and attendees. Changes to event schedules are communicated based on the venue and event type.

Raleigh Convention Center: Event Organizers communicate event postponement or cancelation information directly to their attendees.

Duke Energy Center for the Performing Arts: DECPA shares event information to its website [calendar](#) and [Updated Schedule of Events](#) page and will notify patrons of updated show information in conjunction with ticketing partners/ Ticketmaster.

Patrons receive a "Know Before You Go" email prior to their event. This message includes information relevant to their show experience, including security and health measures. At events, DECPA will have additional staff available to direct patrons, answer questions, and assist with any concerns.

Red Hat Amphitheater: RHA shares event information to its website [calendar](#) and [Updated Schedule of Events](#) page. Event Organizers communicate directly with ticketholders. Live Nation maintains a page of recent schedule changes at their [Event Status Updates](#) page.

For citywide information relating to COVID-19, please visit the City of Raleigh's [dedicated COVID-19 page](#). For statewide information, please visit the [North Carolina COVID-19 Information Hub](#).

STAFF HEALTH EXPECTATIONS & GUIDELINES

The Complex has taken great care to ensure and verify the health of its staff.

Daily employee wellness screening and temperature checks are performed upon arrival. When a staff member is cleared to enter the facility, they are issued a colored wristband indicating access to the building for the day.

If a staff member is confirmed to have an elevated temperature, does not successfully pass the wellness check, or becomes ill on site they are asked to return home and contact their doctor. The City of Raleigh Employee Health Center is notified of all cases and tracks the employee's recovery. Employees are required to consult with the Employee Health Center before returning to work.

Should an employee test positive for the COVID-19 virus, those who may be immediately at risk will be notified. If a staff member becomes ill on-site or does not successfully meet the wellness check requirements to report to work, they are required to return home and contact their doctor. The City of Raleigh Employee Health Center is notified of all cases and tracks the employee's recovery. Employees are required to consult with the Employee Health Center before returning to work.

The Complex complies with all local, state, and Federal mandates regarding mask-wearing. Patrons should wear a mask where social distancing is not possible. For staff, face masks are required at work in public areas or in spaces where 6' social distancing is not possible.

Staff have been directed not to share office equipment when possible. To the extent tools or equipment must be shared, staff have been instructed to clean tools before and after use.

Roles that can accommodate remote work have been encouraged to stay at home when possible. Staff who cannot work from home are welcomed back into the building in stages and in small groups.

Staff are encouraged to hold virtual meetings when possible to reduce the number of necessary in-person gatherings and interactions.





Back-of-house areas, such as breakrooms, common areas, and clock-in/out areas have been re-organized to encourage social distancing. Hand sanitizer stations are located in these areas and high-touch surfaces are cleaned more frequently.

CATERING/FOOD SERVICE

Centerplate, our in-house caterer, leads the way in food safety and cautious food preparation.

Centerplate's Head Chef Phillip Evans has been trained by Johns Hopkins University in food and beverage safety. As the Centerplate Health Ambassador, he is available to address concerns throughout the planning process at 919-830-5689 or e-mail him at phillip.evans@centerplate.com.

While there is no evidence that COVID-19 or other respiratory viruses can spread through food, Centerplate has taken the following steps regarding the cleaning and safety of their food preparation and service.



Staff Expectations and PPE Usage

- Increased food safety training for all team members
- Completion of the Count on Me NC COVID-19 statewide business pledge and training courses

- Daily employee wellness screening upon arrival
- Three-ply surgical masks and gloves for all staff on a rigorous replacement schedule
- Hand washing and PPE replacement logs that are filled out throughout the day



Cleaning Procedures

- Increased cleaning and sanitization schedule
- Additional time allotted for the cleaning and sanitization of front and back of house areas, kitchen, and service items between meals/breaks

Food Prep

- Customized and individually packaged meals
- Modified buffet services to allow for social distancing and touch free service
- Specialized packaging to decrease the amount of contact and touchpoints between Centerplate staff, food/service items, and the guest
- Greater menu customization options to fit group needs while allowing for safe food and beverage service

Minimizing Contact/Cross-Contamination Prevention

- Plexiglass point-of-sale barriers at all retail outlets
- Touchless payment options including cashless retail outlets with enhanced ability to accept tap and smart phone wallet payments such as Google, Apple, and Android Pay
- Individually wrapped silverware
- Single-use condiments provided at time of purchase
- Elimination of all self-serve items in settings where constant sanitization is not possible

Social Distancing

- At concession lines, signage will communicate that social distancing is required during queuing
- In self-service or ordering settings where guests must select food items or place orders, signage will recommend that groups designate one person to order or collect items for the group to decrease the total number of people in line

EVENTS

Should You Encounter an Unwell Guest

The Event Organizer should contact their Event Manager/Coordinator immediately so that we may assist in accommodating the guest's needs, which may include the use of a private, designated room for privacy and rest. The Event Organizer may direct the attendee to seek the care of their primary care doctor, ER, or urgent care clinic and should immediately inform the Event Manager/Coordinator of a positive COVID-19 test.

Raleigh Convention Center

All staff, attendees, and any other visitors of Raleigh Convention Center are required to pass a wellness check in order to proceed into the facility. RCC Event Staff will work with Event Organizers to create a wellness plan on an event-by-event basis which may require additional labor. See Appendices C and D for more information and suggested footprints.

RCC Sales and Events Staff will work with Event Organizers to assist in the creation of a Pandemic Operations Guide that complies with current local, state, and federal regulations. All clients sign a contract with the RCC that states the following:

No Use in Conflict with Law. The City may terminate any or all of this Agreement, without penalty, if the use of the Facilities shall in any way conflict with or cause the City to be in violation of any federal, state or local laws, or any rules or regulations of the RCC.

Governing Law and Venue. All matters relating to this Agreement shall be governed by the laws of the State of North Carolina, without regard to its choice of law provisions, and venue for any action relating to this agreement shall be Wake County Civil Superior Court or the United States District Court for the Eastern District of North Carolina, Western Division.

All contracts now include a Coronavirus Addendum and require the client's signature to execute the contract. The addendum reads as follows:

1. During the Customer's event, the Customer agrees to strictly, and without exception, follow all local, state, and federal laws, rules, regulations, and

guidelines applicable to the Customer's event (collectively, the "Guidelines") regarding human protection from illness related to the SARS-CoV-2 virus (the "Coronavirus"). Furthermore, the Customer agrees to ensure that the Guidelines are followed by all persons admitted to the Facilities by Customer. Should Customer fail to follow and enforce the Guidelines as provided herein, the City reserves the right, without penalty, to bar or remove the non-compliant person from the Facilities, terminate the Customer's event immediately, and/or remove and prohibit the reentry of all the persons admitted to the Facilities by Customer. Should the City terminate the Customer's event pursuant to this Section, the City may retain any deposits and fees received from Customer for the event and the City shall not be responsible for any damages, including special, incidental, or consequential damages. The Guidelines are located at various sites, including, but not limited to:

- a. <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- b. <https://www.nc.gov/covid-19>
- c. <https://covid19.wakegov.com/>
- d. <https://raleighnc.gov/COVID-19>

2. Fourteen (14) days prior to Customer's event City shall provide the maximum capacity limitations for the Facilities based on the then-current Guidelines, together with a list of any precautions required by the City in addition to those set forth in the Guidelines, including but not limited to additional facemask requirements and capacity restrictions in addition to those set forth in the Guidelines ("RCC Guidelines"). Any reference to Guidelines in this Coronavirus Addendum shall also be deemed to include the maximum capacity limitations and RCC Guidelines provided by the City.

3. Customer agrees that the City reserves the right to conduct daily health screenings of persons admitted to the Facilities by Customer. Should any person fail or refuse the health screening, such person will not be permitted to enter the Facilities. The Customer agrees to defend, indemnify, and hold and save the City, its officers, agents, employees, and elected officials, harmless from liability from any loss, damage, liability, or expense that may arise in whole or in part from the City or Customer's removal of any person pursuant to this Section.

4. If Customer becomes aware that a person admitted to the Facilities by

Customer tests positive for the Coronavirus during Customer's event or within fourteen (14) days following Customer's event, Customer agrees to notify the City of such positive test and any other information that it is lawful for Customer to release that relates to possible Coronavirus exposure related to Customer's event as soon as possible following Customer's receipt of notice of the same.

5. Should the City determine, in its sole discretion, at any time before or during Customer's event that either (i) Customer's event is in violation of the then-current Guidelines or (ii) Customer's proposed use of the Facilities for the event poses an unacceptable risk for the transmission of the Coronavirus, the City reserves the right to terminate the Agreement in accordance with the terms of Article IV, Section 1 of the Agreement, and such a determination shall be deemed a force majeure event.

6. Customer agrees to defend, indemnify and hold and save the City, its officers, agents, employees, and elected officials, harmless from liability from any loss, damage, liability, or expense that may arise in whole or in part from any Coronavirus related injury, illness or death of persons admitted to the Facilities by Customer.

Event organizers sign a license agreement in which they agree to the rules and regulations in the Event Planner Handbook, which notes the following: Through execution of this Agreement, Customer represents and acknowledges that they have been provided, have reviewed, and have accepted the terms and conditions of the [Raleigh Convention Center Event Planners Handbook](#) which includes the Rate Schedule (as either may be amended, updated, or revised). All charges incurred as described therein in association with Customer's use of the Facilities shall be the responsibility of Customer.

Throughout the planning process, RCC Event Staff will partner with Event Organizers to address the following:

- To manage traffic flow in high volume areas, an Event Manager/Coordinator will discuss all flows of attendee foot traffic to coordinate paths of travel on an event-by-event basis.
- It is incumbent upon Event Organizers to secure additional signage in contract-ed spaces and personnel responsible for regulating crowd control and enforcing social distancing practices.

- Elevator capacities are posted. Event Organizers hosting events at the RCC are responsible for hiring personnel to regulate elevator capacities and social distancing practices.
- RCC Event Staff will work with Event Organizers to formulate an event schedule with staggered, longer breaks to accommodate any additional cleanings as requested.
- For touchless programs and event collateral, RCC Event Staff may refer Event Organizers to the CVB's website for recommended digital platforms [here](#).

For examples of social distancing room sets, please consult **Appendix A**.

Duke Energy Center for the Performing Arts

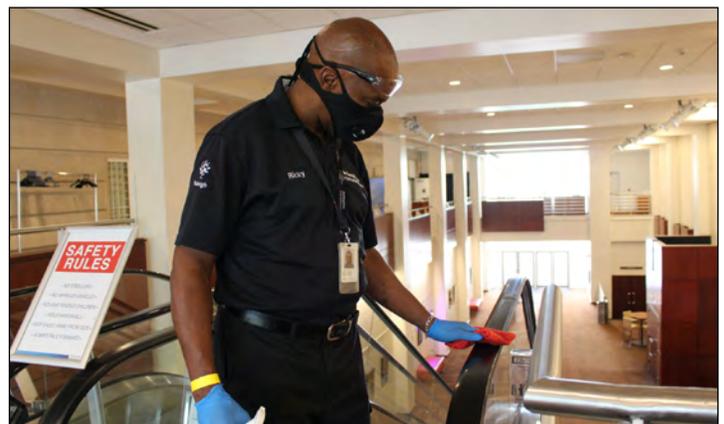
To encourage social distancing, all theatre lobbies will be available to patrons before, during, and after a performance. Timed entry is currently being evaluated for potential implementation.

During events, staff attendants will be available at all front-of-house elevators to ensure appropriate capacities. Theatre traffic flow patterns have been reworked to reduce congestion and all lobby furniture has been removed to prevent congregation and the spread of germs through contact surfaces. Playbills will be issued for one-time use only.

In the theatres, seating will be socially distanced. **See Appendix B for examples.** Seating will be available for patrons who cannot remain in their assigned seat due to health concerns.

Intermissions will be eliminated or an appropriate alternative will be implemented.

To keep our performers and producers safe, performers will not share microphones



and props will be specially disinfected by Event Organizers. All performers and show staff will undergo the same wellness checks as Complex employees, as detailed in "General Staff Expectations & Health Guidelines." Signage will also be used to indicate whether dressing rooms have been cleaned.



SECURITY

The Raleigh Convention & Performing Arts Complex has revised its existing Security procedures to account for social distancing and reducing touchpoints without compromising the safety and security of our guests, clients, staff, performers, and exhibitors.

Security Staffing and Expectations

In-house and third-party Security staff are subject to the same stringent PPE expectations as Complex staff and third-party contractors.

Security staff are required to complete a daily health questionnaire to monitor the occurrence of any symptoms.

Complex-wide Procedures

Deployment of security or guest services staff throughout the ADA-compliant security lanes to ensure social distancing, share information, and manage guest expectations related to entry procedures and security screening.

RCC Command Post/Loading Dock

Command Post staff are responsible for passing a wellness screening on a daily basis and performing screening for anyone entering the facility via the Loading Dock.

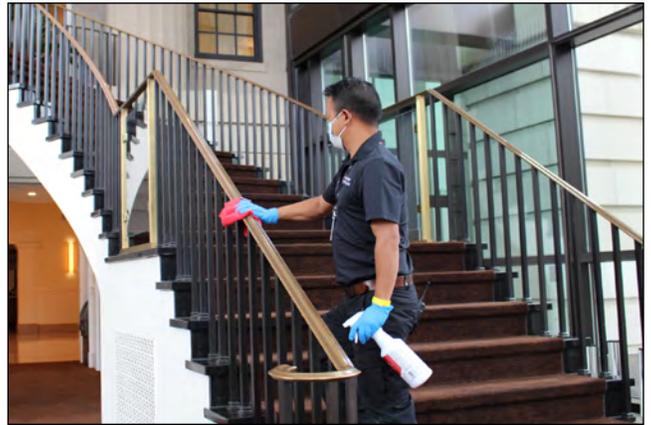
Duke Energy Center for the Performing Arts

Guests will undergo a touchless temperature scan before proceeding through a metal detector and bag inspection.

Secondary hand-scanning has been eliminated. To minimize face-to-face contact, guests will be required to empty pockets and walk through metal detectors in case of an unsatisfactory or incomplete scan. If a secondary bag screening is required, guests will be provided with a clean surface to empty the bag's contents. This practice ensures no direct contact with Security staff and the guest or bag. The surface will have a height that is ADA-compliant.

Disinfecting stations will be available for guests to immediately clean their bags and/or belongings impacted by the Security screening.

Equipment will be disinfected daily, as well as before and after each performance and shift.



BOX OFFICES & TICKETING

We have implemented a number of new policies and expanded existing protocols to ensure the health and safety of our guests and staff at the Duke Energy Center for the Performing Arts.

Ticket Assurance Policy

We understand that during these uncertain times there are many "what ifs" and we want patrons to feel confident when purchasing tickets for a future performance in our venues.

If ticket(s) are purchased for an upcoming Duke Energy Center performance*, but a patron feels uncomfortable attending due to COVID-19 conditions, we will offer a refund in full. The below guidelines must be followed when requesting a refund.

1. Email PACBoxOffice@RaleighNC.gov two weeks prior to the ticketed performance.
2. Include name, phone number, performance date and time.
3. A full refund (including service fees) will be processed within 30 days.

*This specific policy does not apply to performances and productions presented by our Resident Companies (North Carolina Theatre, Carolina Ballet, North Carolina Symphony, North Carolina Opera or PineCone) If tickets are purchased for one of these performances, the respective company will need to be contacted for further information on their refund policy and other reseating or exchange options.



The Ticket Assurance policy is only available for original ticket buyers through Duke Energy Center for the Performing Arts and [ticketmaster.com](https://www.ticketmaster.com). Tickets purchased via third-party resellers are not covered by this policy.

Purchasing/Accessing Tickets

To protect customers and staff, the DECPA Box Office is outfitted with the appropriate PPE and plexiglass barriers, as well as line management signage to promote social distancing.

When possible, ticket purchasers will use a microphone to communicate with Box Office staff.

If a signature is required during a payment transaction, guests are welcome to use and keep the pen used to sign the receipt. All returned pens will be sanitized.

Touchless and cashless payment options are available. PIN pad systems will be cleaned between guests if they are guest-facing.

When possible tickets will be contact-free and patrons will receive digital tickets via their devices. Guests unable to receive digital tickets should contact the Box Office to find an alternative method of ticketing.

Entry to the Theatres

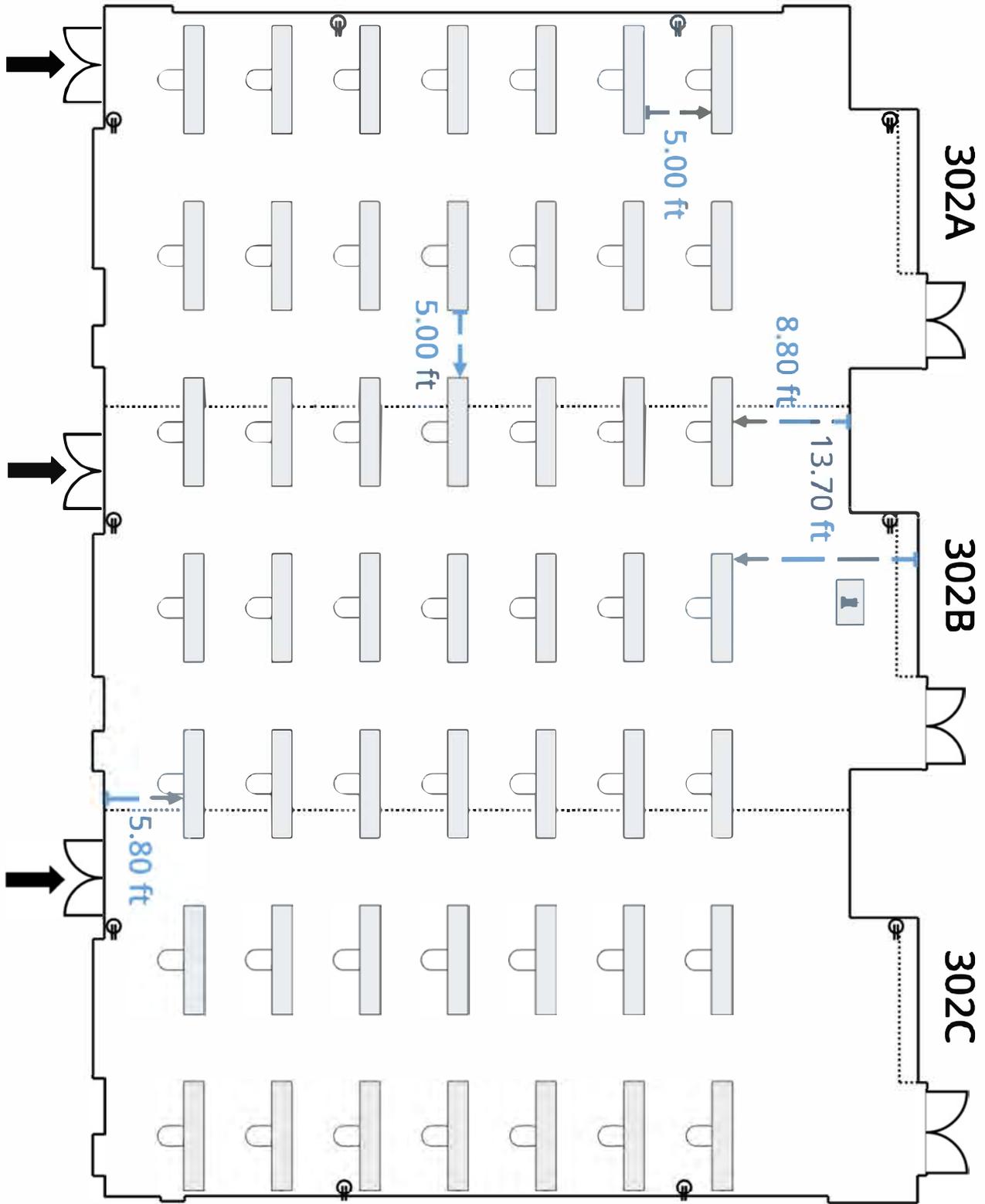
Will Call lines will be sectioned off with 6' distance from the ticket purchase line. To reduce lines, DECPA staff will contact Will Call ticket holders well in advance of the show to transmit Will Call tickets digitally.

DECPA patrons will enter the venue as follows:

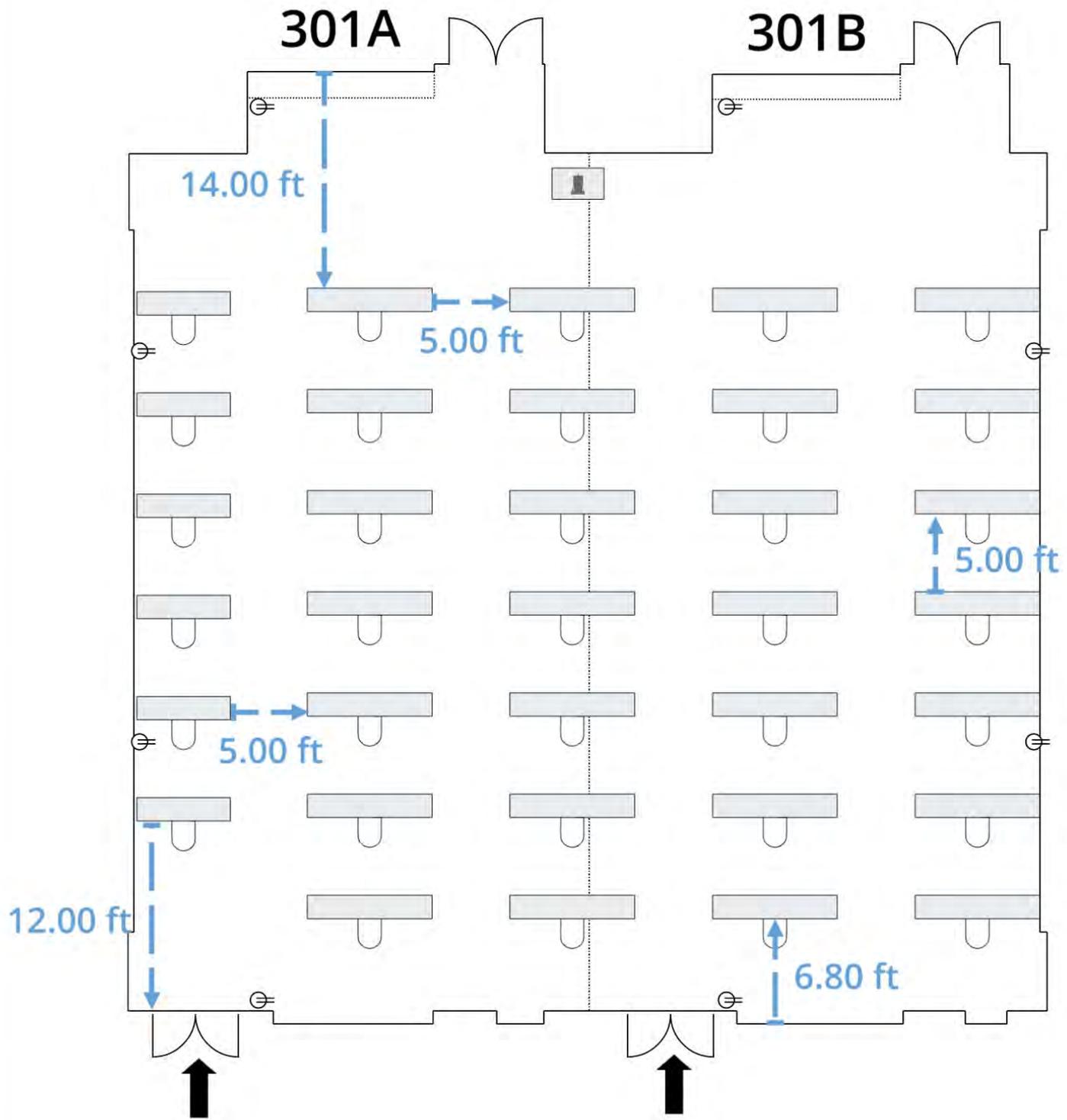
- Ushers will verify that the patron is wearing a mask. Those without masks will be provided one.
- Patrons will be instructed to use a hand sanitizer station.
- Ushers will perform a temperature reading through the use of a wrist thermometer.
- Patrons will then be guided through a security screening.
- Ushers will verify tickets with a touchless scanner.
- Patrons will once again be able to access hand sanitizer stations before entering the theatre lobbies.



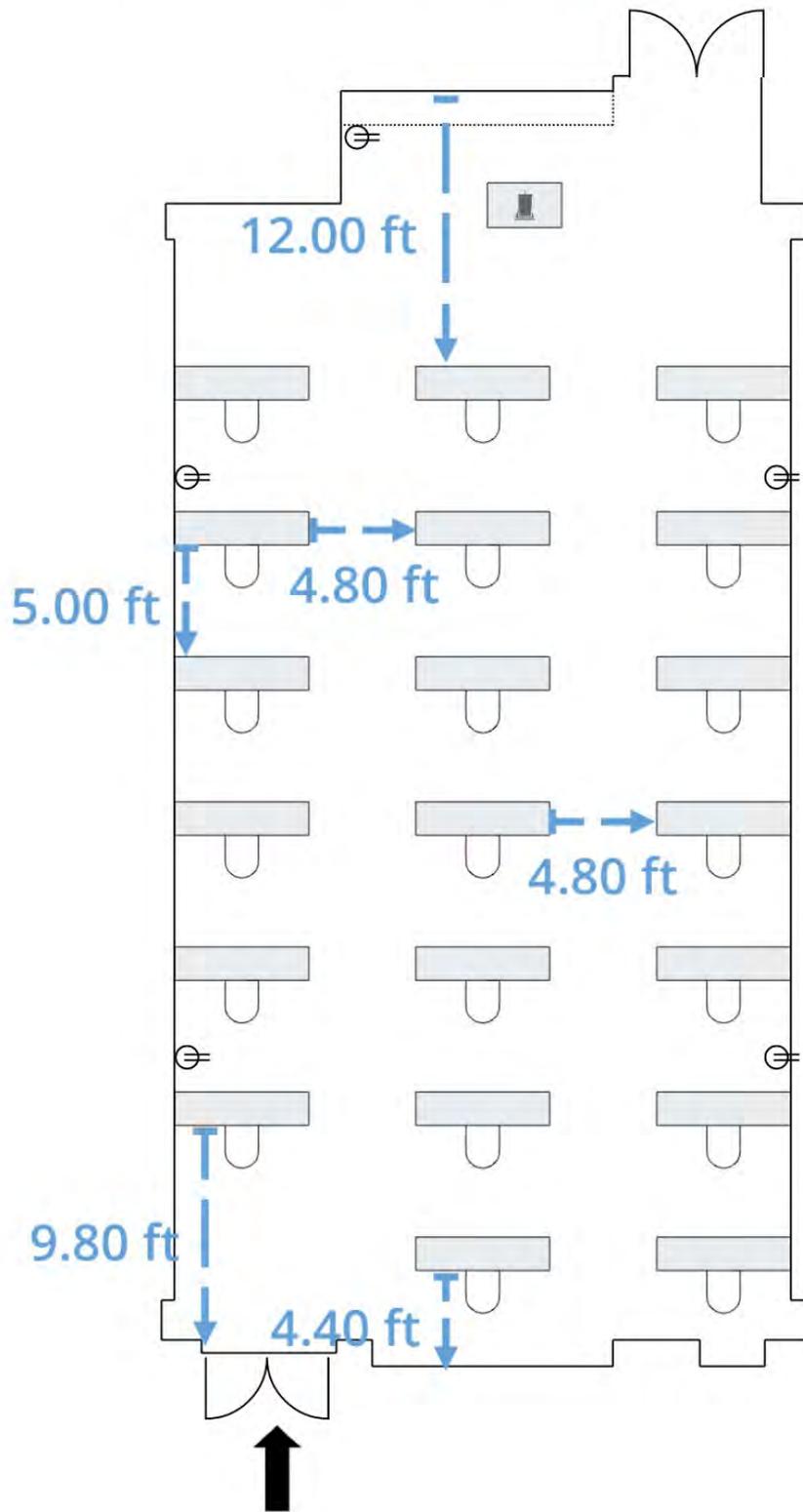
Appendix A: RCC Social Distancing Room Sets



