



Wilmington Convention Center Facility Event Guide

This Facility Event Guide and its contents, incorporated in your License Agreement by direct reference, has been developed to assist you in your planning. Circumstances and operations not covered in these rules and regulations will be subject to interpretations, stipulations, and decisions deemed necessary and appropriate by the Wilmington Convention Center's General Manager.

*Policies, rental rates, and equipment rental charges noted herein are subject to change without notice and supersede any version of this guide produced prior to **October 2, 2019**.*



Thank you for considering the Wilmington Convention Center for your upcoming event! We appreciate your confidence in us and our business!

As an SMG managed property, you have our pledge of personal service, professional pride, and excellent performance. Our team of professionals specializes in the management of convention facilities and food and beverage operations and we welcome the opportunity to serve you and your guests!

This guide has been developed to provide useful information to assist in the successful planning of your event and introduces the Facility's policies, rules, and regulations. Every event is different and therefore, if there is something that is not covered in the Facility Event Guide, we reserve the right to determine necessary considerations on an as-needed basis. Our sole effort is to ensure the success of your event while also safeguarding the safety and experience of all our visitors.

We ask that you review the guide and let us know if you have any questions. Keeping the doors of communication open will help ensure the overall success of your event.

We look forward to serving you each step along the way!

Sincerely,

Fredia M. Brady

General Manager

Wilmington Convention Center



OUR SALES, CATERING SALES, AND EVENT SERVICES TEAMS

SALES TEAM

Our Sales Team is your first contact with the Wilmington Convention Center and is responsible for selling and contracting event space following the guidelines in the approved Facility Booking Policy.

- Review proposed event requirements including projected dates, space needs, and rate structures for multi-day events, public shows, assemblies, and sporting events.
- Confirm potential date and space availability needs.
- After determining available space, may enter a space hold in accordance with Facility Booking Policy. You may request a copy of the Facility Booking Policy.
- Discuss the parameters for issuing and executing a License Agreement. This process is dependent upon the type of event being considered based on the Facility Booking Policy.
- An event will be regarded as confirmed following the execution of a License Agreement and receipt of initial payment.

CATERING SALES TEAM

All food and beverage services are provided by the Wilmington Convention Center's exclusive in-house caterer, SAVOR...Wilmington. Our Catering Sales Managers will assist you in planning your food and beverage functions.

- Responsible for selling and contracting stand-alone banquet events.
- Handles all catering requirements for contracted group related events.
- Assist with determining food and beverage concession needs for trade show events and public shows.

EVENT SERVICES TEAM

Following the execution of a License Agreement, an Event Manager will work with you on event planning and implementation. Think of your Event Manager as your go-to source and main point of contact for all event needs from pre-planning to close of event. Their function is to gather and disseminate all event information to the necessary departments.

- Floor plans for all contracted areas.
- Event Resume and Event Expense Report.
- Event timeline and functions.
- Interact with your other service suppliers such as audio-visual, general service contractor, etc.

The Wilmington Convention Center is a multi-purpose facility and may have simultaneous events. The Event Manager will rely on event information provided to coordinate public areas for multiple events. Receiving this information in advance will ensure smooth event operation.



QUESTIONS TO ASK YOUR SALES/CATERING SALES MANAGER

- What is required for the Certificate of Insurance?
- Can I come in to set up if I am not contracted for the space yet?
- How is the Convention Center different from a Hotel venue?
- When will Security be addressed?
- What expenses are due prior to my event?
- Is there another group in the Center while my event is taking place?
- What is my Food and Beverage minimum and how is it applied?
- Can we bring in outside food into the Facility?
- What changes should I be aware of?
- What building restrictions do I need to be aware of?

QUESTIONS TO ASK YOUR EVENT MANAGER

- What is the timeline for planning my event?
- Why do you need Facility opening and closing times?
- When do you need my event details/agenda?
- What kind of information is needed in my event details/agenda?
- What kind of Public Safety requirements are needed for my event (Facility Security, Police Officers, and Medical personnel)?
- What building restrictions may apply to my event?
- What information do you need about my 3rd party contractors (Audio Visual, Florist, Decorator, etc.)?
- How is shipping handled at the Facility?
- How does the Facility handle Exhibitor move in and move out?
- How do I reach my Event Manager once I am onsite at the Facility?



CONTACT INFORMATION

Mailing Address: PO Box 1379, Wilmington, NC 28402

GPS/Delivery Address: 10 Convention Center Drive, Wilmington, NC 28401

Phone: (910) 251-5101

Facsimile: (910) 251-5102

Website: www.wilmingtonconventions.com

ADMINISTRATIVE OFFICE HOURS

The Administrative Offices for the Wilmington Convention Center (Facility) are located on the first floor near the parking deck glass doors access point. Office hours are Monday thru Friday, 8:30 am to 5:00 pm, except major Holidays.

STAFF CONTACTS

Each person on our staff is here to make sure you have a successful event.

EXECUTIVE TEAM

General Manager	Fredia Brady	fbrady@wilmingtonconventions.com
AGM & Director of Food & Beverage	Scott Frazzetta	sfrazzeta@wilmingtonconventions.com
Director of Finance	Sharon Brock	sbrock@wilmingtonconventions.com
Director of Operations	Danny Sujanani	dsujanani@wilmingtonconventions.com

SALES TEAM

Senior Sales & Marketing Manager	Elaine Tricarico	etricarico@wilmingtonconventions.com
Sales Manager	Emma Quinnette	equinnette@wilmingtonconventions.com

CATERING SALES TEAM

Senior Catering Sales Manager	Mave Claire	mclaire@wilmingtonconventions.com
Catering Sales Manager	Jessica Di Biaggio	jdibiaggio@wilmingtonconventions.com
Executive Chef	Don Vilain	dvilain@wilmingtonconventions.com
Food & Beverage Manager	Michelle Edlin	medlin@wilmingtonconventions.com

EVENT SERVICES TEAM

Event Manager	Cidnye Work	cwork@wilmingtonconventions.com
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GENERAL POLICIES AND REGULATIONS

ABANDONED EQUIPMENT OR MATERIALS

The Facility is not responsible for any property, equipment, or materials left in the premises by Licensee, its agents, contractors, or exhibitors after the expiration of the License period; and at its option may remove or dispose of such property at owner's expense.

ACCESSIBILITY

The Facility provides visitors with American Disability Act (ADA) compliant accessibility. As a "Public Assembly Facility", the Wilmington Convention Center is responsible for permanent building access accommodations including, but not limited to, wheelchair ramps, elevator standards, door width standards, and restroom accessibility.

As Licensee, you are responsible for making sure that all exhibits, displays, meeting room layouts, paths of travel, etc. will be accessible to those with disabilities attending your event. You will not be required to make any structural changes to the Facility. However, you will be responsible for non-permanent accessibility requirements including, but not limited to, auxiliary aides for the visually, hearing, and mobility impaired. The Facility will do its best to assist you in identifying local vendors of auxiliary aides and services such as wheelchairs; however, you are ultimately held responsible for the identification and contracting of the aides and/or service providers.

AIR CONDITIONING, HEATING (HVAC) AND LIGHTING

The Facility will supply adequate levels of lighting necessary for set-up and tear down. Full lighting, heat and/or air conditioning will be provided during event or show hours. Requests for full lighting, heat and air conditioning during set-up and teardown may result in additional charges. HVAC service is not available while loading dock doors are open (*Air conditioning in the Exhibit Hall will not be turned on if roll up doors are open*).

AIR WALLS

Licensee will receive contracted space with operable airwalls in place as predetermined in the event specifications provided to your Event Manager. Labor charges are applicable if movement or adjustment of the airwalls are required after the initial set-up.

ALCOHOLIC BEVERAGES

The Wilmington Convention Center holds the license to exclusively handle, service and sale alcohol for all functions on Facility grounds. No outside alcoholic beverages may be brought into the Facility for consumption or re-sale under state law. This includes alcohol for personal consumption by exhibitors. The service or sale of alcohol to minors is prohibited by law. Event Security is required for events hosting and serving alcohol and alcohol is not permitted to be taken out of designated service areas.

ANIMALS

The Facility only allows service animals and animals used as part of an approved exhibit or event. Otherwise, no animals or pets are permitted in the Facility. Approved animals must be kept on a leash, within a pen, or under similar control and are strictly prohibited in the carpeted areas of the Facility. Proper sanitary safeguards must be taken. Please understand that by bringing animals into the Facility, you assume full responsibility for them and you will indemnify and hold harmless the Wilmington Convention Center and the City of Wilmington, 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. A Live Animal Waiver must be signed and kept on file with your Event Manager (See Appendix A - Live Animal Waiver)



ATTACHMENT TO SURFACES

Decorations may not be taped, nailed, tacked, or otherwise fastened to ceilings, painted surfaces, columns, or fabric and decorative walls without prior approval. This includes tape, staples, or tacking on any Facility surface including walls, doors and floors. Contact your Event Manager for acceptable materials.

AUDIO-VISUAL SERVICES (PREFERRED IN-HOUSE PROVIDER)

The Wilmington Convention Center's preferred in-house audio-visual provider offers supreme event planning, simplified billing and easy coordination between all Facility events, operations and catering services. The Facility's preferred vendor provides a full range of inventory and highly customizable services. All AV electrical needs, daily patch fees, move-in and set-up and tear-down days are complimentary when using Facility's in-house provider.

Third-party AV providers are welcome at the Wilmington Convention Center. Access times will need to fall within the contracted times. Due to liability reasons, at no time can third party providers work in uncontracted spaces. If additional set-up time is needed by your AV provider, arrangements for a move-in or set-up day will need to be made with your Sales Manager at a rental fee.

Unless included as part of your contract, storage for third-party AV is not provided complimentary and must take place within your contracted space. In addition, third-party AV providers will incur power charges based on the equipment requirements, patch fees and a labor fee to oversee the proper usage of Facility's house sound system. Please inform your Sales Manager or Event Manager as soon as possible when using a third-party AV provider so that all needs can be addressed.

BADGING

For identification purposes, provide staff and attendees with badges that are clearly marked with their name and the event they are attending. This will help event security accurately identify and monitor who is in the building.

BALLOONS

The use of lighter-than-air (helium) balloons are prohibited. Metallic or Mylar materials are specifically and entirely prohibited.

BANNERS AND SIGNAGE

All requests to hang signs and banners must be submitted in writing for approval to your Event Manager 21 days prior to move-in. The quantity, size, proposed location and copy on all banners and signs must be reviewed and approved by your Event Manager. At no time can the Facility's permanent signage be visibly blocked. Handwritten signs are prohibited unless professionally designed and signs and banners left behind and unclaimed after 24 hours of move-out will be discarded.

