



WCC Facility Event Guide

The Wilmington Convention Center proudly hosts many types of customers with different event needs. The WCC Facility Event Guide highlights a variety of services and equipment, allowing you the flexibility to customize your selection to fit your event's unique and specific needs. A WCC event professional will assist you in creating the ideal package.



WILMINGTON
CONVENTION CENTER



WCC Facility Event Guide

Thank you for considering the Wilmington Convention Center (WCC). The WCC Facility Event Guide is designed to assist you with most event-related issues surrounding your event in the Wilmington Convention Center. The Facility Event Guide also references the Event Lawn which is also managed by SMG. After you have had an opportunity to review the Guide, please do not hesitate to contact any one of our event professionals on staff to help with additional information. For the success of your show, convention, meeting, banquet or wedding, once your event has an executed license agreement with your Sales or Catering Sales Manager, an Event Manager (EM) will be assigned to your event. The staff of the WCC welcomes the opportunity to serve you and your guests.

ADDRESS

Wilmington Convention Center
GPS Address/Delivery: 10 Convention Center Drive
Wilmington, NC 28401
Mailing Address: PO Box 1379
Wilmington, NC 28402
Phone: (910) 251-5101
Facsimile: (910) 251-5102
Website: www.businessmadecasual.com

ADMINISTRATIVE CONTACTS

The SMG Management Team of professionals specializes in the operation and management of convention facilities and food/beverage operations. We invite you to contact these individuals with questions and comments:

General Manager	Fredia Brady	910-386-4321
Director of Operations	Danny Sujanani	910-386-4326
Director of Finance	Sharon Brock	910-386-4322
Director of Food & Beverage	Scott Frazzetta	910-386-4323
Sales & Marketing Manager	Elaine Tricarico	910-386-4325
Catering Sales Manager	Mave Claire	910-386-4324
Catering Sales Manager	Emma Quinnette	910-386-4330
Event Manager	Nikki Fisher	910-386-4341
Event Coordinator	Kelsey Scott	910-386-4328
Banquet Manager	Lauren Newsome	910-386-4327
Operations Manager	Ryan Parry	910-386-4340
Utility/Internet Questions	Nikki Fisher	910-386-4341
Utility/Internet Transactions	Finance Dept.	910-251-5102 (Fax)
Audio –Visual Service(EZAV)	Brian McArtan	910-762-4144

ADMINISTRATIVE OFFICES - HOURS

The SMG Management Offices for the WCC are located on the first floor near the parking deck glass doors access point. Office hours are Monday thru Friday, 8:30am – 5:00pm, except major Holidays.

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ADDITIONAL SPACE

The WCC sales team is on hand if you need to add space to your contract based on availability. Contact your sales manager to create an addendum which modifies your license agreement (contract).

ADVERTISING IN FACILITY

The WCC offers advertising opportunities on our large wall mounted monitors located in key locations throughout the WCC. With over 80,000 guests per year, what better way to get a message out there about your business or event. If your company or association is interested in becoming an advertiser please contact the Sales & Marketing Manager who can assist with the details of those arrangements. (See ADMINISTRATIVE CONTACTS above). All other advertising to include broadcasts, pamphlets, brochures, posters, stickers, banners, displays, etc. must be in conjunction with and while an event is occurring in the WCC and approved by the WCC.

ALCOHOLIC BEVERAGES

The WCC holds a license to exclusively sell alcohol; therefore, no outside alcoholic beverages may be brought into the facility for consumption or re-sale under state law.

AMERICANS WITH DISABILITIES ACT (ADA) ACCESS

The WCC is in compliance with accessibility as defined by the Americans with Disabilities Act (ADA) for wheelchairs and physically challenged. Restrooms and all doorways throughout the WCC are wheelchair accessible. The external Event Lawn is also wheelchair accessible. The WCC Parking Deck contains parking spaces on the 1st and 2nd levels, available on a first come first serve basis, for vehicles with universal accessibility tags. Automated glass doors in the WCC leading to the double elevators to the WCC Parking Deck allow wheelchair access to all four WCC Parking Deck floors. All entrance doors are flush to the floor and are compliant with current ADA standards. We offer a portable lift elevator that can only be located in the Exhibit Hall to provide wheelchair access to stages.

ANIMALS

Animals (with the exception of service dogs for the disabled) are not permitted in the facility unless they are an approved part of contracted entertainment or exhibit. If there are any animals on display/show, their display must be pre-approved by SMG, have proof of up to date vaccinations, must be caged or in a tank, leashed, odor free, free of fecal or waste matter of any kind on premises. All fecal matter will be disposed of off premises.

ARTWORK

The WCC has an extensive art collection throughout and outside the building. The artwork is centered on the early twentieth-century and the cultural and economic development in Downtown Wilmington. Pictures focused on the railroad and maritime life is prevalent. The WCC will not permit placement of items such as chairs, tables, etc. in front of artwork without prior approval.

AUDIO/VISUAL NEEDS

EZAV is the WCC's in-house preferred Audio/Visual services provider. EZAV can provide a full range of audio visual services, sound reinforcement, slide and video projection, teleconferencing, lighting, technical oversight, trussing/ rigging, video production, computer/projection interfacing, etc. As the in-house preferred vendor, EZAV receive special discounts that can be passed along to the customer. With excellent customer service, they can meet all of your Audio/Visual needs.



Brian McArtan bmcartan@ezav.biz info@ezav.biz
18 S. Water Street Wilmington, NC 28401 (910)762-4144

AUTOMATED TELLER MACHINE (ATM)

WCC provides an ATM conveniently located in the Marina Concourse near Ballroom Salon A.

BABYSITTING SERVICE

For the safety and consideration of all guests enjoying their time at the WCC, please prohibit children attending the event from running, horseplay, and misbehaving. We recommend groups with many children in attendance secure a separate room and obtain a bonded professional sitting service to watch children. Babysitting service is at the expense and liability of the Event.

BALLOONS (see DECORATIONS)

BANQUETS (see FOOD & BEVERAGE SERVICES)

BUS TRANSPORTATION (see TRANSPORTATION)

CATERING (see FOOD & BEVERAGE SERVICES)

CLEANING/TRASH REMOVAL

The WCC will provide janitorial service during normal operating hours in concourses and restrooms, plus one thorough cleaning of these same areas after normal business hours. Licensee shall receive and return rented spaces in a floor-swept and debris-free manner. Licensee is responsible for cleaning carpeted aisles and carpeted registration areas, lounges, etc. Licensee is responsible for removal of all crates, pallets, lumber, and packing materials prior to the opening of the show and following move-out.

Specific requests for cleaning/picking up paper or materials during or following a meeting are not included. Cleaning of exhibit booth areas is not included with the rental for exhibition, but can be provided for a fee by WCC personnel. Events which require continual janitorial service throughout the facility require special arrangements to be made with the WCC to hire additional personnel. See ROOM REFRESH.

Service contractors (i.e. show decorators, AV providers, electrical companies, etc.) are to clean daily any freight entrances, docks or crate-storage areas in their care or control as well as remove all floor tape and any tape residue. Failure to remove such tape and/or residue will include a charge to the licensee for such removal.

COAT CHECK

Based on the time of year, a group may request the exclusive WCC coat check service for event guests. This is provided at a rate of \$18.00/attendant/hour minimum four (4) hours as an event expense. As part of that service the WCC will identify space near your event entrance or room based on availability. The WCC will utilize a numbered ticket voucher system and the facility coat racks.

CONCESSIONS (see FOOD & BEVERAGE SERVICES)

CONCOURSES (see PUBLIC AREAS)

CONTRACT (see LICENSE AGREEMENT)

CONVENTION CENTER DRIVE AND CIRCLE

Convention Center Drive and Circle is considered a public street and serves as an access for emergency vehicle access (i.e. fire, medical emergency) and must remain clear of vehicles when event/s is/are running. The Circle and Riverside Concourse serve as a drop-off/pick-up access point for guests providing shuttles and trolleys. All vehicles must be removed immediately after the drop-off/pick-up occurs. Special arrangement for vehicles located in the Circle can be discussed in advance with the EM or Sales Manager. Proper ID provided by the WCC is required to be displayed in window to identify an approved vehicle.

COPYRIGHT/FEEES

Any and all ASCAP, BMI, SESAC or other copyright fees applicable to an event will be the full responsibility of the licensee. Payment of the fees will be made by the user directly to the applicable copyright agency.