5 Feet

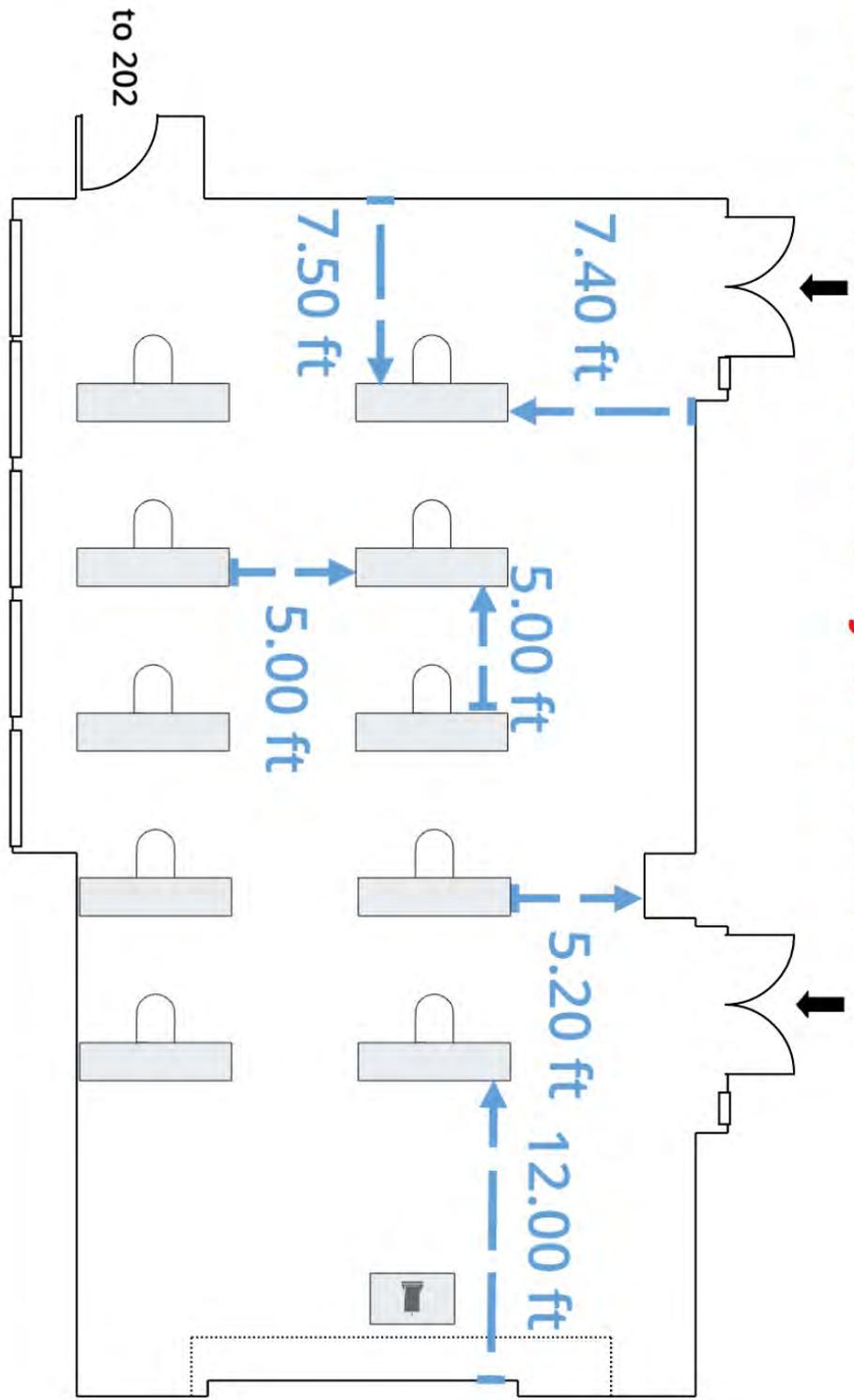


**6'x 18" Table Inventory is Limited

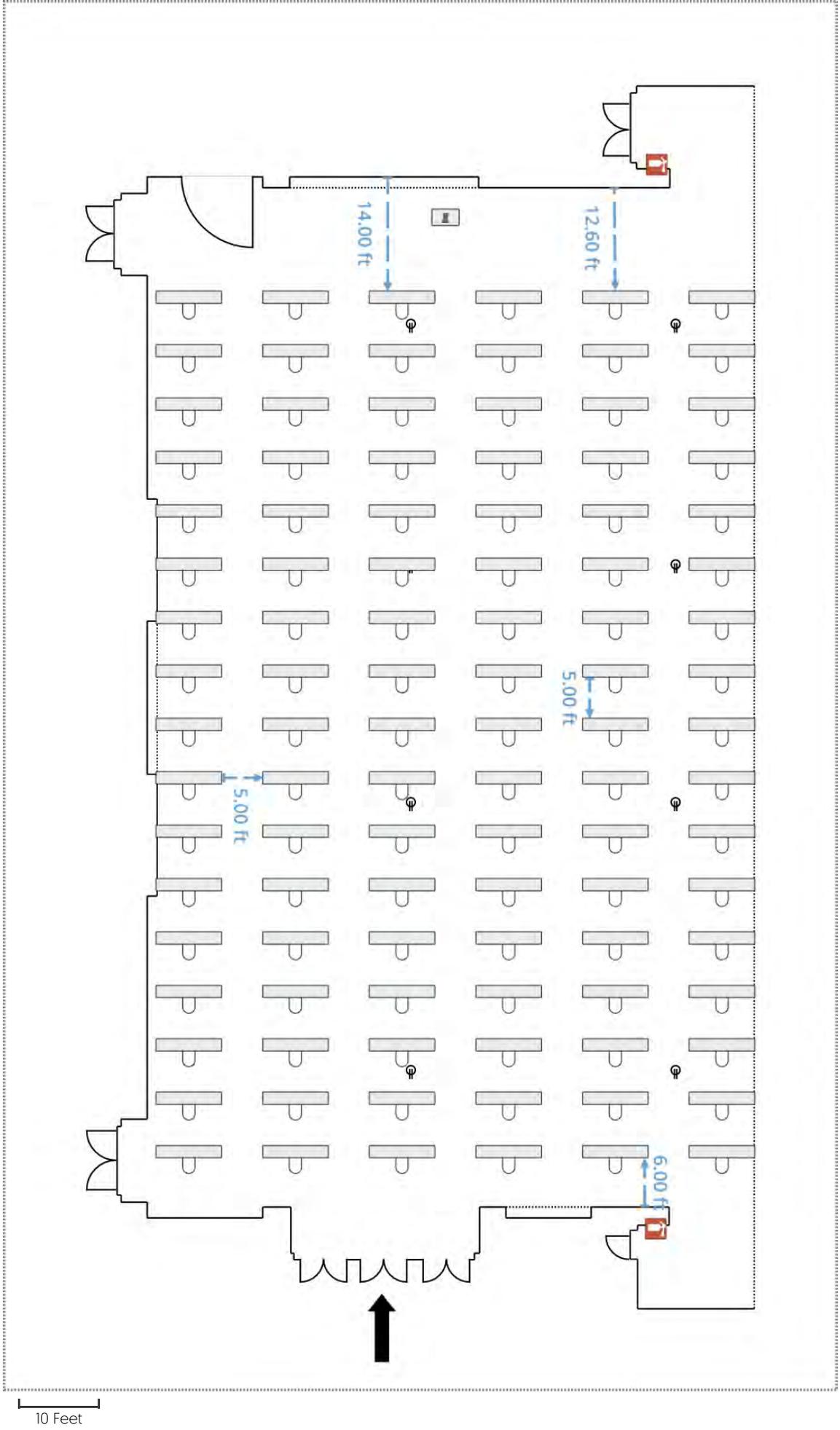


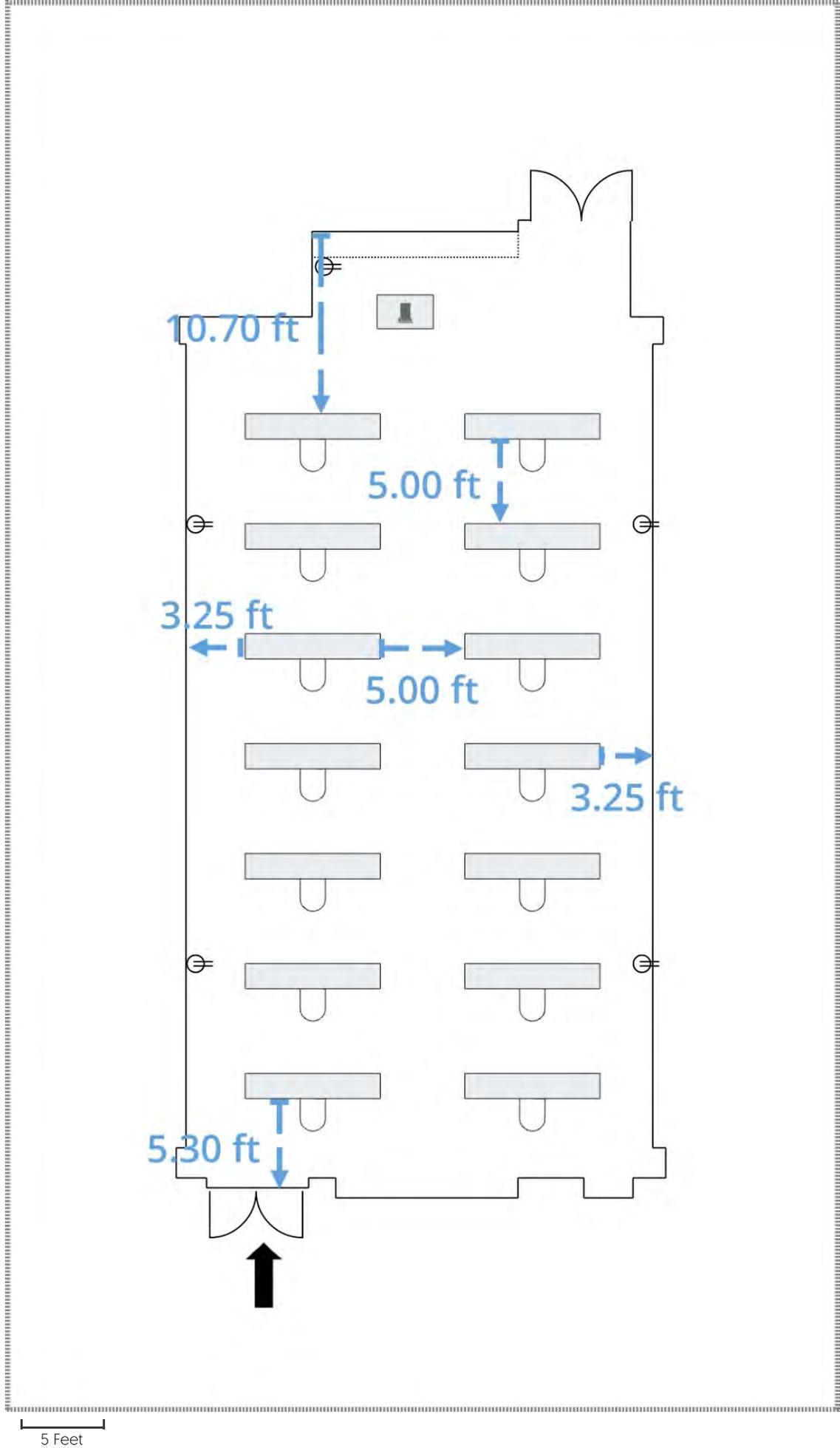
5 Feet

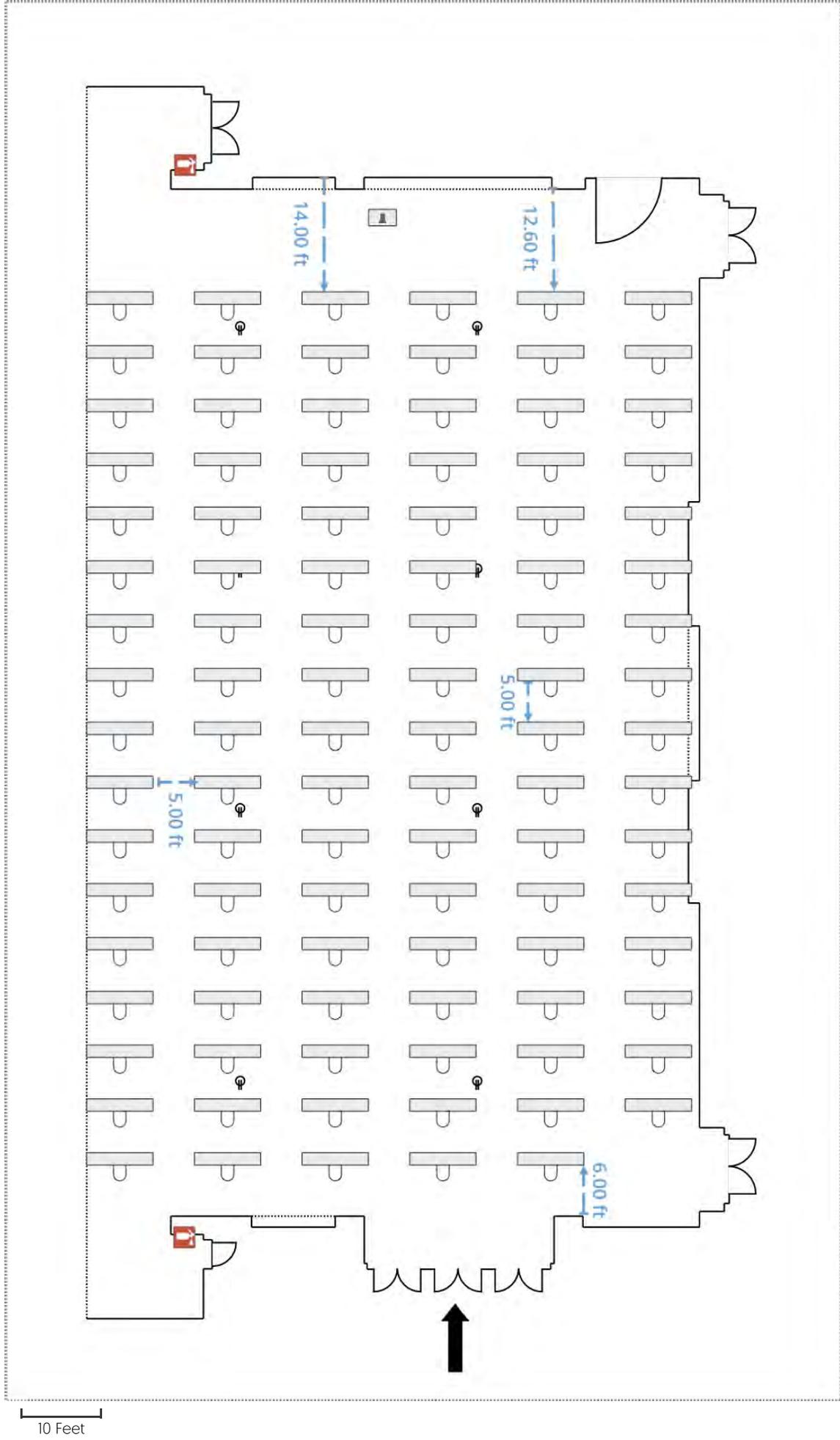
****6'x18" Table Inventory is Limited**

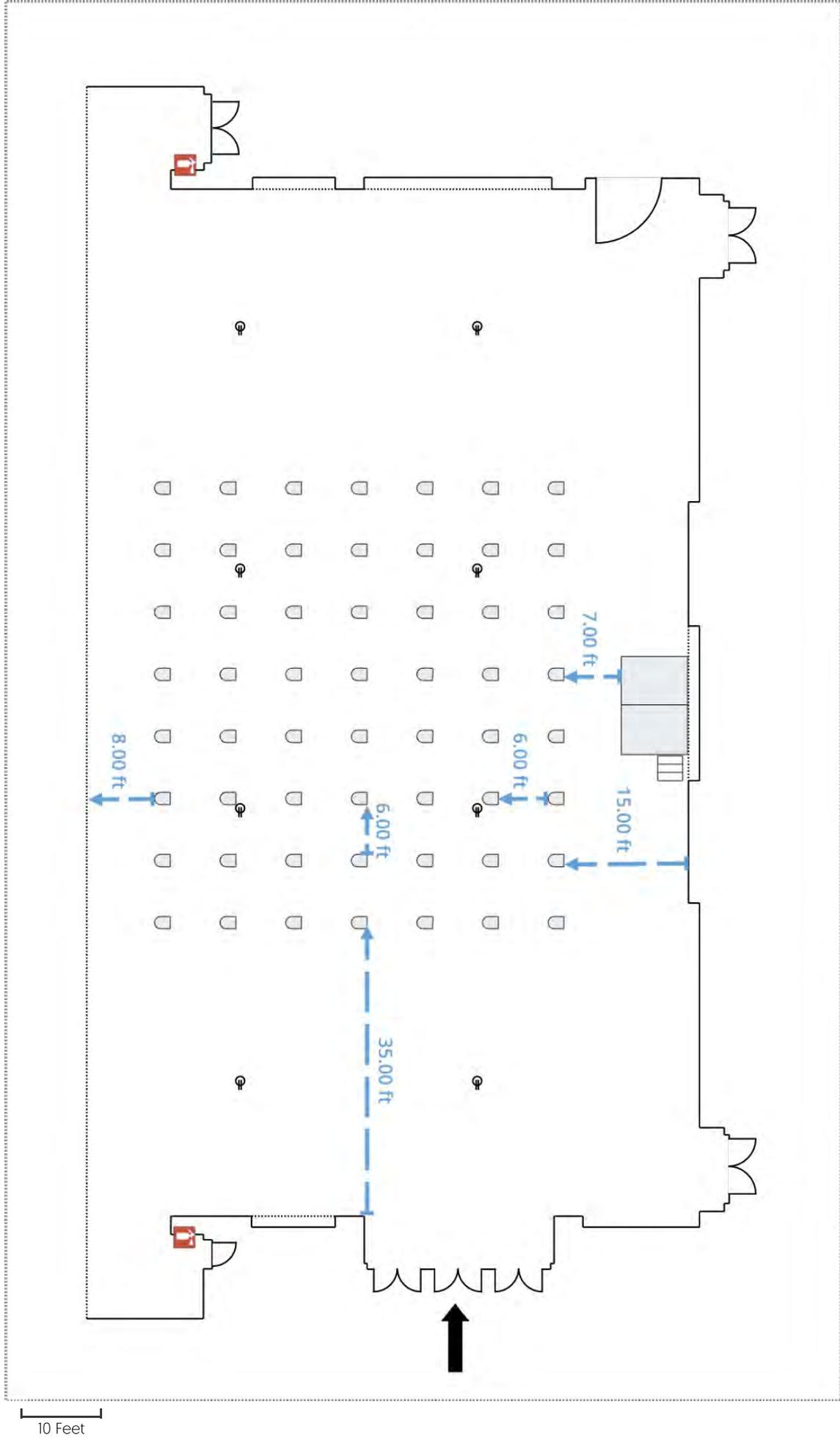


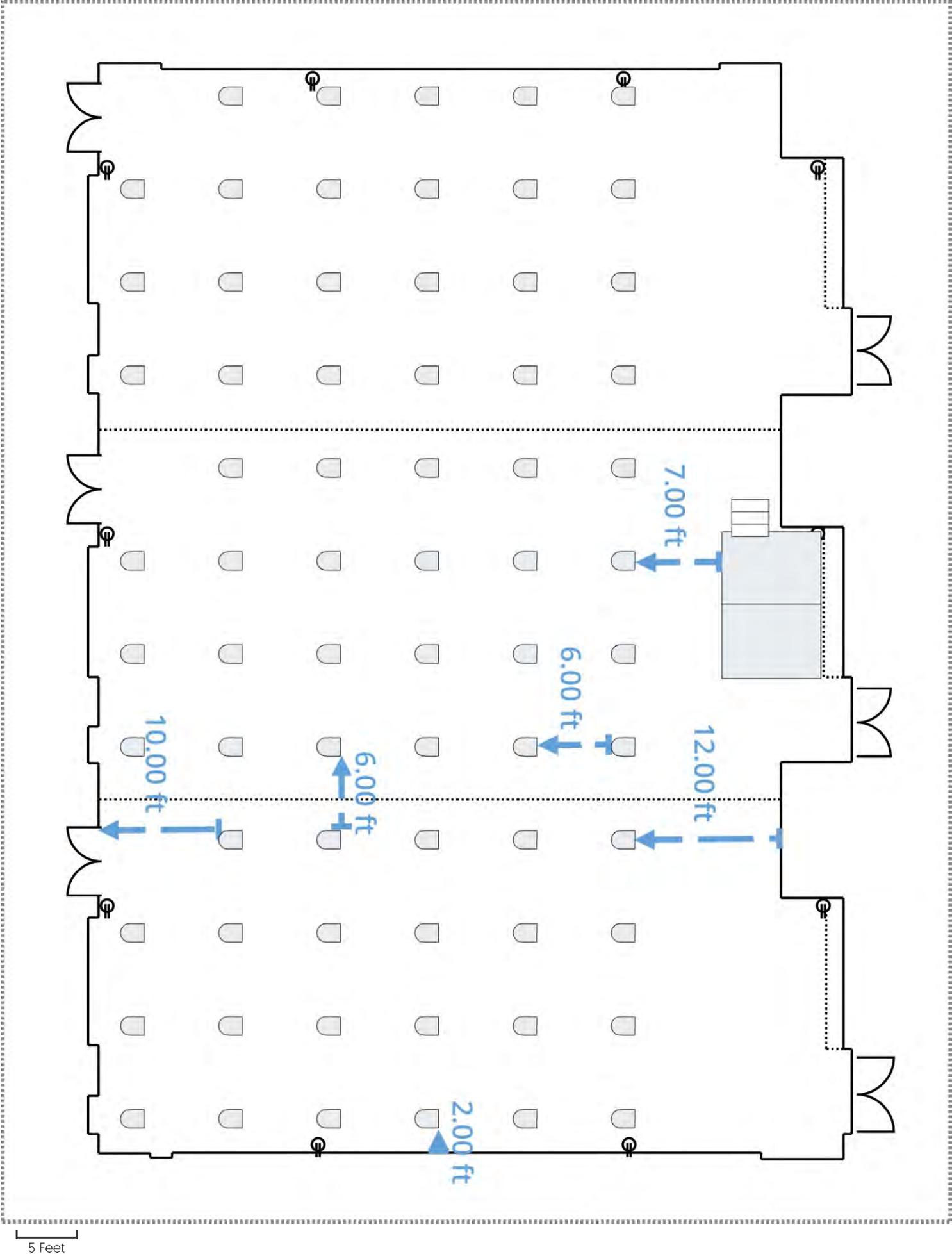
5 Feet

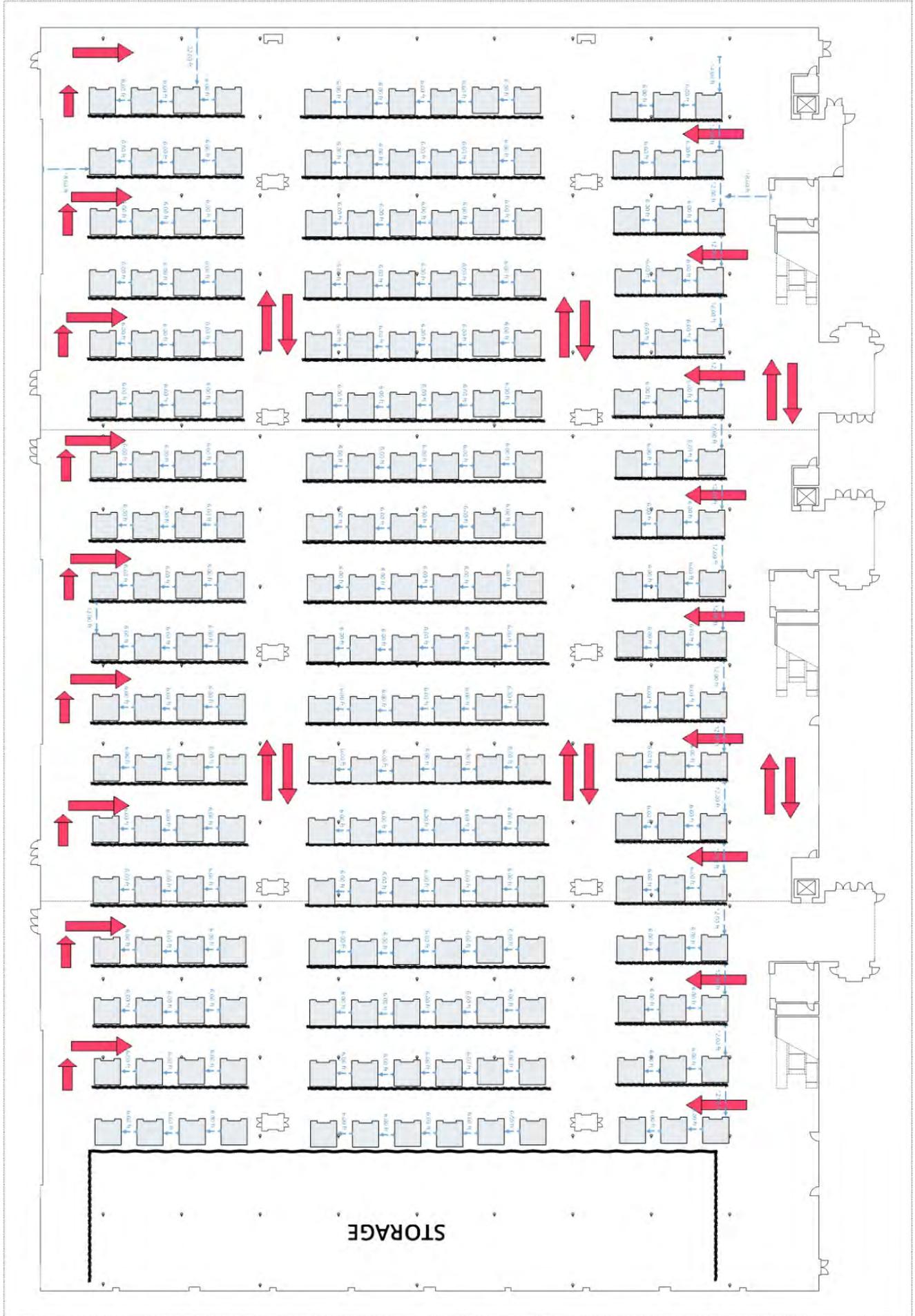




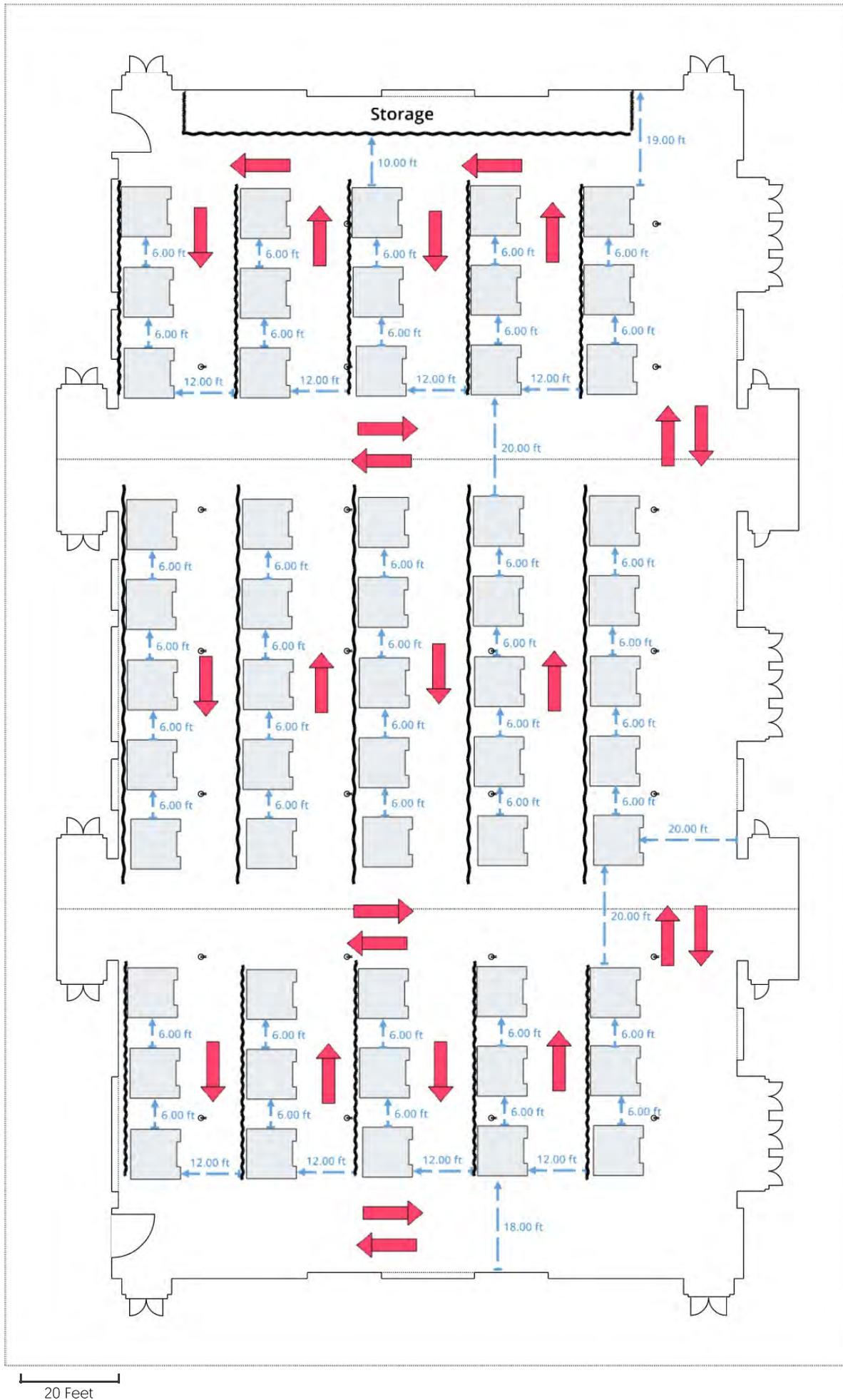




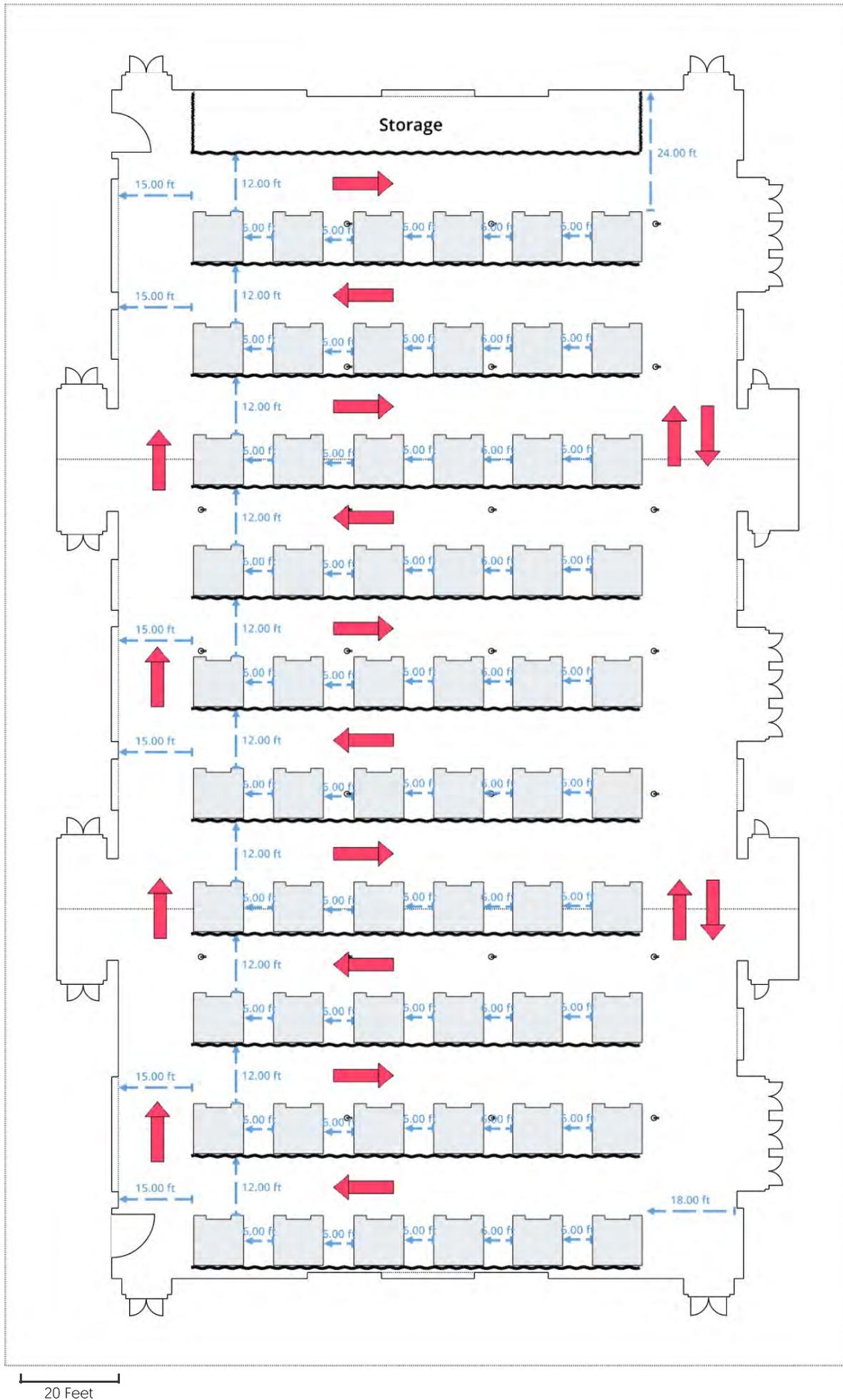




20 Feet



20 Feet

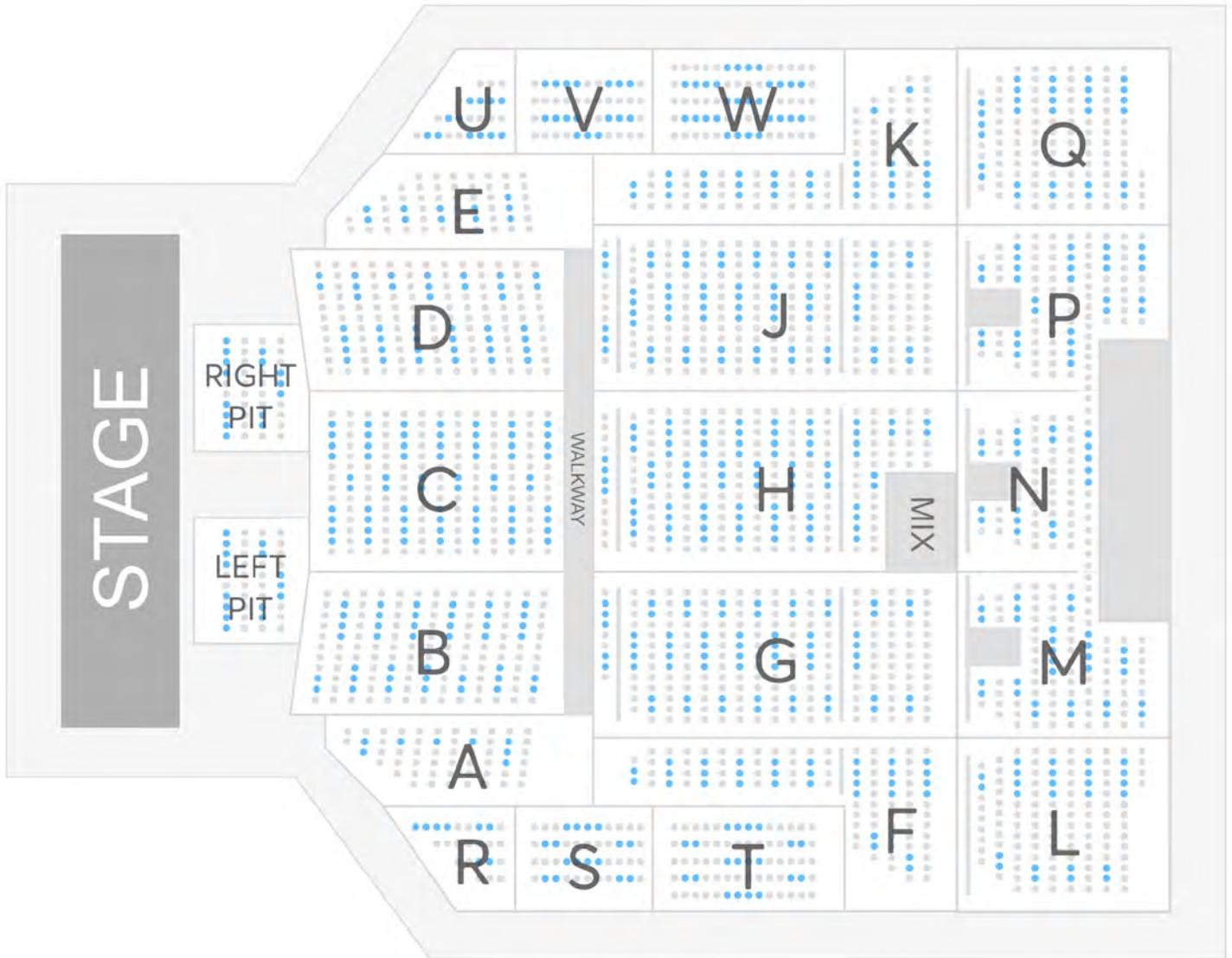


20 Feet

Appendix B: DECPA Social Distancing Theatre Seating

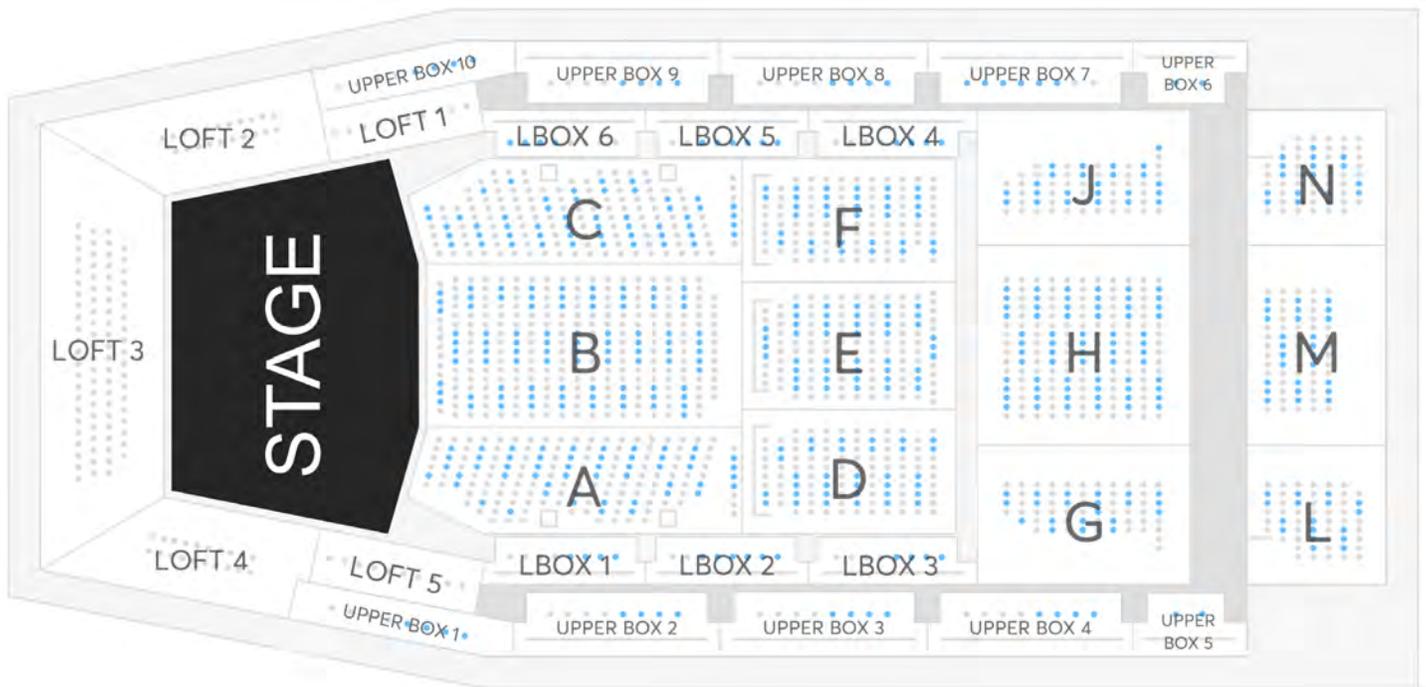
Raleigh Memorial Auditorium

Social Distancing Pods



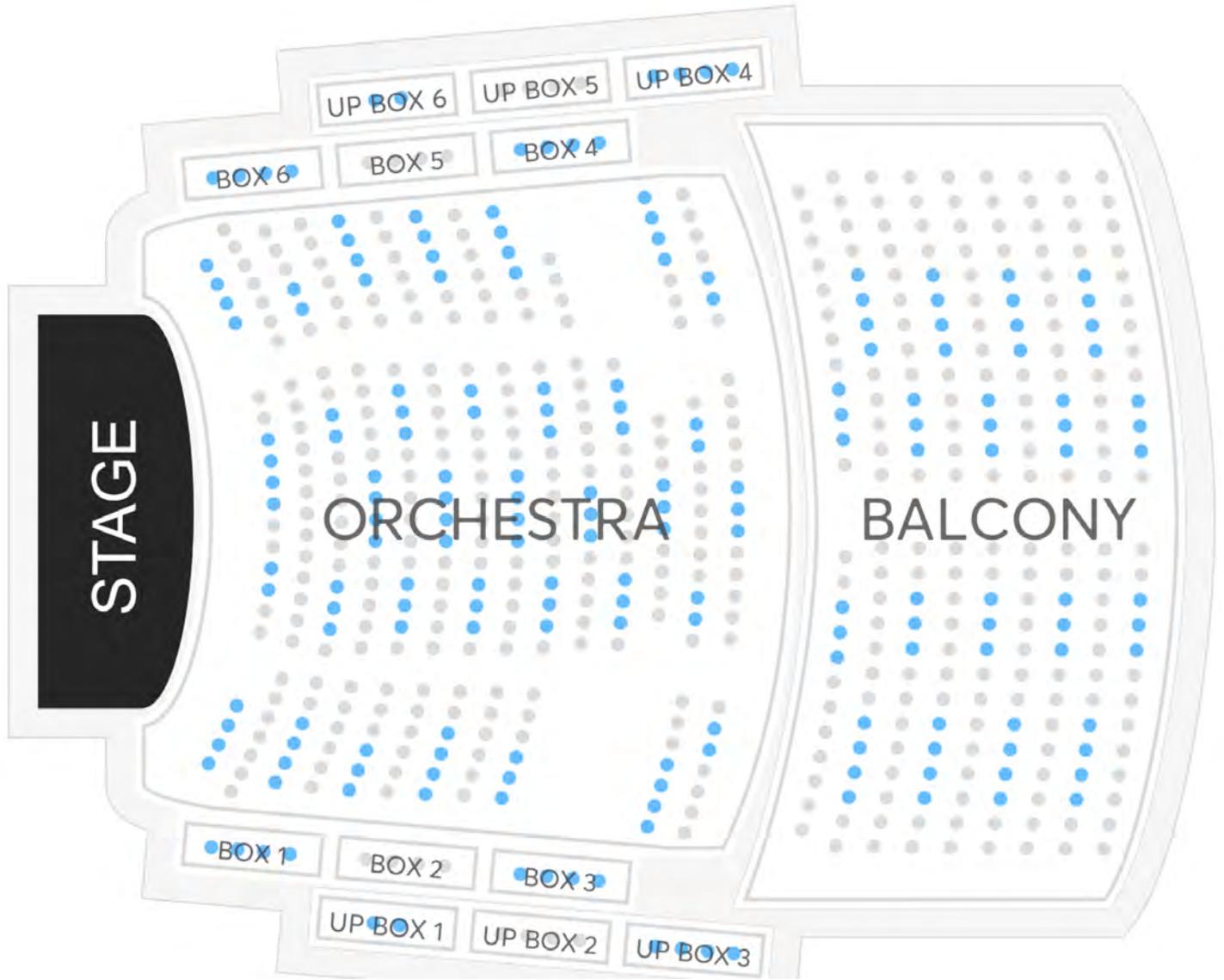
Meymandi Concert Hall

Social Distancing Pods



A.J. Fletcher Opera Theater

Social Distancing Pods



WELLNESS SCREENINGS: AN EVENT ORGANIZER'S GUIDE TO LOGISTICS AND IMPLEMENTATION

The Event Team at Raleigh Convention Center is committed to maintaining safety of all visitors, including facility staff, Show Management, and attendees alike.

All visitors of Raleigh Convention Center will be required to complete a wellness assessment in order to enter the facility. An RCC Event Manager will work in tandem with Event Organizers to develop an individualized schedule tailored to the meeting's needs to allow for staggered attendee entry.

Once these details have been finalized, your Event Manager will proceed with scheduling staff accordingly and provide a detailed estimate for review and approval.

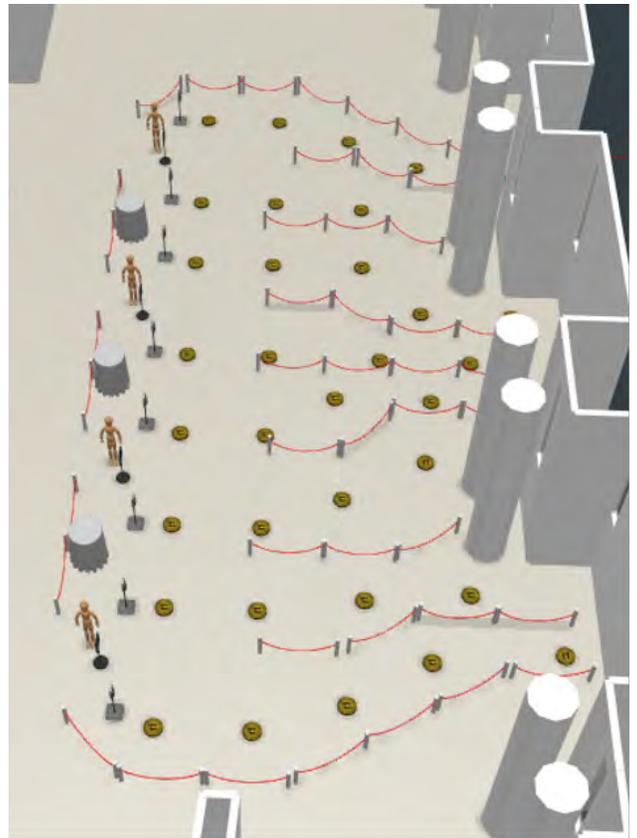
The Wellness Screening Process

When an attendee enters the Main Lobby doors, he/she will be directed to follow a pathway leading to a Wellness Screening. This pathway will include floor-clings measuring 6' apart in the event that a line forms. Upon approaching the check-in, he/she will be greeted by a Wellness Ambassador who will check the attendee's temperature and ask a brief series of questions.

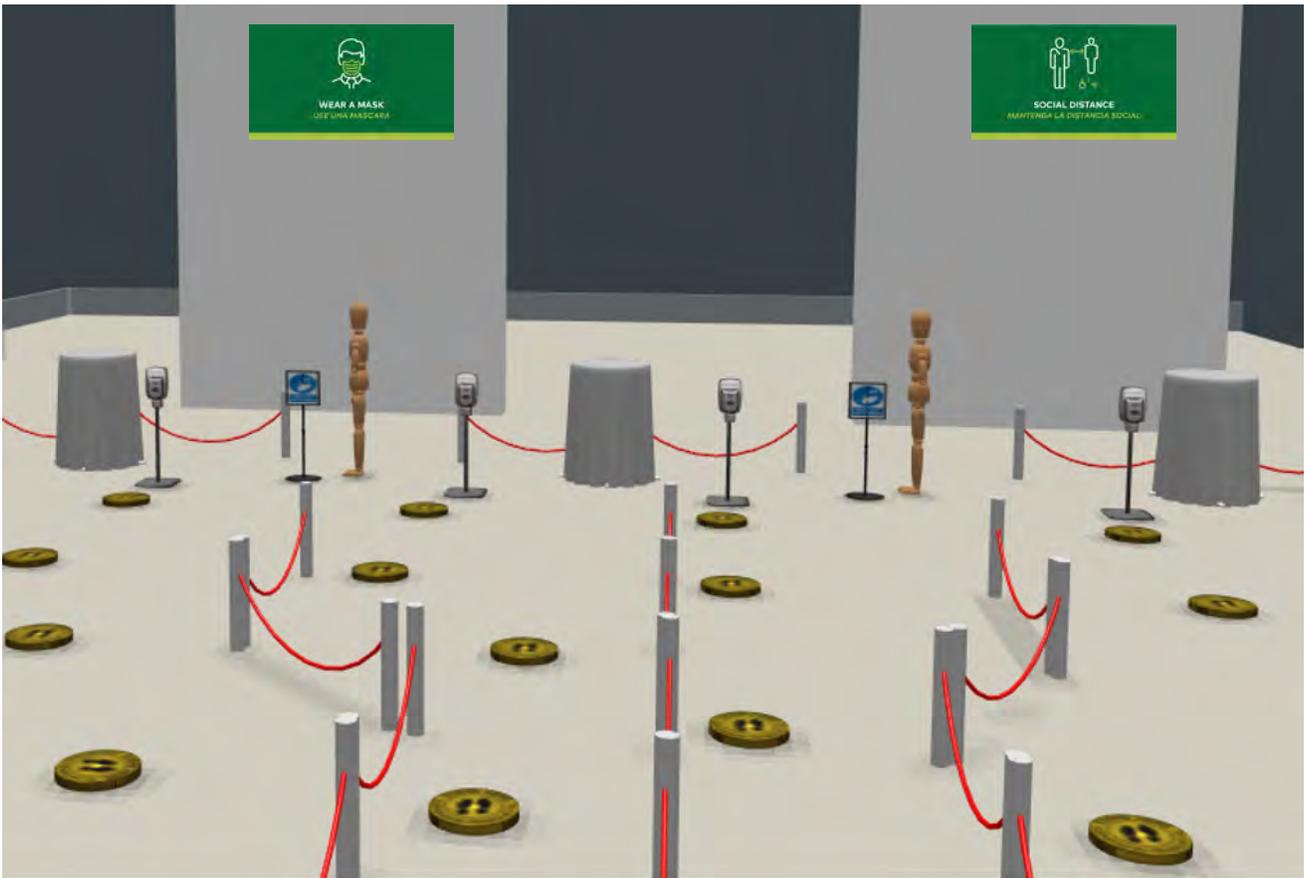
If an attendee's temperature is less than 100.4°F and he/she passes the questionnaire, a color-coded wristband will be given in order to proceed to event registration for additional credentials.

If an attendee's temperature reads equal to or greater than 100.4°F or he/she does not pass the questionnaire, they will be directed to an isolated holding area for additional screening.

Raleigh Convention Center requires all patrons and staff to wear a mask prior to completing the Wellness Screening and if social distancing is not feasible throughout the remainder of the facility. A mask is always required when interacting with Convention Center Staff.



(continued on back)



What Will Event Organizers Be Responsible for Providing?

As a steward in safety and cleanliness, Raleigh Convention Center will provide all tensabarrier, signage, tables/chairs, and thermometers within Wellness Screenings at no additional cost.

LABOR

Event Organizers/Show Management must work with an assigned Event Manager to determine a schedule for Wellness Ambassadors that will be required, based upon entries per hour. Labor Costs associated with Wellness Screenings and/or enforcement of social distancing will be billed to the event's Master Account.

WRISTBANDS

Raleigh Convention Center will maintain an inventory of wristbands in multiple colors that will rotate daily. Wristbands will be billed to the Master Account based upon usage.

ADDITIONAL SIGNAGE

Although clings within Wellness Screenings will be provided, it will be incumbent upon Show Management to provide any signage or clings beyond that point based upon contracted space.

WELLNESS SCREENINGS: AN ATTENDEE'S GUIDE

AT A GLANCE

- For a smooth and safe experience, please **follow signage**.
- A successful **Wellness Screening is required** to receive a wristband.
- The wristband will grant you entrance to the building and **must be worn at all times** while inside of the RCC.
- For questions and concerns, **contact your Event Organizer**.

Thank you for visiting Raleigh Convention Center! We are excited to welcome you back and have implemented a few measures to protect the health and safety of all staff and patrons.

When approaching the facility, please follow signage to the appropriate entrance. If multiple events are in the facility, individual entrances may be designated to provide the most safe and efficient service.

Upon facility entry, your temperature will be taken and you will be asked the following questions:

1. **Have you, any family member or someone that you have encountered experienced any cold or flu-like symptoms in the last 14 days such as: Fever, cough, sore throat, respiratory illness, difficulty breathing/shortness of breath?**
2. **Do you have cold or flu like symptoms right now?**
3. **Have you traveled out of the country within the past 14 days? If yes:**
 - A. **Where have you traveled?**
 - B. **For how long?**
 - C. **Do you know what the Travel Advisory level was?**

If you answer "yes" to any of the above questions or your temperature is not within the regulated range, you will not be permitted into the facility and directed to contact your healthcare provider. If your answer is "no" to all of the above questions and your temperature is within normal range, you will be granted a colored wristband and permitted facility access.

Without exception, this wristband must be worn at all times while within the facility. Please maintain social distancing at all times and wear a mask in accordance with local regulations. For our safety and yours, a mask must always be worn when interacting with Raleigh Convention Center Staff.

If you have any questions or concerns, please address them directly with the Event Organizer. We all play a critical role in maintaining a safe environment that is fundamental to the overall success of the events here at Raleigh Convention Center. We appreciate your cooperation and look forward to seeing you soon!

Know your Ws!



WEAR a cloth mask
over your nose and mouth.



WAIT 6 feet apart.
Avoid close contact.



WASH your hands or
use hand sanitizer.

PANDEMIC OPERATIONS GUIDE: CONTENT CHECKLIST

RETAIL (CONSUMER) SHOWS

The goal of this checklist is to provide a standard by which an Event Planner's Pandemic Operations Guide will be created and evaluated for compliance by management of Raleigh Convention Center.

All Pandemic Operations Guides must detail how the Event Organizer will respond in compliance with current executive orders, as outlined below.

Upon review of the event's Pandemic Operations Guide against this checklist, Raleigh Convention Center management will respond accordingly. Once the Pandemic Operations Guide has been reviewed and finalized, applicable personnel from RCC will return with signature.

What is Retail?

A retail sale occurs when a business sells a product or service to an individual consumer for his or her own use. The transaction itself can occur through a number of different sales channels, such as online, in a brick-and-mortar storefront, through direct sales, or direct mail. The aspect of the sale that qualifies it as a retail transaction is that the end user is the buyer. (*Shopify Business Encyclopedia*)

In order for an event at Raleigh Convention Center to qualify within this provision's capacity restrictions, Event Organizers ensure that:

- ALL exhibitors must be able to perform a sale transaction for a good/service on the show floor
- Social distancing signage is clear, and plentifully distributed throughout all contracted spaces
- All points of sale (booths) are marked with 6' of spacing
- Aisle widths are wide enough to accommodate a minimum of 6' social distancing including exhibitors, booth visitors, and consumers passing by that particular booth

Additional recommendations are outlined below in order to implement these requirements:

- 10' minimum widths per one-way aisles
- 20' minimum widths per two-way aisles
- Designated areas for food consumption with socially distanced cocktail or banquet rounds

REQUIRED CONTENT

■ Event and Contact Information

What is the event name?

What are the dates/times that the event will be moving in and out?

What are the dates/times that the event will take place?

Who is the host organization, and who is the primary contact for all event logistics?

Who is submitting the Pandemic Operations Guide for follow-up and approval?

■ Event Goals and Objectives

What is the purpose of the event?

What general modifications have been made in response to the current pandemic?

■ **Event Footprint & Layout / Schedule / Exhibitors**

How will the event handle attendees with ADA Accessibility needs?

How will exhibitor load in/out be staggered to prevent gatherings?

Any/all drafted floorplans must be included as an Appendix to the Pandemic Operations Guide.

■ **Wellness Screenings / Ingress & Egress**

How will personnel enter/exit the facility and event spaces (staff/suppliers/attendees)?

Where and when will each staff, suppliers, and attendees receive their wellness screening?

How will arrivals be staggered to prevent gatherings?

What communication will occur in advance to ensure that all personnel are informed of screenings?

■ **Admission / Registration**

How will the event handle ticketing, and what cashless payment options will be utilized?

How will admission be staggered to ensure compliance with capacity regulations?

How will attendees be credentialed?

Will there be areas where attendees access is prohibited to promote distancing? If so, where?

■ **Personal Protective Equipment (PPE) / Social Distancing**

Which individuals would not be required to wear PPE due to executive exemptions?

What forms of PPE will Event Organizers provide to staff, suppliers, and attendees?

What other measures will be implemented to promote social distancing throughout the event?

■ **Security Measures**

What is your security plan, and how will you regulate the flow of attendees/spectators/staff?

How will the event handle enforcement of the current executive orders and this plan?

How will Event Organizers handle non-compliance of PPE and social distancing regulations?

■ **Cleaning & Sanitization**

In what way and how often will exhibitor booths and supplier-provided equipment be sanitized?

What chemicals will be utilized to sanitize exhibitor booths and 3rd party equipment?

Sanitization protocols must be included as an appendix to the Pandemic Operations Guide.

■ **Food and Beverage**

Will the event feature Concessions or F&B, and if so, where will consumption be permitted?

How will Event Organizers handle consumption of food and beverage?

■ **Waiver of Liability**

Will all staff, suppliers, and attendees be required to sign a Waiver of Liability?

Waiver of Liability must be included as an appendix to the event's Pandemic Operations Guide.

PANDEMIC OPERATIONS GUIDE: CONTENT CHECKLIST

SPORTING EVENTS & CONSUMER SHOWS

The goal of this checklist is to provide a standard by which an Event Planner's Pandemic Operations Guide will be created and evaluated for compliance by management of Raleigh Convention Center.