CARPETED AREAS AND SURFACE PROTECTION

In order to preserve the quality and appearance of the Facility's ballrooms, the following regulations apply: Licensee will protect carpeted areas used for exhibits, props, plants etc., or other equipment during move-in and move-out; and will bear full cost of any damage caused by such uses. Gas powered vehicles, forklifts, or electric carts, etc. may not be operated in any carpeted area of the Facility. When carpeting the Exhibit Hall, only non-residue tape (Bron BT100) may be used. NO forklifts are allowed in the public concourses without prior approval from the Event Manager.

CLEANING/HOUSEKEEPING RESPONSIBILITIES

The Facility custodial staff will maintain all public common areas (e.g., concourses, hallways, restrooms, concessions, and meeting rooms) at no additional charge. Meeting rooms are refreshed once each day and will be serviced at the end of each event day. The use of public restrooms as dressing rooms for events and pageants will incur a cleaning service fee at Licensee's expense. All other housekeeping needs are available through the Facility at a fee. Please contact your Event Manager for details.

When Exhibit Hall, Ballrooms, Meeting Rooms, and Public Space Areas are utilized as exhibition space i.e. trade shows, expos, sporting events, assemblies etc., the following is applicable:

- Facility staff will place trash receptacles throughout the perimeter spaces for attendee use and service throughout the day; however, Licensee's General Contractor is responsible for removal of daily bulk trash.
- Aisle and booth cleaning services are exclusive to the Facility. Order forms should be included in your exhibitor service kits, so your exhibitors can order these services in advance. Please contact your Event Manager for more information.
- The exhibition floor is to be returned to the Facility in the same condition it was received. If the floor is not returned in such condition, the Facility will clean the area and bill Licensee or Licensee's General Contractor for the costs incurred, including the removal of tape and tape residue.
- Registration and Service Desks provided by Licensee's General Service Contractor will be cleaned and service by the contractor, whether in carpeted or non-carpeted areas. This includes the removal of trash from behind registration counters or tables.
- Licensee's General Contractor is expected to clean the freight entrances, docks, or crate areas in their care, custody, or control each day.
- During move-in and move out, Licensee and/or Licensee's General Contractor is responsible for the removal of bulk trash in the Exhibit Hall, Meeting Rooms, and public space areas; e.g. registration, show offices, Event Lawn, concourses. Bulk trash is defined as boxes, crates, lumber, pallets, packing materials, and other items not easily removed by a standard push broom or vacuum. The Facility will invoice the Licensee for any costs incurred for the removal of bulk trash.
- Licensee is responsible for providing enough open trash dumpsters and/or compactors for shows with having heavy cardboard trash (i.e. furniture, food shows etc.).
- Dumpster pulls greater than 4 cubic yards of trash will incur a fee. Please see Event Manager for an estimate.
- All wood (pallets, display materials, etc.) must be placed in a container until removed from the Facility property during move-out of the event.
- Trash that could be a potential fire hazard may not be left in the Facility.
- All tape and residue must be removed from the floors during move out.
- All static cling decorations must be removed from the windows, floors, pavement, or other approved surfaces.
- Paint, spills, hydraulic leaks, oil, or anything of similar nature must be handled immediately.

As required in the Use Licensee Agreement, it is the Licensee responsibility to return the Facility in the same condition as it was received. A representative from the Event Services will review the condition of the Facility

with Licensee and/or Licensee's General Service Contractor in advance of move-in and after move-out. If the Facility is not returned in the same condition as received, Facility staff will make necessary repairs and include the estimated cost for such repairs in Licensee's final settlement.

CONCOURSES (RIVER, MARINA, NUTT STREET)

Concourses/Pre-function areas are considered public areas and **not** under Licensee control. As such, the following guidelines apply:

- Activities in concourse areas must be a part of the Use License Agreement.
- Registration and tabletop exhibits in any of these areas must be approved by the Facility based on availability and usage. In addition, a floor plan will need to be created and submitted to the Fire Marshal for final approval.
- Fire codes must be adhered to. A minimum of a ten-foot (10') aisle in concourse/pre-function areas should remain at all times. Tabletop exhibits (no more than 10) are only allowed on one side of a wall per hallway. No exhibits are allowed in front of artwork displays.
- Exhibitor booths are prohibited in concourses/pre-function areas.
- Usage will include charges such as equipment rental, Fire Marshal's inspection, electricity, cleaning, and other service. Please consult your Sales Manager or Event Manager for more details.
- Move-in/out on the Terrazzo floor must be covered with mats to protect the floor at Licensee's expense.
- NO PIPE & DRAPE WILL BE PERMITTED ON THE TERRAZZO FLOOR unless the metal footers have carpeting adhered to the footer to protect the floor. Damage to the Terrazzo floor from placement of these items will result in damage/repair fees at Licensee's expense.
- 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 concourse areas or any carpeted area of the Facility.
- Installation of 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 is prohibited on permanent carpet or Terrazzo floor. If used, the Facility will charge a removal fee.
- The passenger elevator may not be blocked or used to transport freight or equipment.

CONTRACTOR POLICIES

The Facility has established House Guidelines for your General Contractors and Service Providers (*See Appendix B – House Guidelines*)

Please be sure all sub-contractors are permitted by the Facility and receive a copy of our "House Guidelines". Licensee must provide the Facility with a list of contractors that will be used during the event at least 30 days prior to the first move-in day. The list assists the Facility with the preplanning of services and security programs

All contractor and/or subcontractor employees must have proper identification badges for access to authorized areas of the Facility. The Facility reserves the right to permit or deny any access to any contractor based on Contractor's past performance in the Facility and require Contractor's written acceptance of Facility's House Guidelines as a specific condition of operating in the Facility.



CONVENTION CENTER DRIVE AND CIRCLE

Convention Center Drive and Circle is considered a public street and serves as an access for emergency vehicle access and must remain clear. During events, the Circle and River Concourse serve as a drop-off and pick-up of guests as well as for providing shuttles and trolleys. Parking is not allowed without prior written authorization.

COPYRIGHT/FEES

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.

CRATE STORAGE

Licensee's General Contractor shall provide crate storage. Areas contracted by the Licensee may be used to store boxes and other equipment by approval of the Wilmington Convention Center. Wooden crates are not allowed in the Facility without approval from the Fire Marshal. Storage of flammable or combustible materials, mixtures, liquids, gases, hazardous waste, or medical waste is not permitted inside the Facility. No storage of any kind is permitted in the concession alcoves. The Facility is not liable for any damage or theft.

CUSTOMER EVENT PLANNING CHECKLIST

ITEM (assumed 12-14 months lead time)	Timing
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 in-house AV provider (AVS Coastal) Client Submit Floor Plans to Event Manager for Approval	9-12 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 Event 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

DAMAGES

Licensee is responsible for any damage caused by its agents, contractors, exhibitors, or attendees. A **pre-event** and **post-event** walk through of licensed areas with the assigned Event Manager should be scheduled prior to event. All damages, except for normal wear and tear, are the responsibility of the Licensee. Without prior agreement, the Facility will not hold any other party responsible other than Licensee for damages. Any damage to the Facility property or equipment is to be reported immediately to your Event Manager.

DECORATIONS

All decorations used in the Facility 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 Facility management. Adhesive-backed stickers are prohibited and may not be given out or affixed to the premises. Cleaning and removal of décor items such as confetti, streamers, balloons, etc. will incur additional charges.

Balloons

The use of lighter-than-air (helium) balloons is prohibited. Metallic or Mylar materials are specifically and entirely prohibited.

Confetti, Glitter, Streamers, and Rice

The use, display, or throwing of confetti, glitter, streamers, and/or rice is prohibited within the Facility and grounds. If policy is violated, there will be a \$250 cleanup charge.

Flower Petals, Birdseeds, and Bubbles

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

Sparklers

Sparklers are permitted to be used at 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.

DIGITAL MONITORS

The Facility offers digital display monitors outside each meeting and in the concourses and main entrances to communicate basic event information free of charge. Please see Event Manager for additional information requests and fees.

- Basic Posting per event includes 2 photo slides and 1 Event agenda - Complimentary
- Additional event slide - \$50.00 per slide
- Social Event Package includes 15 photos - \$100.00
- Daily change to a slide - \$25.00 each

DRAYAGE

The Facility does not handle freight shipments. All event related freight must be addressed to Licensee or Contractor/Decorator. If Licensee does not have a Contractor or Decorator, the Facility will receive packages and standard handling fees will apply. Shipments must be addressed properly and must not arrive outside contracted License period. All shipments leaving the Facility will need to be called in to shipping provider as the Facility does not have any scheduled pickups. (See Appendix C - Shipping Information)

DRONES (AERIAL PHOTOGRAPHY)

Use of remotely operated aerial drones/small unmanned aircraft is not allowed within the Facility. Exceptions may be requested in writing to the Director of Operations with provision that use is confined to the Exhibit Hall and only while the hall is closed and unoccupied by attendees.



ELECTRICAL AND UTILITY SERVICES

Electrical, internet, telecommunications, water/drainage, or compressed air etc. Room Rental includes standard lighting and HVAC during event hours. Facility supplies one 110V 20 amps electrical hook up in meeting rooms and boardrooms at no cost (excluding areas used for exhibitions). The Wilmington Convention Center is the exclusive provider of these services. Order forms are available from the Facility and may be provided to show management for distribution to all exhibitors. Utilities for vendors and exhibitors may be purchased online (See Appendix D – Electrical and Utility Services Order Form)

Electrical Service

Electrical service is available upon request in the Meeting Rooms, Ballroom, Exhibit Hall, and Event Lawn. The fee is charged per electrical connection (amperage).

Internet/Telecommunication Service

Wired and wireless network services are available. Rates are based on a per device charge 24 hours within all areas. Rates and related details may be provided by your Event Manager.

Sound Patch Fees – If Licensee uses any out-side audiovisual provider the Facility will charge a patch fee for the use of Facility's house sound system. Fee covers the duration of the event. In addition to patch fees, labor fees may apply to oversee the proper connection to the WCC house sound system

Water Service

Water service is conveniently available through access points located in the Exhibit Hall. If bulk water service is needed, that can be ordered through your Event Manager.

EMERGENCY MEDICAL SERVICES (FIRST AID)

The Wilmington Convention Center requires Emergency Medical Services for certain events at Licensee's expense. The service is charged at an hourly rate with a four-hour minimum based on event show hours only. 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 Facility's direction and meet the State of North Carolina's certification for Emergency Medical Technician (EMT).