CREDIT CARDS

Aside from cash, other accepted forms of payment for services at the WCC include check, Bank check, MasterCard/Visa, and American Express. Credit card payments processed will be charged an additional 3% surcharge. Please see <https://www.businessmadecasual.com/electric-and-utilities-service-payment!>

CUSTOMER EVENT PLANNING CHECKLIST

<i>ITEM (assumed 12-14 months lead time)</i>	<i>Timing</i>	<i>Complete</i>
License Agreement & Facility Event Guide Sent to Client	12-14 mos.	
Client Sign License Agreement and Send Deposit #1 Sales Manager Return Executed License Agreement to Client	12-13 mos.	
Client Review Facility Event Guide, Event Checklist, Internet Requirements Client Discuss Preliminary Event Details, Floor Plan, Move-In/Out Needs, Fire Code with Event Manager/ Audio Visual Need with EZAV Client Submit Floor Plans to Event Manager for Approval	9-12 mos.	
Client Review Food & Beverage Policies, Sign and Return to Catering Sales Manager	4-6 mos.	
Client Send Any Revisions to Floor Plan and Schedule of Events to Event Manager	3 mos.	
Client Select Menus with Catering Sales Manager	3 mos.	
Client Review Banquet Event Order, Sign and Return to Catering Sales Manager	2 mos.	
Client Send General Liability Insurance Certificate to Sales Manager	1 mo.	
Client Submit All Final Event & Audio Visual Specifications, Internet & Electrical Needs, Room Sets, Registration, Shipping, Parking, Move-In/Out, Shuttles, Security, Logos/Signage to Event Manager	1 mo.	
Client Provide Final Guarantee for Food & Beverage to Catering Sales Manager	5 bus days	

DECORATIONS

All decorations used in the building must be flame retardant according to the City of Wilmington fire codes. No decorations may be fastened or taped to walls, columns, floors, equipment, or drapes, and nothing may be suspended from the ceiling without prior written permission from WCC management. Adhesive-backed stickers are prohibited and may not be given out on or affixed to the premises.

Helium Balloons

Helium balloons are not allowed in any part of the WCC for decoration, display, give away or for sale and helium balloons distributed outside the facility shall not be permitted inside the building. Licensee is responsible for informing exhibitors/contractors of this policy. Balloons may cause a safety hazard when they rise, both to the lighting and electrical system housed in the ceiling, and to the facility personnel in retrieval of stray balloons that become entangled in the facility structure. If helium balloons are released for any reason within the facility, there will be a \$20 per balloon fee charged to Licensee for the removal of the balloons from ceilings and air handlers.

Glitter, Streamers, and Confetti

Glitter, streamers, and confetti are not permitted in the WCC. There will be a **\$250** cleanup charge for events using glitter, streamers, and confetti.

Flower Petals, Birdseed, and Bubbles

Flower petals, birdseed, and bubbles are permitted on the Event Lawn of the WCC for ceremonial purposes, but may not be used within the facility. Artificial flower petals are permitted inside the facility. Any costs incurred by the WCC for the removal/clean-up of these items will be charged to the Licensee.

Sparklers

Sparklers are permitted to be used at WCC events but are subject to prior approval. Sparklers must be 10-14 inch long, be used outside only, and be accompanied by several water or sand buckets for dousing flames.

DELIVERIES/ DRAYAGE

The WCCC does not accept or store advance deliveries of freight for events for the Licensee or its exhibitors. Due to limited space, all freight and packages must be shipped to Licensee's General Contractor or delivered direct to the General Contractor at time of load-in. Freight delivered prior to move-in will be refused by WCC staff and small packages arriving greater than 24-hours prior to move-in will also be refused. All freight/ packages must be removed from the facility at the end of the event. WCC is not responsible for materials left after event.

In cases where a General Contractor is not utilized (e.g. small events held in meeting rooms), shipping arrangements must be made with your assigned Event Manager. Storage and handling fees will apply.

Move-in and move-out through the facility concourse areas is strictly limited to hand-carried items. Dollies, flat-beds, pallet jacks, or anything mechanical is prohibited unless entered through the loading dock and taken to its destination via the back of the house. Passenger elevators are designed for passenger use only and are not intended to carry freight.

DEPOSITS

Deposits for Space Rental or other provisions will be indicated in your license agreement and are due according to the payment schedule outlined. Additional deposits for equipment or services may be due prior to your event to cover unanticipated or added costs.

DIAGRAMS/ROOM LAYOUTS (see FLOOR PLANS)

DISASTER EMERGENCY PROCEDURES

In the event of an emergency, the WCC has a plan in place in accordance with the City of Wilmington. We will close the facility and alert our customers accordingly. For more details, please contact our Operations Department.

DRESSING ROOMS

A meeting room can be converted into a dressing room. Please talk with your Sales Manager to reserve space.

ELECTRICAL SERVICES

The Wilmington Convention Center is the exclusive provider of electrical services within the WCC. The WCC Electric and Utilities Service Order Form is available on our website www.businessmadecasual.com and can be provided to show management for distribution to exhibitors (see: <https://www.businessmadecasual.com/electric-and-utilities-service-payment>). Advance ordering and payment is required five (5) days out for all electrical hook-ups from exhibitors to avoid higher rates. The WCC reserves the right to shut-off power to exhibitors/vendors/events without payment for service. To the extent possible, all lines shall be in the rear of the booth line. Ramping is permitted with Fire Marshal approval. All electrical cords, systems or fixtures of any type must be in compliance with the National Electric Code (NEC) and Underwriters Laboratories (UL) approved.

Booth Lighting in Displays

Small round or rectangular fixtures of 250 watt bulbs or less from manufactured modular-display companies are permitted. Lighting fixtures must be secured safely and out of the reach of the public.

Electrical Rates

Note: Rates include one extension cord through the duration of the rental. Rates do not include power strips which are \$25 each, also for the duration of the rental. Labor to hard-wire equipment will be billed at \$40 per hour and will be billed in one-hour increments with a four-hour minimum. Our clients and vendors have the convenience to pay online from the work or home (see: <https://www.businessmadecasual.com/electric-and-utilities-service-payment>! Moreover, we do accept checks as a payment method.

Conditions and Regulations

1. Wall and permanent building utility outlets are not part of booth space and are not to be used by exhibitors, unless specified otherwise.
2. All equipment, regardless of source of power, must comply with all Federal, State and Local Building and Safety Codes.
3. All service connections and overload protection to such equipment must be made by the "WCC House Electrician/Technician" only.
4. All equipment must be properly wired and labeled with complete information as to Amperage, Voltage, Phase, Horsepower, etc.
5. All Exhibitors extension cords/power strips must be of the three-wire grounded type. Residential two prong ungrounded extension cords and power strips are prohibited by Local Building and Safety Codes.
6. All exposed non-current carrying metal parts of fixed equipment, which may become energized, must be grounded.

EMERGENCY MEDICAL SERVICES/ PROCEDURES

The Wilmington Convention Center **REQUIRES** contracted EMT services for certain events at Licensee's expense. The service is charged at an hourly rate and is normally scheduled during event hours. Your Event Manager will confirm the first aid schedule in advance of the event. Licensee at its option may provide such staff from its own resources, provided such staff is responsive to Center's direction and meet the State of North Carolina's standard for Emergency Medical Technician (EMT).

- Public events, sporting events, trade shows and/or events of 1000 or more attendees are required to have emergency medical staff onsite. This requirement is non-waivable.

- Center recommends EMT services for events with meal service of (500) or more with or without alcohol.
- General Manager retains final discretion to require EMT service based upon activities or demographics of any event regardless of size.

EQUIPMENT RENTAL

WCC equipment rentals are based on availability; see WCC Equipment Rental + Inventory/Service/Labor Rates on pages 18-20 of the Facility Event Guide. If equipment is required from outside of this inventory, the equipment may be subject to higher rental rates and/or delivery charges. Any questions should be directed to your EM, Sales or Catering Sales Manager.

EVENT LAWN

- 11,826 sq. ft. [73' x 162'] of contiguous green lawn space just west of the WCC along the Cape Fear River
- Americans with Disability Act (ADA) accessible
- Features electricity [(4) 20 AMP 110 Volt] for AV, lighting, and bands with rates available on the WCC Electric and Utilities Service Order Form
- Tent installation and Audio-Visual equipment for events are permitted with pre-approval (please consult EM with details)
- Food and Beverage provided exclusively by SAVOR...Wilmington, Catering by SMG. For space rental rates, equipment, technical, and Food & Beverage needs, please consult your Catering Sales Manager.