All Pandemic Operations Guides must detail how the Event Organizer will respond in compliance with current executive orders, as outlined below.

Upon review of the event's Pandemic Operations Guide against this checklist, Raleigh Convention Center management will respond accordingly. Once the Pandemic Operations Guide has been reviewed and finalized, applicable personnel from RCC will return with signature.

REQUIRED CONTENT

■ Event and Contact Information

What is the event name?

What are the dates/times that the event will be moving in and out?

What are the dates/times that the event will take place?

Who is the host organization, and who is the primary contact for all event logistics?

Who is submitting the Pandemic Operations Guide for follow-up and approval?

■ Event Goals and Objectives

What is the purpose of the event?

What general modifications have been made in response to the current pandemic?

■ Event Footprint / Layout / Scheduling

How many total teams will be playing, and how will waves of play be staggered?

What is the square footage per court, including perimeter seating, team bench, and scoring table?

What is the maximum number of players/staff/spectators at each court at any given point?

How will the individual event components be separated to prevent cross-contamination?

How will the Event Organizer handle spectators/players with ADA Accessibility needs?

Where will spectators be permitted, and where will they be denied entry?

Any/all drafted floorplans must be included as an Appendix to the Pandemic Operations Guide.

■ Wellness Screenings / Ingress & Egress

How will personnel enter/exit the facility and event spaces (players/spectators/staff)?

Where and when will staff, spectators and players receive their wellness screening?

How will arrivals be staggered to prevent gatherings?

What communication in advance will occur to ensure that all personnel are informed of screenings?

■ **Team Check-In / Awards**

How will Teams check in, and what measures will be implemented to prevent gatherings?
What protocols will the Event Organizer implement during play to prevent contact (i.e. high fives)?
How will the event handle group photos and awards ceremonies?

■ **Admission / Registration**

How will the event handle ticketing, and what cashless payment options will be utilized?
How will admission be staggered to ensure compliance with capacity regulations?
How will players/spectators/staff be credentialed?
How many spectators will be permitted per player?

■ **Personal Protective Equipment (PPE) / Social Distancing**

Which individuals would not be required to wear PPE due to executive exemptions?
What forms of PPE will Event Organizers provide to spectators, players, and staff?
What other measures will be implemented to promote social distancing throughout the event?

■ **Security Measures**

What is your security plan, and how will you regulate the flow of players/spectators/staff?
How will the event handle enforcement of the current executive orders and this plan?
How will Event Organizers handle non-compliance of PPE and social distancing regulations?

■ **Cleaning & Sanitization**

In what way and how often will balls, nets, courts, and other equipment be sanitized between play?
What chemicals and supplies will be utilized to sanitize event equipment?
How will Event Organizers ensure that proposed sanitization protocols are followed on the floor?

Sanitization protocols and/or checklists must be included as an appendix to the Pandemic Operations Guide.

■ **Food and Beverage**

Will the event feature Concessions or F&B, and if so, where will consumption be permitted?
How will Event Organizers handle consumption of food and beverage?

■ **Trainers / Medical**

Where will medical staff be stationed?
What protocols will medical staff utilize to prevent cross-contamination between patients?

■ **Waiver of Liability**

Will all spectators, staff, and players be required to sign a Waiver of Liability?

Waiver of Liability must be included as an appendix to the event's Pandemic Operations Guide.

PANDEMIC OPERATIONS GUIDE: CONTENT CHECKLIST

EVENTS AT RALEIGH CONVENTION CENTER

The goal of this checklist is to provide a standard by which an Event Planner's Pandemic Operations Guide will be created and evaluated for compliance by management of Raleigh Convention Center.

All Pandemic Operations Guides must detail how the Event Organizer will respond in compliance with current executive orders, as outlined below.

Upon review of the event's Pandemic Operations Guide against this checklist, Raleigh Convention Center management will respond accordingly. Once the Pandemic Operations Guide has been reviewed and finalized, applicable personnel from RCC will return with signature.

REQUIRED CONTENT

■ Event and Contact Information

What is the event name?

What are the dates/times that the event will be moving in and out?

What are the dates/times that the event will take place?

Who is the host organization, and who is the primary contact for all event logistics?

Who is submitting the Pandemic Operations Guide for follow-up and approval?

■ Event Goals and Objectives

What is the purpose of the event?

What general modifications have been made in response to the current pandemic?

■ Event Footprint & Layout / Schedule / Exhibitors

How will the event handle attendees with ADA Accessibility needs?

Will there be an exhibit? If so, where and how many exhibit booths will be present?

How will exhibitor load in/out be staggered to prevent gatherings?

How will the individual event components be separated to prevent cross-contamination?

Any/all drafted floorplans must be included as an Appendix to the Pandemic Operations Guide.

■ Wellness Screenings / Ingress & Egress

How will personnel enter/exit the facility and event spaces (staff/suppliers/attendees)?

Where and when will each staff, suppliers, and attendees receive their wellness screening?

How will arrivals be staggered to prevent gatherings?

What communication will occur in advance to ensure that all personnel are informed of screenings?

■ Admission / Registration

How will the event handle ticketing, and what cashless payment options will be utilized?
How will admission be staggered to ensure compliance with capacity regulations?
How will attendees be credentialed?
Will there be areas where attendees access is prohibited to promote distancing? If so, where?

■ Personal Protective Equipment (PPE) / Social Distancing

Which individuals would not be required to wear PPE due to executive exemptions?
What forms of PPE will Event Organizers provide to staff, suppliers, and attendees?
What other measures will be implemented to promote social distancing throughout the event?

■ Security Measures

What is your security plan, and how will you regulate the flow of attendees/spectators/staff?
How will the event handle enforcement of the current executive orders and this plan?
How will Event Organizers handle non-compliance of PPE and social distancing regulations?

■ Cleaning & Sanitization

In what way and how often will supplier-provided equipment be sanitized?
What chemicals will be utilized to sanitize 3rd party equipment?

Sanitization protocols and/or checklists must be included as an appendix to the Pandemic Operations Guide.

■ Food and Beverage

Will the event feature Concessions or F&B, and if so, where will consumption be permitted?
How will Event Organizers handle consumption of food and beverage?

■ Waiver of Liability

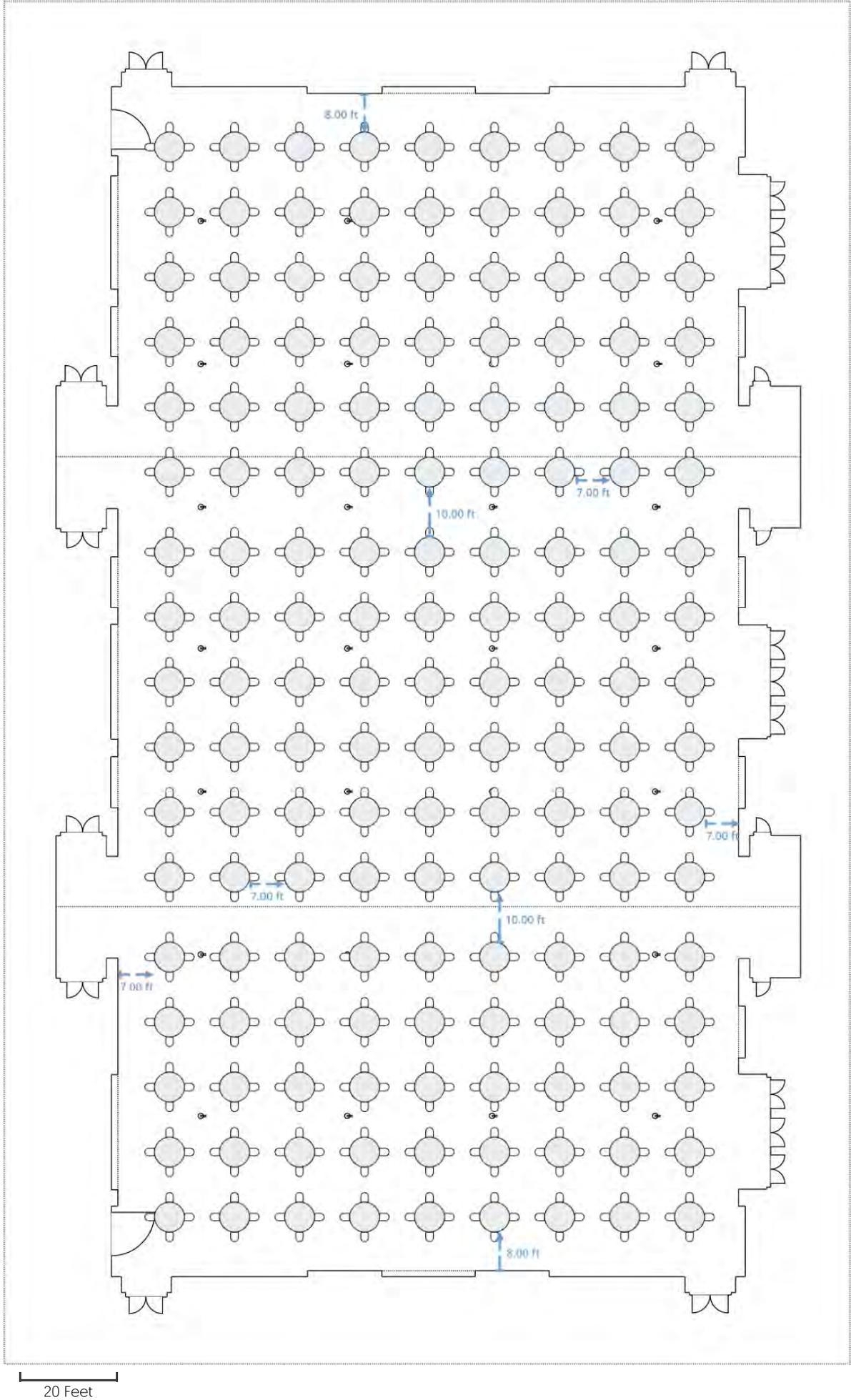
Will all staff, suppliers, and attendees be required to sign a Waiver of Liability?

Waiver of Liability must be included as an appendix to the event's Pandemic Operations Guide.

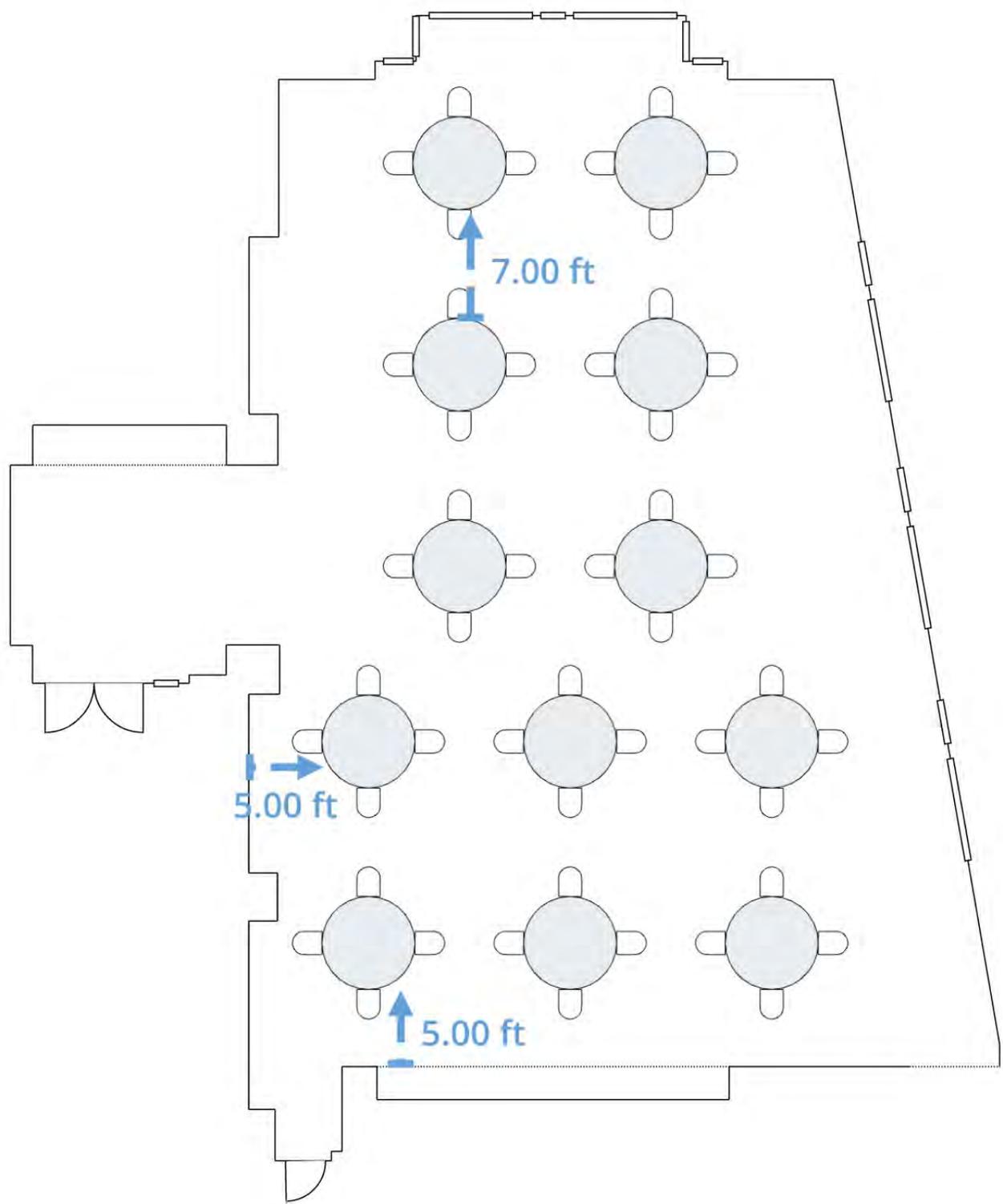
Room Capacity Chart

	Space	Square Footage	Banquet Seating (72" Rounds)			Classroom			Theater Seating			Reception		
			Maximum 10 seats, 5 aisles	Est. Socially Distanced 7' aisles		Maximum 4 per 8ft 3 per 6ft, 32" b/w rows	Est. Socially Distanced 6' between rows		Maximum no chair spacing, 18" b/w rows	Est. Socially Distanced 6' between rows		Maximum 10' sq. ft. pp	Est. Socially Distanced	
				Moderate 6 seats	Strict 4 seats		Moderate 2 per 8ft	Strict 1 per 8ft		Moderate 4' chair spacing	Strict 6' chair spacing		Moderate 16 sq. ft. pp	Strict 30 sq. ft. pp
Ballroom (400) Level	Ballroom Lobby	11,500	250	138	92							1150	719	383
	Ballroom ABC	32,617	1,960	918	612	2440	480	345	3,690	680	402	3262	2039	1087
	Ballroom A	10,105	600	270	180	712	150	105	1,152	214	124	1011	632	337
	Ballroom AB	22,545	1,380	648	432	1720	330	240	2,808	466	278	2255	1409	752
	Ballroom B	12,440	700	378	252	720	180	135	1,440	252	154	1244	778	415
	Ballroom BC	22,512	1,380	648	432	1728	330	240	2,550	466	278	2251	1407	750
	Ballroom C	10,072	600	270	180	720	150	105	1,102	214	124	1007	630	336
402	3,829	150	72	48	217	48	30	342	65	55	383	239	128	
Meeting (200) Level	Main Lobby	9,145	380	144	96							915	572	305
	Registration	2,665	180	72	48							267	167	89
	South Hallway	8,700	180	126	84							870	544	290
	301 AB	3,495	180	96	64	248	53	40	402	78	46	350	218	117
	301 A	1,758	80	48	32	140	26	20	224	39	23	176	110	59
	301 B	1,737	80	48	32	140	26	20	224	39	23	174	109	58
	302 ABC	5,367	300	144	96	420	78	60	592	117	69	537	335	179
	302 A	1,847	80	48	32	140	26	20	200	39	23	185	115	62
	302 AB	3,618	200	96	64	248	53	40	402	78	46	362	226	121
	302 B	1,771	80	48	32	140	26	20	224	39	23	177	111	59
	302 BC	3,520	200	96	64	248	53	40	402	78	46	352	220	117
	302 C	1,749	80	48	32	128	26	20	224	39	23	175	109	58
	303	1,716	80	42	28	114	26	19	187	39	23	172	107	57
	304	2,257	120	42	28	159	36	23	242	47	29	226	141	75
	North Hallway	8,650	210	120	80							865	541	288
	305 AB	3,682	180	96	64	261	53	40	421	39	46	368	230	123
	305 A	1,847	80	48	32	128	26	20	211	39	23	185	115	62
	305 B	1,835	80	48	32	128	26	20	211	117	23	184	115	61
	306 ABC	5,538	300	144	96	426	78	60	640	39	69	554	346	185
	306 A	1,846	80	48	32	140	26	20	211	78	23	185	115	62
	306 AB	3,692	200	96	64	272	53	40	434	39	46	369	231	123
	306 B	1,846	80	48	32	140	26	20	224	78	23	185	115	62
	306 BC	3,692	200	96	64	272	53	40	434	39	46	369	231	123
	306 C	1,846	80	48	32	140	26	20	211	39	23	185	115	62
	307	701	20	12	8	40	8	6	66	16	9	70	44	23
	Mezzanine	11,200	500	240	160							1120	700	373
	Mezzanine (200) Level	201	1,424	40	30	20	72	22	12	115	27	15	142	89
202		776	30	12	8	32	10	5	55	15	8	78	49	26
203		814	30	12	8	32	10	5	58	15	8	81	51	27
204		795	30	12	8	32	10	5	55	15	8	80	50	27
205		826	30	12	8	32	10	5	63	15	8	83	52	28
206		1,381	40	30	20	68	22	12	120	27	15	138	86	46
Exhibit (100) Level		Exhibit Hall ABC	14,684	8,980	3,888	2,592	10,000	1,521	1,009	10,000	2905	1688	10,000	9178
	Exhibit Hall A	45,638	2,750	820	536	3,100	457	317	3,100	908	536	3,100	2852	1521
	Exhibit Hall AB	99,907	6,070	2,664	1,776	6,900	1,041	695	6,900	2001	1132	6,900	6244	3330
	Exhibit Hall B	54,269	3,180	1,434	956	3,800	584	378	3,800	1093	596	3,800	3392	1809
	Exhibit Hall BC	101,205	6,080	2,640	1,760	6,900	1,064	692	6,900	1997	1152	6,900	6325	3374
	Exhibit Hall C	46,936	2,870	1,206	804	3,100	480	314	3,100	904	556	3,100	2934	1565