- Exhibits, Public Events, Expos, Sporting Events, Tradeshows, and events of 1,000 or more attendees are required to have emergency medical staff onsite during show hours only. This requirement is non-waivable.
- Depending on the nature of certain events and events with less than 1,000 attendees, Emergency Medical Services may be required. Please consult your Event Manager for determination.
- Emergency Medical Services are recommended during move-in/move-out hours when exhibitors or vendors are working on site.
- Emergency Medical Services are recommended for events with meal service of 500 or more with or without alcohol.
- General Manager retains final discretion to require Emergency Medical Services based upon activities or demographics of any event regardless of size.

EQUIPMENT INVENTORY AND RENTAL

The Facility equipment inventory is usually enough to accommodate standard set-up requirements for several simultaneous events. When Facility inventory is exhausted, it may be necessary for Licensee to secure additional equipment and labor from an outside vendor at Licensee's expense.



The Facility offers a variety of equipment for rent at prevailing rental rates. Equipment is available on a first come, first-served basis. Use of certain Facility equipment is conditional upon proper operating safety requirements (See Appendix E – Equipment and Service Labor Rates)

EVACUATION OF FACILITY

The Facility reserves the right to evacuate the premises at any time it deems necessary for public safety. If it becomes appropriate in the judgement of the Facility to evacuate the premises because of a bomb threat or for other reasons of public safety, then, after such evacuation, the Licensee may continue to use the premises for enough time to complete presentation of the event without additional fees providing such time does not interfere with another Licensee. If it is not possible to complete presentation of the event, fees shall be prorated or adjusted at the discretion of the Facility and the Licensee hereby waives any claim for damages or compensation from the Facility.

EVENT EXPENSE REPORT

Services or expenses shall be outlined by your Event Manager once final event requirements are provided. An estimate of expenses will be prepared and will indicate the services desired, the price, and the authorization of the Licensee or designated representative. Payment for the estimate of event expenses will be due prior to the first move-in day of your event or based on special contracted billing arrangements.

EXCLUSIVE SERVICES

The Wilmington Convention Center is proud to provide the following services on an exclusive basis for all events in the Facility:

- Food & Beverage
- Utility Services
- Telecommunications & Internet
- Rigging

EXHIBIT BOOTHS AND TABLETOPS

- An Exhibit Booth is defined as an area (usually 10x10) made up of one or sides, including hard walls and/or crated materials. If a tabletop exhibit extends beyond a table, 2 chairs and (1) pop up standing sign, it will be considered a booth. Exhibit booths are prohibited in concourse and pre-function areas.
- A Tabletop Exhibit is defined as a small exhibit which can fit on top of a table, usually 6 or 8 feet wide. Tabletop exhibits include 2 chairs and are limited to 8'W X 5'D footprint. One (1) pop-up or standing sign is allowed at a tabletop exhibit if it can fit behind the table area. If Licensee requires additional elements to this type of set up that is provided by an outside contractor/vendor (ie. Pipe and drape, décor, flooring etc.), then this is defined as a traditional exhibit floor and is subject to all rules and regulations for this type of use. The current fee for tabletop exhibits is \$40.
- The Exhibit Hall was designed to accommodate (150) 10x10 booths to line up with the location of the distro/electric boxes. If a public show or trade show would like to set 8x10 booths, there will be a \$350 labor fee.
- There is the limited access to electrical or telephone services to individual exhibits and no provisions for plumbing in Concourses, Ballroom and Meeting rooms 105-108. Therefore, specific limitations have been set for exhibits to maintain the furnishings of these areas. Exceptions may be made for small number of exhibits (up to (10) tabletops) in concourses and must be noted in the contract, as well as approved by

the fire marshal.

- Floor Plans are required for placement for all trade show exhibits i.e. booth, tabletop etc. regardless of location.
- No booth sales shall occur until after the Fire Marshal has approved floor plan including tabletop exhibits especially exhibits held in public space areas.
- 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.
- Tape may not be used to mark the carpeted floors.
- Drapery systems must be supported by sandbags or similar weights.
- Visqueen and plywood must be laid over carpeted areas before bringing freight or material handling equipment into the area.
- Movement of equipment and material is limited to hand-carried items.
- No trucks, carts, or other motorized devices are allowed on the carpet unless suitable floor coverings, as approved by the Director of Operations are in place to protect the carpet.

EXHIBIT HALL ROLL UP DOORS

- There are three vehicle access roll-up doors to the Exhibit Hall Drive on Ramp (15' high x 15' wide).
- Exhibit Hall to service hallway (8' high x 10' wide).
- There are two street access doors to the Loading Dock (13'6" high x 21' wide).
- Truck dock/loading dock to service hallway (8' high x 10' wide).

EXHIBITOR KITS

Exhibitor Kits must be sent to your Event Manager prior to mailing them to your exhibitors/vendors. Please include all information concerning registration, rules and regulations, and order forms. Your Event Manager will review the information and make sure you have all the current information and correct forms.

FIRE PREVENTION & SAFETY

Fire Prevention and public safety is of paramount and overriding importance in the Wilmington Convention Center. Clients and contractors are advised no event will be permitted to open or continue while a fire or safety hazard exists on the floor. (See Appendix F - City of Wilmington Fire & Life Safety Permit Application and Information)

Below are some basic requirements:

- Compressed flammable gases are prohibited inside the Facility. This includes acetylene, hydrogen, propane, LP gas, and butane.
- Demonstrations using certain gases may be approved only by permit under certain limited conditions and quantities approved by the Fire Marshal.
- Flammable/combustible liquids are prohibited inside the Facility (gasoline, kerosene, cleaning solvents and other petroleum-based materials).



- Hazardous chemicals and materials are prohibited inside the Facility (pool chemical, pesticides, herbicides, poison, etc.).
- Combustible materials (i.e. crates and boxes) shall be limited to a one-day supply and shall be maintained in an orderly fashion. Storage of combustible materials behind booths is prohibited.
- Vehicles/Boats must be indicated and adhere to the following requirements:
 - ✓ Keys are removed from the ignition
 - ✓ All fuel tank openings shall be taped shut or locked to prevent escape of vapors
 - ✓ The hot lead battery cable shall be disconnected from the terminal and remain disconnected while the vehicle is inside the Facility. Loose cable ends shall be taped to cover all the exposed metal.
 - ✓ Fueling or defueling is prohibited
 - ✓ Fuel tanks shall be filled to not more than $\frac{1}{4}$ capacity or five gallons, whichever is less
 - ✓ Propellers shall be removed

Floor Plan Submission to Fire Marshal:

In accordance with the Use License Agreement, two copies of the proposed floor plan must be submitted to the Event Manager for Fire Marshal Approval a minimum of 30 days prior to the move-in of any exhibit, tradeshow, or expo, and special events (graduations, sporting events, and places of assembly). This includes floor plans for any exhibits taking place in the Ballrooms, Meeting Rooms and Concourses. Large banquet events that near room capacity may also be subject to this. Floor plans submitted less than 30 days in advance, may delay Fire Marshal approval and opening of event.

Non-approved floor plans will be returned to the Licensee with explanations. Licensee must resubmit revised copies of the floor plan for final approval. **Any changes made to floor plans that have received final approval from the Fire Marshal must be re-submitted for review and approval from the Fire Marshal.**

Inspections by a City of Wilmington Fire Marshal are required prior to event opening for exhibitions in the Exhibit Hall, Public Concourses, Ballroom, and Meeting Rooms 105-108 at Licensee's expense:

- Fire Permit Rates:
 - \$45.00/inspection – 8:30 am to 5:00 pm Monday – Friday
 - \$80.00/inspection – after 5:00 pm Monday – Friday, or anytime on weekends and City of Wilmington observed holidays
- The inspection cost is included on a work order for your event and is subject to change without notice.

All NFPA Life Safety Code guidelines are observed by the Facility, as well as federal, state, local fire codes that apply to public assembly facilities. All decisions of the City of Wilmington Fire & Life Safety Division will be considered final. (See Appendix F – City of Wilmington Fire & Life Safety Division Permit Application and Information)

FIRE PROTECTION SYSTEM

The Wilmington Convention Center is fully protected by an automatic fire sprinkler system. In addition, fire extinguishers are located throughout the Facility. Exit doors, exit lights, fire alarm sending stations, fire hose cabinets, fire extinguishers, and strobe lights are prohibited from being concealed, obstructed, or tampered

with at any time. No enclosed/roofed exhibits such as canopies or tents are allowed in areas protected by automatic fire sprinklers.

FLOOR PLANS

Floor Plan Drawings

- Up to two complimentary custom floor plan diagrams may be created by your Event Manager for meetings and banquets. Additional floor plans/revisions will be charged at \$75.00 per floor plan. Floor plans for sporting events will be charged at \$125.
- Up to two complimentary custom floor plan diagrams for **50 or less tabletop exhibits**. Additional floor plans/revisions will be charged at \$75.00 per floor plan.
- Exhibit Floor plans for **50 or more exhibits** must be prepared by Licensee or Licensee's General Contractor. Below are requirements for these floor plans:
 - In text box form, include the following information:
 - ✓ Show Name
 - ✓ Show Dates
 - ✓ Meeting Room or Space the Event is Taking Place
 - ✓ Number and Size of Booths
 - ✓ Gross Square Footage Utilized by Exhibits, Vehicles, and Banquet Space
 - ✓ Creator/Decorator and Company Name
 - Must show location of fire exits, hose cabinets and pull boxes
 - Must show boneyard and crate storage
 - Exhibit Hall floor plans must be on the hall's 30' x 30' grid with minimum 10-foot-aisles (failure to do so will result in additional labor charges billed to show management) and all utility boxes must fall on the back of the booth so that utilities are accessible.

Please note these few basic rules for exhibit show planning:

Aisles

- Aisle dimensions and locations are subject to Fire Marshal approval.
- Booths which require 75 feet or more travel distance to reach the exit access aisles shall be provided with a minimum of two exits remote from each other. Aisles within booths shall be 44 inches in clear width.
- Nothing may intrude into the aisle space.
- Aisles must be configured to provide clear access to all exit ways.

Exits

- There must be 20 feet of clearance from of all exits.
- Clear access must be maintained to all Facility services (i.e. restrooms, concession stands, utility rooms, etc.).
- Air supply vents, ramps, sidewalks, hallways must be kept clear



- Doors, fire exits, including doors in partition walls, or access to any exit cannot be blocked or impinged upon pipe, drape, exhibits, or other fixtures.