EXHIBIT BOOTHS

No booth sales shall occur until after the Fire Marshal floor plan has been approved. Exhibit booths shall be constructed of noncombustible or limited combustible materials. Draperies, curtains, table coverings and other similar loosely hanging furnishings and decorations shall be flame-retardant as demonstrated by NFPA 701.

Flame Retardant Treatment

All decorations, drapes, signs, banners, acoustical materials, hay, moss, split bamboo, plastic cloth and similar decorative materials shall be flame retardant. Oilcloth, tar paper, sisal paper, nylon, Orlon and other plastic materials that are not retardant are prohibited. Any questionable material will be tested by The Fire Prevention Bureau. The Wilmington Convention Center requires exhibits with enclosed (walls and/or ceilings) areas greater than 100 square ft. but less than 300 square ft., to have a portable fire extinguisher (minimum class 2A10BC). In addition, Exhibits with enclosed (walls and/or ceilings) areas greater than 100 square ft. but, less than 300 square ft. shall be protected with approved single station, battery powered heat detectors. As required by the NFPA 13, single- level exhibit booths greater than 300 sq. ft. shall be protected by automatic extinguishing systems. A single exhibit or group of exhibits with ceilings that do not require sprinklers shall be separated by a minimum of 10 ft. where the aggregate ceiling exceeds 300 sq. ft. Additional fire protection may be necessary as determined by the authority having jurisdiction. Additional fire protection may include an automatic extinguishing system or additional Exhibit Hall Fire Watch personnel.

EXHIBIT HALL

- 30,000 sq. ft. of contiguous exhibit space on one level
- Features Audio Visual, house-sound systems, lighting controls, concessions and internet
- 30-ft. ceilings [to the structural beams] in the primary footprint [est. 24,305 sq. ft. clear span space]
- 14'6" clearance [to the lighting] near Concessions – south end of Exhibit Hall [est. 5,800 sq. ft. clear span- space]
- Drive-in floor access suited for vehicles and large tractor-trailers through three (3) roll-up doors
- Three (3) video monitors over Concessions for visual messaging and directions
- Utility floor ports are located on 30-ft. centers and feature electricity (up to 100A, 208 three phase), drainage, data and phone connections (please see the WCC Electric and Utilities Service Order Form)
- Water is conveniently located on all four columns. Consult your floor plan for location(s) or contact your EM for additional details (please see the WCC Electric and Utilities Service Order Form)
- Concessions is located in the Exhibit Hall [est. 500 sq. ft.] - please see Food and Beverage – Concessions
- Exhibit Hall features natural light with northern exposure windows with shades that are electronically equipped to simultaneously darken the room for general sessions or performances
- The Exhibit Hall is lighted with 250 watt, metal halide lights which provide full illumination in 4 minutes and do not offer a dimming feature

Roll-up Door Measurements

- There are three (3) vehicle access roll-up doors to the Exhibit Hall [Drive On Ramp] - 15' height x 15' wide
- Exhibit Hall to Service hallway – 8' height x 10' width

- There are two (2) street access doors to the Loading [Truck Dock] – 13’6” height x 21’ width
- Truck dock/loading dock to service hallway – 8’ height x 10’ width

Loading Dock

The interior loading dock makes off-loading easy. It features two (2) roll-up doors at Nutt Street. Each outside entry door is 21’ wide by 13’6” height. Once entering the dock, two (2) electric dock levelers can provide easy access for off-loading tractor-trailers, smaller trucks or vans. Two (2) roll-up doors from the dock into the Exhibit Hall are 10’ wide by 8’ high.

Note: We also have 60AMP 3-phase electrical hook-up and (2) 20AMP hard-wired hook-ups in the dock for temporary rental.

EZAV- (see AUDIO-VISUAL NEEDS)

The WCC In-House “Preferred” Audio Visual Provider.

FACILITY HOURS OF OPERATION

WCC event hours of operation may occur between 7am – 12am. For Consumer/Public Shows or meetings, show hours will be no longer than ten (10) consecutive hours per move-in/out or show day. Banquets/Meal functions rates are based on five (5) consecutive hours of active event time. Additional hours for any event are subject to applicable fees (see Sales Managers for details). Consumer Shows or Convention Events beyond ten (10) hours are an additional \$300 per space. Banquet functions over five (5) hours have an additional per person rate per hour (see Catering Sales Manager).

FAX MACHINE (see ADDRESS)

FIRE MARSHAL AND PERMITS

The WCC EM will submit all floor plans/room layouts to the Fire Marshal for approval. Plans shall be submitted in an acceptable form for approval a minimum of sixty (60) days prior to the move-in of any exhibit. The plan will show all details of the exposition, including aisle width, travel distances, exits, and display configuration. Scale will be indicated on all plans. It will be the responsibility of the event promoter and facility representative to ensure compliance for all requirements and life safety issues by the Fire Prevention Bureau. Inspections by a City of Wilmington Fire Marshal are required prior to your event opening for Exhibits in the Exhibit Hall at your expense. Fire Permit Rates: \$45.00/inspection on Monday thru Friday during 8:30am-5:00pm. Saturday, Sunday and all other hours are \$80.00/inspection. The inspection cost is included on a work order for your event. **Note: There may be additional requirements. Any questions should be directed to your EM, who will consult with the City of Wilmington Fire Department Bureau of Fire Prevention.**

FLOOR PLANS

Please refer to our website: www.businessmadecasual.com and click on floor plans. You can then click on any room to see the room layouts in theater, classroom, or banquet style. For meetings and banquets, up to two (2) complimentary custom floor plan diagrams may be created by the WCC Event Manager. Additional floor plans/revisions will be charged at \$35.00 each. For Exhibits, floor plans are required for all events in the WCC and must be approved prior to confirming exhibit space sales as specified in the license agreement. The plans must be submitted to WCC management who will submit to the City of Wilmington Fire Marshal for approval. All physical arrangements not included in the license agreement, booth setup information, and schedules must be presented to WCC management a minimum of sixty (60) days prior to event/s. Upon on-site Fire Marshal inspection, there may be additional need to alter exhibit booths/configuration.

FOOD AND BEVERAGE SERVICES

“SAVOR...Wilmington, Catering by SMG” is the exclusive food and beverage provider for the WCC. No outside food or beverage of any kind may be brought into the facility. An SMG representative will be happy to assist with all arrangements for banquets, breaks, receptions, and concessions needs. See Catering Menus for ideas. Any vendor intending to sample food/beverage products must complete a Sample Food and/or Beverage Distribution Authorization Form in advance. (See Food and Beverage Restrictions)

Concessions

The WCC features a permanent concession area in the Exhibit Hall. In addition, portable stands may be arranged in other areas. Planners are encouraged to coordinate concession requirements early in the planning process to maximize the benefits of food service within your overall exhibit floor plan. Your Sales Manager or Catering Sales Manager will be happy to assist you in determining concession needs and locations. Concession areas may be opened only during selected events or times and minimums may apply. Locations and specific menu items are subject to change as we continue efforts to improve our selection and service.

Food & Beverage Restrictions

Licensees/exhibitors wishing to distribute/dispense their company food or beverage samples without charge MUST obtain

written permission from the SAVOR Food & Beverage Director in advance. These products MUST be the exhibitor's primary product and relate directly to the nature of the show. In addition, the New Hanover County Health Dept. requires any food/beverage samples must be approved and issued a Permit prior to the event to distribute samples to the public. The Sample Food and/or Beverage Distribution Authorization Form (at end of this Facility Event Guide) must be submitted four (4) weeks in advance by exhibitors prior to any food and beverage distribution on the show floor. Exhibitors or Licensees wishing to promote booth traffic (i.e., popcorn, bottled water, snacks, etc.) must purchase those food and beverage items through SAVOR...Wilmington's Food & Beverage department. Menus are available upon request.

FOOD DONATIONS

For health and safety reasons, food may not be brought in or removed from the WCC. Any remaining food following an event is donated at SAVOR...Wilmington's sole discretion to agencies feeding the underprivileged under regulated conditions.

FORMS

Forms are located in the back portion of Facility Event Guide or online at www.businessmadecasual.com.

- Sample Food and/or Beverage Distribution Authorization Form (page 22)
- Certificate of Insurance Form (See Insurance section of Facility Event Guide or License Agreement) (page 23)
- Website Event Posting Form (page 24)

GENERAL CONTRACTORS/DECORATORS

Licensees of the WCC may select their own approved decorator.