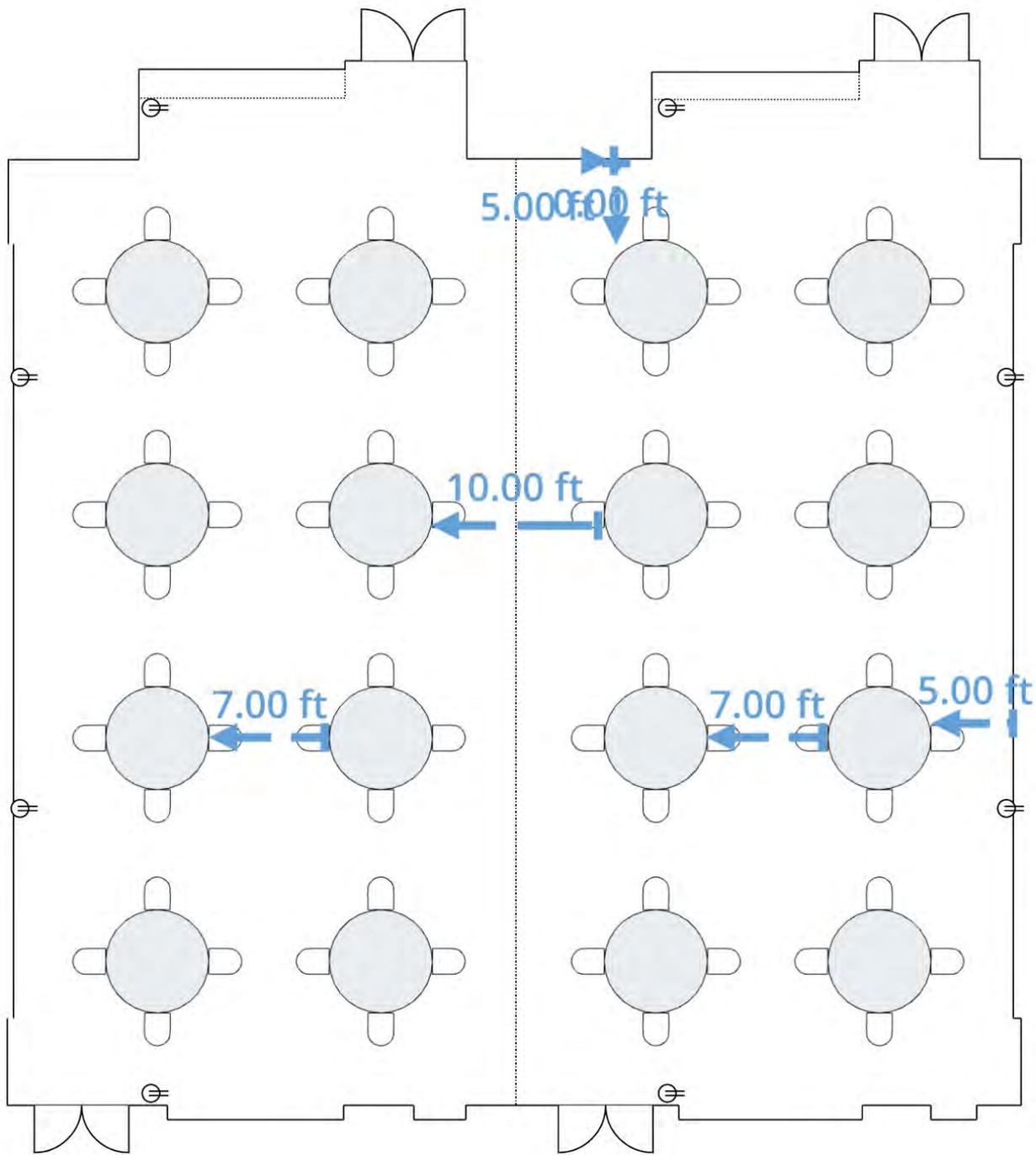
*Capacities are based off of maximum fire capacities in the applicable space