Miscellaneous

- Direct access to fire extinguishers cannot be blocked.
- A three-foot clearance shall be provided around fire hose cabinets, portable fire extinguishers, and fire alarm boxes. Clear access shall be maintained to those units.
- Literature and other items cannot be stored in booth beyond what could be reasonably used in one day. Additional material must be stored in closed containers in a designated storage area.
- Loading doors shall be closed before opening of the trade show and/or exhibition and remain closed while the show is open to the public.

FOOD AND BEVERAGE SERVICES

Food and beverage services are provided by SAVOR...Wilmington, the exclusive in-house food and beverage provider for the Wilmington Convention Center. No outside food or beverage of any kind may be brought on premise without the express written consent of the Facility Food and Beverage Director.

Sampling

Food and beverage sampling is specifically limited to exhibitor's own product service line and may not exceed 1 ounce food and 3 ounce beverage portions per patron. Alcoholic beverage sampling is not permitted. Exhibitor sale of food and beverages is restricted to products clearly intended and packaged for off-premise consumption and must be approved in advance of the event by the Wilmington Convention Center Food and Beverage Director. Any food and beverage products being utilized as "traffic promoters" that are not manufactured or produced by the Exhibiting Company, must be purchased through the Wilmington Convention Center Catering Department. (See Appendix G – Sample Food & Beverage Form)

FOOD DONATIONS

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

GRATUITIES

We appreciate your generosity; however, it is against Facility policy for any employee to personally accept gratuities or gifts of significant value from a Licensee, Vendor, Exhibitor, or Attendee. It is management's intention for our employees to provide exceptional service to all clients without anticipation of additional compensation. We always welcome a letter or a response to our post-event customer survey.

HVAC

Heating and/or air-conditioning on event days will begin one hour prior to the scheduled start time of your event and will remain on until the conclusion of the event. For Ballroom spaces, HVAC is available during move-in and move-out at an additional hourly charge. Please see Event Manager for details.

HAZARDOUS WASTE MATERIALS DISPOSAL

Chemicals, solvents, and/or solutions considered hazardous are not allowed to be disposed of through the sewer lines or drains of the Wilmington Convention Center.

Any materials that are brought into the Facility must be accompanied by applicable Material Safety Data



Sheets (MSDS). Some neutralizers may be available to render harmless chemicals being used. 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. Transportation, storage, security, disposal, and MSDS documentation is the sole responsibility of the material owner. Please check with your Event Manager prior to the tradeshow to make the necessary disposal arrangements for any hazardous waste materials.

HOURS OF OPERATION

The standard hours of operation for administrative office are 8:30 am to 5:00 pm Monday - Friday. Our standard hours for client leased space is 7:00 am to 11:59 pm daily. Event hours cannot be scheduled prior to or after this period without the Facility's approval. Additional rental, labor, and security charges will apply.

Banquets/Meal functions rates are based on five consecutive hours of active event time. Banquet functions over five hours have an additional per person rate per hour.

INSURANCE

All Licensees of the Wilmington Convention Center are required to have insurance coverage during the entire Use License Agreement period, including move-in, event days, and move-out. Specific insurance requirements are referenced in the Use License Agreement. Original certificate(s) must be furnished to the Facility a minimum of 30 days before the first day of occupancy by licensee. (See Appendix H - Sample Insurance Certificate)

- Licensee shall not occupy the premises until proof of insurance coverage has been furnished.
- Events deemed high risk will require insurance liability coverage over \$2 million. Please consult your Sales Manager or Event Manager.
- SMG can offer an insurance policy through its **Master Venue Insurance** program for a variety of events based on event type or activities of the event. The standard meeting, banquet, seminar (Type 1) retails for 70 cents per person/per day with a minimum of \$250.00 per policy, whichever is greater for a 1 million-dollar policy.
- If your event requires a 2 million-dollar or more policy for events or activities considered to be higher risk, the rate is \$1.25 per person/per day with a \$500.00 minimum-dollar per policy. These may include, but not be limited to sports activities, concerts, etc.

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

Client 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 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
 - i) \$100,000 Each Accident
 - ii) \$100,000 Each Employee
 - iii) \$500,000 Aggregate
 - D. Worker's Compensation
North Carolina Statutory Limits

INTERNET

Internet is an exclusive service provided by the Facility's in-house provider. Rates and related details can be provided by your Event Manager.

KEYS (MEETING ROOMS AND LOCK CHANGE)

At your request, up to two keys can be issued upon arrival. Additional keys are \$5.00 each. There will be an automatic charge of \$50 per key for any keys not returned on final event day. All keys will be issued to one member of your staff who will then be responsible for their return. The Facility always reserves the right to access any area if necessary.

The Facility does provide a convenient locking system to help you maintain security of the various rooms you use. Rooms can be re-keyed for this purpose. The cost will \$50 per door. We will also work with you to coordinate other security needs. Please consult your Event Manager.

LAW ENFORCEMENT OFFICERS

Uniformed Wilmington Police Department or the New Hanover County Sheriff's Officers are the ONLY ARMED security permitted in the Facility. Any special security services regarding law enforcement must be arranged through your Event Manager.



LICENSE AGREEMENT (CONTRACT)

The Use License Agreement is the contract between the Licensee (the user) and the Wilmington Convention Center (Facility) for a specific use of the Facility outlining the use of space, payment schedule, and other information relating to the Facility

LIGHTING

The Facility will supply adequate levels of lighting necessary for set-up and teardown. Full lighting will be provided during show or meeting hours. Requests for full lighting during set-up and tear-down will result in additional charges.

LOADING DOCK

The loading dock area is for temporary pick-up and delivery only. Parking is prohibited. Please confirm availability of loading bays with your Event Manager as these areas are shared for other deliveries and events. No containers or equipment may be left on the loading dock or in-service areas except as approved by Facility or during load-in/out. Licensee is responsible for the safety and conduct of its staff, exhibitors, volunteers, etc., whom it wishes to have access to the loading dock or service areas.

MARSHALING

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

MOVE-IN AND MOVE-OUT

Move-in and move-out hours must be contracted in advance with the Sales Manager. Any deviation from designated hours may be subject to additional fees.

- Move-in or move-out over the Terrazzo floor may require floor covering using carpet to protect the floor. Repairs for damage of any flooring surface by your exhibitors, vendors, or guests will be charged to your event. The repair for damages will be based on labor, materials, machinery, and vendor services required.
- Move-in or move-out through the Facility concourse areas is strictly limited to hand-carried items. Dollies, flatbeds, 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.

OCCUPANCY CONTROL

The Facility reserves sole discretion to restrict the number of persons on the premises, or in any room or part, at any time, consistent with public safety.

O.S.H.A. REGULATIONS

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

PARKING

The Facility is attached to a convenient City of Wilmington owned public parking deck. The Parking Deck features ADA (Americans with Disability Act) accessible spaces and elevators leading into the Facility. All parking rates are regulated by the City of Wilmington. The current daily parking fee is \$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.



You may pay for parking your vendors or attendees through a voucher system. Please see Event Manager for details.

PAYMENTS

Payment schedules are outlined in the Use Licensee Agreement. 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'. Within 14 days of the event, only cash, cashier's check or credit card will be accepted. All payments must be satisfied prior to your event. Credit card payments processed will be charged an additional 3% surcharge.

PIPE AND DRAPE (EXCLUDES EXHIBIT HALL)

Based on inventory, the Facility can provide for a fee, backdrop to your stage or risers, to enclose or mask areas from view. Pipe and Drape will not be set-up on Terrazzo floors unless the metal footers have carpet adhered to the footer to protect the floor.

PYROTECHNICS

The use of pyrotechnic displays is prohibited unless approved in writing by the Facility and the City of Wilmington Fire Marshal.

REGISTRATION

Concourses have a limited amount of space available for registration. All egress doors from the Exhibit Hall shall remain clear. Please consult with your Event Manager regarding space availability and placement of any counters, displays, or signage in public areas.

RIGGING

Rigging is exclusive to Facility's in-house audio-visual provider, AVS Coastal. All rigging must be requested and approved through AVS Coastal. All rigging plots are to be submitted no later than sixty (60) days before work is to be performed. Any plots that do not comply with the specifications required by the Facility will need a structural engineer's stamp. All plots must indicate each rigging point, weight associated with each point, and weight of each piece of equipment hanging on a truss.

ROOM SET SERVICES

Services Included in Per Room Daily License Fee (Non-Exhibit Areas Only):

- Normal housekeeping service in public areas (excludes exhibit show floor cleaning).
- Normal heat and air conditioning during event hours; HVAC service during move-in/move-out may not be available while doors are open.
- Work lights (50% power) during move-in, move-out, set-up and tear-down; full house lights during show hours.
- One-time set-up of tables, chairs, linen, and one lectern to Licensee's specification for theatre, classroom, and banquet sets.
- One complimentary standard microphone per day when Facility's in-house audiovisual provider is used.
- One water cooler per meeting room; two or more with rental of entire Grand Ballroom.
- One 16L x 6W x 24H riser or 12L x 8W x 24H riser with rental of Grand Ballroom.
- One 15 x 15 dance floor is included with the rental of the Grand Ballroom or Junior Ballroom.



- Clutter free set of pads, pens, and candy upon request.
- One mid-day room refresh per room, per day for each meeting room in use (specified trash removal, straightening of tables, and replacing of soiled linen if needed); additional services will incur a labor.
- Services will be furnished to the extent of existing available inventory, and in consideration of any prior claim on inventory by other tenant(s) if any.

Services Not Included in License Fee:

Licensee shall separately pay for all required or requested services, to include, but not limited to:

- Event security, traffic control, emergency medical services (if applicable) and any other labor requirements.
- Insurance, equipment, food and beverages.
- Tables and chairs for Exhibit Hall events. (note – banquet sets are the exception)
- Meeting room sets for chevron and orchestra styles will incur labor fees.
- Banquet sets for crescent rounds will incur over set fees.
- Exhibit tabletop sets in meeting rooms and public space areas (excludes Exhibit Hall); equipment for the number of exhibit sets are subject to Facility's available inventory.
- Waste removal services.
- Electrical and other utilities.
- Telecommunication, internet, audio-visual services, and parking.
- Additional fees may be assessed for any room set changes and air wall adjustments.
- Exhibit Hall HVAC service during move-in / out may incur additional charges: HVAC service is generally not available while Exhibit Hall loading doors are open.
- Equipment rental and food/beverage services.