GRATUITIES

We appreciate your generosity; however, it is against SMG policy for any employee to accept gratuities and/or gifts of significant value from a Licensee.

HAZARDOUS WASTE MATERIALS DISPOSAL

Chemicals, solvents and/or solutions considered hazardous may not be disposed of through the sewer lines or drains of the WCC. Any materials that are brought into the facility must be accompanied by applicable Material Safety Data Sheets.

Neutralizers may be available to render some chemicals harmless. If you are not sure of the product being utilized, please check with the manufacturer.

All items must be handled and disposed of in accordance with the latest Environmental Protection Agency regulations at the time of your event. Exhibitors using these items are completely responsible for their removal from the Wilmington Convention Center property. Please check with Official Cleaning Service Supplier prior to your event to make the necessary disposal arrangements of any hazardous waste materials.

HOURS OF OPERATION (see FACILITY HOURS)

INFORMATION DISPLAY MONITORS

The WCC has eight (8) 52" wall-mounted monitors located throughout the concourses and Exhibit Hall that will display general information about your event (event name, room number, event time), at no charge. If you would like to display a custom presentation on the display boards during the event, please contact your Event Manager for specific requirements and associated fees.

INSURANCE

Licensees of WCC premise must have insurance coverage in effect during the entire License Agreement period, including move-in, event days, and move-out. Details concerning insurance coverage are also specified in the License Agreement. For any and all of your Insurance needs, consult with your Sales Manager or please contact our Accounting Manager at (910)386-4345.

All certificates and endorsements shall be furnished a minimum of thirty (30) days before the first day of occupancy by the licensee. Certified copies shall provide that such coverage may not be canceled without thirty (30) days advance notice to SMG and the City of Wilmington.

The General Manager, or his/her designee, reserves the right to cancel the event or to cause the License Agreement to be terminated upon failure of licensee to provide proper verification of insurance within the specified period.

Requirements for Certificate of Insurance

1. Originals only – NO photocopies.
2. **Name of Insured on certificate must be identical to the name on the License Agreement.**
3. Certificate Holder must read:

SMG – Wilmington Convention Center
10 Convention Center Drive Wilmington, NC 28401

4. Description of Operations on the certificate must disclose:
Additional Insured Include: "SMG, WILMINGTON CONVENTION CENTER, CITY OF WILMINGTON, THEIR OFFICERS, AGENTS, AND EMPLOYEES ARE INCLUDED AS ADDITIONAL INSURED WHERE REQUIRED BY WRITTEN CONTRACT AS RESPECTS "name of event" EVENT HELD "date of event"."
5. Cancellation – must be for thirty (30) days
Contractor shall furnish insurance against any and all loss or claims arising out of the operations of its agents, employees, sub-contractors, or invitees for the protection of SMG, their officers, directors, employees, and agents. Said insurance shall be maintained with firms duly authorized to do business in North Carolina and holding a rating of A or better in the current Best's Manuals.
 - A. Commercial General Liability
\$1,000,000.00 Bodily Injury and Property Damage per occurrence. Coverage shall include: Premises and Operations, Contractual, Personal Injury, Independent Contractors and broad form property damage, including completed operations.
 - B. Automobile Liability

Bodily Injury	Property Damage
\$500,000 Per Person	\$250,000 Per Accident
	\$1,000,000 Combined Single Limit
 - C. Employers' Liability
 - a. \$100,000 Each Accident
 - b. \$100,000 Each Employee
 - c. \$500,000 Aggregate
 - D. Worker's Compensation
North Carolina Statutory Limits

Please reference the **Certificate of Insurance example – UNDER FORMS (in back of Facility Event Guide)**. The form is a sample certificate of insurance with highlighted text required per WCC User License Agreement approved by the City of Wilmington.

INSURANCE PROGRAM BY SMG: MVP

SMG can offer an insurance policy for a variety of events based on event type or activities of the event. The standard meeting, banquet, seminar (Type 1) retails for \$.70 per person/per day with a minimum of \$250.00 per policy, whichever is greater for a \$1 million policy. For public shows or events requiring SMG insurance, a gate counter must be used for entrance to the event to have an accurate count.

If your event requires a \$2 million policy for events or activities considered to be higher risk, the rate is \$1.25 per person/per day with a \$500.00 minimum per policy. These may include, but not be limited to sports activities, concerts, etc.

INTERNET

WCC is the exclusive provider for wired and wireless network services at the WCC. This includes the Exhibit Hall, Meeting Rooms, and exterior areas. Higher speed access connections should be purchased for requirements above 256kbps – these wireless options are available for purchase once on-site (please see: <https://www.businessmadecasual.com/electric-and-utilities-service-payment>). Our rates are based on a per device charge 24 hours within all areas.

The customer and its exhibitors accept complete responsibility to ensure that all files are adequately protected. WCC is not responsible for customer's failure to do so, or for the cost of reconstructing data stored on disc files, tapes, memories, etc., lost during the performance of service under this Agreement. WCC will not be held liable for loss of funds contained in, dispensed by, or associated with any services under this Agreement.

Wired Services Order Request and Payment

The WCC Electric and Utilities Service Order Form must be received with full payment and/or credit card authorization five (5) business days prior to the start of show to qualify for the advanced rate. Orders received inside of the five (5) business day period will be charged the standard rate. Orders received for wired services will go through our automated system and will require a credit card for payment. For a wired connection, show name and booth location must be identified to process your order. All requests for credit and/or refunds should be directed to the WCC. Credit cannot be given for service installed and not used. Refunds will not be granted for service installed and deemed inoperative due to faulty exhibitor equipment

or off-site service problems.

For a **private wired connection**, you will receive access to the Internet via the Cat5 cable installed at your location.

Wireless Services

For a wireless connection, please purchase a ticket for the level of service desired. The ticket will provide a user name, password and network information. (Please see: <https://www.businessmadecasual.com/electric-and-utilities-service-payment>.)

Public IP addresses are available upon request prior to an event. Please see staff for a quote.

Please Note: The Internet is a public domain. We do not guarantee the performance of any connection beyond the facility. WCC has no control over, nor is it responsible for the external performance once the network traffic leaves the WCC network. It is then received by the ISP's POP router and beyond. **REMEMBER, ONE (1) CONNECTION MUST BE ORDERED FOR EACH DEVICE TO BE CONNECTED TO THE INTERNET. NO ROUTERS, DHCP SERVERS, NAT SERVERS, PROXY SERVERS, STREAMING APPLICATIONS OR VOIP ARE ALLOWED WITH ANY OF OUR SERVICES. IF YOU REQUIRE ANY OF THESE SERVICES, WE WILL FACILITATE YOUR REQUEST WITH A WRITTEN QUOTATION. NO WIRELESS ACCESS POINTS ARE ALLOWED ON THE NETWORK WITHOUT WCC PRIOR WRITTEN CONSENT. IF YOU REQUIRE YOUR OWN WIRELESS NETWORK WITHIN YOUR LOCATION, WE WILL ACCOMMODATE YOUR REQUEST WITH A WRITTEN QUOTATION. PLEASE SUBMIT REQUEST THIRTY (30)-DAYS PRIOR TO EVENT TO FACILITATE YOUR NEEDS.**

Cancellation of Internet Services

WCC must be notified in writing two (2) weeks prior to the show date to cancel an Internet Access Order. The cancellation fee will be based on the technician hourly rate communicated in advance. Orders placed inside two (2) weeks of the show cannot be cancelled and are non-refundable.

INVENTORY

See WCC Equipment Rental + Inventory/Service/Labor Rates on pages 18-20 of the Facility Event Guide.

LABOR

See WCC Equipment Rental + Inventory/Service/Labor Rates on pages 18-20 of the Facility Event Guide.

LEED CERTIFICATION



Wilmington's commitment to a sustainable environment is reflected in the design and practices of the riverfront Wilmington Convention Center. From the drawing board, building with sustainability in mind has been a number one priority, and the finished center is an eco-friendly, LEED-certified at the Silver Level building that doesn't cut corners when it comes to environmental responsibility. Therefore smoking of any products is not permitted on property. See our website for further GREEN initiatives.