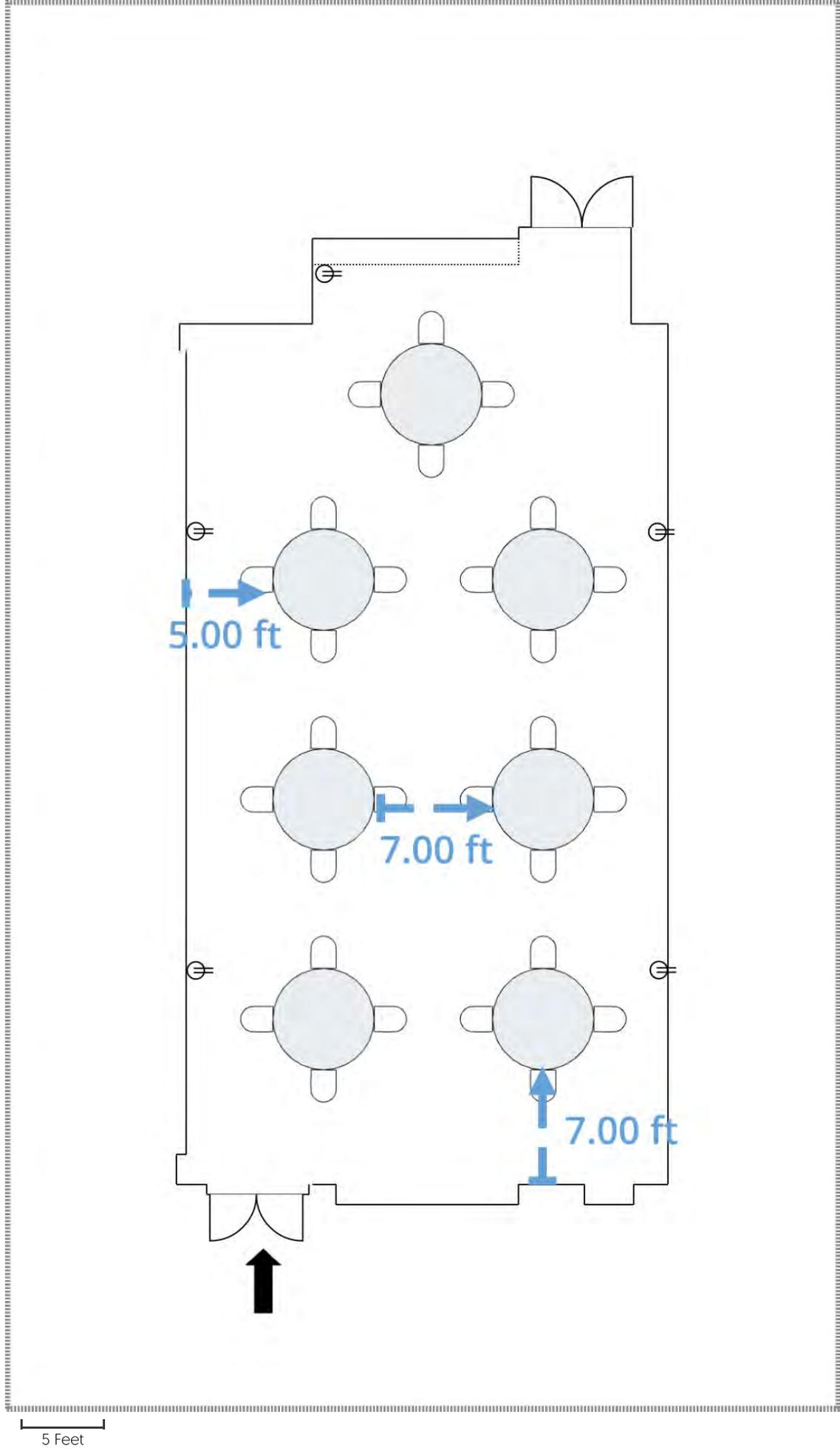


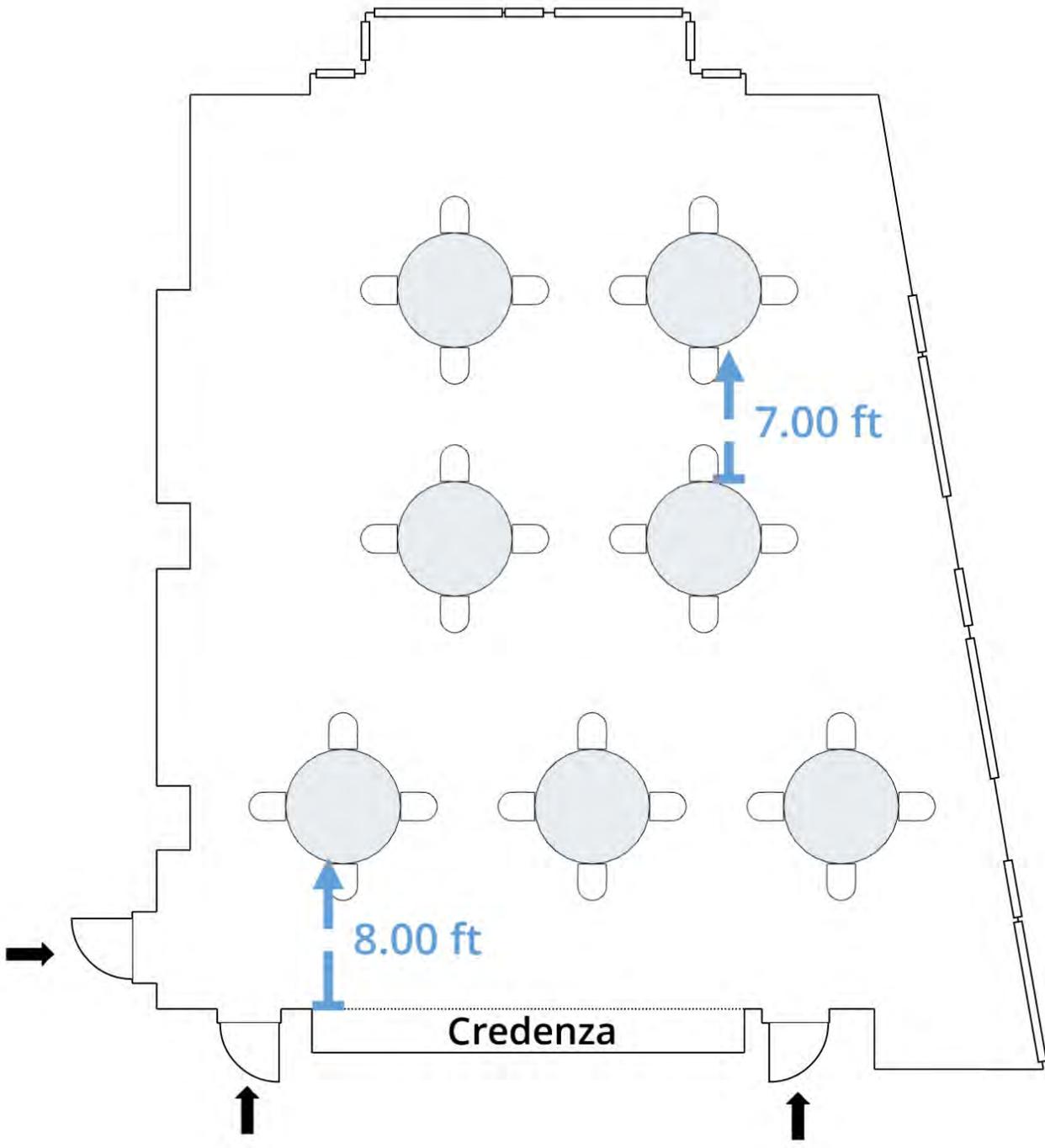
20 Feet



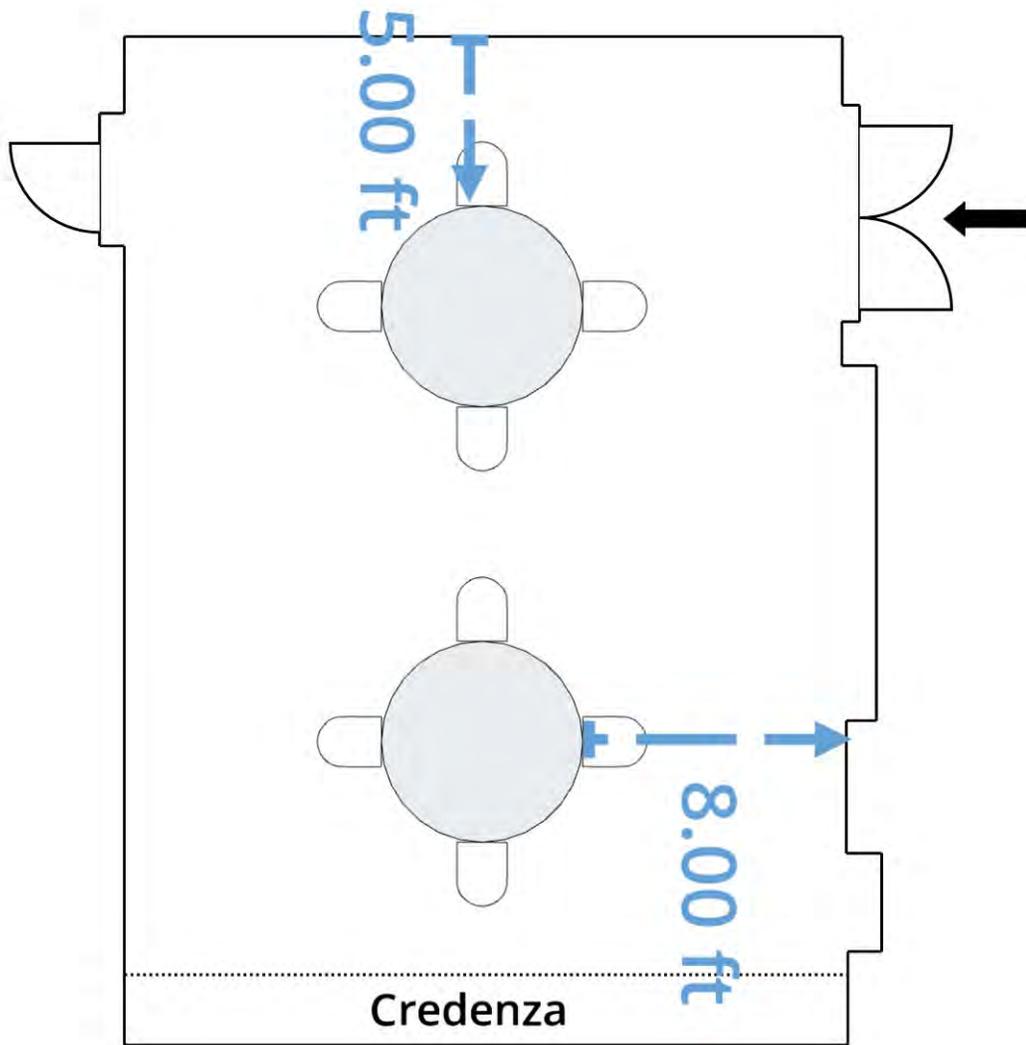
5 Feet



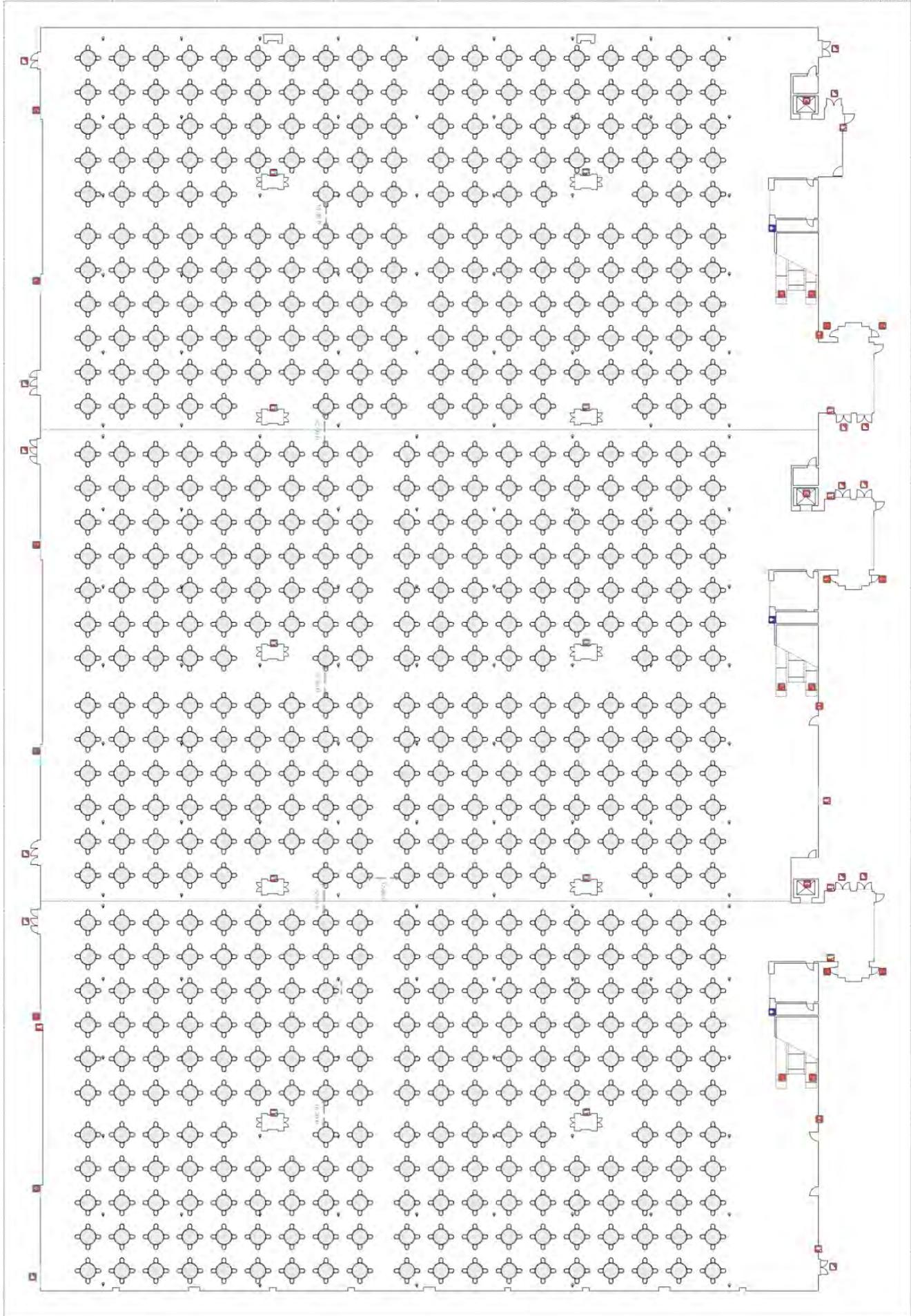




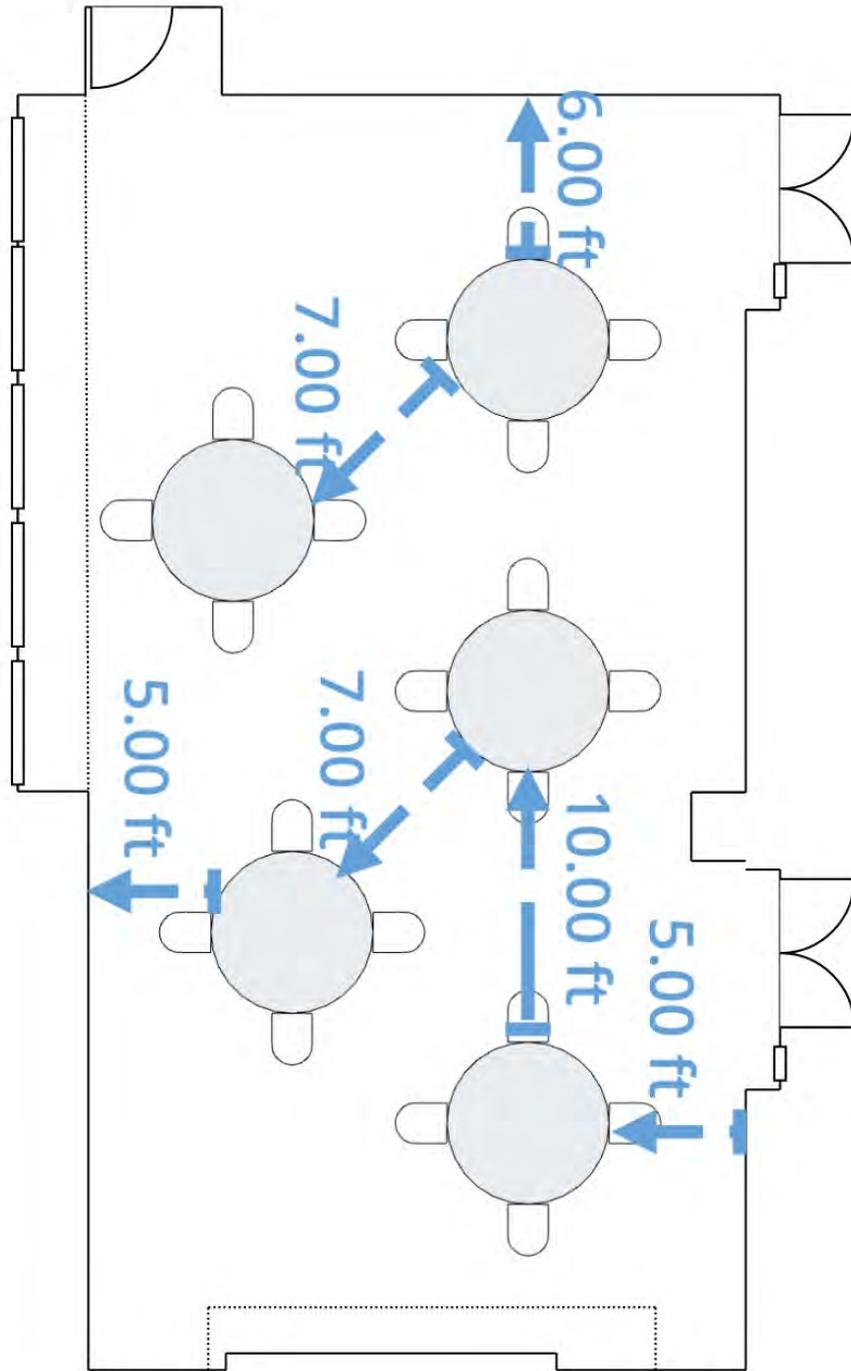
5 Feet



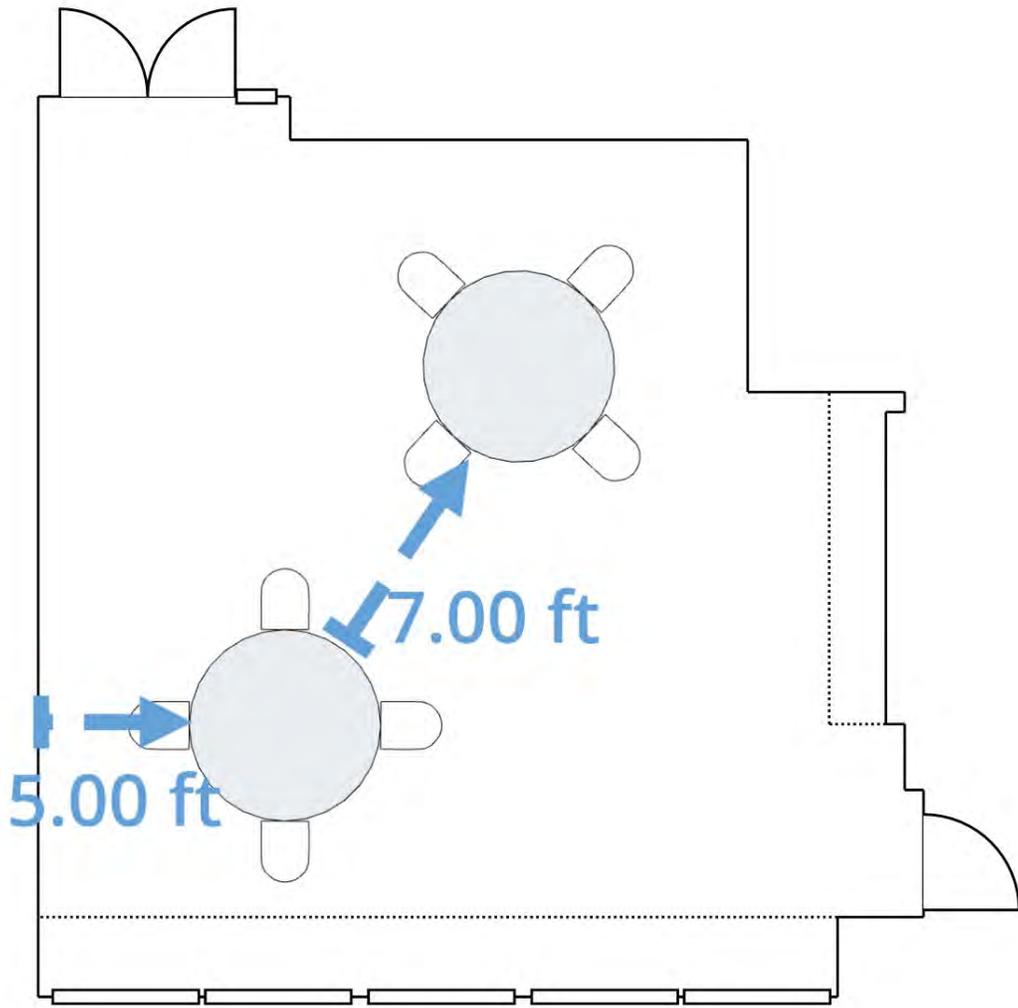
2 Feet



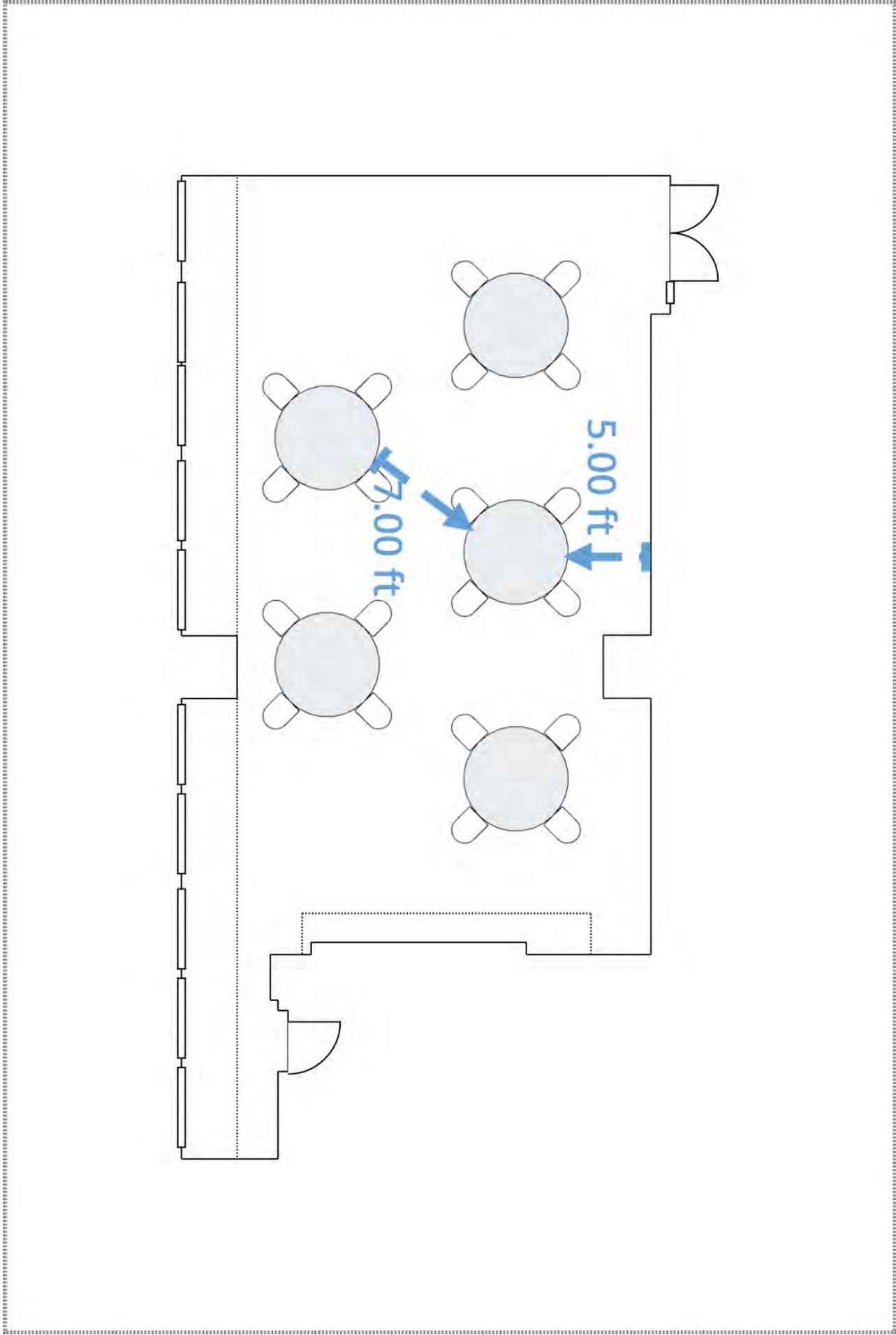
20 Feet



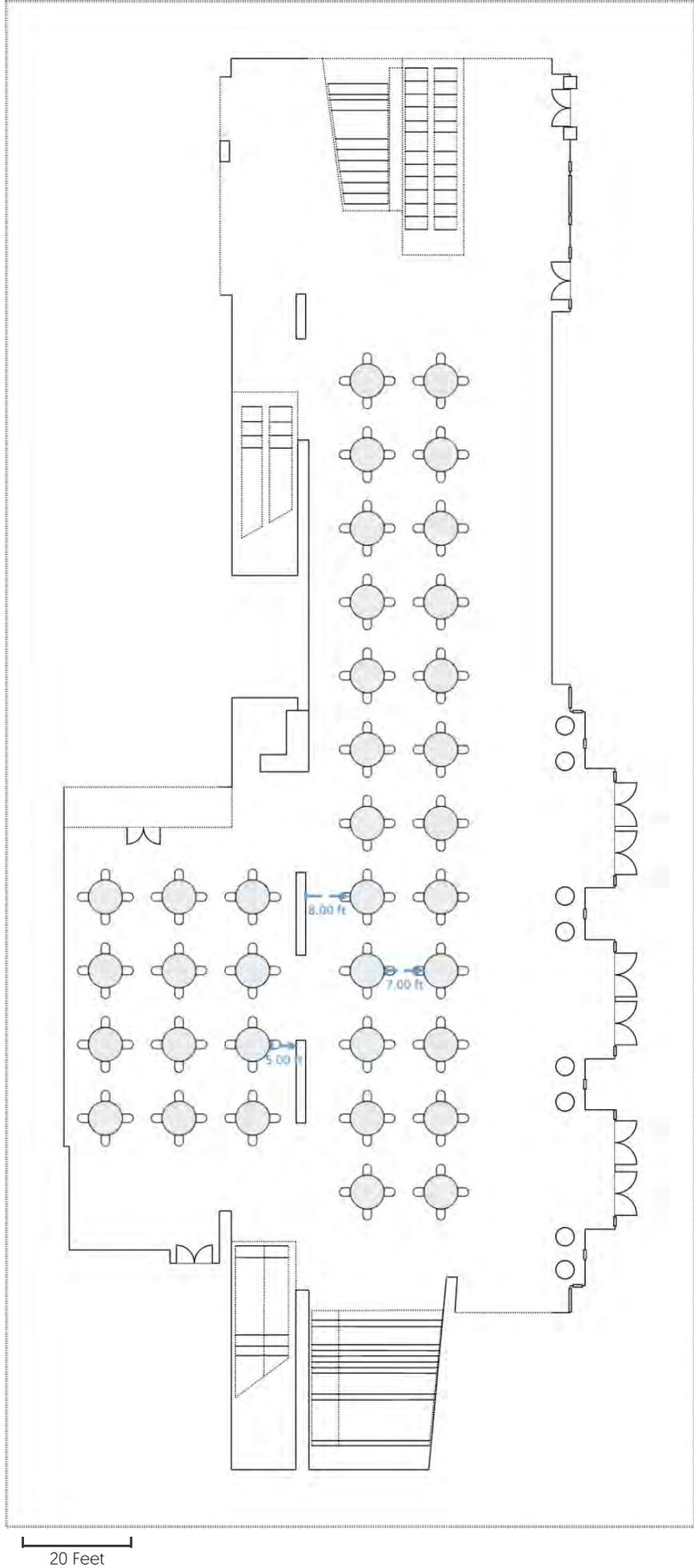
5 Feet



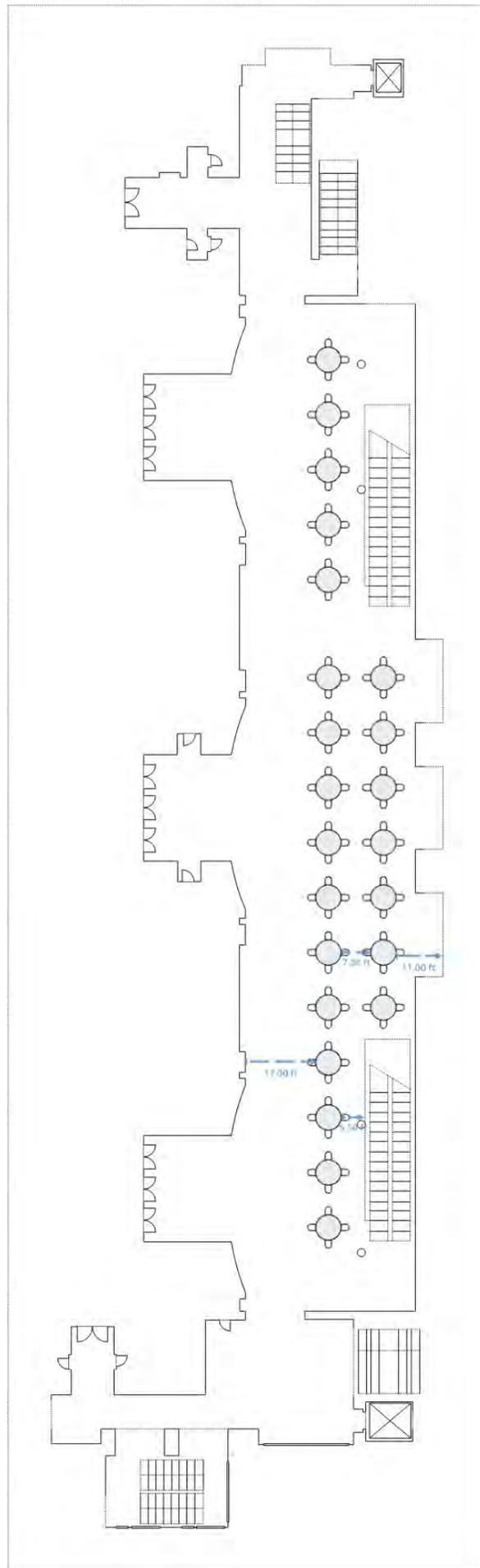
2 Feet



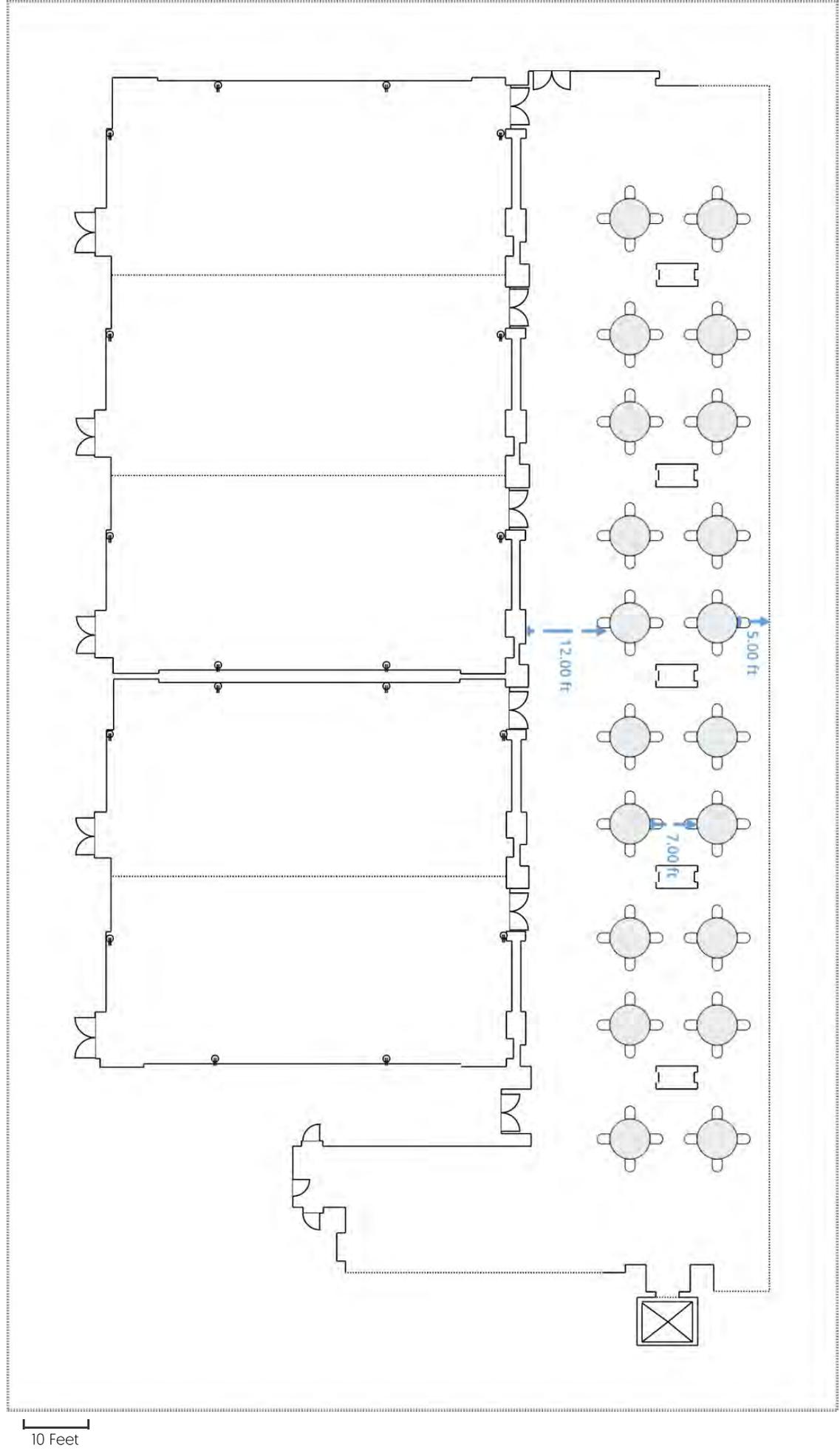
5 Feet

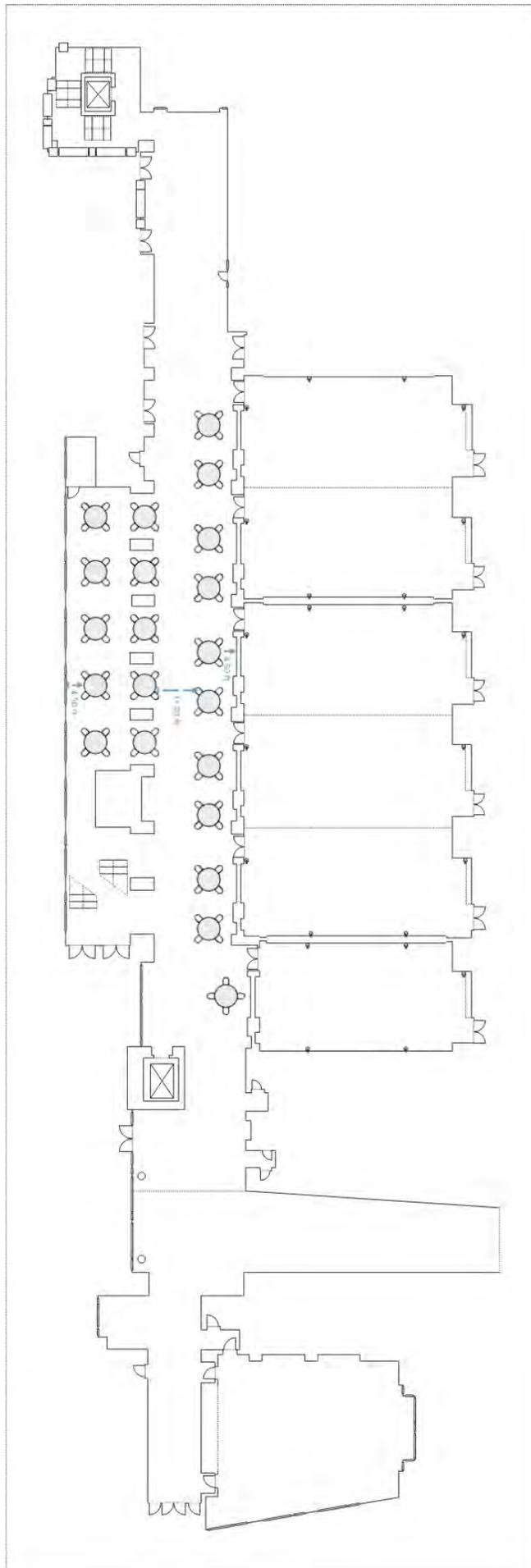


20 Feet

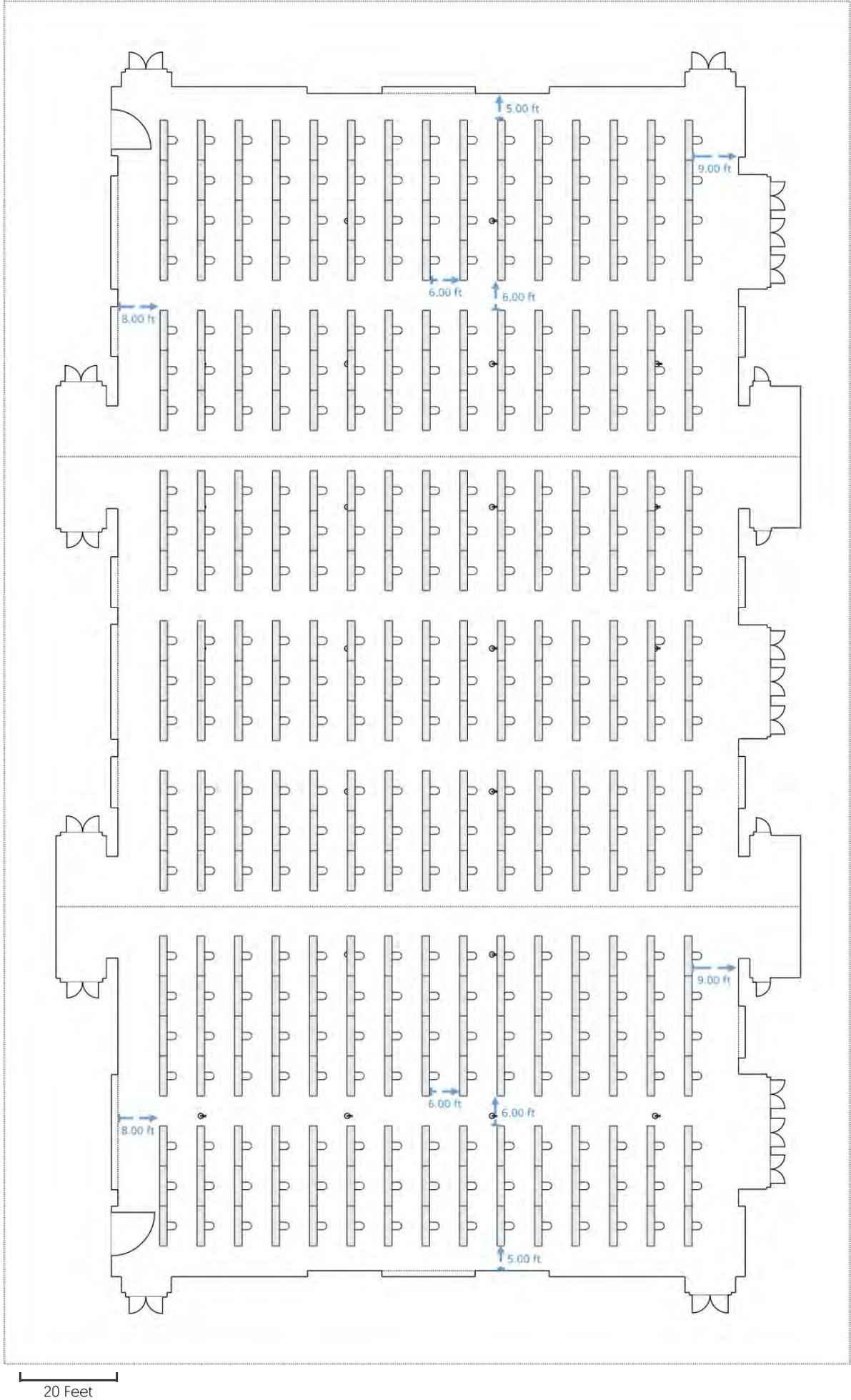