Changeovers (Room Flips)

- One initial room set-up will be provided per paid rental day. Changeovers are charged as half the standard daily room rental (License Fee) and will apply to set-up changes made within 48 hours of first move-in day or during the event. There is no charge for room set changes required to go to or from a catered function. Additional rental fees may apply if additional tables, chairs, or other equipment is required that is outside of the Facility's house inventory. Please contact your Event Manager for questions or more information.

SAFE OPERATING PRACTICES

The Facility has a zero-tolerance policy for workplace violence, drug and alcohol abuse, unprofessional and discourteous conduct, and sexual harassment. These policies extend to any employee, vendor, and subcontractor affiliated with an event. The Facility will take prompt action to investigate any situation and take corrective steps where necessary. The cooperation of everyone is appreciated so that our workplace is safe, friendly, and professional.

SECURITY

The Facility monitors the facilities fire and life safety systems for general building security and will open and

secure exterior and interior access doors as well as monitor internal traffic flow. Licensee is responsible for Event Security, provided through the Facility's contractor at prevailing rates.

The Facility will evaluate each event according to its nature, attendance, and areas in uses for staffing event security coverage needs. The Facility and Licensee will jointly agree on the other Security coverage during events; however, The Facility reserves final discretion. Off-Duty Law Enforcement Officers will be required for any event that pose harmful or threatening situations.

Event security coverage is mandatory at the first minute of move-in through move-out and for any service doors used as Licensee's staff or exhibitor passage and is charged by the hour with a 4-hour minimum; Event coverage will be scheduled 30 minutes prior to the function starting time until the Facility is cleared/secured after the function.

- **Exhibitor Badges** – Licensee is advised to require badges or other identification for purposes permitted in exhibit or service areas after hours or during move-in/out to enhance security screening.
- **Event Staffing** – Includes door guards, rover position(s) for Exhibit Hall, Ballroom, Meeting Rooms, and Event Lawn under the lease agreement. Medical personnel may also be required as part of event security staffing.
 - Note: Event security staffing levels for events open to the public will have additional coverage requirements that will be determined on a case-by-case basis and may require Off-Duty Law Enforcement.
- **Armed Guards** – When required, will be furnished by Off-Duty Law Enforcement. The use of armed private security guards in or on Facility grounds is specifically prohibited.
- **Safes** – Facility will not store, handle, or otherwise accept responsibility for Licensee's funds. Safes for armored car service may be ordered locally.
- **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 events with traffic flow that will impede normal traffic flow around the streets of the Facility.

SMOKING

All forms of smoking including, but not limited to tobacco and electric/vapor, are not permitted in or on the premises to include verandas, sidewalks, Event Lawn, loading dock and the parking garage. The Facility prohibits the sale of tobacco products on the premises.

TAPE

All wires and cables must be sufficiently taped down in a safe and secure manner. When applying tape to non-carpeted surfaces, only non-residue tape (Bron BT100) may be used. When applying tape to carpeted surfaces, only non-residue carpet tape (Bron BT279) may be used. Applying tape to anything that is the property of the Facility i.e. walls, windows, doors, ceilings, equipment is strictly prohibited. Damages resulting from the use of tape are the Licensee's responsibility and cleaning charges may apply.

VEHICLES/BOATS

Vehicles and boats are allowed inside the Facility for display purposes in compliance with the City of Wilmington's Fire Codes. Vehicles are not permitted to operate in the Facility at any time and must be pushed from exterior location to the interior location. All engines must shut down upon entrance into Facility. (See Appendix F – City of Wilmington Fire & Life Safety Division Permit Application and Information)



- All fuel caps must be taped shut or fitted with a locking cap to prevent escape of vapors.
- Fuel tanks must contain no more than $\frac{1}{4}$ in the gas tank or an excess of 5 gallons of fuel, whichever is less.
- Fueling or de-fueling on premises is strictly prohibited.
- The hot lead battery cable shall be disconnected from the terminal and remain disconnected while the vehicle is inside the Facility. Loose cable ends shall be taped to cover all the exposed metal.
- Keys are removed from the ignition (provide to Event Manager).
- Propellers shall be removed.

WATER SERVICE

The Facility offers complimentary water service for head tables and in the form of water coolers for meeting events only. Should you desire a more formal form of water service, such as glasses and pitchers, this service is provided for a fee. Please see Event Manager for additional water service requirements.

WEAPONS

Weapons are prohibited in the Facility except as noted below:

- Firearms carried by sworn law-enforcement officers in the performance of their lawful duties or as permitted by law.
- Weapons approved by the Operator as an integral part of the event. If approved as an integral part of an event, weapons may be displayed as part of an exhibit at an event subject to the following conditions:
 - The exhibitor must comply with all Federal, State, and Local laws governing the possession and/or sale of firearms.
 - Firearms may not be loaded or fired in the Facility or on Facility grounds.
 - Firearms must be deactivated by removing the firing pin, the bolt, or otherwise altered so that they are incapable of being fired (by a metal lock through the trigger mechanism, a plastic strap securing the trigger or hammer mechanism, a plastic strap securing the firearm's "action" mechanism in an "open" state).
 - Powder or primers are prohibited in the Facility. Sample live ammunition may be displayed in exhibits, which are kept separate from firearm exhibits or by exhibitors who do not also display firearms.
 - Firearms and ammunition will be inspected at Licensee's expense by an authorized safety inspector approved by the Facility to insure adherence to these conditions.
 - Pepper Spray, mace, OC spray, knives, stun guns, all martial arts defense weapons and tasers are prohibited. (Law enforcement exempt); Exceptions may be granted when items are for display only and inactive.

APPENDIX A – LIVE ANIMAL WAIVER

LIVE ANIMAL WAIVER

Effective December 2017

Live animal(s) meeting the following general criteria may be permitted in the Wilmington Convention Center (Facility) at the Facility's sole discretion, and by proper execution of this waiver. Please address any comments or questions with Event Services.

Policy

Certified Service Animals, i.e., guide dogs, either working or under directed training; and animals which are part of an approved Exhibit or professional seminar and licensed for the purpose under applicable North Carolina law (statute), may be permitted in the Facility at Facility's sole discretion and by proper execution of this waiver.

Pets, companion animals, and service animals not in current service or under directed training are not permitted in the Facility.

Control

Permitted Class III animals will be under leash control while in or on Facility grounds or secured in a cage/kennel or other secure enclosure. **Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work, or the individual's disability prevents using these devices.** In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. Permitted Class I and Class II animals will be secured in an approved cage or secure enclosure at all times while in or on Facility grounds. North Carolina Code applies.

Pursuant to G.S. 130A-185, every owner of a domestic dog, cat, or ferret in North Carolina is required to have their animal currently vaccinated against rabies by four months of age and maintain the animal's current rabies vaccination status throughout the animal's entire lifetime. The owner should retain the original copy of the rabies vaccination certificate, provided by the legally authorized vaccinator as evidence of the animal's current vaccination status (copies of vaccination certificate, health certificate, municipal license/ certificate and a licensed trainer needs to be present during show/ event). There are no legal waivers or exemptions, rabies vaccinations are required by law for domestic dogs, cats, and ferrets in North Carolina.

Indemnification and Loss or Damage

The Party executing this waiver accepts full responsibility to determine and obtain any permit or license required under City, County, or State regulation; and to bear the full cost of, and hold harmless and defend Facility from, any loss or damage or injury, or any action or suit arising, caused by any permitted animal, to any person or thing in or on Facility grounds, *arising from whatever cause or provocation.*

Rejection or Removal

Facility in its sole discretion may deny entry to, or cause to be removed, any animal which it finds to be maintained or otherwise treated or behaving in an unsafe, inhumane or unsanitary manner; provided that Facility will defer in such matters to State of North Carolina or other authority having jurisdiction.

ACKNOWLEDGED AND AGREED:

By: _____

Event Name and Date - Licensee

Live Animal Waiver effective December 2017

Page 1 of 1

APPENDIX B – CONTRACTOR POLICIES



Wilmington Convention Center (WCC or Center) House Guidelines

For Service Contractors and Decorators

Effective: September 19, 2019

Center requests Contractor's acceptance of these Guidelines as a condition of operating in the facility. Contractor will observe Center's Fire Prevention and Life Safety Regulations and NFPA 101 Life Safety Code (2000), incorporated herein by reference.

Attachment

Decorations may not be taped, glued, nailed, tacked or otherwise fastened to ceilings, painted surfaces, columns or fabric and decorative walls. Proper precautions should be taken to prevent damage from occurring to building surfaces.

Boneyard & Crate Storage

Additional space is not available on facility grounds for boneyard/crate storage locations. Contractor floor plans will indicate boneyard and crate storage locations if a portion of the Exhibit Hall is used for this purpose. Storage areas may not block access to any door, fire hose/extinguisher cabinet or pull station. Contractor will respond to Center's reasonable requests for consolidation/cleanup of storage areas during the event. *Pallets or Contractor/exhibitor packing material left on property will be subject to a disposal charge.*

Carpet

Show carpet will be properly stretched and secured to eliminate uneven walking surfaces and inspected throughout the show for needed adjustments. A double-faced tape, 105 C or the like, must be used to tape down all carpet edges. Transitions at aisle ends between carpet and bare floor will be taped down to minimize tripping hazard. Carpet overlap in show areas may not exceed two layers. Utility cord runs should be located wherever possible in non-traffic areas; and marked with caution tape when run across traffic areas.

Cleaning:

Before the event:

- Center will perform a final cleanup of common and back of house areas.

During the event:

- Contractor will maintain its service, storage and boneyard areas. Center maintains an exclusive booth cleaning and aisle-cleaning services.

Post-Event

- Contractor will leave the premises in "vacuum friendly" condition (no trash or debris left which cannot be swept/vacuumed up by ordinary means). Contractor will be charged for removal of tape or additional debris and removal.

Damage:

Contractor is strongly encouraged to inspect the premises with a Center representative to note any pre-existing damage. Licensee by contract will be held liable for any damage caused by Contractor, unless Contractor requests and Center General Manager or Director of Finance approves direct billing for this purpose.

Dockmaster Services:

Contractor will be responsible to provide Dockmaster control of the load-in/out process, with its own personnel or trained personnel provided by Center at a fee.

Employee Identification:

At Center's option, Contractor employees may be required to sign in and out. Service contractors and decorators are responsible to see that their employees and management staff are badged from the first day of move-in until move-out is complete.

Equipment Rental:

Center's equipment is available for Contractor's use at prevailing rates. Use of Center equipment is conditional upon proper operating safety and certification.