LICENSE AGREEMENT (CONTRACT)

Facility space and dates are considered confirmed or under contractual commitment only upon execution of a License Agreement (a.k.a. contract) by the Licensee and the WCC specifying all details of the commitment, and receipt of specified deposit. Space and dates are considered tentative until that time. A License Agreement is required for all events held at the WCC.

LIGHTING (see EXHIBIT HALL)

LOADING DOCK (see EXHIBIT HALL)

MARSHALING

The WCC does not have a marshaling yard; however, your EM can assist you, and/or your general contractor should you wish to research leasing these areas. All truck marshaling and storage requirements must be reviewed with your EM no later than thirty (30) days prior to event to ensure a smooth operation for your exhibitors and contractors. Your EM can help determine space availability and coordinate usage of dock and public areas with other concurrent events.

MATERIAL HANDLING/ DELIVERIES

Licensees of the WCC may select their own drayage company. Most general contractors/drayage companies working within the WCC may have arrangements with local storage companies to handle early shipments of freight.

MEETING ROOMS (see ROOM SETS)

MOVE-IN/MOVE-OUT

Move-in/move-out hours must be coordinated in advance with the Sales Manager. Any deviation from designated hours

may be subject to additional fees. Move-in/move-out for additional hours may be arranged at a rate of \$100 per hour. Move-in/out over Terrazzo Floor may require floor covering using carpet to protect the floor. Repairs for damage of any flooring surface by your exhibitors/vendors/guests will be charged to your event. The repair for damages will be based on labor, materials, machinery, and vendor services required.

O.S.H.A. REGULATIONS

Compliance with O.S.H.A. regulations is the responsibility of the licensee and its contractors.

PARKING

The WCC is attached to a convenient City of Wilmington owned public parking deck which can currently house up to 578 automobiles. The Parking Deck features ADA (Americans with Disability Act) accessible spaces and elevators leading into the WCC. The Parking Deck is used for event parking and public parking and is managed by Lanier Parking who can be reached at (910) 343-1119. All parking rates are regulated by the City of Wilmington. The daily parking fee is currently \$3.00 for the first hour, \$2.00 for the 2nd & 3rd hours each, and \$1.00 each hour thereafter with a maximum of \$13.00 for up to 24hrs. There are no available permanent parking spaces on Convention Center Drive as this is ingress/egress for emergency vehicles. If your event requires special arrangements for parking to accommodate your guests or exhibitors, please ask the EM and/or Sales Manager.

PAYMENTS

Payments may be made by cash, personal check, company check, cashier's check, or credit cards. (Visa, MasterCard, American Express). Make checks payable to the 'Wilmington Convention Center'. Acceptable forms of payments within fourteen (14) days of the event include cash, cashier's check, and credit card only (no personal checks or company checks). For Credit Cards: All payments must be satisfied prior to your event. Credit card payments processed will be charged an additional 3% surcharge. Please see <https://www.businessmadecasual.com/electric-and-utilities-service-payment> or <https://www.businessmadecasual.com/event-payment-processing>.

PETS/ANIMALS (see ANIMALS)

PIPE AND DRAPE EXHIBIT BOOTHS

Pipe and Drape is set up by either the WCC or an outside show Decorator. The WCC can provide for a fee, based on inventory, backdrop to your stage/risers, exhibits, or to enclose or mask areas from view. If a show decorator is utilized, please make sure your event has contracted the space and has adequate time to set the exhibits or equipment. Pipe and Drape will not be set-up on Terrazzo flooring unless the metal footers have carpeting adhered to the footer to protect the floor. See WCC Equipment Rental + Inventory/Service/Labor Rates on pages 18-20 of the Facility Event Guide and consult with your Sales Manager or EM on availability.

PLUMBING SERVICE

Connection to the WCC utilities – compressed air, water, and drainage – must be arranged through the WCC's in-house plumbing service. The WCC Electric and Utilities Service Order Form is on our website www.businessmadecasual.com and can be provided to show management for distribution to exhibitors. Please see: <https://www.businessmadecasual.com/electric-and-utilities-service-payment>.

PRE-EVENT ACTIVITIES

Pre-event activities not included in your license agreement such as set up, floor marking, rehearsals, preview parties, etc., will be assessed charges for management, special cleaning, lighting, climate control, or space rental.

PUBLIC AREAS (CONCOURSES)

Concourses/pre-function areas and Concession Stand in Exhibit Hall are considered public areas and **not** under licensee control. As such, the following guidelines apply:

- Clients having temporary activities in public areas must seek prior approval and provide insurance for those areas.
- Move-in/out on Terrazzo Flooring must be covered with Mats to protect the floor at Licensees expense.
- All activities utilizing public concourse areas such as registration, special exhibits or displays, etc. must be approved in advance. NO PIPE & DRAPE WILL BE PERMITTED ON THE TERRAZZO FLOOR unless the metal footers have carpeting adhered to the footer to protect the floor. Detailed floor plans with specifications are to be submitted for approval. Damage to the Terrazzo floor from placement of these items will result in damage/repair fees.
- Service desks and related "behind the scenes" workstations should not be set in public areas.
- Gas powered vehicles, forklifts, or electric carts, etc. may not be operated in the pre-function concourse areas or any carpeted area of the Center.
- Installing carpet runners, show carpet, or other temporary floor coverings over permanent carpet or Terrazzo flooring

must be approved in advance.

- Heat tape and double-sided tape may not be used on permanent carpet or Terrazzo floor. If this leaves residue, the WCC will charge fees for its removal.
- The passenger elevator may not be blocked or used to transport freight or equipment.
- There will be no open flames allowed in the WCC.

PUBLIC CALENDAR POSTINGS

As an **extra FREE service** for your event and to help publicize it and grow your attendance, the WCC offers to post your contracted event on regional public event website calendars. We will post the event name, organization (if different), dates, times, ticket pricing (if known), and link to your website or email for more information that you provide on the Website Event Posting Form (located in back of Facility Event Guide). We post an event that has an executed license agreement and up to date deposits. If your event is not open to the public, please check the box that you do not want a posting. If something changes with the information that was posted, please advise via email to your WCC contact or via the [Contact Us](#) form on WCC website. The posting of events is subject to the availability of the websites as follows:

1. businessmadecasual.com (Wilmington Convention Center Events Calendar)
2. WilmingtonandBeaches.com (Wilmington & Beaches Convention & Visitors Bureau)
3. Wilmingtondowntown.com (Wilmington Downtown, Inc.)
4. WhatsonWilmington.com
5. Coastal.news14.com (Time Warner Cable: TWC News)
6. Events.WECT.com
7. Starnewsonline.com (Wilmington Star Newspaper)
8. Wilmingtonbiz.com (Greater Wilmington Business Journal)

PYROTECHNICS

The use of pyrotechnic displays is prohibited unless approved in writing by the WCC and the City of Wilmington Fire Marshal's office.

RECEPTIONIST

The WCC can provide a receptionist to answer phone calls at our administrative office switchboard during evening and weekend show hours. Consult with your EM to confirm the service needs, times and cost for your event. Two (2) weeks advance notice of your requirements is preferred.

REGISTRATION

Concourse and the Exhibit Hall lobby have a limited amount of space available for registration. All egress doors from the Exhibit Halls should remain clear. Please consult with your EM regarding space availability and placement of any counters, displays, or signage in public areas. Space utilized for registration is provided at no charge and is based on availability.

RIGGING

Specific rigging guidelines are provided through the Facilities Operations Department. Request and rigging plot diagrams should be submitted for a minimum of 6-weeks in advance of the event. The Facilities may prohibit the installation of any item(s) not approved in advance or not in compliance with the approved request for rigging. All rigging must comply with appropriate Federal and State regulations and meet industry standards. Please consult with your EM.

ROLL-UP DOOR IN EXHIBIT HALL (see EXHIBIT HALL)

ROOM REFRESH

Room refresh could include trash disposal, straightening of tables and chairs, cleaning of exhibit booths, etc. (as indicated by the meeting contact). The amount of additional labor needed is determined by Operations based on your needs and event size. Labor is \$15 per laborer/per hour with a 4-hour minimum. Advance notice of three (3) days minimum is required to arrange labor. Replacing soiled linen if needed is an additional cost.

ROOM SETS AND CHANGEOVERS

All meeting rooms and ballroom salons come with a one-time room set for the duration of the event. Please refer to our website: www.businessmadecasual.com and click on Floor Plans to view the numerous ways of setting your event (classroom, theatre, etc.). Fees beyond the standard room sets described below for changing set, linens, electrical, sound patches, stage, easels, or other equipment/services may apply. All non-exhibit uses (e.g., meeting rooms, meal functions, seminars, etc.) are set per your specifications based on the terms outlined in your license agreement. See WCC Equipment Rental + Inventory/Service/Labor Rates on pages 18-20 of the Facility Event Guide.

