



# CONNECTICUT CONVENTION CENTER

## EVENT PLANNING GUIDE

100 Columbus Boulevard, Hartford, CT. 06103  
Ph: 860.249.6000 Fax: 860.249.6161 [www.ctconventions.com](http://www.ctconventions.com)

Policies and rental rates noted herein are subject to change without notice and supersede any version of this guide printed prior to the above date.

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## **THE FACILITY**

The Connecticut Convention Center features stunning architecture and state of the art design to easily accommodate regional, national, and international events – from conventions, tradeshows, and business meeting to weddings and other special events. Conveniently located in downtown Hartford, the Center is only 12 miles from Bradley International Airport and is easily accessible by Interstates 84 and 91.

To ensure the success of your event, this guide offers clear, comprehensive event planning information in plain language. The Event Guide is designed to assist you, your staff, your vendors, exhibitors and sponsors by providing answers to the most frequently asked questions associated with event planning at the Center.

Our experienced staff welcomes the opportunity to introduce you to this new and exciting building and its many amenities. We're pleased to assist you in the planning stages of your event by developing meeting room layouts, written estimates of charges and personally supervising your event. If you have any questions or concerns, we encourage you to discuss them with your Event Manager or the Director of Sales and Marketing.

## **MISSION STATEMENT**

The mission of the Connecticut Convention Center is to enhance the state's economy and quality of life of the City of Hartford by:

- Marketing the city and state as a high quality, convenient and affordable destination for national, regional, and statewide conventions.
- Working harmoniously with other organizations involved in effectively marketing and promoting the City of Hartford and the state of Connecticut to the meetings and convention marketplace.
- Assisting the Capital Region Development Authority (CRDA) in its effort to enable Hartford and its immediate environment to become a regional family – oriented arts, cultural, education, sports and entertainment center that will create new jobs and broaden the city's overall tourism effort.
- Serving the needs of all visiting groups and individuals while providing a hospitality experience that exceeds expectations and encourages return visitations.

## **MANAGEMENT**

The Center is managed and operated by Waterford Venue Services, LLC (Licensor), under contract with the Capital Region Development Authority (CRDA). Waterford Venue Services, LLC reserves the right at its sole discretion to book any group or event in the Center.

The Licensor shall have access to the Center, the common areas, and the Licensed Area(s) at all times to exercise its rights or responsibilities (such access shall not unreasonably interfere with Licensee's Event); may issue policies, procedures, rules and regulations in good faith deemed necessary for the safe and orderly operation of the

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Center; and may, if Licensee fails to do so, remove any person who fails to comply with this Agreement or whose removal from the Center the Licensor in good faith believes is necessary for the safe and orderly operation of the Center.

**CONTACT INFORMATION**

**Administrative Offices:**

Connecticut Convention Center  
100 Columbus Boulevard  
Hartford, Connecticut 06103  
Located on the Esplanade Level (4th floor)

**Contact Information:**

Phone: 860.249.6000  
Fax: 860.249.6161  
Website: [www.ctconventions.com](http://www.ctconventions.com)  
Directions to our facility are available online at our website

**LICENSE AGREEMENT**

Once the dates, times, and space required are agreed upon, a License Agreement will be issued. This will place a temporary hold on times and space to be used and will be accompanied with rental rates, menus, and an estimate of operational charges, if applicable.

The License Period shall be as set forth in the License Agreement ("Agreement"). Event days shall be used for Licensee's Event. The period before and after Event days shall be used, respectively, for move-in/set-up and move-out/tear-down of Licensee's Event as outlined in the Term.

The License is granted for each of the Premises for the full Term unless a lesser period is stated for a specific area in which case the stated period shall be the Term for such specific area. Please carefully review the License Agreement and be sure to send back with deposit by the deadline date noted in the first paragraph.

**BASE RENTAL FEES**

The standard Licensee Agreement includes the following items with use of licensed space. All equipment is subject to available inventory and affected by concurrent users. Event specific conditions will be included in the License Agreement.

**Meetings/General Session/Stage Presentations/Food Functions within Ballroom Level**

- One standard room set per day (theater, classroom, conference, hollow-square, banquet, u-shape); also includes one (1) 6' skirted table with two (2) chairs, one (1) podium and (1) 6x8 riser panel

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- House lighting, heating or air conditioning during show hours (maintenance levels during move in/out)
- 110 volt / 15 amp electrical service from wall receptacles permanently located inside room (not to be used for exhibits)
- One room refresh per day (straighten seating, empty trash cans, light sweeping, clear trash from tables)

**Tradeshows/Exhibits**

- House lighting, heating or air conditioning during show hours (maintenance levels during move in/out)

**Examinations/Dance Competitions/ Sporting Events**

- Please see Sales Manager

**Base Rental Fees Do Not Include:**

Labor charges for building engineers, exhibit labor, security, custodial, logistics attendants, set-up, box office staff, coat check attendants, police officers, nurse, fire marshal and other event personnel needed to stage event.

Building Inventory, i.e. linen, tables, chairs, stage

Utilities - Electrical; Water supply; Compressed air; tele-communication services

Any significant meeting room changeovers requested, as determined by the Center.

Charges for any additional cleaning (i.e. left over bulk trash, sticker tape on exhibit floor, and large quantities of trash particular to the event).

Parking (parking is available at prevailing rates)

**LIABILITY INSURANCE**

The Center's policy requires that you provide a certificate of insurance coverage in the amount of \$1,000,000 (bodily injury and property damage combined). Please refer to your License Agreement for exact coverage required. Insurance is required to be submitted thirty (30) days prior to event.