Event Manager:

The Center's Event Manager is Contractor's main contact for all aspects of the event. Contractor is expected to respond to Event Manager's reasonable requests, particularly as to life safety and security. Event Manager coordinates and forwards your utility needs to the appropriate department. Orders received prior to an event will receive an advance rate on services.

Fire Exits, Fire Hose/Extinguisher Cabinets, Alarm Stations:

Contractor/Decorator may not obstruct or obscure visibility from show floor to any marked Fire Exit, Hose/Extinguisher Cabinet or Alarm ("Pull") Station. Center will not permit an event to open or to continue, in violation of Center fire and safety regulations.

Floor Marking:

Show Contractor or decorator shall use standard stick or non-residue tape in marking the exhibit floors. Liquid chalk, water paint, or liquids of any nature are particularly forbidden. Licensee or contractor as appropriate will be responsible for cost of removing any of these items.

Floor Plans and Fire Marshall Inspections:

Contractors will submit for Center and Fire Marshall approval floor plan(s) for any area being used for exhibits or displays, including permanently carpeted areas. Plans will be drawn to scale and show aisle width, location of any clearance from walls, doors, fire exits, fire alarm stations and cabinets, boneyard/crate storage; and display configuration. Aisle dimensions/locations are subject to Fire Marshall approval and aisles must be a minimum of 8' wide. Doors, fire exits, including doors in partition walls or access to any exit cannot be blocked or impinged upon by pipe, drape, exhibits, or other fixtures without approval. Clear access must be maintained to all Center services (i.e. restrooms, utility rooms, etc.).

Carpet runners or show carpet installed over the Center's permanent carpet is prohibited without the prior written approval of the Center. Direct access to fire extinguishers cannot be blocked. **All decisions of the City of Wilmington Fire Department and Fire Marshall will be considered final.**

Note: Final floor plans are due to the Event Manager 60 days prior to move-in of any exhibit. Please send a copy of a full and complete floor plan for the event and if requested, furnish a description of all electrical, communications systems and plumbing work anticipated to be needed for the event.

Food & Beverage:

Contractor should remind its employees that outside-sourced food and beverages are not permitted in the Center. Your Event Manager may arrange exceptions with the Director of Food & Beverages approval for move-in/out periods when the facility is otherwise dark.

Forklifts

To operate forklifts or scissor lifts in the Center, the following requirements are to be met: provide a copy of your company's forklift policy, names of all employees who are certified to operate a forklift and copies of forklift certifications from each of the certified employees. The Center currently has (1) scissor lift available for rent, and no forklifts for rent.

Freight & Drayage:

Event-related freight must be addressed to Licensee or Contractor or consigned through Contractor. Freight sent directly to facility must arrive during the licensed period; and accepted and handled by Contractor. The Center will not accept, or store freight addressed to the Center or Center staff or which arrives prior to the licensed period. Center will not be liable for the security of freight left in the facility following the conclusion of your move-out date(s), nor can assume responsibility for the shipping of such freight. Freight left in the Center will be disposed of at the Licensee's expense.

HVAC and Lighting:

The Center will supply adequate levels of lighting necessary for set-up and tear down. Full lighting, heat, and/or air conditioning will be provided during show hours. Requests for full lighting, heat and air conditioning during set-up and tear-down will result in additional charges. HVAC service in the Exhibition Hall is not available while the loading dock doors are open.

Insurance:

Service Contractors and Decorators must have a current Commercial General Liability insurance certificate on file with the Center.

Loading Dock:

The Loading Dock is a hazardous area. Contractor will ensure employee attention to safety, trip-and-fall hazards etc. Where possible, equipment such as a lift attachment, carpet rolls etc. should be stored in trailers and not on the dock. No cars will be allowed to park in service area. Cars should be attended to always and moved immediately after unloading or loading. All unattended vehicles may be towed at the owner's expense. The WCC has two loading bays and will be assigned based on availability and use by other Center contracted events in house.

Load in/Out Entrances:

Load in/out entrances are designated by your Event Manager. Front of the house entrances for load-in/out are prohibited. Loading dock areas are for the loading and unloading of vehicles only. All vehicles parked in these areas without prior authorization will be removed at owner's expense.

Coordination of loading activity during leased periods in compliance with Center regulations is the Licensee's responsibility. When two events require loading dock access, Center Management reserves the right to assign necessary dock space to ensure all parties are serviced.

Parking:

Contractors are responsible for arranging parking for their employees. The WCC is attached to a City of Wilmington owned public parking deck and public parking spaces at a daily fee are available on a first-come, first-served basis.

Permanently Carpeted Areas Used for Exhibits:

Carpets will be protected during load-in/out for any area traversed by lifts, pallet jacks, or used to drop palletized items; or where plants or permitted plant matter is placed. Lift/equipment wheels will be protected by clean plastic booties when traversing unprotected carpeted areas. Contractors are urged to consider limited utility service connections in carpeted areas, particularly ballroom, when laying out/assigning exhibitor space. Please see Event Manager if you have any questions pertaining to these requirements.

Rigging:

Rigging is exclusive to Center's in-house audio-visual provider, AVS Coastal. All rigging must be requested and approved through AVS Coastal. All rigging plots are to be submitted no later than 60 (sixty) days before work is to be performed. Any plots that do not comply with the specifications required by the Center will need a structural engineer's stamp. All plots must indicate each rigging point, weight associated with each point, and weight of each piece of equipment hanging on a truss.

Right to Inspect:

Center Management reserves the right to inspect any carton, satchel, container, briefcase, luggage, or package brought into or taken out of the Center.

Safety:

Contractor will comply with Center safety regulations, including proper use of safety equipment/harnesses and equipment operator/rigger and man lift certifications.

Smoking:

The Center is a non-smoking facility, including load-in/out periods. All forms of smoking, to include, but not limited to tobacco and electric/vapor, are not permitted in or on the premises of the Center to include verandas, sidewalks, event lawn and the parking deck. Center prohibits the sale of tobacco products on Center premises. Contractors are strongly encouraged to observe and support this City ordinance and Center policy.

Staging and Marshalling Area(s):

Please contact your Event Manager to inquire about any staging and marshalling area needs your event may require.

Subcontractors:

Contractors are responsible under these guidelines for the safety, conduct, and performance of their sub-contractors.

Tape & Residue:

Only professional contractor or gaffer tape may be used on Center floor surfaces. The use of duct tape, clear "cellophane" or packing tape on hard-surface floors and walls is specifically prohibited. Licensee or Contractor as appropriate will be liable for cost of any work necessary to remove tape or residue.

Utilities:

The show will be laid out whenever practicable on the Exhibit Hall's 30'x30' utility grid, (or consistent with the limited utility service availability in carpeted areas) to minimize intrusions into/across traffic areas. Show infrastructure may not block access to floor, column, or perimeter utility cabinets, fire cabinets, or alarm stations. Utility connections may not originate in traffic areas, or otherwise create a public safety hazard. For larger electrical loads please contact your Event Manager in advance to coordinate placement and electrical requirements.

Vehicles:

Licensee is responsible for safe operation of and any damage from the presence of vehicles in the facility, consistent with Center policy. All operators of such vehicles must have available their operators training certificate. Vehicles not part of an approved display must be removed prior to event opening. Vehicles must have protective material (carpet, Visqueen) underneath the vehicle, bumper to bumper at all times. Vehicles must have the battery disconnected, less than 1/8 tank of fuel, and fuel tanks must have a locking cap or have a "X" taped over the cap.

I understand that I am held liable to these guidelines and I agree to defend, indemnify and hold harmless the Wilmington Convention Center regarding any actions resulting from an event. I assume complete responsibility for loss or theft of equipment and understand that the Center accepts no responsibility for lost or stolen property.

ACKNOWLEDGED AND ACCEPTED:

Contractor

By: _____

Signature

Date

Please address any comments or questions concerning these Guidelines to your Event Manager.



APPENDIX C – SHIPPING INFORMATION

SHIPPING INFORMATION

*for Events that do not have a Contractor or Decorator
Effective April 12, 2019*

The Wilmington Convention Center (Facility) does not handle freight shipments. We ask that all event related freight be addressed to Licensee or Contractor/Decorator.

If Licensee does not have a Contractor or Decorator, the Facility will receive packages and standard handling fees based on the rates and stipulations listed below.

Facility asks that all shipments be addressed properly and do not arrive outside contracted License period.

All shipments leaving the Facility will need to be called in to shipping provider as Facility does not have any scheduled pick up times.

Storage & Handling Fees

\$20.00 per box delivered
\$100.00 per half pallet delivered
\$200.00 per full pallet delivered
\$40.00 moving fee
\$20.00 per day storage fee

Please address your shipments as follows

Wilmington Convention Center
10 Convention Center Drive Wilmington, NC 28401
Name of the Event
Dates of Event
Booth Number & Contact Name
Contact Phone Number

Please understand that the Wilmington Convention Center does not handle any outgoing freight. Individuals are responsible for all outgoing freight paperwork and scheduling of pickup of freight. If you have any questions, please contact Event Services at 910-251-5101.

APPENDIX D – ELECTRICAL AND UTILITY SERVICES ORDER FORM

ELECTRICAL & UTILITY SERVICES ORDER FORM

Customer or Firm Name:	Event Date(s):
Mailing Address:	Event/Show Name:
City, State, Postal:	Phone:
Authorized Contact Name:	Fax:
Authorized Signature:	Email Address:

Advance/Online Rates expire 5 days prior to show opening and are only available online at:

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

See terms and conditions for additional information to receive online/advance rates

Qty	ELECTRIC POWER	ADVANCE RATE	FLOOR RATE	TOTAL
	20 Amps 110 Volt	\$75.00	\$125.00	\$
	20 Amps 208 Single-Phase	\$100.00	\$150.00	\$
	60 Amps 208 Single-Phase	\$225.00	\$280.00	\$
	100 Amps Three-Phase	\$400.00	\$500.00	\$
			Electric Total	\$
Labor fees for after hours and holidays are subject to premium rates. See Event Manager for details.				

Qty	PATCH FEE	ADVANCE RATE	FLOOR RATE	TOTAL
	Individual Meeting Rooms 101-108	\$35.00 per connection	\$35.00 per connection	\$
	Individual Salons of Grand Ballroom	\$50.00 per connection	\$50.00 per connection	\$
	Entire Grand Ballroom	\$75.00 per connection	\$75.00 per connection	\$
	Entire Exhibit Hall	\$125.00 per connection	\$125.00 per connection	\$
			Patch Fee Total	\$
If Licensee uses any out-side audiovisual provider the Facility will charge a patch fee for the use of Facility's house sound system. Fee covers the duration of the event. In addition to patch fees, labor fees may apply to oversee the proper connection to the house sound system. Labor fees for after hours and holidays are subject to premium rates. See Event Manager for details.				