Meeting Room Set in Meeting Rooms/Ballroom

A one-time meeting room set of theater (straight or chevron), classroom, or conference/board style is included for the duration of your meeting when renting a meeting room or ballroom salon. Linens for classroom set are an additional cost. Draped and skirted tables are included for conference/board style set. Each room will include one (1) 6' or 8' draped and skirted table for use as a registration or head table. Additional tables, linens, and chairs or other equipment/services will be an additional cost.

Banquet Room Set in Meeting Rooms/Ballroom/Exhibit Hall

A one-time banquet room set consisting of 72" round tables with ten (10) chairs per table (based on your final guaranteed headcount), standard linen, and place setting of china, flatware, and glassware is included for the duration of your sit-down/buffet meal functions/banquets when renting a meeting room, ballroom salon, or Exhibit Hall, and meeting our food & beverage minimums. One (1) 6' or 8' skirted table for use as a registration or head table is included. Additional tables, linen, and chairs or other equipment/services will be an additional cost.

Exhibit Hall Set

For non-food & beverage events in the Exhibit Hall such as meetings, concerts, sporting, and public shows, fees for all equipment will apply.

Event Lawn Set

For Event Lawn, fees for all equipment will apply.

Executive Room Set

Executive Room Sets may include standard linens, note cards, pens, water glasses, pitchers of ice water, small bowls of hard candy and room refreshes, as needed. Contact your Catering Sales Manager for custom pricing.

SECURITY

The Wilmington Convention Center (Center) reserves the exclusive right to hire, assign and direct Event Security staff for events conducted in or on Center grounds. In consultation with Licensee, Center will determine staffing requirements based on this policy; Center's assessment of the public safety environment, and other factors such as the mix of events and attendees present in the facility. Event Security required for traffic control or checkpoints due to presence of two or more concurrent events may be shared among affected events.

Definitions

Event Security – Licensed Contract Security Staff: Responsibilities include crowd or traffic control at public entrances, monitoring and controlling access at various public and back-of-house (service) entrances being used by the event; Dockmaster (staging, marshalling, load-in/out traffic control by specially trained staff), credential or badge checking as needed and bag checks at the facility's discretion. Event security staffing is charged by the hour; and a 4-hour minimum labor call is required.

Exhibitor Badges - Licensees are advised to require badges or other identification for persons permitted in exhibit or service areas after hours or during move-in/out, to enhance security screening.

Armed Guards - when required, will be furnished by an off-duty Police Officer. *The presence of armed private security guards in or on Center grounds is specifically prohibited.*

Public Entrances - For this purpose, public entrances are located at Nutt Street, Main Entrance Drop Off (river side of building) and Garage.

Policy

Certain larger events, whether public or private, may require that two or more public entrances be open at once. Center may require event security coverage at such entrances at Licensee(s) expense to assist in traffic control, directional, incident/emergency response, and public-safety-related screening of persons entering the facility. Contracted security will be under direction and deployment of SMG event manager. Generally, one guard will be placed on each public entrance during event hours, although one guard may be assigned to cover adjacent entrances if practical. Center will work to ensure that these costs are minimized through careful selection of entrances, routing of attendees, etc.

Cash Handling/ Valuables/ Traffic Control – Off-Duty Law Enforcement are required for events that generate large

quantities of cash, display products with extraordinary value, require special crowd control and/or heavy traffic flow.

Shows, Expositions, Etc. Requiring use of Exhibit Space

Event Security will be assigned as follows during Move-In/Out:

- **Decorator/Contractor/Move-In/Out:** No coverage required unless the size or complexity of the move-in requires Dockmaster services.
- **Overnight Policy:** No coverage required for items left inside the facility overnight, but will be provided at the Licensee’s expense if requested.
- **Exhibitor Move-In/Out:** One guard is required for the full duration of, and on each entrance use for, exhibitor move-in/out. A single guard may be assigned to closely adjacent entrances if possible.

Event Security will be assigned as follows during Event Hours:

- **Public Entrances:** Guard(s) will be assigned to public entrances as above.
- **Exhibitor Entrance:** Guard(s) will be assigned to any back-of-house or service area entrance used by exhibitors for smoke breaks or to visit the parking lot.
- **Badge Checkers, Show Floor:** Center does not require badge-checkers or show-floor security coverage, but will provide such at a prevailing rate if requested by Licensee.
- **Dock Master:** Center requires that Licensee, through its appointed Contractor or other trained resource, exercise reasonable control over the load-in/out process in loading dock and Service Quad areas, particularly during exhibitor move-in/out when numerous private vehicles are present. Center may provide such services at prevailing rates upon request.
- **Security Checkpoint/ Bag Check:** Center does not require bag-checkers but will provide such at a prevailing rate if requested by Licensee.

Meetings, Banquets, Conferences & Other Private Events

Event Security will be assigned as follows:

- **Public Entrances:** Guard(s) will be assigned to public entrances as above; and/or to internal traffic control point(s) if necessary in Center’s judgment.
- **School Proms, Graduations and other student-centered events:** Requires a School Resource Officer to monitor the event and assist Event Security personnel in enforcing School and Center rules and regulations.

ADMINISTRATIVE FEE AND SALES TAX GUIDE

Description	Administrative Fee	Sales Tax
Rent (Exhibit Hall, Ballroom, Meeting Rooms, Event Lawn)		
Food & Beverage (Catering Food & Beverage, Hosted Bars)	X	X
Food & Beverage (Concessions, Cash Bars) *Tax is included in listed Price		
Corkage Fee & Cake Cutting Fee		X
Equipment Rental		X
Utilities (Electrical Hookup, Water Service, Compressed Air, Internet)		
Advertising Fee (Graphic Services, Sign Monitors, Floor Plans)		
Copy Machine or Fax Service		
WCC MVP Event Insurance		
Administrative Fee		X
Labor Fee (Bartender, Chef, Registration, Cleaning, or Coat Check Attendant)		X

Labor Fee (Security, Police, Fire Department, First Aid)		
Labor Fee (Room Flip / Meeting Room Attendant)		X
EZ AV Services *Tax is included in the Estimate		
Fire Permit Fee		

SERVICE DESK FOR EXHIBITS

When show warrants, the WCC will have a service desk in an area of your exhibit convenient to exhibitors to purchase various services. Note: The service desk cannot be placed in a public concourse. Payments for WCC services for electric, water, internet, phone, or equipment can be made, with proper identification, via MasterCard/ Visa/AMEX/Cash/company check, or money order payable to the Wilmington Convention Center.

SERVICE PERSONNEL

See WCC Equipment Rental + Inventory/Service/Labor Rates on pages 18-20 of the Facility Event Guide.

SET UPS OF ROOM (see ROOM SETS AND CHANGEOVERS)

SMOKING

In accordance with LEED certification, all forms of smoking, to include but not limited to tobacco and electric/vapor, are not permitted in or on the premises of the WCC to include verandas, side-walks, Event Lawn and the parking deck. The WCC prohibits the sale of tobacco products on the premises.

SOUND SYSTEM

The WCC has a state of the art sound system installed in the facility. House audio and video patches for audio/video contractors, (other than the in-house preferred EZAV) will be charged at \$50 for Meeting Rooms 101 – 108 throughout the duration of the Event; \$75 for Grand Ballroom throughout the duration of the Event; and \$125 for the Exhibit Hall throughout the duration of the Event. A technician may be required to be present to monitor volume for your program. This is at a cost of \$50.00/hour/4-hour minimum for technician will be charged.

STAFFING SERVICES

The WCC can provide trained, experienced personnel to assist with registration and other temporary staffing requirements. Talk with your EM about hiring cleaning labor, security or other needs. See WCC Equipment Rental + Inventory/Service/Labor Rates on pages 18-20 of the Facility Event Guide.

TAXI SERVICE

There are a number of taxi companies in the Wilmington area to provide taxi services for your guests. Please consult your EM or any staff member regarding needs. We encourage alternate transportation with alcohol consumption.