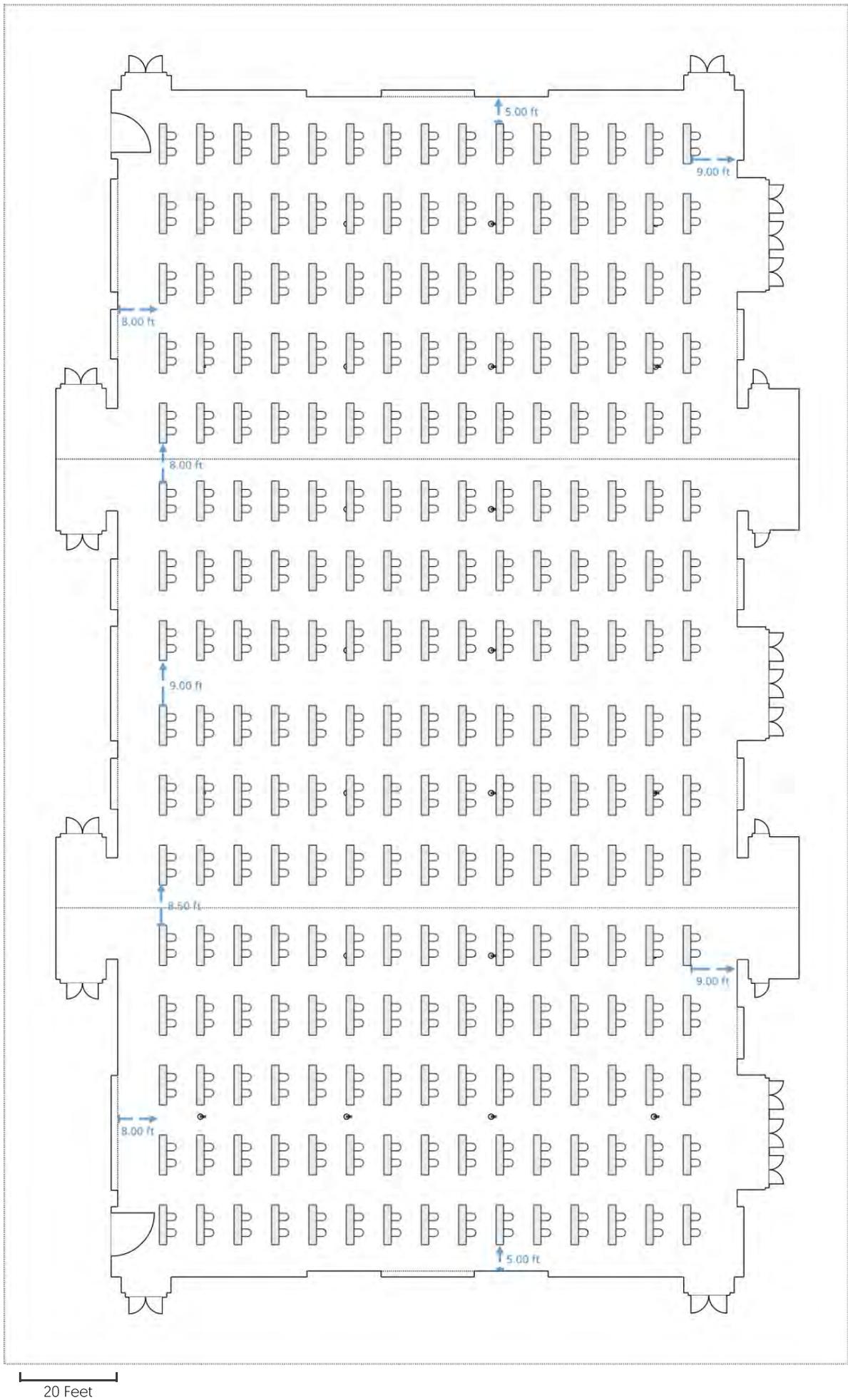
20 Feet

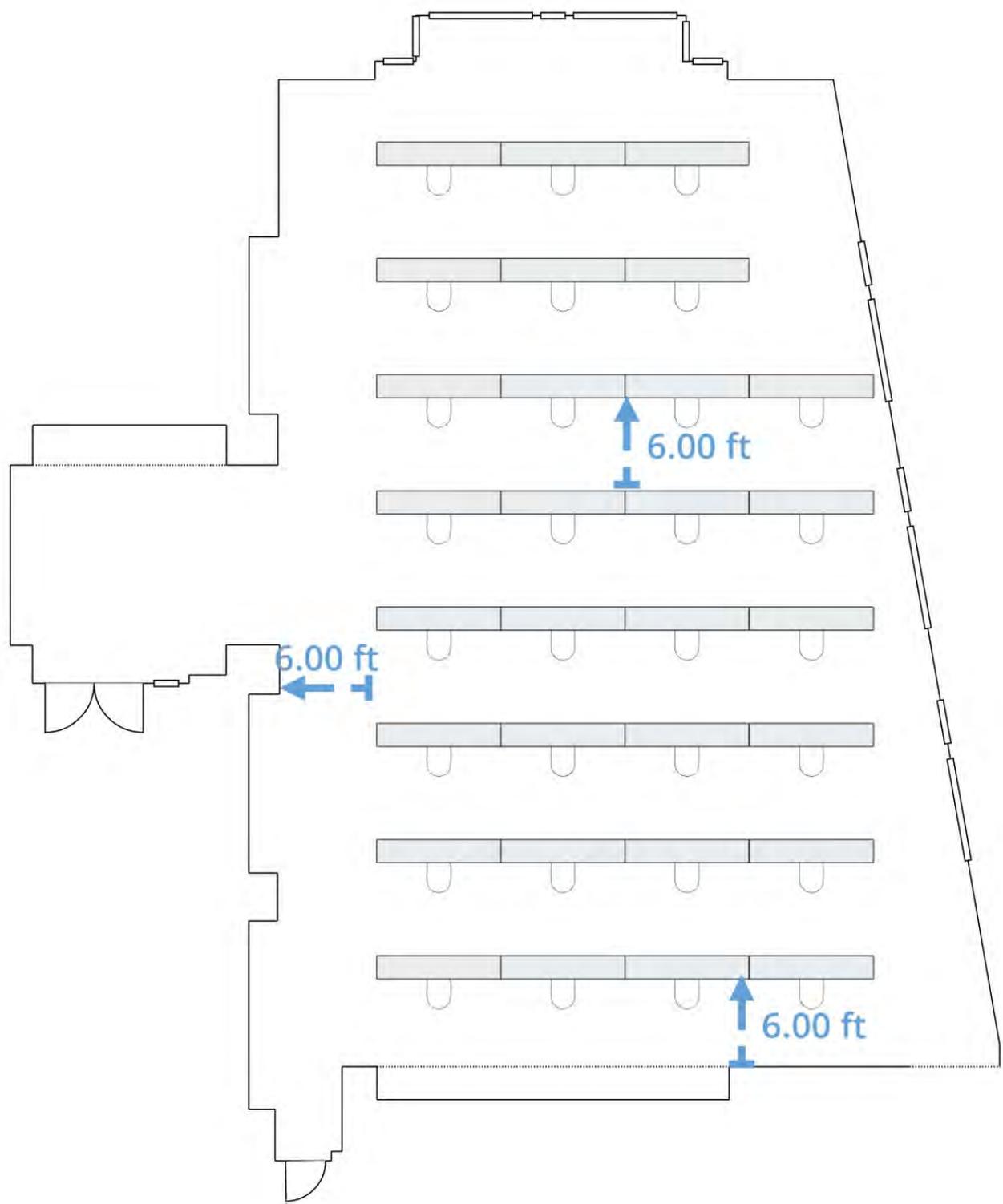




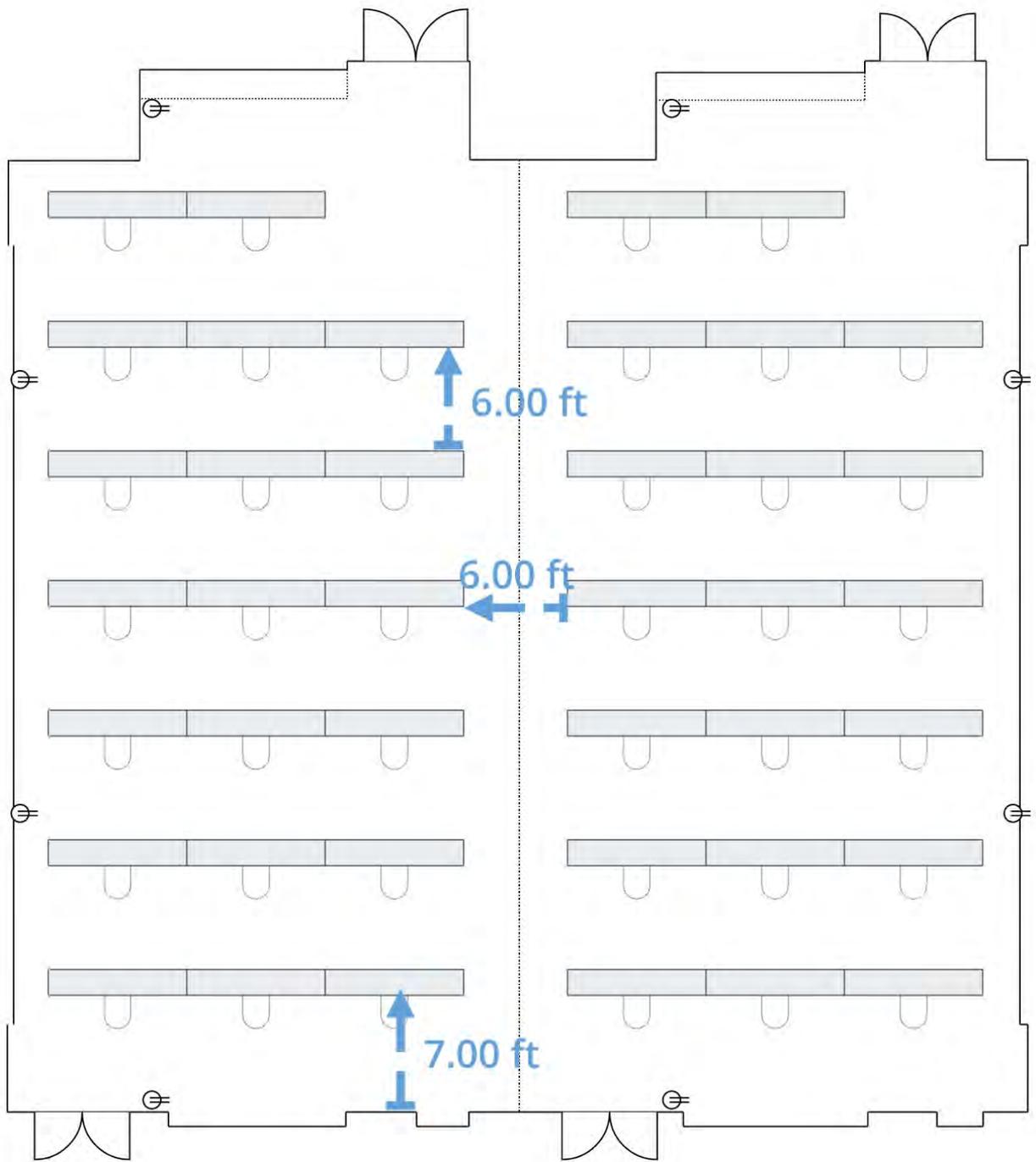
20 Feet



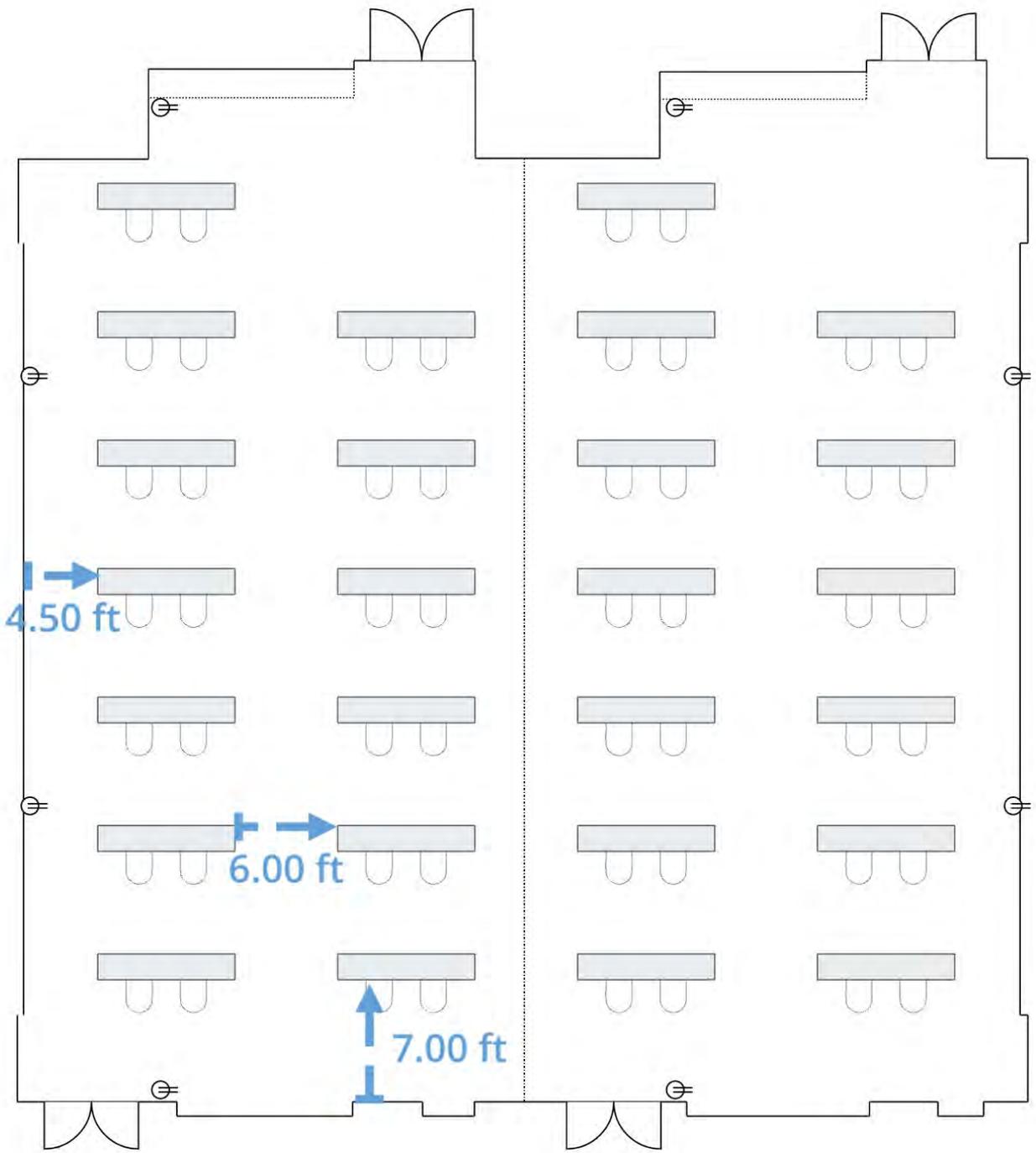




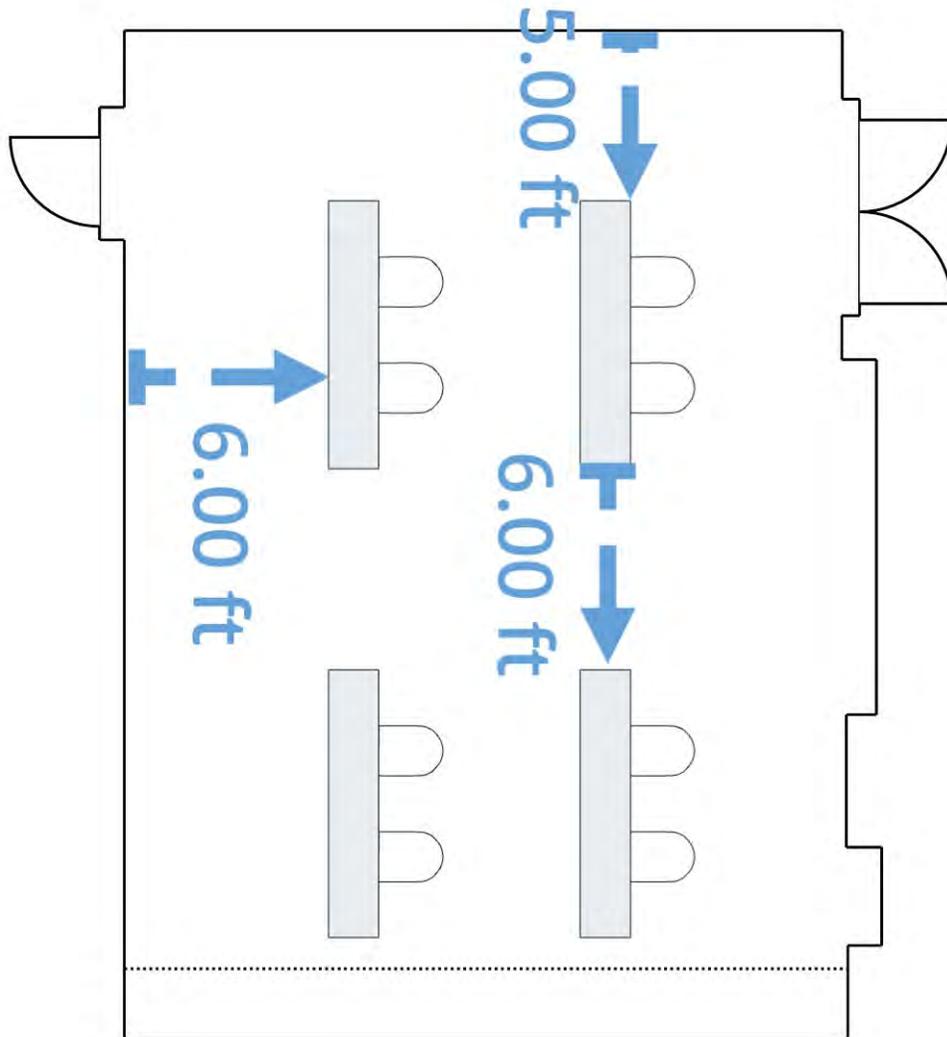
5 Feet



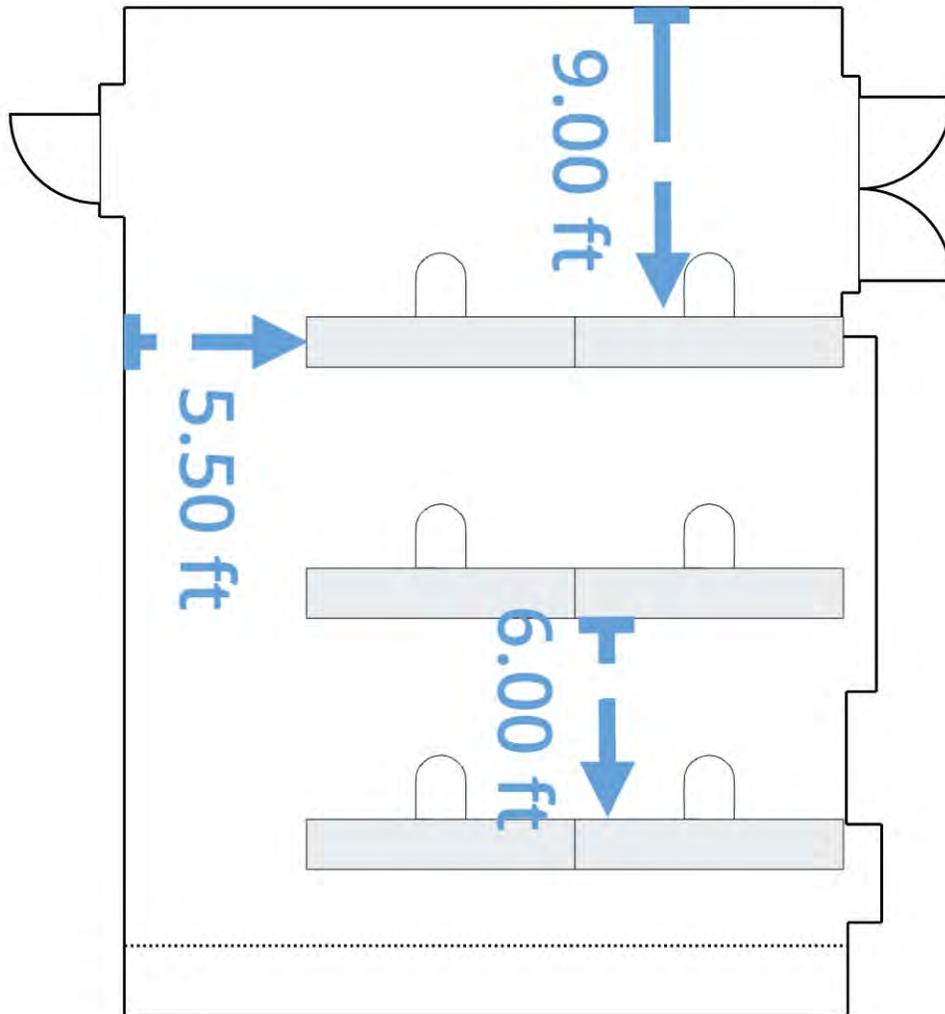
5 Feet

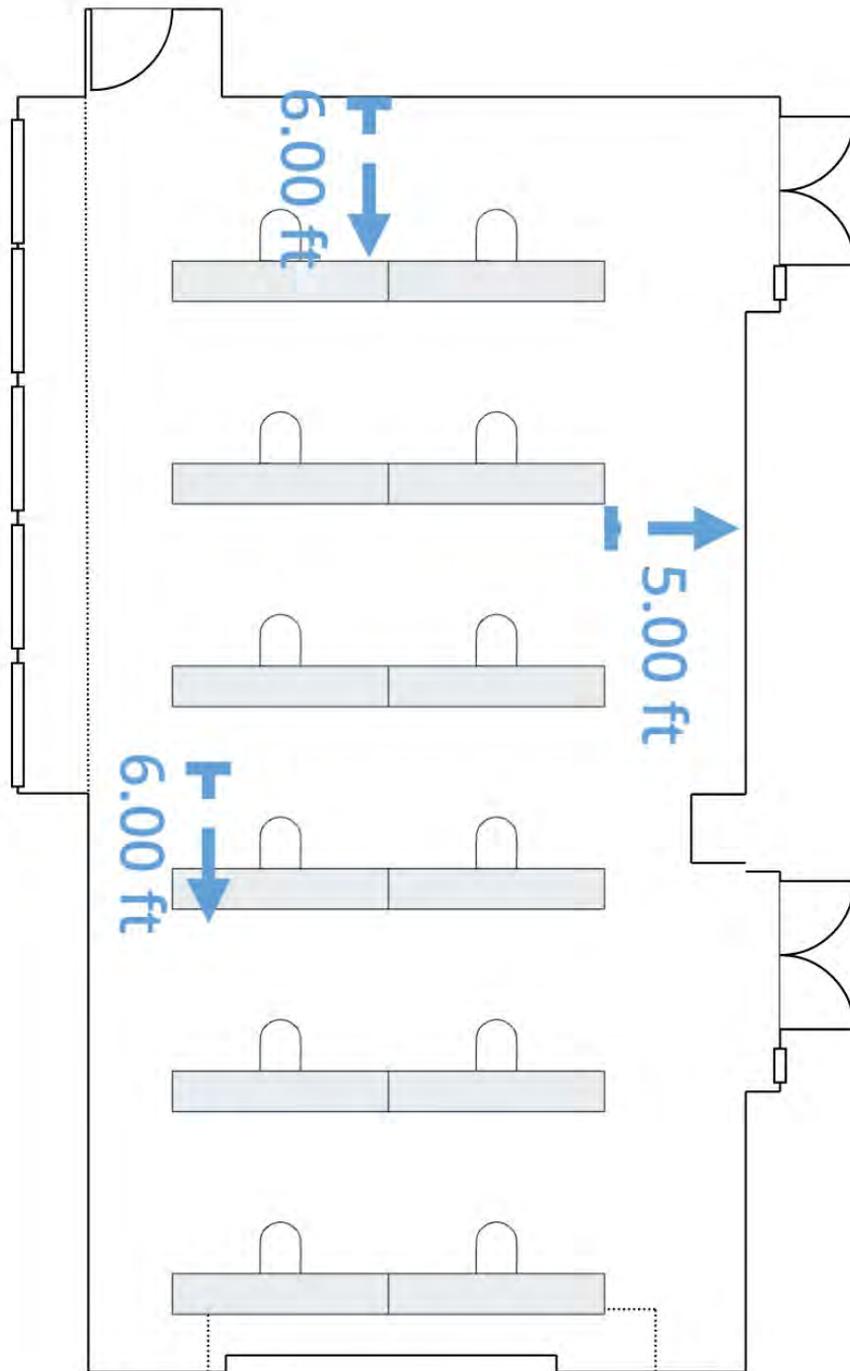


5 Feet

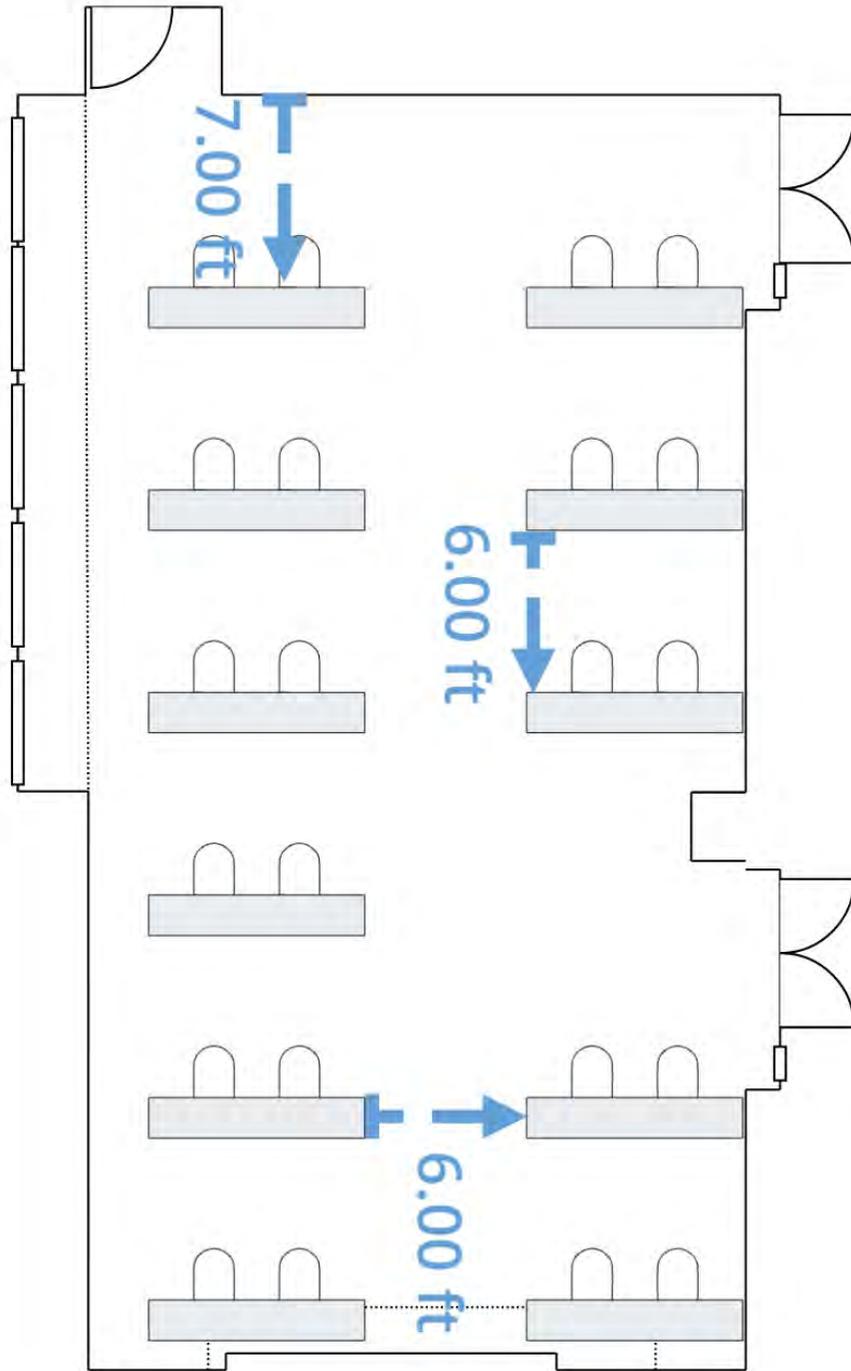


2 Feet

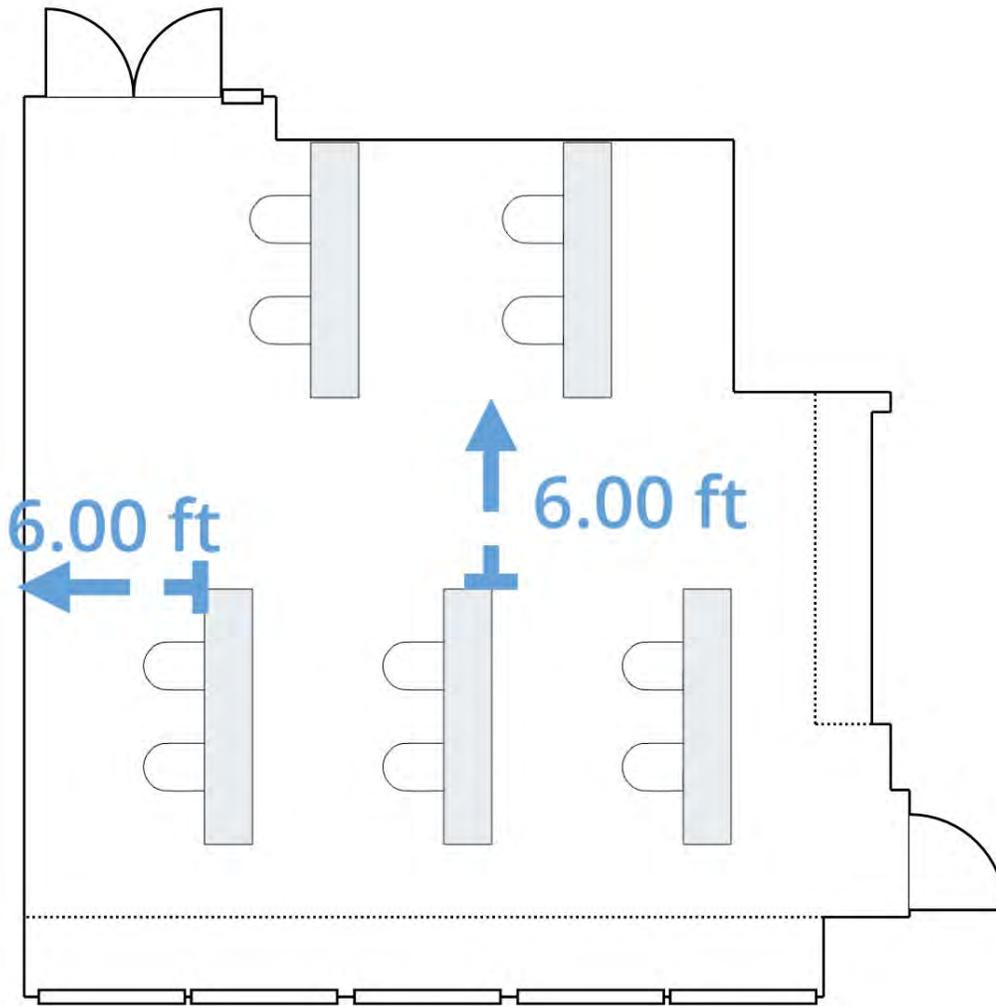




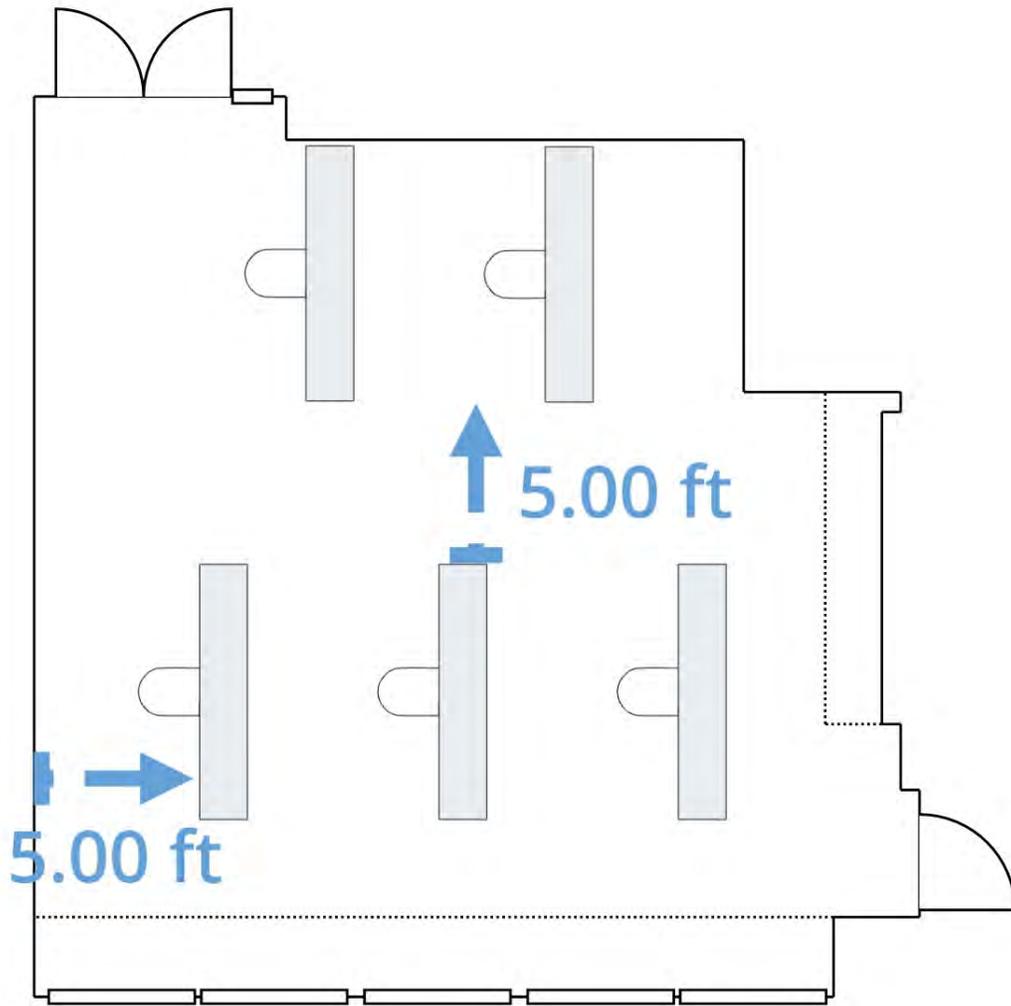
5 Feet



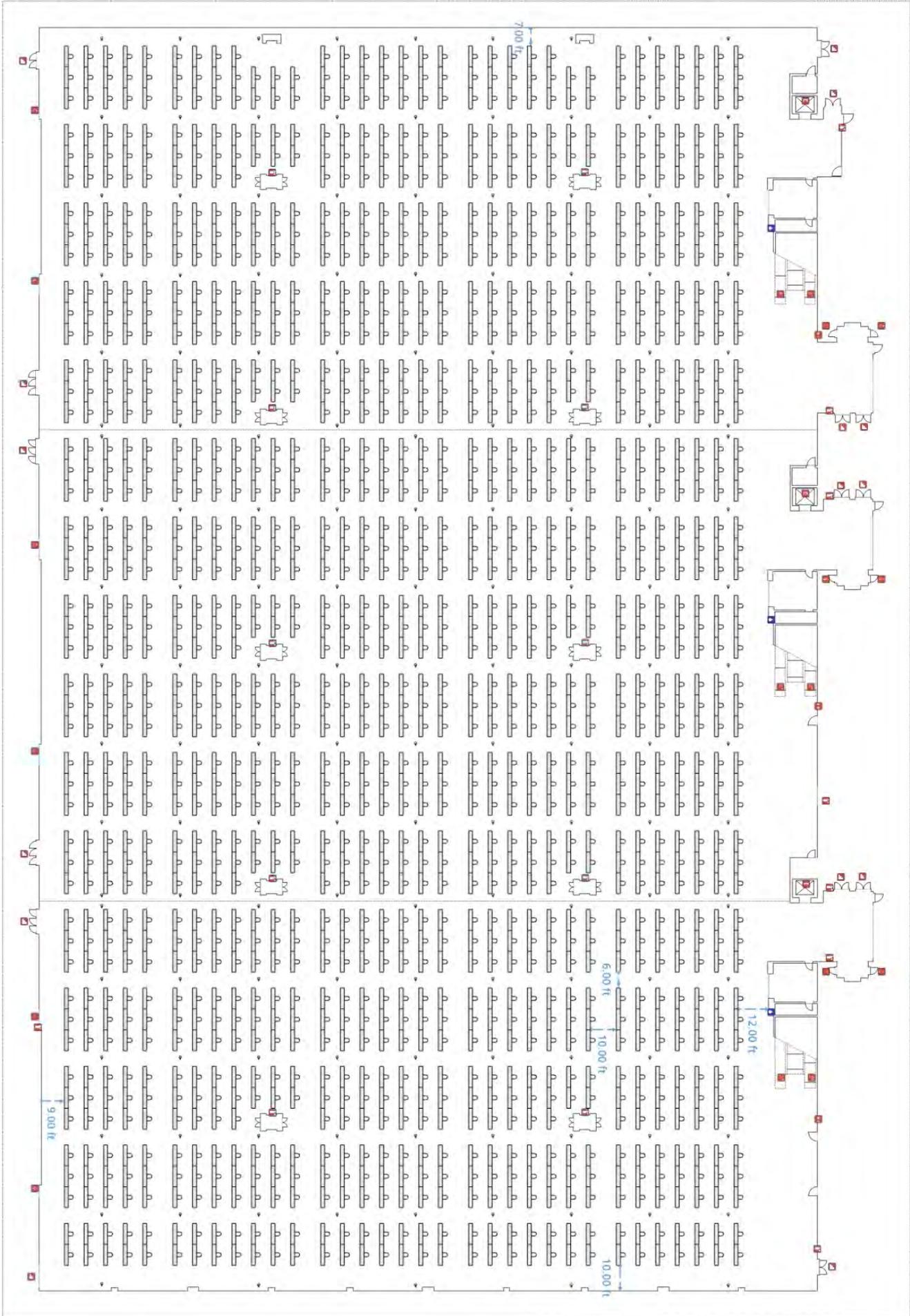
5 Feet



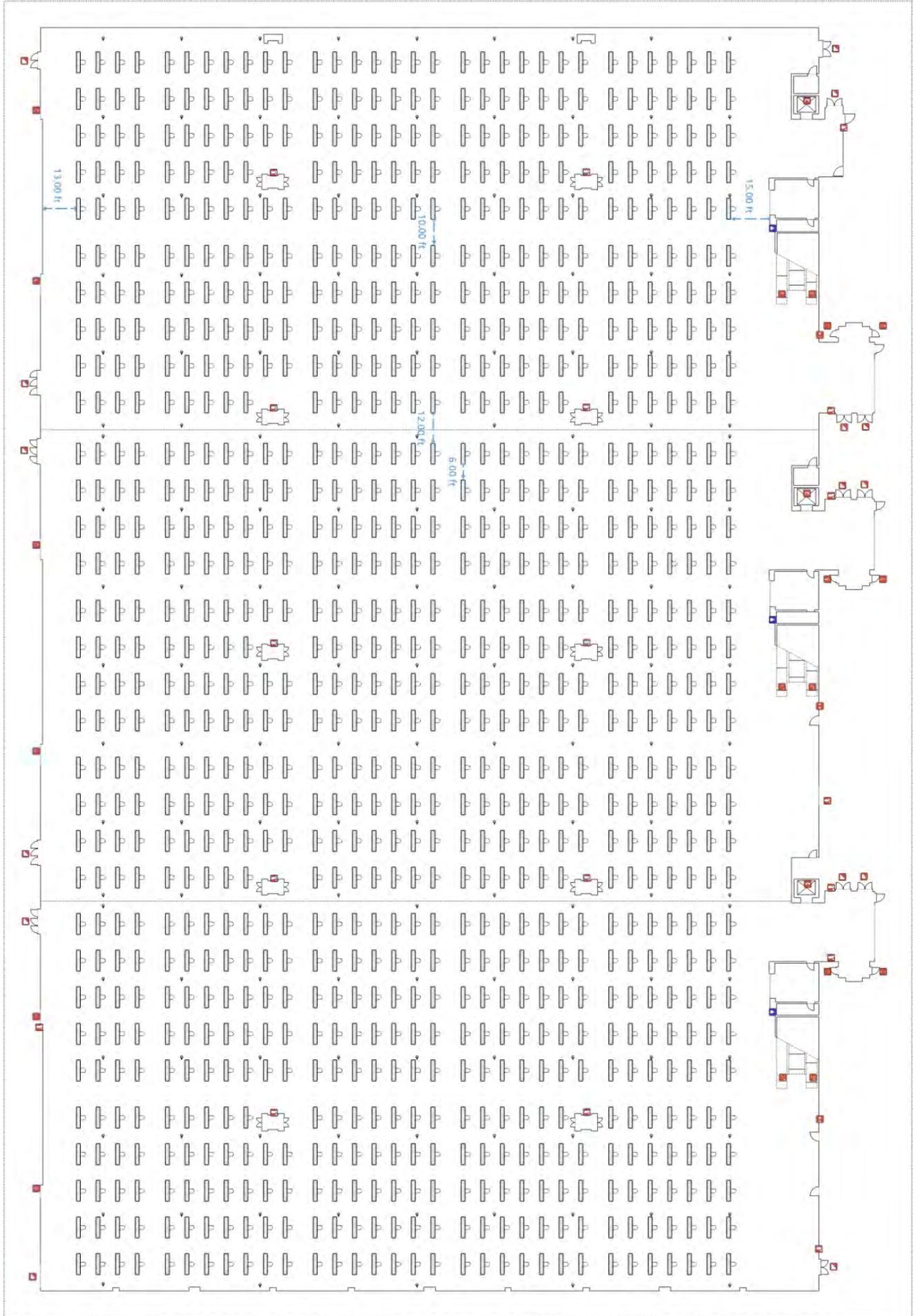