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Qty	INTERNET SERVICES	ADVANCE RATE	FLOOR RATE	TOTAL
	Wireless Internet, 1mbps Connection	\$50.00	\$50.00	\$
	Wireless Internet, 2mbps Connection	\$100.00	\$100.00	\$
	Private Network (Based on requested specifications)	\$500.00	\$500.00	\$
	*Wired Internet Access (1mbps,1 connected device)-per day	\$150.00	\$150.00	\$
	*Wired Internet Access (2mbps, 1 connected device)-per day	\$200.00	\$200.00	\$
			Internet-Total	\$

Higher speed access should be purchased for requirements above 512mbps. The above wireless options include 24-hour access. No switch gear, routers, or wireless access points allowed. Internet Networks are available if notified at least five days in advance. Labor fees for after hours and holidays are subject to premium rates. *See Event Manager for multi day event discount

Qty	MISCELLANEOUS	ADVANCE RATE	FLOOR RATE	TOTAL
	Extension Cord	\$25.00	\$30.00	\$
	Power Strip	\$25.00	\$30.00	\$
	Bulk Water Service per 500 Gal (std hose bibb connection)**	\$150.00	\$180.00	\$
	Water Per Gallon	\$15.00	\$15.00	\$
	Compressed Air	\$150.00	\$150.00	\$
			Miscellaneous-Total	\$

Labor fees for after hours and holidays are subject to premium rates. See Event Manager for details. ** Client is responsible for ensuring water is drained after the show and must provide their own sump pump and hose. A labor fee will be incurred for cleaning up spills or removing undrained water.

Call for prices and availability of services not listed

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CONDITIONS AND SAFETY REGULATIONS FOR ELECTRIC/UTILITY SERVICE

1. 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.
2. 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.
3. Prices are based on current rates and are subject to change without notice.
4. 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.
5. Any day of order changes will require immediate payment and will be charged at the “floor” rate.
6. 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.
7. 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.
8. Electrical Services vary throughout the Facility. Verification of available service will be required 25 days in advance.
9. Only Facility’s official electricians will be permitted to do wiring on the premises. Technical questions should be addressed to the Event Manager.
10. Wall, column, and permanent building utility outlets are NOT to be used by licensee, exhibitors, attendees, or decorators unless authorized by Facility Operations Department/ Management.
11. All electrical cords, systems, or fixtures of any type must be in compliance with the National Electric Code (NEC). Audits will be performed and power turned off any equipment in noncompliance until NEC standards are implemented.
12. Obstructions blocking utility floor boxes are subject to relocation as necessary.
13. Neither SMG nor The City of Wilmington will accept liability to dips, surges, or power outages.
14. All electrical outlets will be placed on the floor at the back of the booth unless a booth layout showing desired location is sent to the Event Manager.
15. 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.
16. Any equipment supplied by the Facility is not allowed to be removed from the facility. The Facility 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.

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APPENDIX E – EQUIPMENT AND SERVICE LABOR RATES



EQUIPMENT AND SERVICE LABOR RATES

In-House Equipment Inventory and Available Services

Effective September 20, 2019

Availability and prices are subject to change without notice. Quantities are limited to available inventory on a first come, first-served basis; please check with your Event Manager for availability. Equipment rental and service labor are subject to 7% North Carolina sales tax. All equipment is to be set by Facility staff and remains the property of the Wilmington Convention Center.

Audio Video

Please see in-house preferred audio-visual partner for all your audio-visual needs.

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' x 3' 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' x 8'	\$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' x 7' 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' x 8' 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' L x 16' W x 73' L x 12' W	
Runner for Exhibit Hall	\$300
75' L x 8' W	
Smaller Runner for Grand Ballroom (and Valet)	\$170
41' L x 8' 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	\$40/each
<i>Includes (1) 6' x 30" or 8' x 30" table, (1) 90" x 156" black floor length linen, (2) chairs & (1) waste basket</i>	

Fire Inspection

Monday – Friday, 8:30 am – 5:00 pm.....	\$45/inspection
After 5:00 pm Monday – Friday, or anytime on weekends and City of Wilmington observed holidays.....	\$80/inspection

Floor Plans

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

Additional floor plans/revisions	\$75/each
Floor plans for sporting events.....	\$125

Labor

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

Service Personnel

Fire Watch (4 hour minimum)	\$40/hour
Paramedic / QRV (Team) (4 hour minimum).....	\$75/hour
Police (Event Detail)	\$36/hour
EMS (4 hour minimum)	\$145/hour
Security (Unarmed) (4 hour minimum)	\$28/hour
Traffic Control Vehicle (4 hours or less)	\$25 flat rate
Traffic Control Vehicle (more than 4 hours)	\$50 flat rate

APPENDIX F – CITY OF WILMINGTON FIRE & LIFE SAFETY DIVISION PERMIT APPLICATION AND INFORMATION



City of Wilmington
Fire Marshal's Office
Chris Walker
Battalion Chief/Fire Marshal
230 Government Center Dr.
Suite 150
PO Box 1810
Wilmington, NC 28402-1810

910 343-3918
910 341-0097 fax

PERMIT APPLICATION INSTRUCTIONS AND REQUIREMENTS

Dear Exhibitor,

We are excited that you have chosen the Wilmington Convention Center as a location to host your exhibit or display. The attached permit application process is your guide to successfully setting up your venue and conforming to the fire safety requirements of the City of Wilmington Fire Department and the State of North Carolina.

Please review the technical bulletin requirements for determining what permits and inspections will be required before permitted to open to the public. Also, depending on the complexity of your event, firewatch personnel may be required.

Complete the attached permit application and provide all documentation at least 30 days in advance of your exhibit or show.

A checklist of fire code requirements and general fire safety aspects for exhibits and trade shows is also provided for your convenience. We encourage you to use this as a pre-event audit of fire safety before the show.

The Wilmington Fire Department, Fire & Life Safety Division is available to answer questions you may have about this process or permitting and inspecting your exhibit or show. You can reach our staff by calling (910) 343-0696 during normal business hours. The Special Event, Trade Show & Exhibition permit application can be found on the City of Wilmington website at <https://www.wilmingtonnc.gov/departments/fire-department/fire-and-life-safety/online-forms>

Respectfully,

Chief Chris Walker
Battalion Chief / Fire Marshal
Wilmington Fire Department
Division of Fire & Life Safety

Pre-Event Inspection

Pre-event fire safety inspections are the responsibility of the Wilmington Convention Center and a Fire Inspector with the Wilmington Fire Department. Events requiring permit(s) through the City of Wilmington, Fire & Life Safety Division are required to have a Fire Official approval. Inspections may be conducted during the move in and tear down. Spot inspections may also be conducted during the show. Building management shall be responsible for correction of all fire code violations found. All violations are required to be corrected within the time determined by the Fire Marshal or designee. An attached checklist is provided as a guide to the general fire code requirements that are applicable to your event. The trade show and/or exhibition shall not be permitted to open without the approval of the Fire Marshal or his authorized designee. NOTE ** Anytime a Fire Inspector is on-site, the Facility Manager, Assistant Facility Manager, or Event Manager should be contacted in order to make any necessary changes.

Fire Code Permits

The City of Wilmington, Fire & Life Safety Division requires an operational permit for the following:

1. Exhibits and Trade Shows
2. Liquid- or gas-fueled vehicles or equipment in assembly buildings.
3. Temporary membrane structures, tents, canopies, and air supported structures
4. Pyrotechnic special effects material
5. Events involving the use of flammable/combustible liquids and/or liquid-propane
6. Open Flame ceremonies (theatrical performances, wedding shows, etc.)
7. Carnivals & Fairs EXHIBITS & TRADE SHOWS
8. Places of Assembly

An application for a permit must be completed 30 days in advance of any event and contain the following:

1. Floor plan showing layout of all vendor areas on the exhibit hall level.
2. Seating plan showing table and chair, stage layouts in the ballrooms.
3. Location of all exits and arrangement of aisles for the exhibit hall and/or ballroom level.
4. Location of any hazardous materials, flammable liquids, or compressed gases.
5. Completed fire code permit application.

All fire code permits are required to be issued by a fire official of the City of Wilmington, Fire & Life Safety Division. An exhibit and trade show permit is required before the show can open to the public.

Firewatch Required

Firewatch is required whenever the fire alarm system is placed in event mode. Other conditions may require firewatch due to the complexity of the event planned and will be determined during pre-event meetings and inspections.

All firewatch will be approved through the City of Wilmington, Fire & Life Safety Division. The number of required firewatch personnel will be based on the event being held.

Wilmington Convention Center Staff and firewatch personnel are required to ensure that the fire alarm system is placed in "Event Mode" before each event starts. Responsibilities of firewatch personnel are as follows, but not exclusively limited to:

- Conducting a pre-event inspection of the exits. Maintain patrol of entire facility during pre-planned event.
- Coordinate with staff and maintenance supervisors on placement of the FACP in the event mode. Participate in a briefing with staff and event managers prior to starting.
- Ensure any required fire code permits are provided for and are posted.
- A responsible adult must routinely make rounds of the structure, at thirty (30) minute intervals, to observe any conditions that may cause a fire. A log shall be kept with date, time and responsible person making the rounds.
- If a fire is discovered or suspected, immediately dial 911; notify all person(s) in the immediate vicinity, and recommend evacuation of the premises.
- The responsible person assigned the task of "fire watch" shall not perform any other duties while performing the duties of a "fire watch" (i.e. sweep floors, empty trash, etc.).

Fire Safety and Evacuation Plans

You as an exhibitor should become familiar with the fire safety and evacuation plans in advance of your planned event. All of your staff should also review the exit arrangement and requirements in the event of an emergency.

General Requirements

Exit signs shall be visible from any location in the room, if not; temporary exit signs shall be posted.

Exits and aisles shall be clear of all obstructions. This includes charts, easels, trailer tongues, etc.

Aisles shall be a minimum of eight (8) feet in the arenas and exhibit halls and minimum of 44 inches in meeting rooms.

Booths which require 75 feet or more travel distance to reach the exit access aisles shall be provided with a minimum of two(2) exits remote from each other. Aisles within booths shall be 44 inches in clear width.