TELEPHONE/INTERNET SERVICE

Telecommunication and internet services are provided on an exclusive basis by the WCC. Telecommunication and hardware internet information and order forms are available from the WCC and can be provided to show management for distribution to all exhibitors. Please see: <https://www.businessmadecasual.com/electric-and-utilities-service-payment>. In order to receive the advance rate, the order form with payment must be received ten (10) business days prior to move-in day. All cancellations are subject to 50% processing fee. Cancellations twenty-four (24) hours prior to installation are non-refundable. Credit will not be given for services installed but not used. There will be a fee for all returned checks based on prevailing bank rates. Payment in full must be rendered prior to delivery of service. Payment can be made with Credit Card/Cash/Company Check or Money Order.

TICKET SALES

Show management is granted permission from the WCC to manage ticket sales for its event. It is the responsibility of show management to: a) secure a tax license from the State of North Carolina, and b) make appropriate admissions tax payments to the North Carolina Tax Commission. The WCC features a ticket office that is included with rental of the Exhibit Hall during show hours. It features three (3) ticket transaction windows. Banks, drop safes, money handling, cash drawers, escorts for money handling, night deposits, creating and furnishing tickets, counting, ticket selling, ticket taking, and check cashing are the sole responsibility of the show organizer. Ticket sales/attendance reporting is required, for insurance reasons only, to be reported by the show on a daily basis to Sales Manager. Such attendance information will not be shared with general public.

TRANSPORTATION

If your group requires transportation to hotels or off property trips, we suggest assistance from the Wilmington & Beaches



Convention & Visitors Bureau (WBCVB). The WBCVB can put you in touch with local companies. Buses or shuttles may arrange to drop-off/pick-up at the Riverside entrance off Convention Center Drive.

UTILITY CONNECTIONS

Connections to WCC utilities (electrical, telephone, internet, compressed air, water and drainage) are exclusive services of the WCC. Rates will be made available upon request. Please see:

<https://www.businessmadecasual.com/electric-and-utilities-service-payment>.

VEHICLES ON SITE

Vehicles may be a part of an exhibit or event, however are not permitted in the WCC without prior written approval of the WCC management and in compliance with the City of Wilmington's Fire codes listed below. A Fire Inspector may elect to inspect a displayed vehicle for compliance.

- Vehicles **are not** permitted to operate in the facility at any time, but must be pushed from exterior location to the interior location. All engines must shut down upon entrance to facility.
- All fuel tanks must be locked and sealed to prevent escape of vapors.
- Fuel tanks may not exceed 1/8th (one eighth) of a tank of fuel upon arrival to the WCC.
- Fueling or de-fueling on WCC premises is strictly prohibited.
- One battery cable shall be removed from the battery.

WATER SERVICE

WCC can provide water service for Exhibits at certain accessible locations in the Exhibit Hall. Please see:

<https://www.businessmadecasual.com/electric-and-utilities-service-payment>.

WEBSITE – www.businessmadecasual.com

We will post an event on the WCC website upon request. Data on your event will be derived from your completed Website Event Posting Form submitted (in back of Facility Event Guide or at Website). We can add a web address to connect individuals requiring further data about your event. Also see: PUBLIC CALENDAR POSTINGS



WCC EQUIPMENT RENTAL + INVENTORY/ SERVICE/ LABOR RATES

Equipment

Audio Video

Please see in-house preferred audio-visual partner EZAV for all your audio visual needs. info@ezav.biz

Centerpieces

Chargers (Clear Glass or Red) as centerpiece	\$3/each
Cylinder vases w/floating candle or w/custom vellum wrap & votive candle	\$3/each

Chairs

Banquet, Folding Chair white resin/padded (inside/external use)	\$3/each
Banquet, Stacking Chair light brown padded (inside use only)	\$3/each

Miscellaneous Equipment

Barstools, Wooden	\$35/each
Dance Floor (3'x3' sections).....	\$10/sect.
<i>Note: For indoor-use only</i>	
Easels	\$18/each
Flag sets, City/County/State/US	N/C
Floor mats Move-in/out (Black) 4'x8'	\$13/each
<i>Note: required for exhibit show/moving décor/wheeled carts/dollies over WCC terrazzo/carpet</i>	
Lecterns	N/C
Pedestal/ Table-top (25"W; 18"H; 24"D)	
Free-standing (32"W; 48"H; 24"D)	
Extension Cords (duration of event)	\$25/each
Pallet Jack	\$150/day
Pergola	\$400/day
White Resin 88" high, 7'x7' square	
White Empire Column with Cap, 32", 48" or 72"	\$45/each
Power Strips (duration of event)	\$25/each
Retractable Stanchions – 6'5" each	\$18/each
Risers (indoor use only) 6'x8' units 16"-32" height	\$20/unit
Scissor Lift 32'	\$250/day
Wastebasket	\$3/each

Pipe and Drape

Quantities are limited. Set-ups include crossbars/poles/bases. Consult Event Manager for quote.

8' - 10' wide section	\$3/linear foot
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Red Carpet (indoor use only)

Quantities are limited.

T-shaped for Exhibit Hall	\$925
Made up of two pieces 75'Lx16'W x 73'Lx12'W	
Runner for Exhibit Hall	\$300
75'Lx8'W	
Smaller Runner for Grand Ballroom (and Valet)	\$170
41'Lx8'W	

Tables

Tables (Café Table, Cocktail Table, Round, 8', 6') without linen	\$10/each
Tables (Café Table, Cocktail Table, Round, 8', 6') with linen	\$16/each
Table Top Exhibit Package	\$35/each
<i>Includes (1) 6'x30" or 8'x30" table, (1) 90"x156" black floor length linen, (2) chairs & (1) waste basket</i>	

Fire Inspection

Monday – Friday, 8:30 am – 5:00 pm	\$45/inspection
Saturday – Sunday, and all other hours	\$80/inspection

Floor Plans

Up to two (2) complimentary custom floor plan diagrams may be created by the WCC Event Manager.

Additional floor plans/revisions	\$35/each
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Labor

Cleaning Laborer (4hr. min)	\$22/hour
Coat Check Attendant (4hr. min)	\$18/hour
Electrician/Technician	\$150
Ticket Sellers/Ticket Takers (4hr. min)	\$18/hour

Service Personnel

Fire Watch (4hr. min)	\$40/hour
Paramedic & EMT (Team) (4hr. min)	\$75/hour
Police (Event & Traffic Detail)	\$36/hour
Rescue Unit (4hr. min)	125/hour
Security (Unarmed) (4hr. min)	\$28/hour
Traffic Control Vehicle (4 hours or less)	\$25 flat rate
Traffic Control Vehicle (more than 4 hours)	\$50 flat rate

Terms and Conditions

1. Prices are subject to change.
2. Some quantities are limited to inventory on a first come first served basis; please check with your EM for availability.
3. Equipment Rental and Labor are subject to 7% North Carolina sales tax. See Administrative Fee and Sales Tax Guide.
4. All equipment is to be set by WCC staff and remains the property of WCC.

Policies, rental rates, and equipment rental charges noted herein are subject to change without notice. This Facility Event Guide and its contents are incorporated by direct reference in your License Agreement.

WCC ELECTRIC AND UTILITIES SERVICE ORDER CONDITIONS AND SAFETY REGULATIONS FOR ELECTRIC/UTILITY SERVICE

1. For pricing and payment information, please see: <https://www.businessmadecasual.com/electric-and-utilities-service-payment>.
2. To receive the “advanced” rate, orders must be submitted and paid at least 5 business days prior to the start of move-in, otherwise the higher FLOOR price will be charged.
3. Rates only include the electrical connection, no equipment or special wiring. Any additional work performed within the booth will be charged on a time and material basis.
4. Prices are based on current rates and are subject to change without notice.
5. Payment in full must accompany the order, no exceptions. Checks should be made payable to **Wilmington Convention Center**. There is a \$30.00 service charge for all returned checks.
6. Any day of order changes will require immediate payment and will be charged at the “floor” rate.
7. Late service orders will be subject to staff availability and there will be no guarantee that the connection will happen prior to the show opening.
8. Any electric or internet needs not listed must be priced and approved. Sharing of utility booth services is prohibited and may be discontinued for all parties until individual booths are paid in full.
9. Electrical Services vary throughout the WCC. Verification of available service will be required 25 days in advance.
10. Only WCC’s official electricians will be permitted to do wiring on the premises. Technical questions should be addressed to the WCC Operations Department.
11. Wall, column, and permanent building utility outlets are NOT to be used by exhibitors/planners/attendees, unless authorized by WCC Operations Department/Management.
12. All electrical Cords, systems or fixtures of any type must be in compliance with the National Electric Code (NEC). Audits will be conducted and power turned off any equipment in noncompliance until NEC standards are implemented.
13. Obstructions blocking utility floor boxes are subject to relocation as necessary.
14. Neither SMG nor The City of Wilmington will accept liability for equipment damage due to power interruptions or variances, including, but not limited to, dips, surges, or power outages.
15. All electrical outlets will be placed on the floor at the back of the booth unless a booth layout showing desired location is attached to this form.
16. All cancellations are subject to a 50% processing fee. Cancellations made 24 hours or less before installation are nonrefundable. Credit will not be given for services installed but not used.
17. Any equipment supplied by the WCC is not allowed to be removed from the facility. The WCC operations staff will collect equipment at the end of the show. There may be a charge for any missing equipment i.e. electrical cords or power strips.