2 Feet



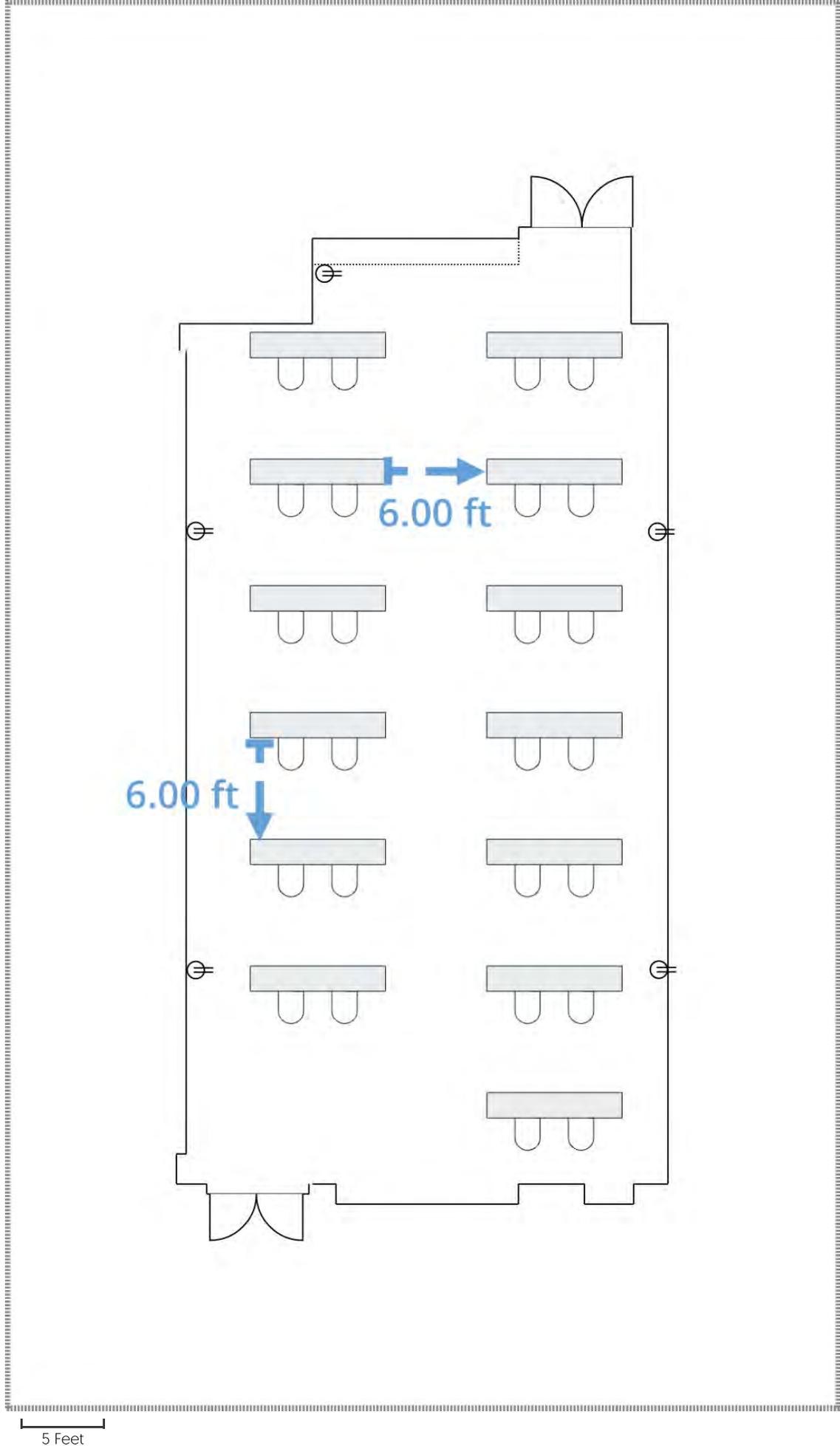
2 Feet



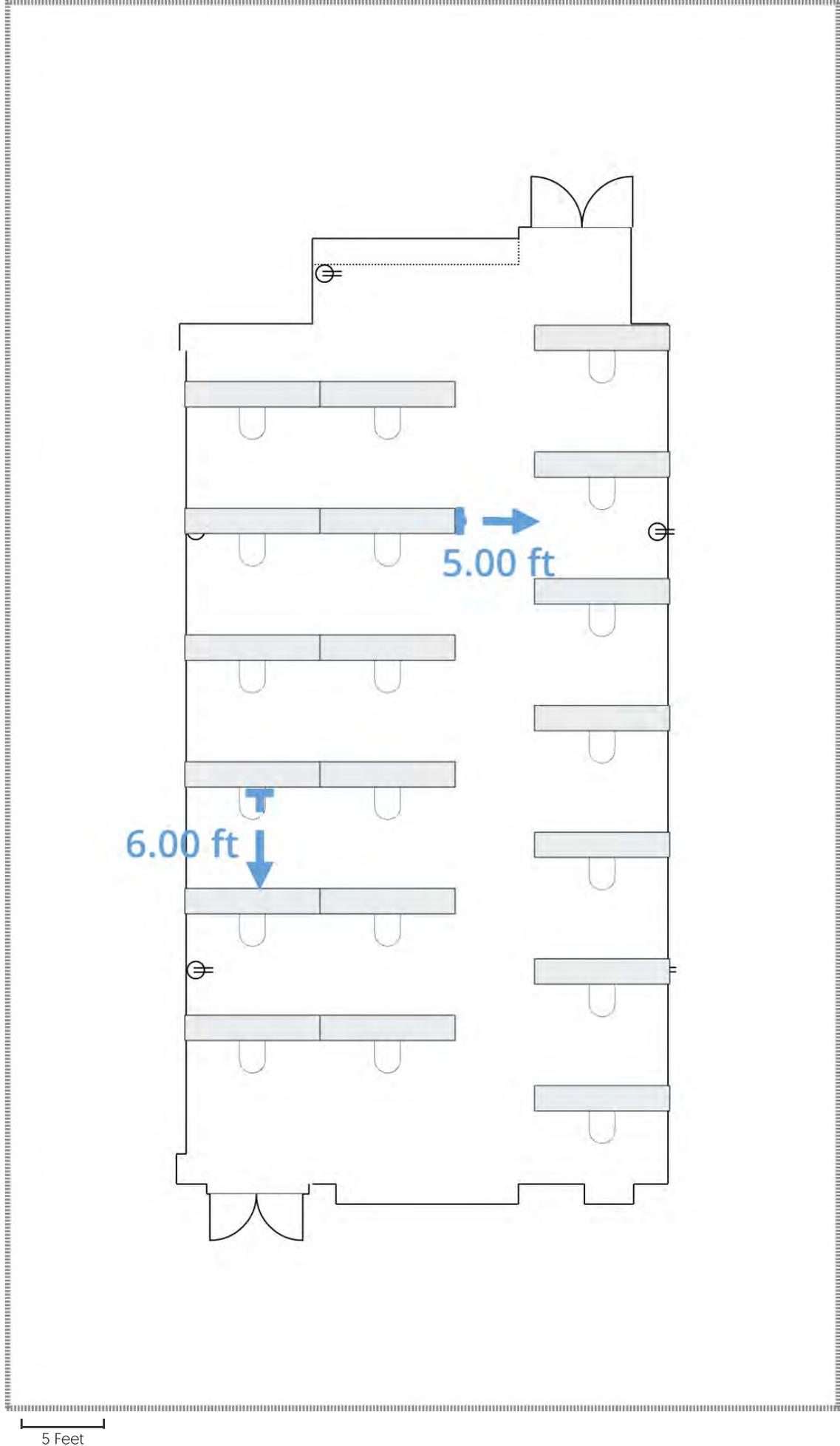
20 Feet



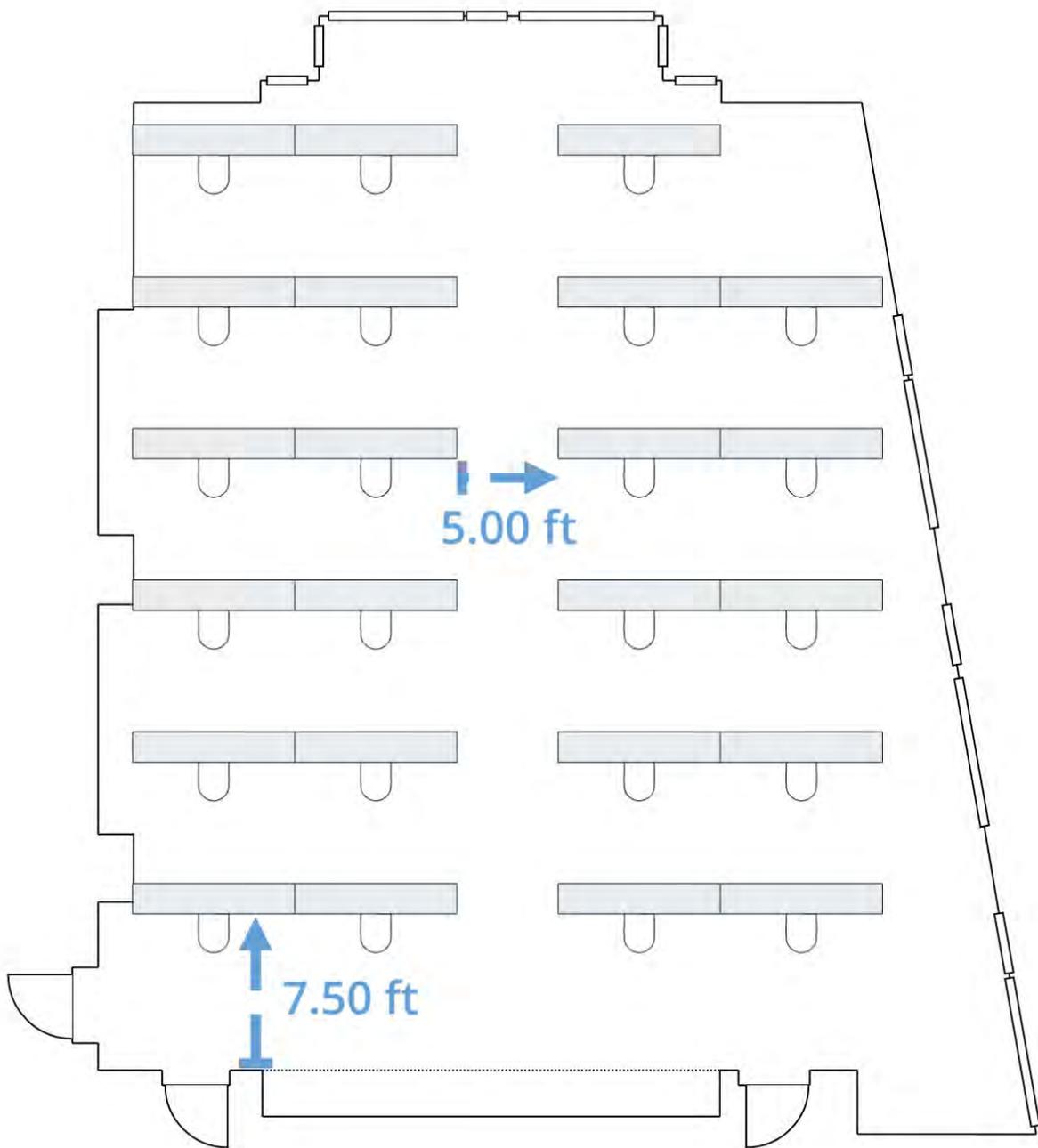
20 Feet



5 Feet



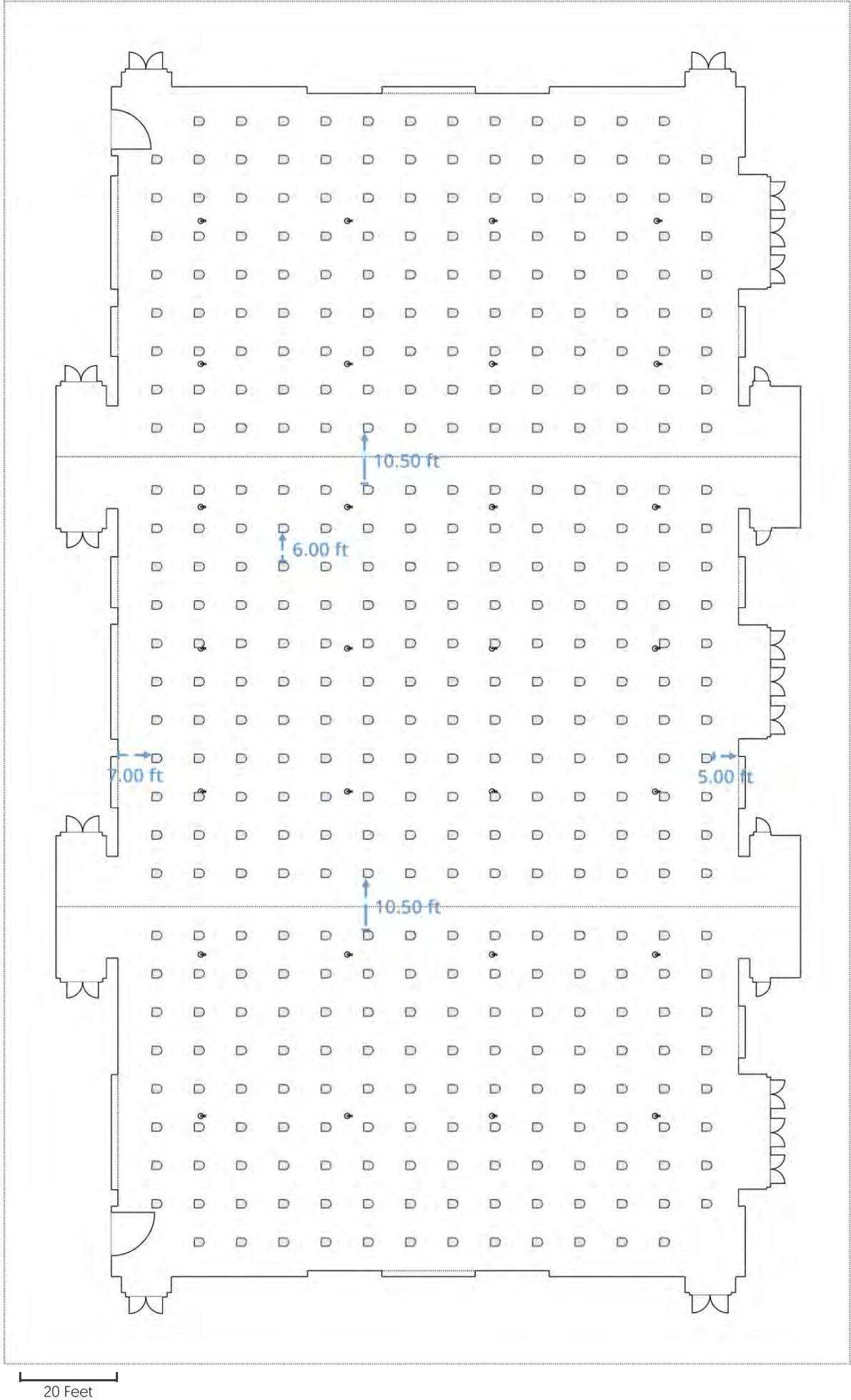
5 Feet



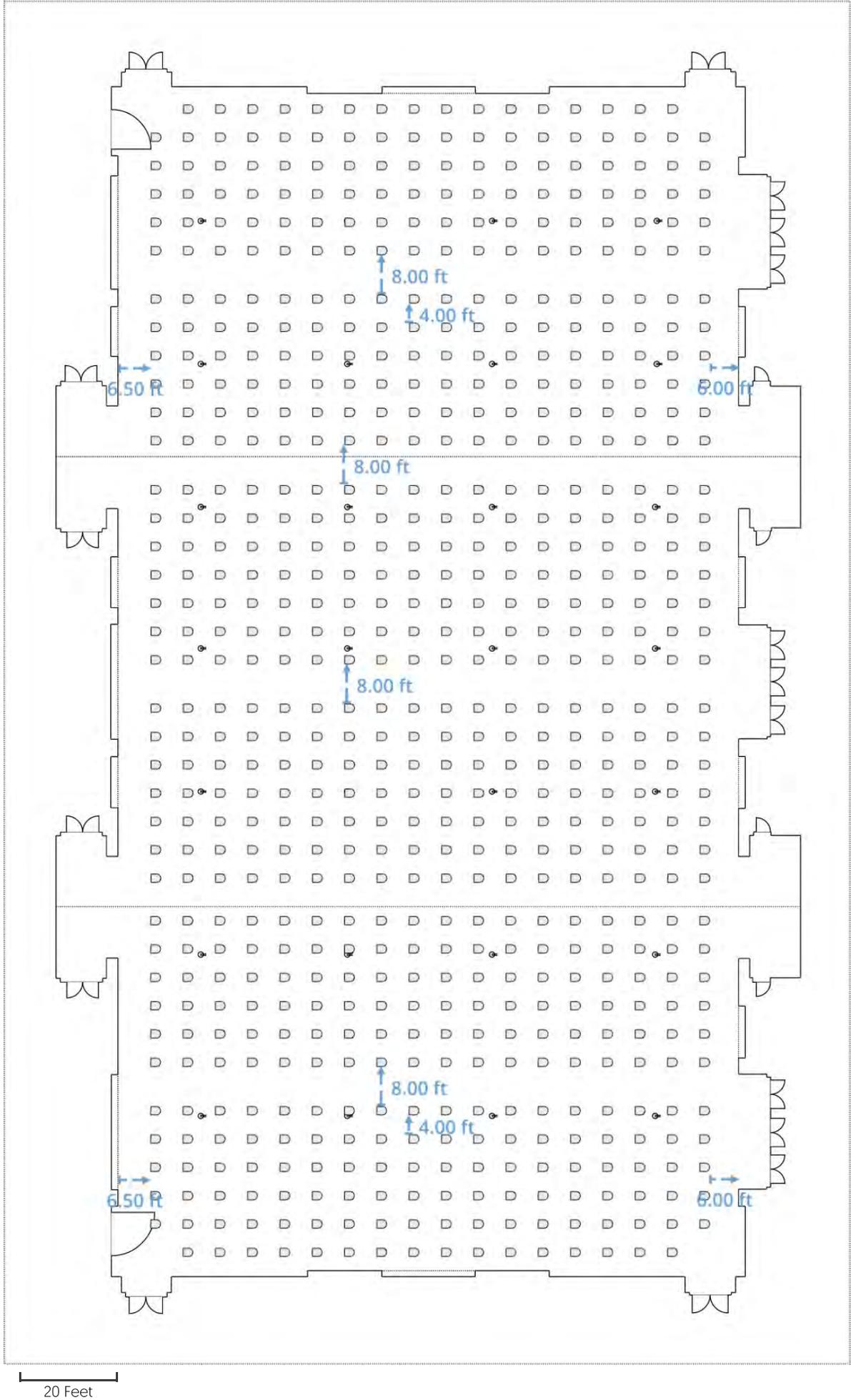
5 Feet



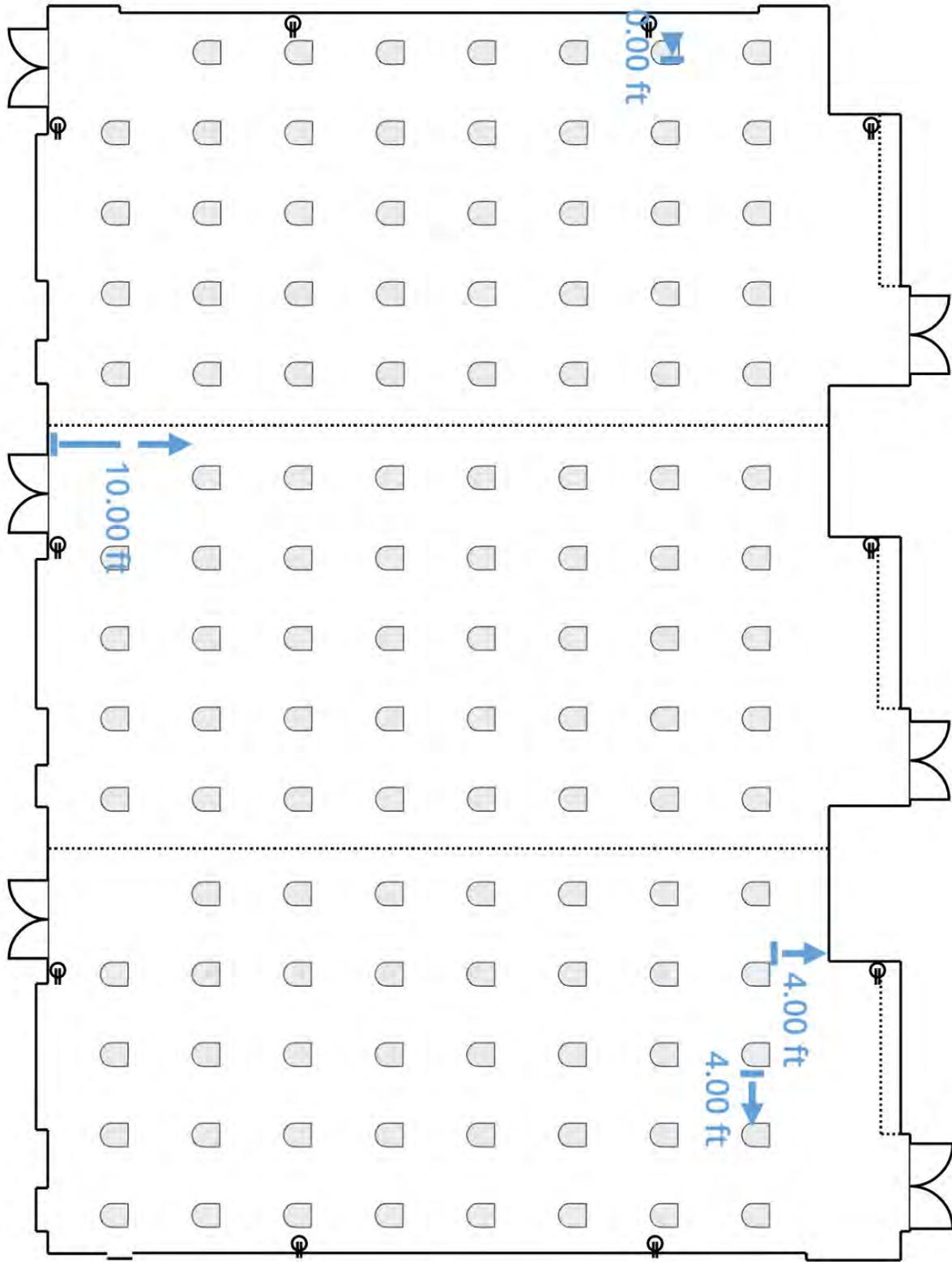
5 Feet



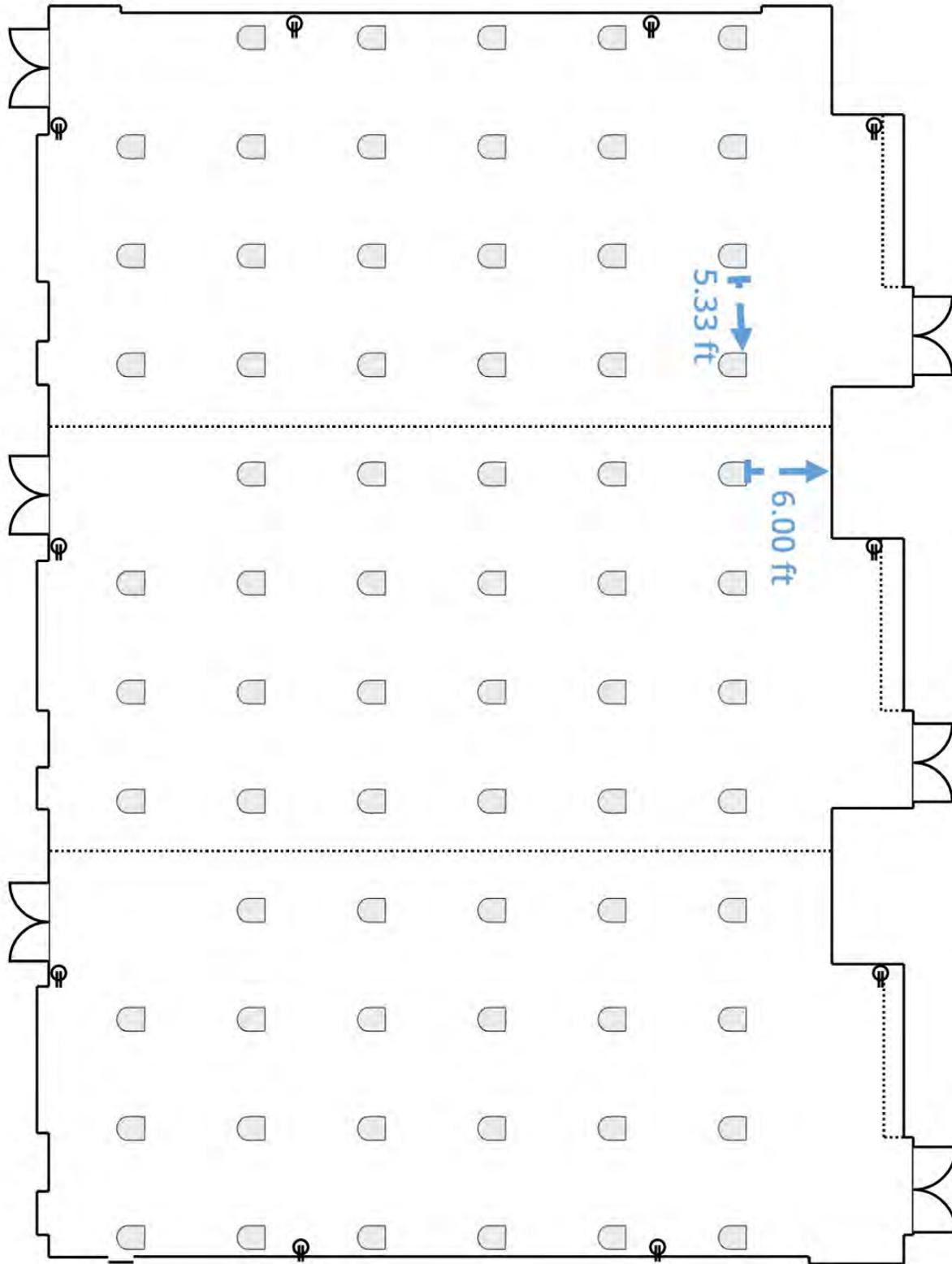
20 Feet



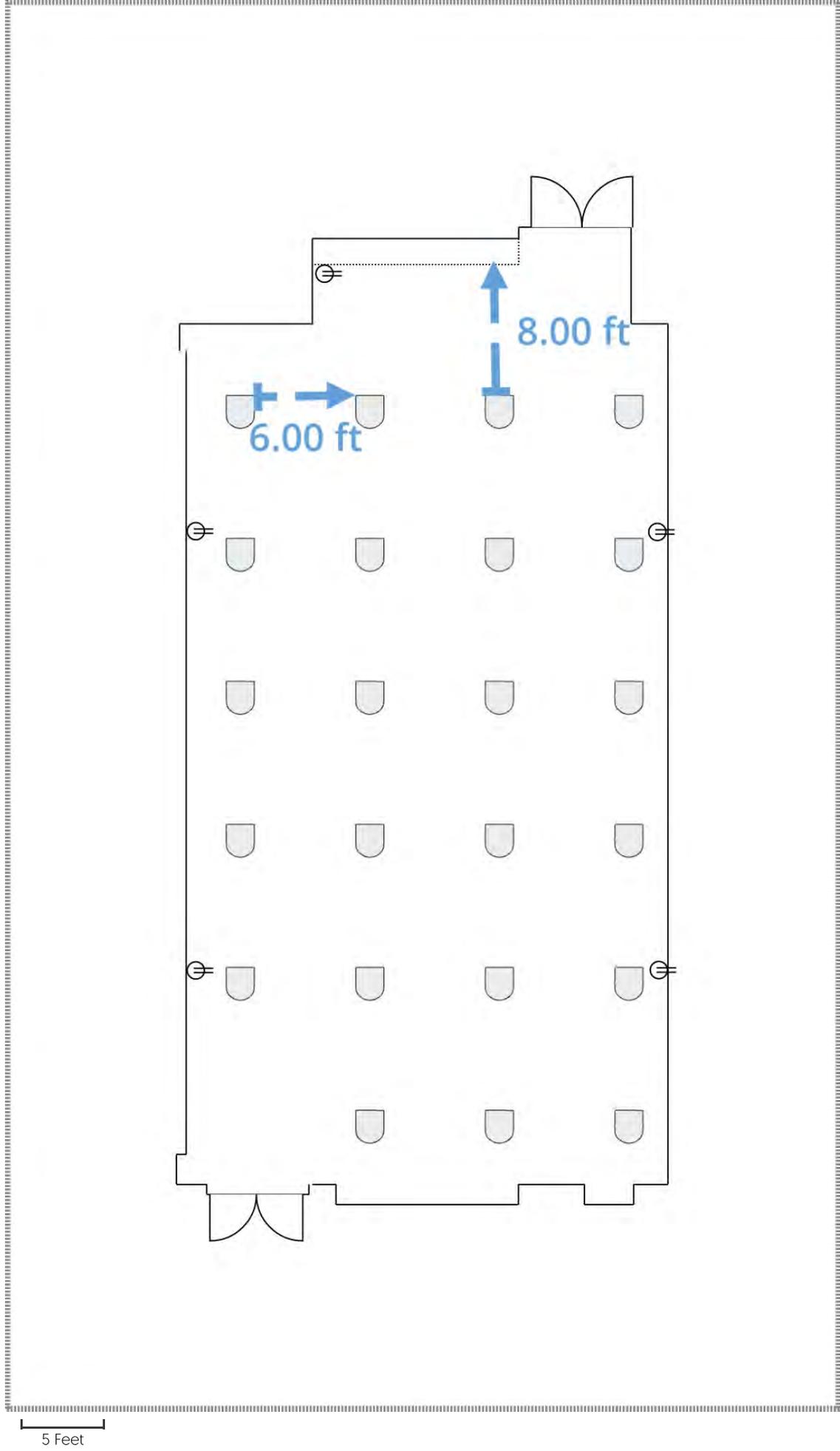
20 Feet

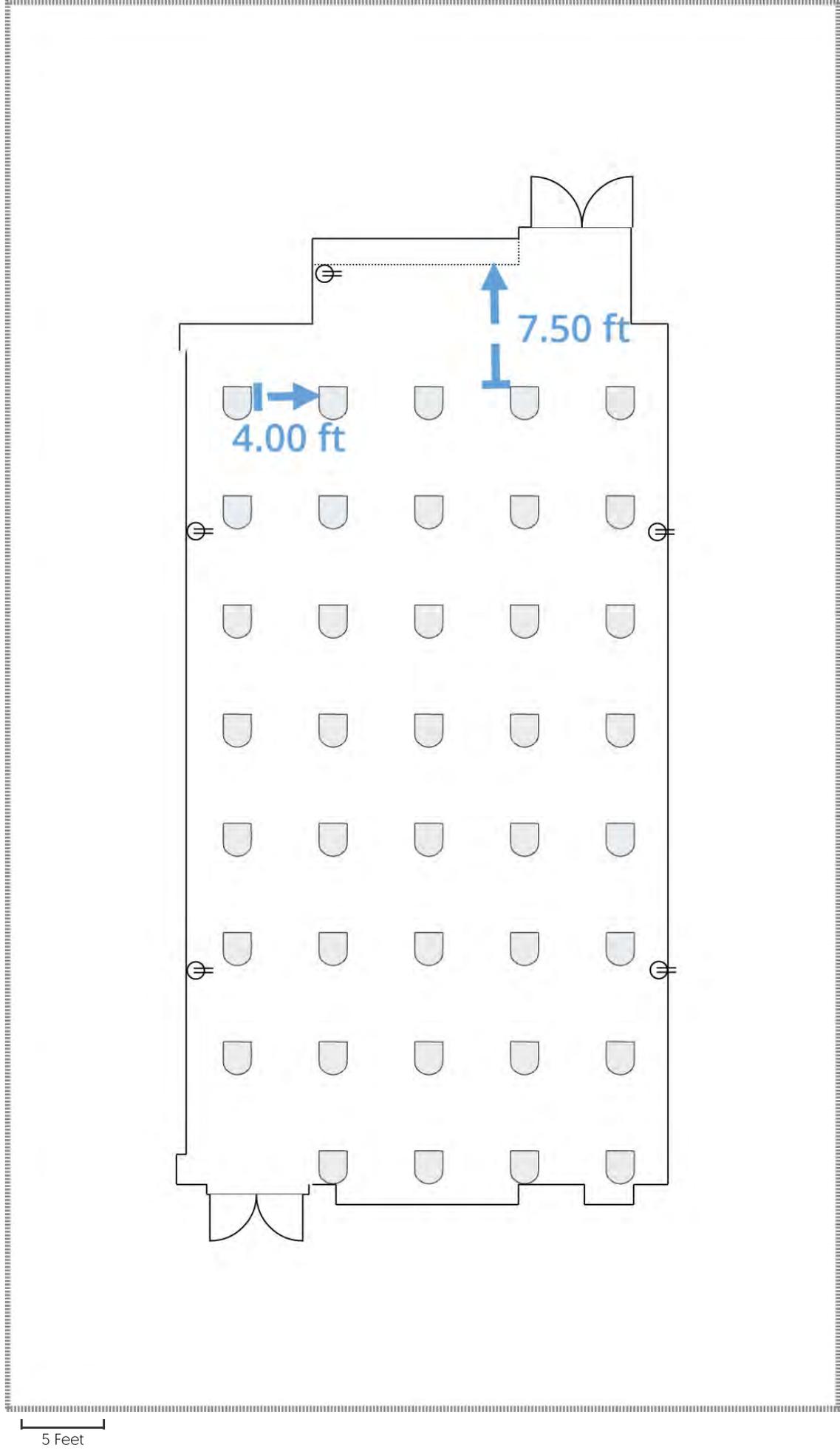


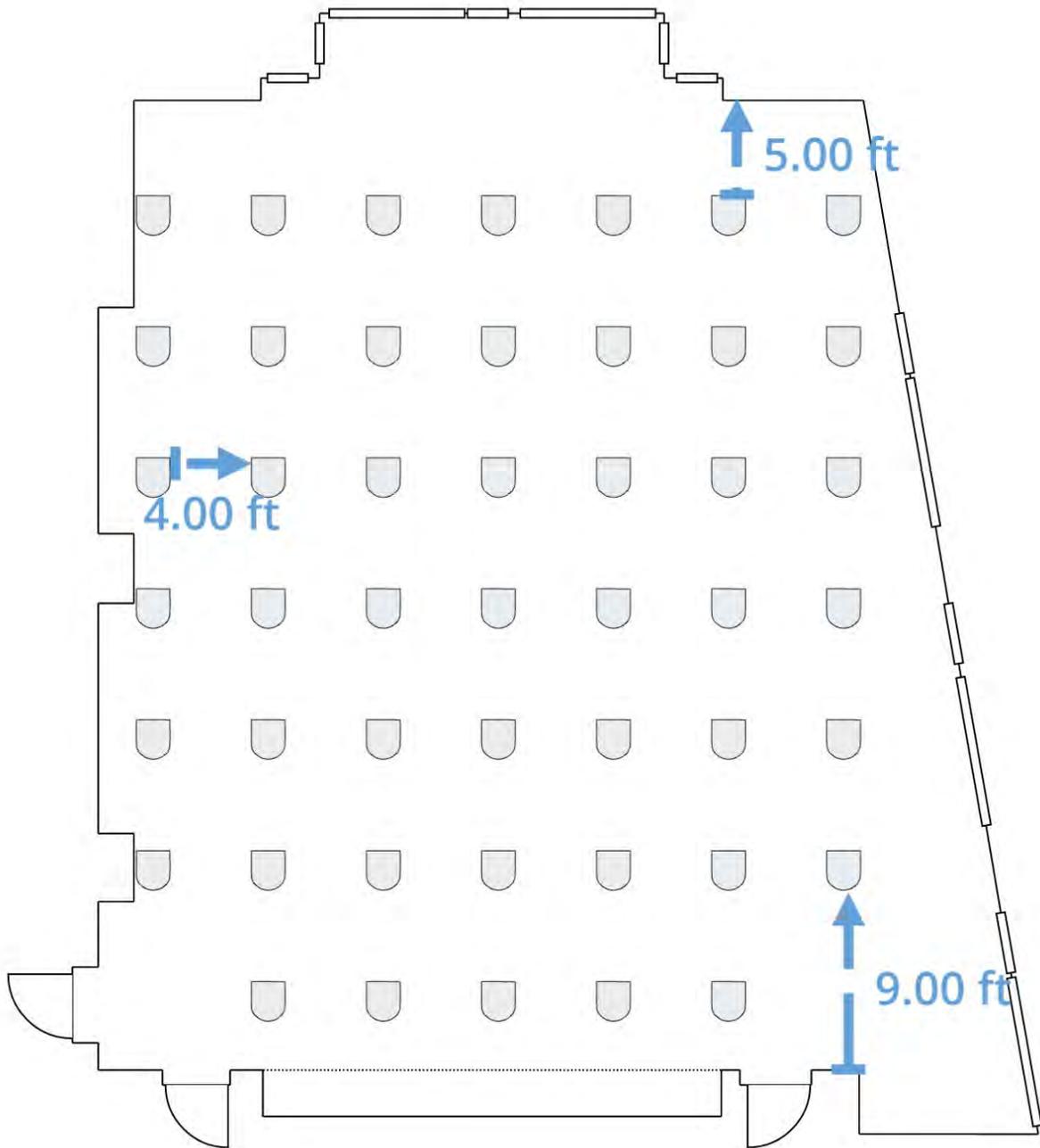
5 Feet



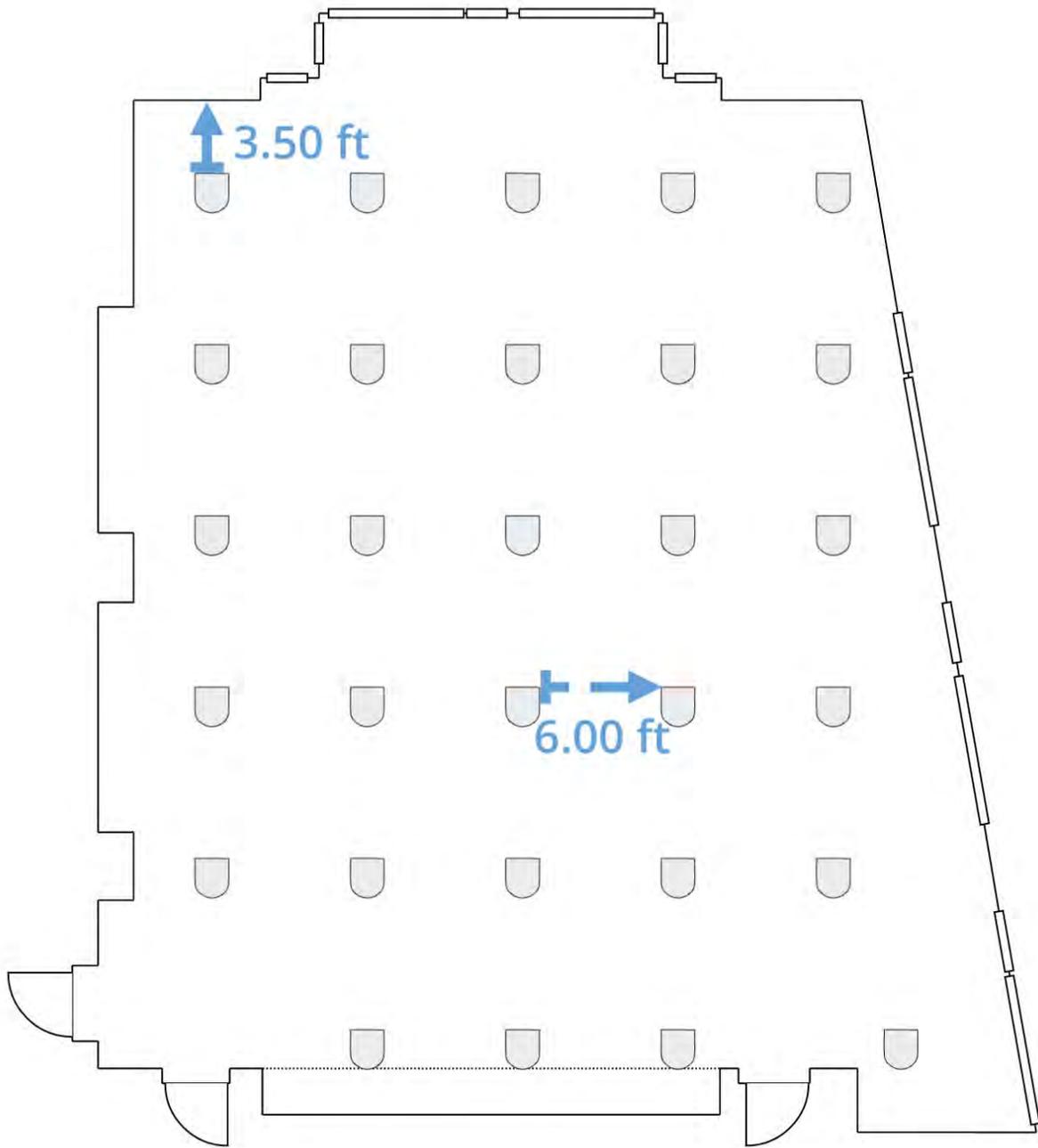
5 Feet