A three (3) foot clearance shall be provided around fire hose cabinets, portable fire extinguishers, and fire alarm boxes. Clear access shall be maintained to those units.

Compressed flammable gases are prohibited inside this building. This includes acetylene, hydrogen, propane, LP gas, and butane. Demonstrations using certain gases may be approved

only by permit under certain limited conditions and quantities, contact the City of Wilmington, Fire & Life Safety Division for a permit application and additional information at 910-343-0696.

Flammable/combustible liquids are prohibited inside this building. (Gasoline, kerosene, cleaning solvents and other petroleum based materials).

Hazardous chemicals and materials are prohibited inside a building. (Pool chemical, pesticides, herbicides, poison, etc.)

Combustible materials shall be limited to a one (1) day supply and shall be maintained in an orderly fashion. Storage of combustible materials behind booths is prohibited.

Combustible materials (i.e. crates and boxes) shall be stored outside the building in an approved area or in a storeroom having a fire resistance rating of at least two (2) hours and protected by an automatic fire extinguishing system.

Loading doors shall be closed before opening of the trade show and/or exhibition and remain closed while the show is open to the public.

Single station smoke detectors shall be provided in all enclosed exhibits exceeding 120 square feet with roofs (i.e., recreational vehicles, mobile homes, tents, etc.). An approved fire watch is required for enclosed exhibits. No enclosed/roofed exhibits are allowed in building areas protected by automatic fire sprinklers.

Building Fire Protection Systems:

Anytime a fire protection system or part of a fire protection system is out of service, the City of Wilmington, Fire & Life Safety Division shall be notified immediately. An approved fire watch shall be provided until the fire protection system has been returned to normal service.

Special Requirements

Vehicles / Boats

Vehicles may be allowed in the building for display purposes provided they meet the following requirements:

- Keys are removed from the ignition
- All fuel tank openings shall be taped shut or locked to prevent escape of vapors.
- The hot lead battery cable shall be disconnected from the terminal and remain disconnected while the vehicle is inside the building. Loose cable ends shall be taped to cover all the exposed metal.
- Fueling or defueling is prohibited
- Fuel tanks shall be filled to not more than 1/4 capacity or five (5) gallons, whichever is less.
- Propellers shall be removed

Open Flame Devices

Open flame devices are prohibited. Exception: contact the City of Wilmington, Fire & Life Safety Division, for a permit application and additional information at 910-343-0696. Permits are required. Examples of open flame could be the use of candles. Candles shall be securely supported on substantial noncombustible materials. The candle flame shall be protected. A portable fire extinguisher, with a minimum UL rating of 2A:10B:C, shall be provided by the permit holder.

Cooking and/or Warming Devices

Cooking and/or warming devices that produce grease laden vapors shall be electrically fueled only. "Sterno" may be used only for warming trays. Cooking devices shall be approved by a recognized testing laboratory (i.e., U.L., F.M.).

Cooking, warming devices, and/or heated products shall be isolated from the public by either placing the device a minimum of four(4) feet back from the front of the booth, or provide a Plexiglas shield between the cooking and/or warming device and the public.

Individual cooking and/or warming devices shall not exceed 288 square inches of surface area (i.e., 12" x 24").

The table surface holding the cooking and/or warming device(s) shall be of a noncombustible material.

A minimum of two (2) feet shall be kept between cooking devices.

Combustible materials shall be kept a minimum of two (2) feet away from any cooking and/or warming device.

A UL listed 20B:C rated fire extinguisher and lid for each device or an approved automatic extinguishing system shall be provided within any booth utilizing cooking and/or warming device. A Class K rated fire extinguishers are required for deep fat type fryers of any size.

Lasers

Only Class 1 lasers shall be permitted.

Explosives

Explosives and blasting agents shall be generally prohibited. Ammunition may be allowed under certain conditions. The stipulations shall be written for each trade show and/or exhibition. A permit is required. Contact the City of Wilmington, Fire & Life Safety Division for a permit application and additional information at 910-343-0696.

No permits will be granted for any un-sprinkled portion of the building.

5601.2.2 Sale and retail display. No person shall construct a retail display nor offer for sale explosives, explosive materials, or fireworks upon highways, sidewalks, public property, or in Group A or E occupancies.

5601.2.3 Permit restrictions. The fire code official is authorized to limit the quantity of explosives, explosive materials, or fireworks permitted at a given location.

Displays

Smokeless propellant. No more than 20 pounds of smokeless propellants, each in containers of 1 pound or less capacity, may be displayed.

Black powder. Not allowed.

Small arms primers. No more than 10,000 small arms primers may be displayed.

Storage

Smokeless propellant. Not allowed over 20 pounds outside of a type 2 or 4 magazine.

Black powder. Not allowed.

These limits apply per trade show; not per individual show booth.

Pyrotechnics

A permit is required for the use of pyrotechnics. Contact the City of Wilmington, Fire & Life Safety Division for a permit application and additional information at 910-343-0696.

The pyro-technician must hold a current NC indoor pyro-technician's license.

Open Flame special effects using flammable gas is prohibited.

Extension Cords

1. Extension cords shall be grounded.
2. Extension cords shall be maintained in good condition without splices, deterioration or damage.
3. Extension cords shall be plugged directly into an approved receptacle (not into another extension cord) and shall not be affixed to structures, extend under floor coverings and across areas of foot traffic.

Flame Retardant treatment

All decorations suspended from walls or ceilings, including but not limited to drapes, signs, banners, acoustical materials, cotton, hay, paper, straw, moss, split bamboo, wood chips and foam, shall be rendered flame retardant to the satisfaction of the Fire Inspector. A certificate from the manufacturer must be provided.

Field application of fire retardant chemicals must be tested by an approved third party testing agency. The Fire Wilmington Department is not allowed to field test any chemical applications.

Oilcloth, tarpaper, nylon, plastic cloths, and certain other plastic materials cannot be made flame retardant and their use is prohibited. Vertical carpet is not allowed.

Lobby Areas

A lobby area may be utilized for registration provided:

Storage of combustibles necessary for registration (i.e., paper, boxes, etc.), shall be limited to a one (1) day supply.

Registration booths and lounge areas shall be set up only in the designated area as shown on approved plans and shall not impede required egress.

Lobby areas also serve as exit access, so their use must be preapproved by the City of Wilmington, Fire & Life Safety Division.

Outside Areas

Loading Docks are regulated by event Center staff. Lack of loading spaces will not be an acceptable reason to block streets, fire lanes, or sidewalks.

All buildings exits are required to have their discharge areas clear, so occupants may safely leave the building. Blocking an exit discharge area is enforced the same as blocking the exit from inside the building. Keep both areas clear.

Fire Lanes and Parking

No person shall park a vehicle or permit it to stand, whether attended or unattended, upon any public vehicular area, street, highway or roadway in any area designated as a fire lane. This prohibition includes designated fire lanes in parking lots and all other public vehicular areas. Provided, however, persons loading or unloading supplies or merchandise may park temporarily in a fire lane as long as the vehicle is left attended by a licensed driver, who can move the vehicle if so directed.

APPENDIX G – SAMPLE FOOD & BEVERAGE FORM



SAVOR...Wilmington

Sample Food and/or Beverage Application

SAVOR...Wilmington Catering by SMG has the exclusive food, beverage, and alcohol distribution rights on the Wilmington Convention Center's property. 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 vendors MUST receive prior approval and confirmation by the Food & Beverage Director. At the discretion of the Wilmington Convention Center, exhibitors who do not comply will be asked to remove items from the facility or be subject to fees and/or commissions.

GENERAL CONDITIONS AND SPECIAL REQUIREMENTS

- ❖ 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 Wilmington Convention Center's catering department
- ❖ Food items must be administered and limited to "sampling" or "bite" size portions (1 ounce or less)
- ❖ Beverage items must be distributed in containers no greater than 3 ounces, and no more than 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 product at Wilmington Convention Center
- ❖ Costs associated with the disposal of trash, waste, etc. from exhibitor sampling area are the responsibility of the Licensee/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 & Beverage, Wilmington Convention Center, the City of Wilmington and its agents from all liability, damages, losses, 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 #:
Name:	Telephone:	Fax:
Address:	City:	ST: Zip:
On-site contact:	Title:	
Product(s) you wish to dispense:		
Size of portion to be dispensed:		Quantity distributed:
Proposed container for dispensing:		
Reason for offering samples:		
Signature:		Date:

By signing above you agree to all policies, procedures, and general conditions as outlined by the food/beverage application agreement
SERVICES REQUIRED: Please notify SMG Food & Beverage at 910-251-5101 regarding any special service requests related to your sample application. A state tax & service charge applies to all charges and services where applicable.

Approved: _____	Date: _____
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SMG Food and Beverage Director

Please fax to: 910-251-5102

Email Scott Frazzetta: sfrazzetta@wilmingtonconventions.com

APPENDIX H – SAMPLE CERTIFICATE OF INSURANCE

ACORD		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			
		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		
INSURED XYZ Convention Center Tenant User 9999 Tenant User Street City, State (zip)					
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.					
TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
GENERAL LIABILITY	123456789	01/01/10	01/01/11	GENERAL AGGREGATE	\$ 1,000,000
☒ COMMERCIAL GENERAL LIABILITY				FIRE DAMAGE	\$ 100,000
CLAIMS MADE ☒ 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 ☒ Project ☐ Location				PRODUCTS & COMPLETED OPERATIONS AGGREGATE	\$ 1,000,000
AUTOMOBILE LIABILITY	123456789	01/01/10	01/01/11	COMBINED SINGLE LIMIT	\$ 1,000,000
☒ Any Automobile				BODILY INJURY (per person)	
All Owned Automobiles				BODILY INJURY (per accident)	
Scheduled Automobiles				PROPERTY DAMAGE (per accident)	
☒ Hired Automobiles				COMPREHENSIVE	
☒ Non-Owned Automobiles				COLLISION	
WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	123456789	01/01/10	01/01/11	☒ NO STATE REQUIREMENTS ☐ OTHER	
				EACH ACCIDENT	\$ 100,000
				DISEASE (Each Employee)	\$ 100,000
				DISEASE (Policy Limit)	\$ 500,000
EXCESS LIABILITY	123456789	01/01/10	01/01/11	EACH OCCURRENCE	\$
				AGGREGATE	\$
CLAIMS MADE ☐ OCCURRENCE ☐				Retention:	
					\$
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 SMG - Wilmington Convention Center 10 Convention Center Drive Wilmington, NC 28401		CANCELLATION 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			