SAVOR...



AUTHORIZATION REQUEST

SAMPLE FOOD AND/OR BEVERAGE DISTRIBUTION

Catering by SMG has the exclusive food and beverage distribution rights within the Wilmington Convention Center. Exhibitors and sponsoring organizations may distribute **SAMPLE** food and/or non-alcoholic beverage products with prior written authorization **ONLY**. Requests must be submitted a minimum of 4 weeks in advance. **NOTE: All samples MUST** receive prior approval and confirmation by the Food and Beverage Director. At the discretion of the Wilmington Convention Center, exhibitors who do not comply will be asked to remove the items from the facility or will be subject to fees and/or commissions.

GENERAL CONDITIONS:

- ❖ An exhibitor and/or associate member must occupy approved booths at all times.
- ❖ Items dispensed are limited to products manufactured, processed or distributed by exhibiting firm, and must be directly related to participation in event.
- ❖ Food and/or beverage items used as traffic promoters (i.e., popcorn, coffee, bar services, etc.) must be purchased from the Center’s catering department.
- ❖ Food items must be administered and limited to “sampling” or “bite” size portions (1oz or less).
- ❖ Beverage items must be distributed in containers no greater than three (3) ounces, and no more than two (2) ounces of product may be distributed per container.
- ❖ Restrooms, concession stands, and/or facility kitchens may not be used as clean up areas.
- ❖ There is no space for storage, and/or preparation of products at Center.
- ❖ Sampling of ANY item will require a temporary permit from the New Hanover County Health Department. Securing of all necessary licenses, permits, etc. is the responsibility of the Licensee/Exhibitor.
- ❖ Costs associated with the disposal of trash, waste, etc. from exhibitor sampling area are the responsibility of the Licensee and/or Exhibitor.
- ❖ Exhibitors are not allowed to sell any food and beverage products for consumption at any time during the event.

The applicant named below acknowledges they have sole responsibility for use, service and disposal of such items in compliance with all applicable laws. State law prohibits the sampling and distribution of alcoholic beverages. Accordingly, the applicant agrees to indemnify and forever hold harmless SMG Food and Beverage, The Wilmington Convention Center, the City of Wilmington and its agents from all liability, damages, loses, costs or expenses resulting directly or indirectly from their use, distribution or other dispensed food and/or beverage items.

Name of Event _____ Event Date(s) _____ Booth # _____

Company Name _____ Telephone _____ Fax _____

Address _____ City _____ State _____ Zip _____

On-Site Contact _____ Title _____

Product(s) you wish to dispense _____

Size of portion to be dispensed _____ Quantity Distributed _____

Proposed method of dispensing and reason for offering samples _____

Signature _____ Date _____

Services Required: Please notify the SMG Catering Department at 910.251.5101 / regarding any special services or requests related to your sample distribution. A state sales tax applies to all charges and services where applicable. **Fax 910.251.5102**

APPROVED _____ DATE _____
 Food & Beverage Director

SAMPLE CERTIFICATE OF INSURANCE

<u>ACORD</u>	CERTIFICATE OF LIABILITY INSURANCE	Issue Date (MM/DD/YY)			
PRODUCER ABC Insurance Agency 1234 Insurance Street City, State (zip)		THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.			
		COMPANIES AFFORDING COVERAGE			
INSURED XYZ Convention Center Tenant User 9999 Tenant User Street City, State (zip)		COMPANY A Insurer authorized to operate in North Carolina with A.M. Best rating of A- VI or better			
		COMPANY B Insurer authorized to operate in North Carolina with A.M. Best rating of A- VI or better			
		COMPANY C Insurer authorized to operate in North Carolina with A.M. Best rating of A- VI or better			
		COMPANY D Insurer authorized to operate in North Carolina with A.M. Best rating of A- VI or better			
COVERAGES					
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOT WITHSTANDING ANY REQUIREMENTS, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.					
CO LT	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A B C or D	GENERAL LIABILITY	123456789	01/01/10	01/01/11	GENERAL AGGREGATE \$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY				FIRE DAMAGE \$ 100,000
	CLAIMS MADE <input checked="" type="checkbox"/> OCCURRENCE				MEDICAL EXPENSE \$ 5,000
	OWNER'S & CONTRACTORS PROTECTION				PERS. AND ADVERTISING INJURY \$ 1,000,000
	General Aggregate Limit applies for:				GENERAL AGGREGATE \$ 1,000,000
	Policy <input checked="" type="checkbox"/> Project <input type="checkbox"/> Location <input type="checkbox"/>				PRODUCTS & COMPLETED OPERATIONS GREGGATE \$ 1,000,000
A B C or D	AUTOMOBILE LIABILITY	123456789	01/01/10	01/01/11	COMBINED SINGLE LIMIT \$ 1,000,000
	<input checked="" type="checkbox"/> Any Automobile				BODILY INJURY (per person)
	All Owned Automobiles				BODILY INJURY (per accident)
	Scheduled Automobiles				PROPERTY DAMAGE (per accident)
	<input checked="" type="checkbox"/> Hired Automobiles				COMPREHENSIVE
	<input checked="" type="checkbox"/> Non-Owned Automobiles				COLLISION
A B C or D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	123456789	01/01/10	01/01/11	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER
					EACH ACCIDENT \$ 100,000
					DISEASE (Each Employee) \$ 100,000
					DISEASE (Policy Limit) \$ 500,000
A B C or D	EXCESS LIABILITY	123456789	01/01/10	01/01/11	EACH OCCURRENCE \$
					AGGREGATE \$
	CLAIMS MADE <input type="checkbox"/> OCCURRENCE <input type="checkbox"/>				Retention:
					\$
A B C or D	OTHER REQUIRED BY CONTRACT - EXAMPLE: INSTALLATION FLOATER		01/01/10	01/01/11	Limits Required by Contract
	DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLE/SPECIAL ITEMS				
"SMG, WILMINGTON CONVENTION CENTER, CITY OF WILMINGTON, THEIR OFFICERS, AGENTS, AND EMPLOYEES ARE INCLUDED AS ADDITIONAL INSURED WHERE REQUIRED BY WRITTEN CONTRACT AS RESPECTS "name of event" EVENT HELD "date of event".					
CERTIFICATE HOLDER			CANCELLATION		
SMG - Wilmington Convention Center 10 Convention Center Drive Wilmington, NC 28401			SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT.		
			AUTHORIZED REPRESENTATIVE		
			© ACORD CORPORATION		



Website Event Posting Form

As a service for your public event, we will post your contracted event on the WCC website.
Please provide the information needed below.

Complete and send to: nfisher@businessmadecasual.com

Event name: _____

Event Host organization: _____

Website Event Link: _____

Event phone number/s: _____

Nature of Event: (20 words or less):

Event Dates/Times: _____

Ticket Prices: General Admission _____
Seniors _____
Children _____
Other conditions _____

Here are additional local websites that you may post your public event:

- | | |
|-----------------------------|---|
| 1) WilmingtonandBeaches.com | Wilmington & Beaches Convention & Visitors Bureau |
| 2) Wilmingtondowntown.com | Wilmington Downtown, Inc. |
| 3) WhatsonWilmington.com | Local Wilmington Area Public Site |
| 4) Coastal.news14.com | Affiliated with TWC Television Coastal News Station |
| 5) Events.WECT.com | Affiliated with Wilmington News Station |
| 6) Starnewsonline.com | Wilmington Star Newspaper |
| 7) Wilmington Biz.com | Greater Wilmington Business Journal |

Your Name: _____

Your Phone#: _____

Your Email: _____

Date Posted: _____