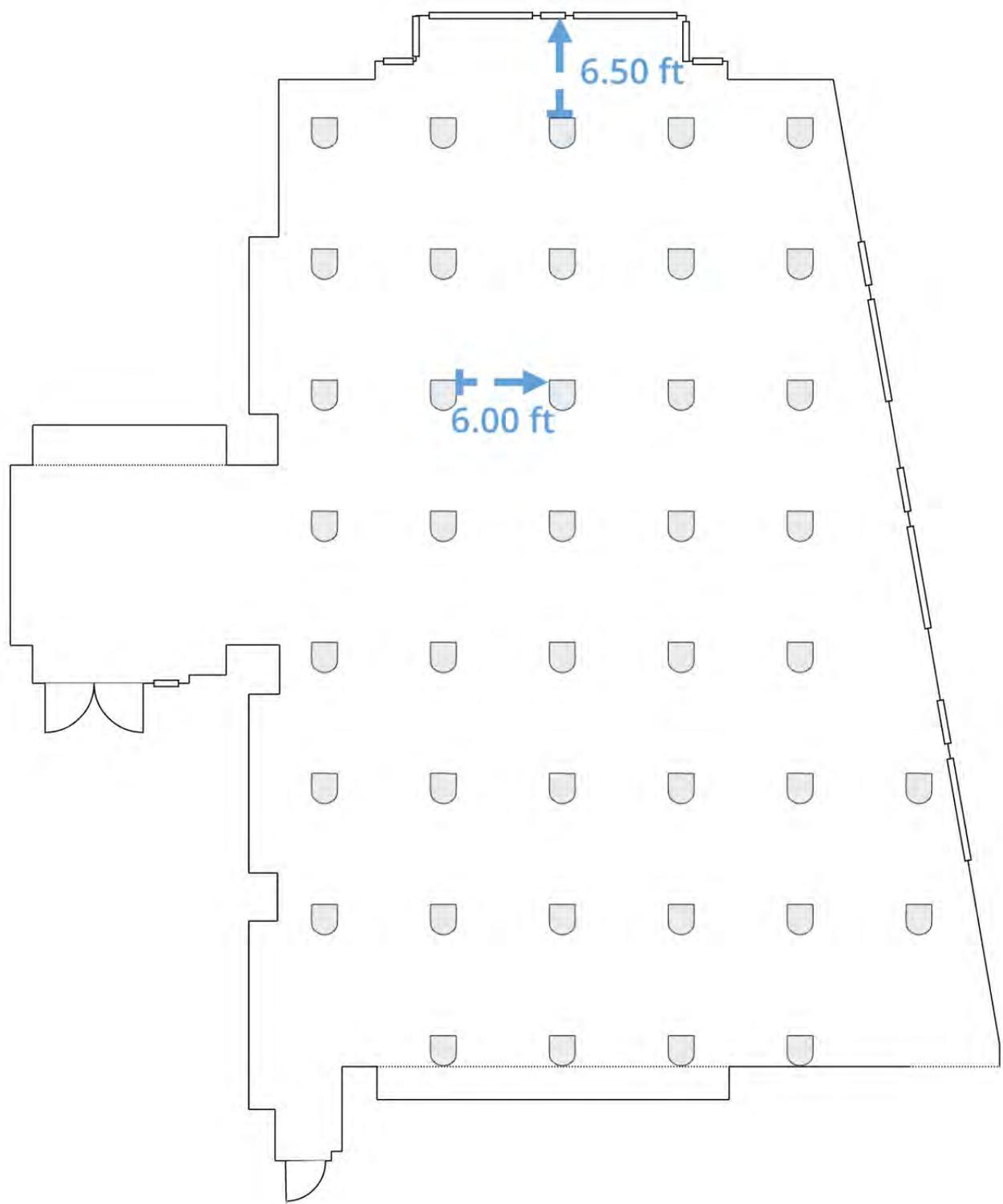




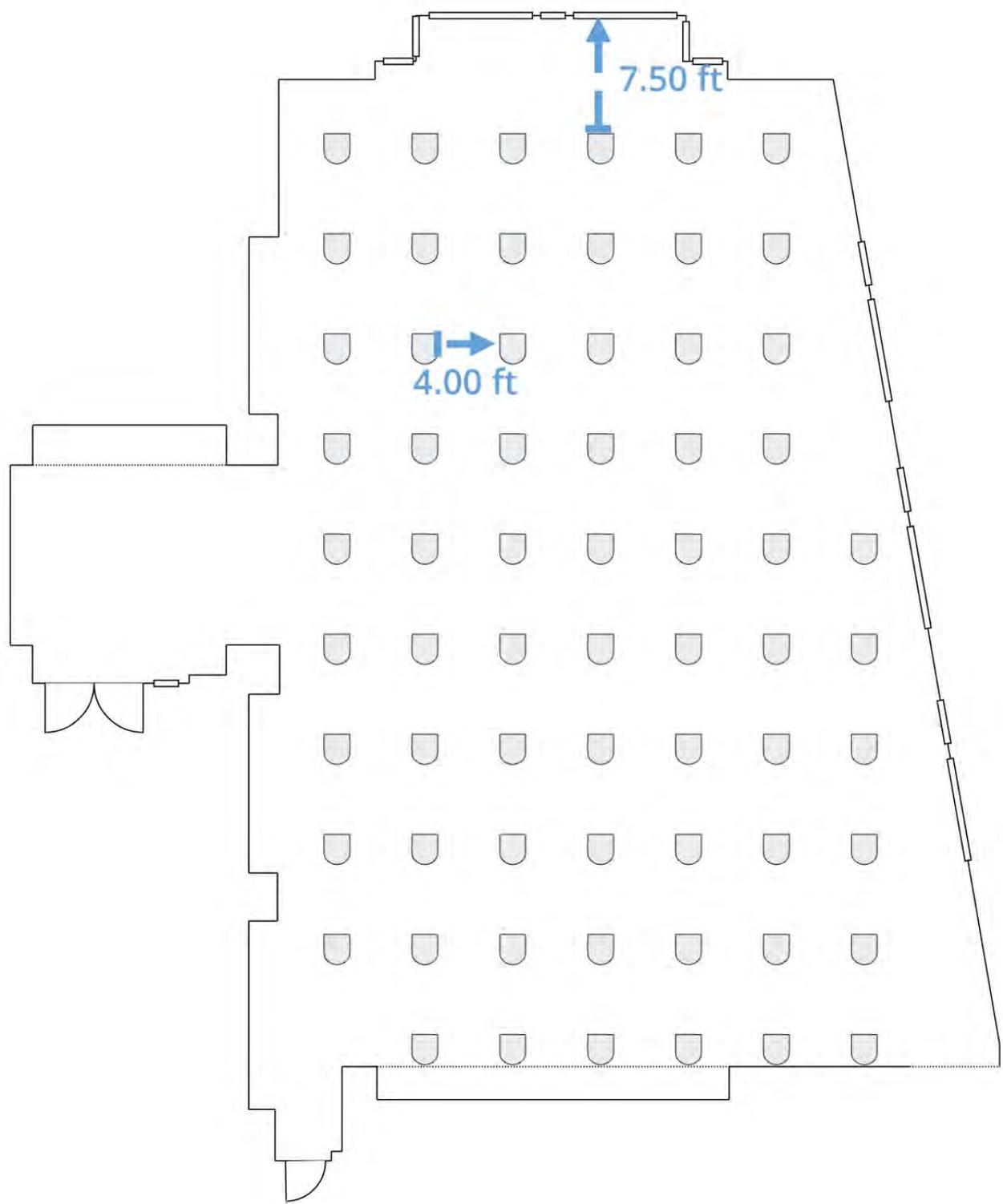
5 Feet



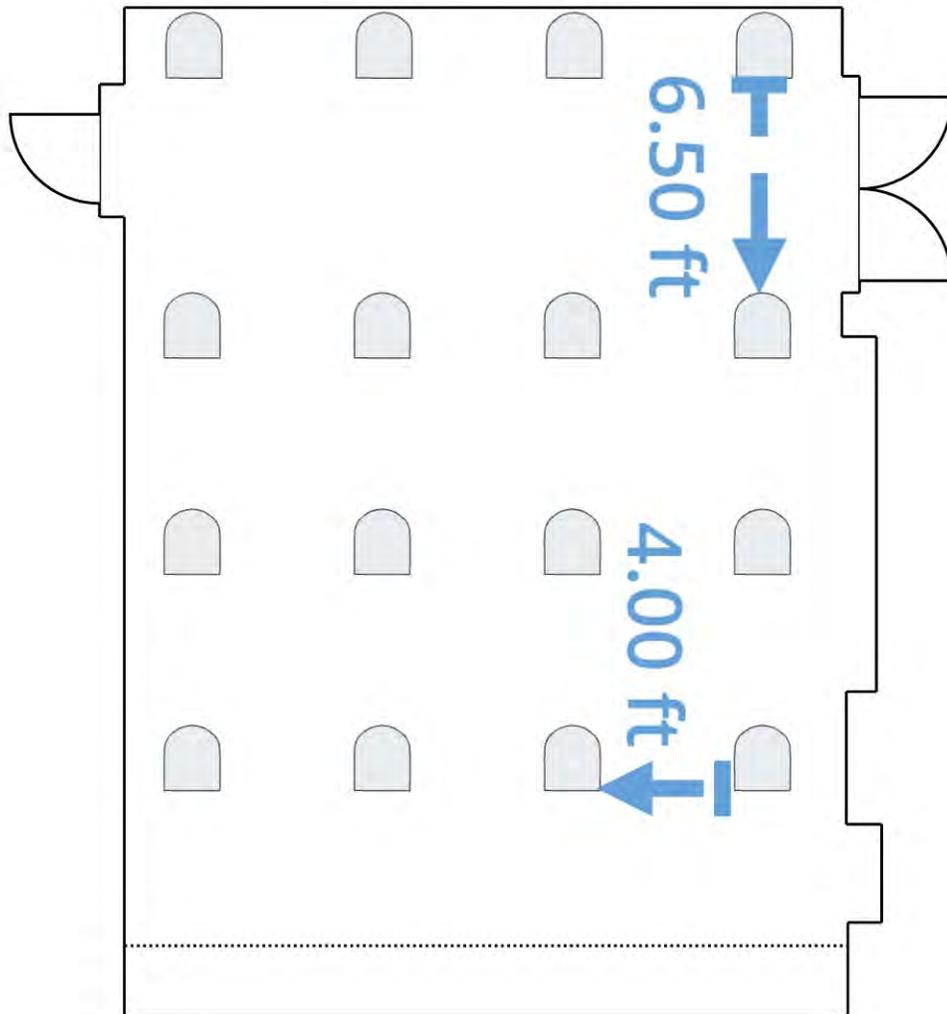
5 Feet



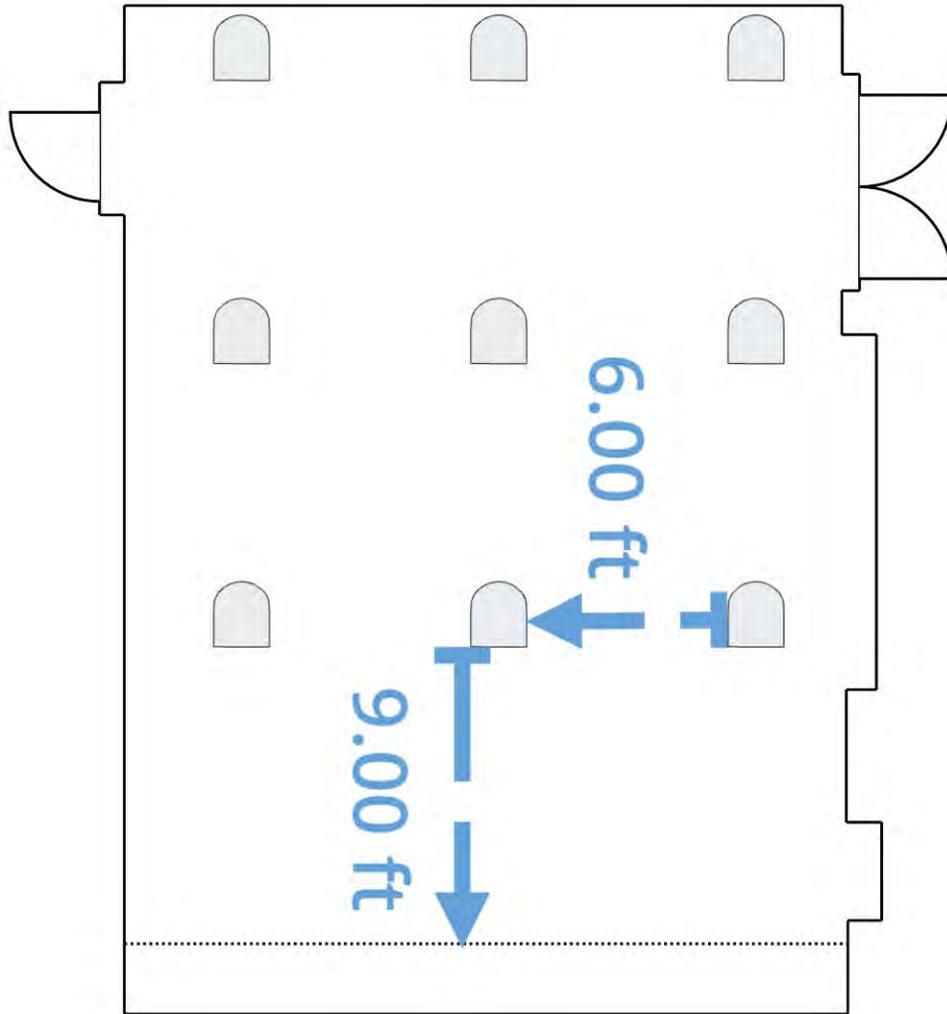
5 Feet



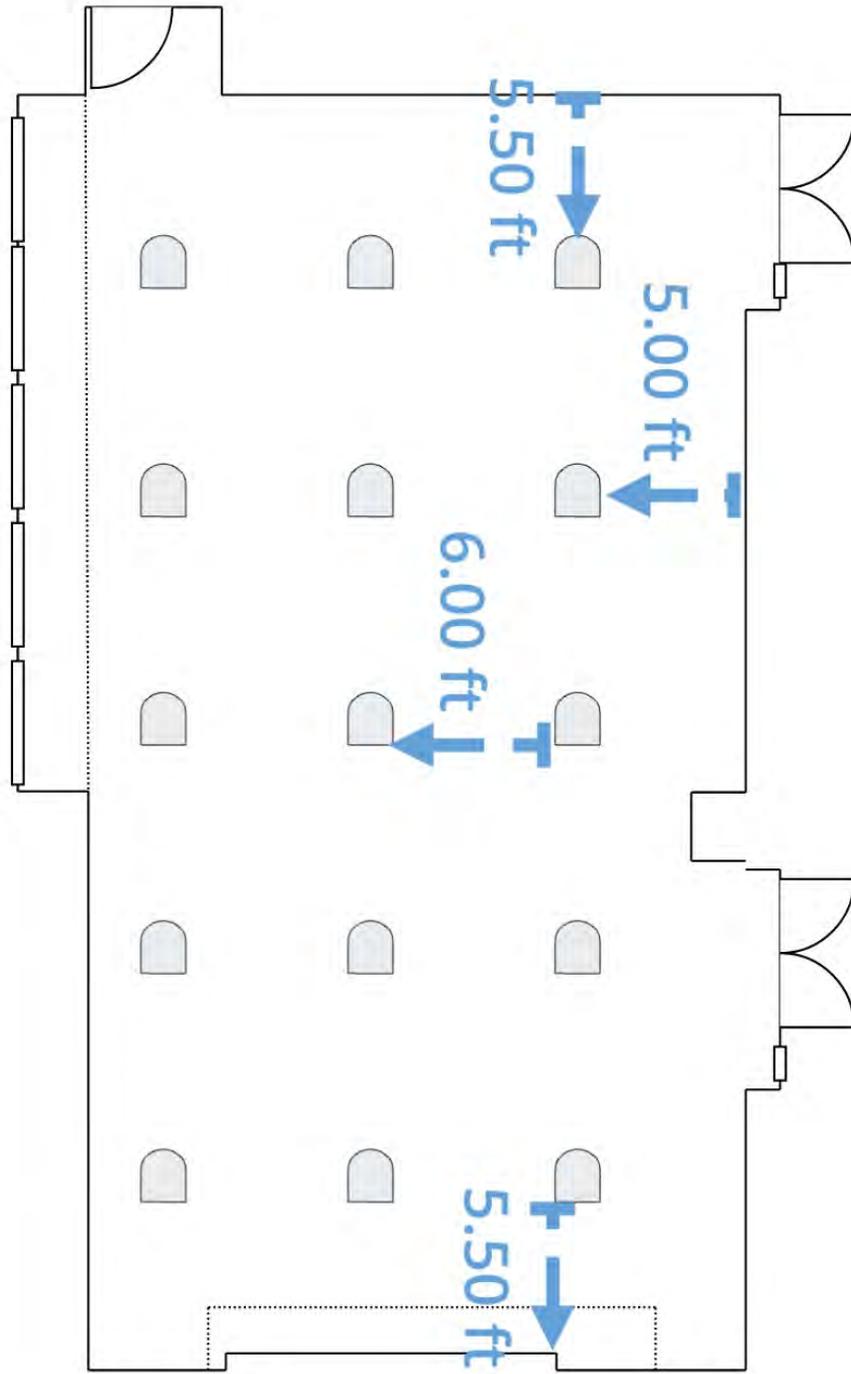
5 Feet



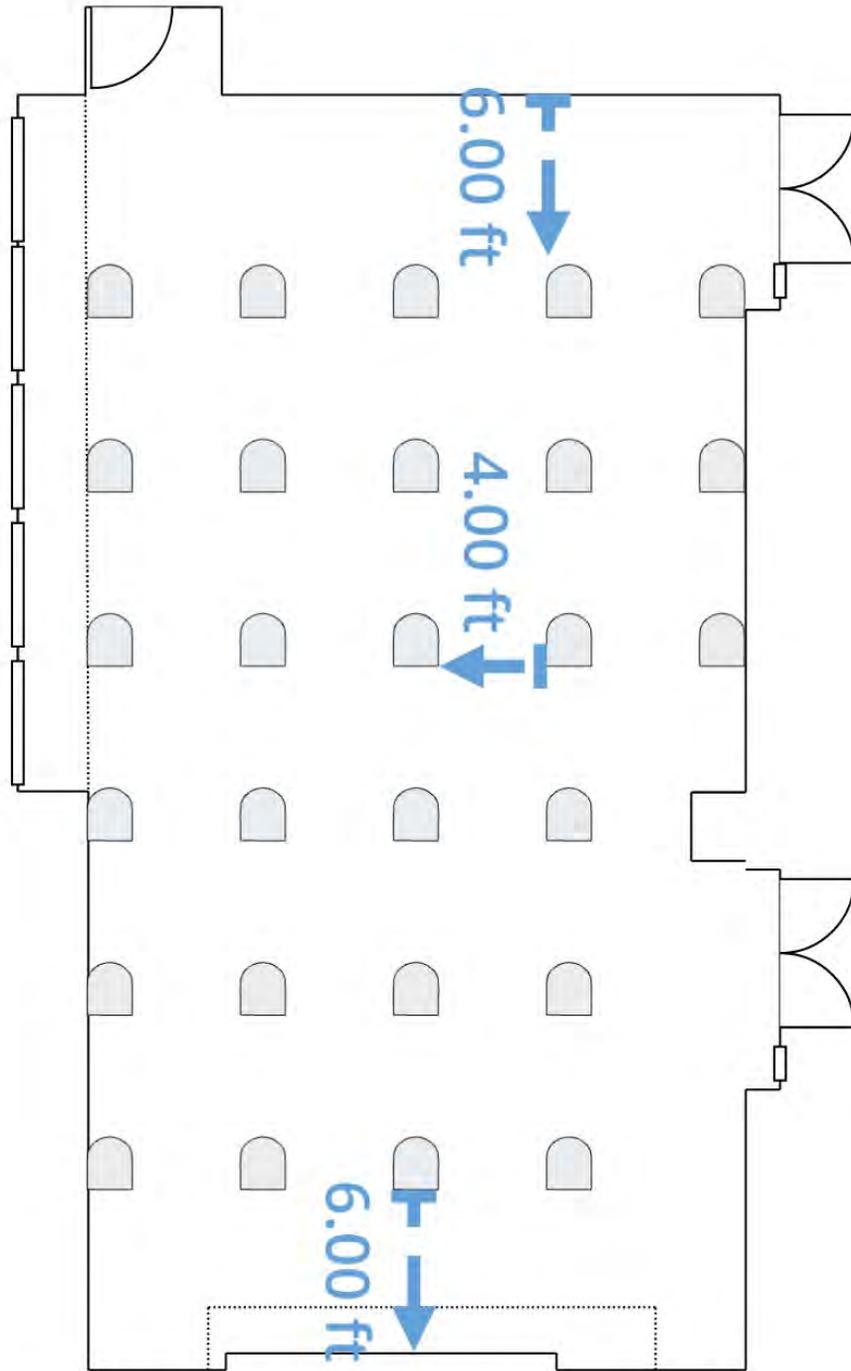
2 Feet



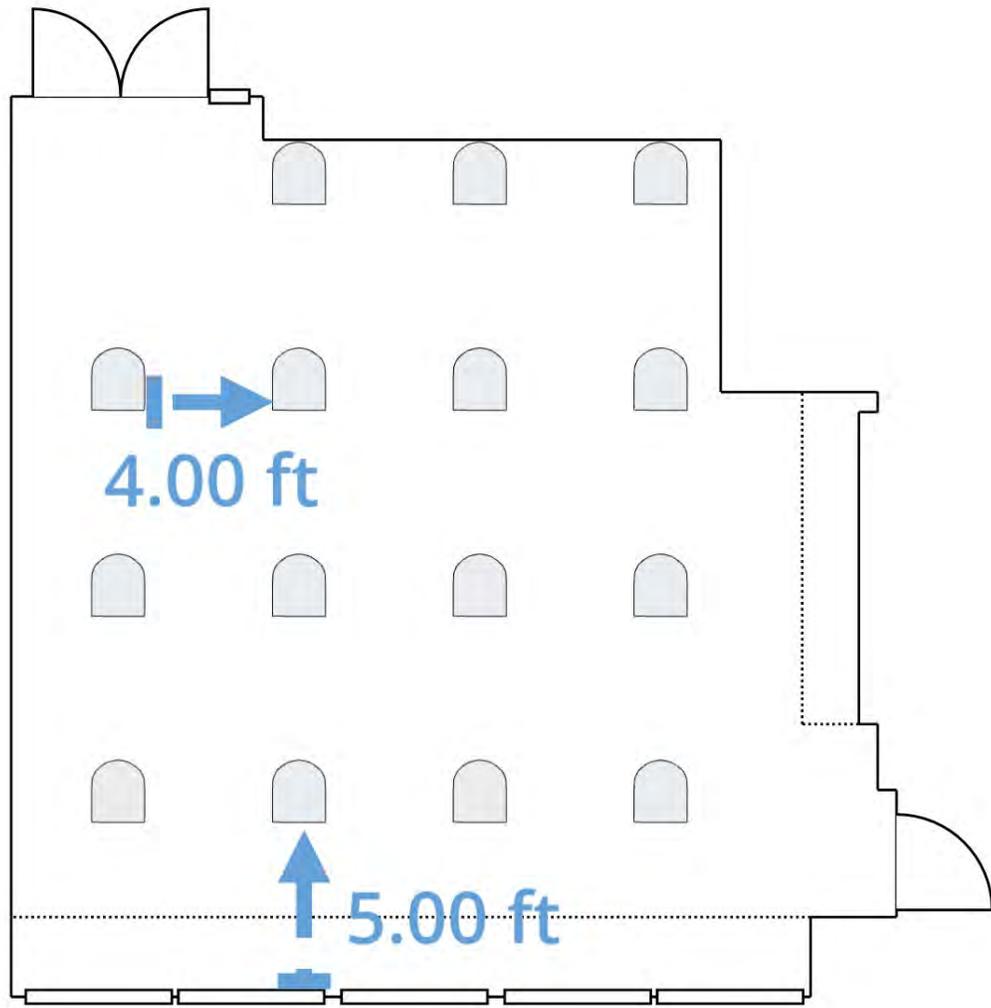
2 Feet



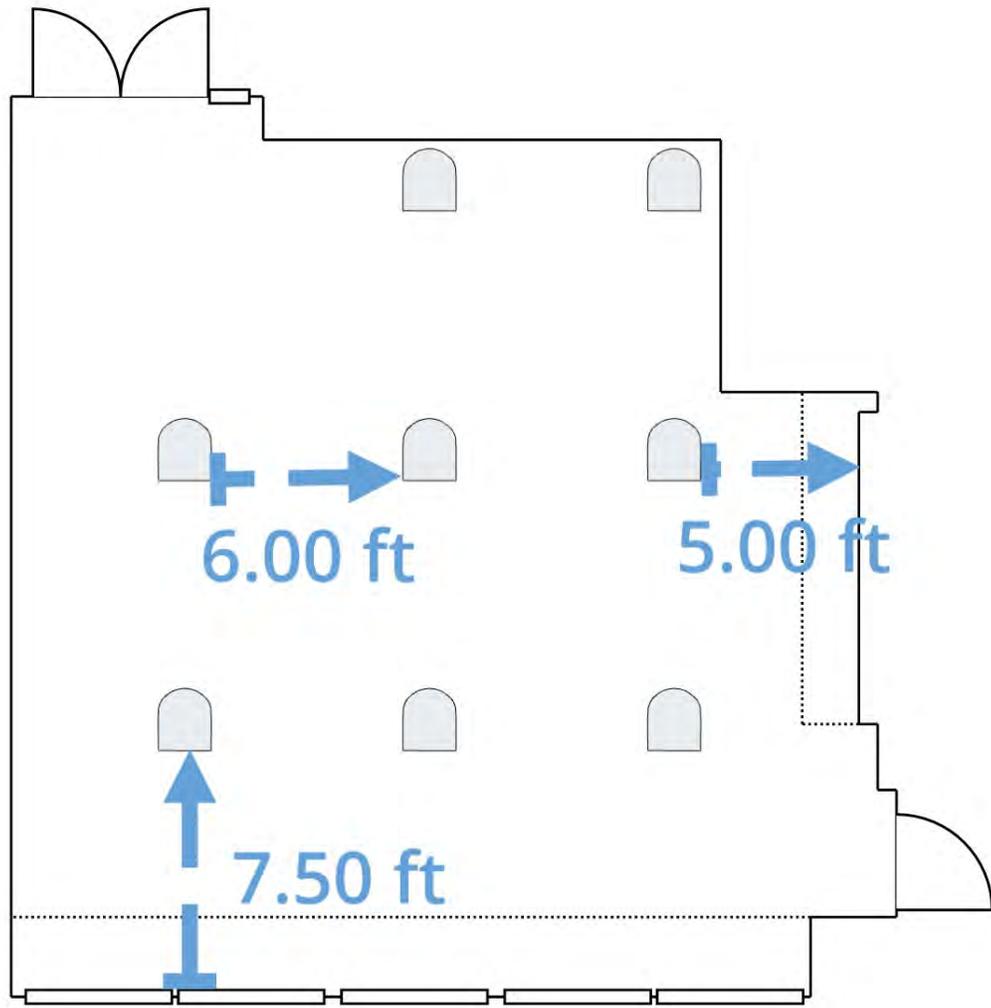
5 Feet



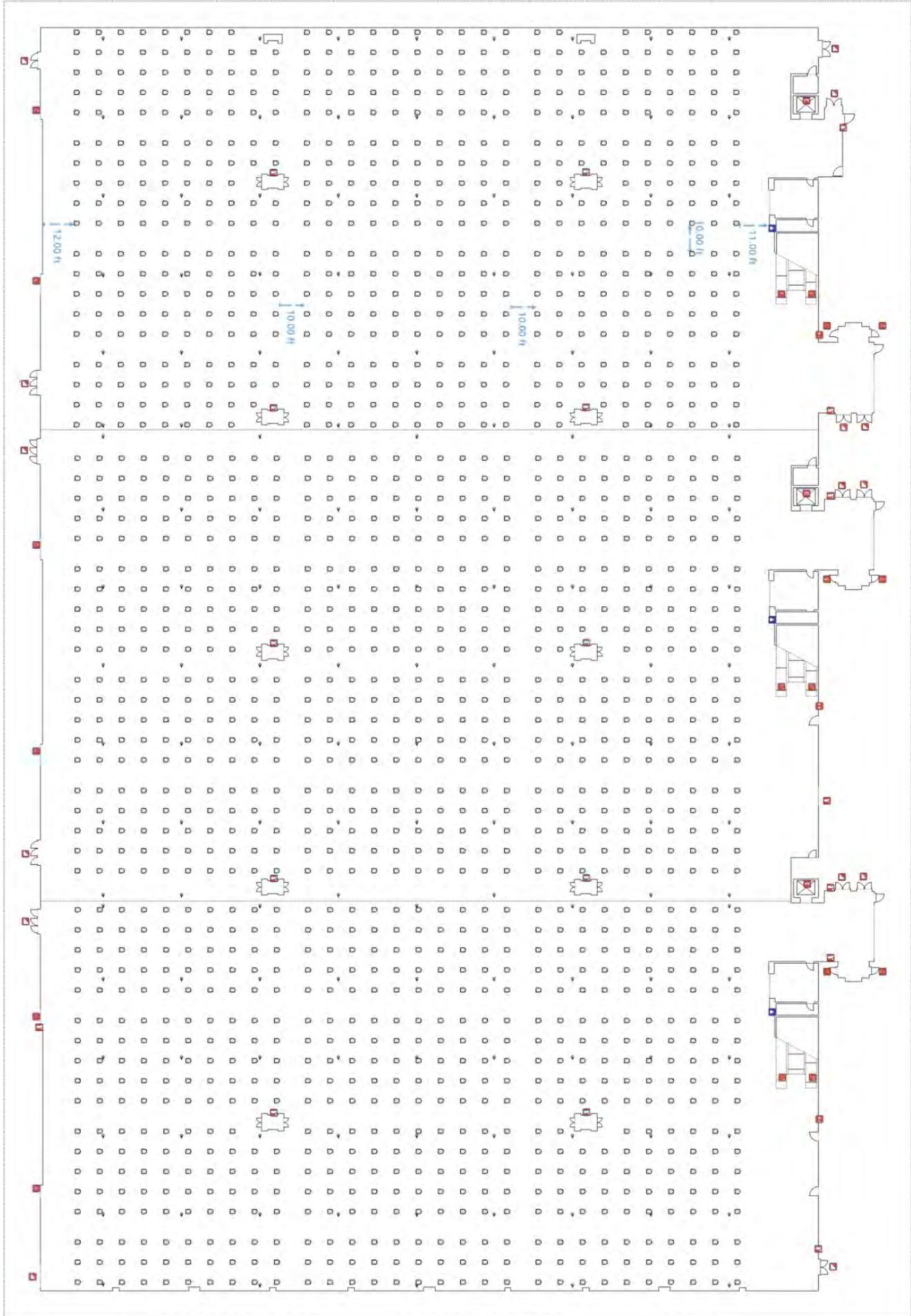
5 Feet



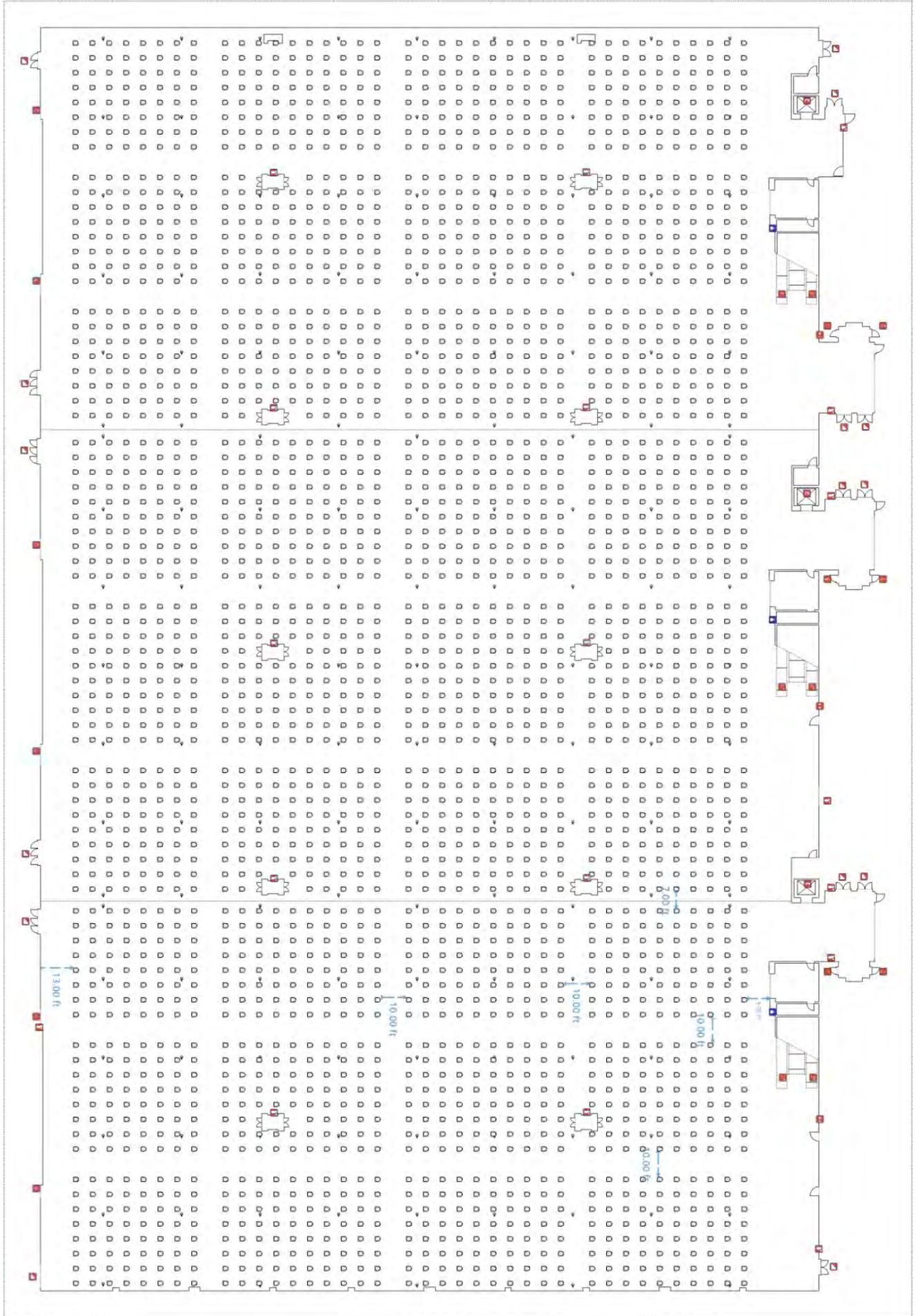
2 Feet



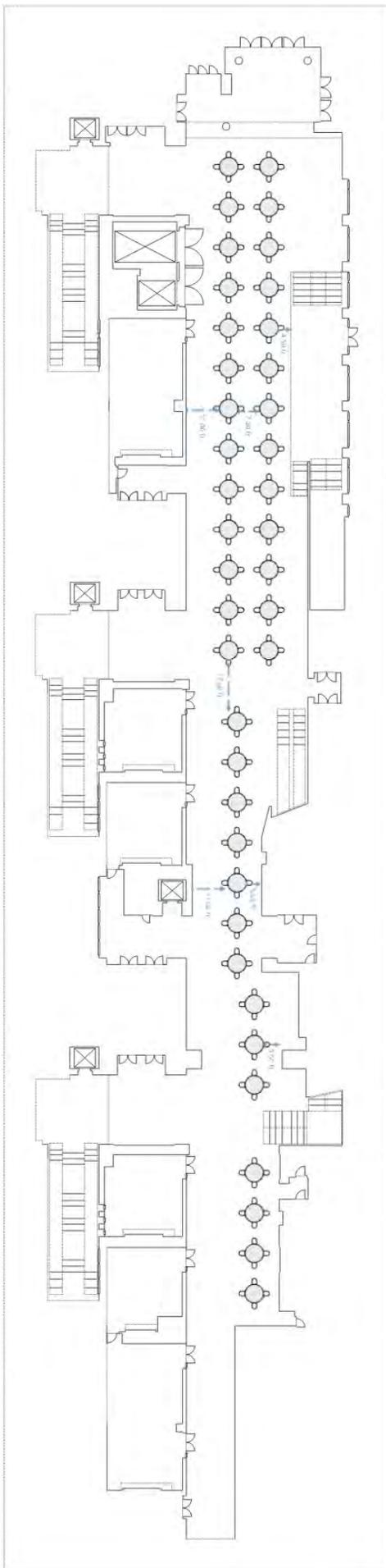
2 Feet



20 Feet



20 Feet



20 Feet