**RULES & REGULATIONS**

The Rules and Regulations, as outlined in the Event Planning Guide, is an extension of the license agreement and will be provided with your contract.



## **SALES SERVICES**

Your initial contact with the Center should be directed to our Sales Department. A representative will review your proposed event requirements including: projected dates, space needs, and rate structures. Potential date and space availability will be discussed as appropriate.

## **EVENT MANAGEMENT SERVICES**

Following the execution of the License Agreement for your Event, the Center will assign an Event Manager to work with you in planning and implementation. The Event Manager will contact you as soon as assigned and will remain as your primary Center liaison through the conclusion of your Event.

A major function of the Event Manager is to gather all event information and disseminate that information to our operating departments. These departments include Engineering, Security, Housekeeping, Set-Up, Electrical, Plumbing, Tele-Communications, and other technical services.

The Event Manager will also be responsible for coordinating the activities of service contractors as they interact with the Center. Integral to the success of your Event is your commitment to provide the Event Manager with up-to-date information relative to your specific needs. You will find it beneficial to send your Event Manager copies of pertinent information, printed programs, and exhibitor kits.

A pre-event meeting (pre-con) is required to give you and your staff the opportunity to meet key personnel from the Convention Center and its catering staff. At the meeting, your event agenda will be reviewed for any last-minute details or changes that may have occurred.

The Connecticut Convention Center also recommends scheduling a post-event meeting at the close of your event to discuss the quality of service received by you and to define any problems that you may have experienced. A Client Satisfaction Survey form for your comments and/or suggestions will be mailed to you after your event and we would appreciate your feedback. It is also important to remember that the Center is a multi-purpose facility, and it is normal to have more than one event in the building at a given time. Your Event Manager relies on the information you provide in coordinating multiple show requirements and the usage of public areas. By receiving information early, the Event Manager can assist you in avoiding unnecessary charges, alert you to potential problems, and ensure the smooth operation of your Event.

## **COMMUNICATIONS & MARKETING**

The Center's Communications Department is available to assist all clients with their publicity, advertising, and public relations needs.

The Department can assist in contacting local media, as well as provide media information. They are also available to help your group plan press conferences, suggest promotions, and serve as a resource for local services, such as printers, photographers, musicians, and specialty item companies.

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Working closely with the Connecticut Convention & Sports Bureau, the Metro Hartford Alliance, and the Connecticut Office of Tourism, we will be able to suggest programs, pre- and post-conference tours, and special activities that will be happening during your stay in the City. On site advertising & marketing opportunities are available at the CTCC. Please contact our Communications Dept. at (860) 728-2604 for additional information.

**CATERING**

The Center is pleased to offer its full-service, in-house catering department for your food and beverage needs. The Center's Catering Department is the exclusive provider of all food and beverage services within the Center. Please ask your Catering Professional for menus and food & beverage details.

**FOOD & BEVERAGE OUTLETS**

A Seattle's Best Kiosk is located on the esplanade level of the Center.

In addition concessions outlets are located on the south end of each exhibit hall and are available to service events. The Center may request a food and beverage deposit for the operation of concession outlets for your event.

**AUDIO VISUAL EQUIPMENT RENTAL & SERVICES**

Whether you are planning an intimate board meeting or an elaborate production, you can count on the experience of our in-house AV provider to provide a full range of capabilities to help deliver your message through light, sound, video, and data projection. Our in-house AV provider consists of team members that are well-trained professionals, with a dedication to guest service.

Demers Audio Visual Services is the Center's preferred in-house audio visual provider. Outside audio visual providers are not permitted to patch into the in-house sound system. Please contact Demers Audio Visual Services at 860-249-6000 extension 1961 to discuss your event requirements.

**TELECOMMUNICATIONS & INTERNET SERVICES**

The Center's in-house IT Department is the exclusive provider of all telecommunication services for the Center. The center's communication system is able to offer exhibitors and attendees the best in voice, wireless and Internet connectivity. The center is equipped with high speed bandwidth so exhibitors could provide real time web casts to demonstrate their products and services. Additionally, the center's secure private network and Voice-Over-IP telephone system allow meeting planners and executives to use the center as a virtual office, having calls forwarded to wherever they choose, including their cell phones or home offices.

## **EXHIBITOR SERVICES**

The Connecticut Convention Center serves as its own utility services contractor. Utility services and rates information can be furnished upon request by contacting the Center's Exhibitor Services Department at 860-728-2640.

## **PARKING**

The Connecticut Convention Center Parking Garage is owned by the Capital Region Development Authority (CRDA) and managed by LAZ Parking. The parking garage services both the Connecticut Convention Center and the Hartford Downtown Marriott Hotel. Please contact the on-site parking manager for rate information, parking vouchers and/or all other parking arrangements within the Connecticut Convention Center Parking Garage and surface parking lot. Please contact the Parking Garage's on-site manager by calling the LAZ Parking Garage Office at 860-728-2598.

\*The LAZ Parking Garage Office of the Connecticut Convention Center is located on the 1<sup>st</sup> level of the garage from the Center's main entrance on Columbus Blvd.

## **MARQUEE**

Located at the main entrance, a 25' exterior electronic marquee highlights event information for the Connecticut Convention Center. Please speak with your Event Manager about the proper listing for your event.

## **VISITORS INFORMATION DESK**

Please visit the Visitors Information Desk for maps, guides and brochures that will allow you to discover local and state attractions. The Visitors Information Desk is located at the Motor Lobby entrance of the Center.

## **BOX OFFICE**

If admission to your Event is charged, the Center's Box Office will maintain control of on-site ticket distribution, box office operation, ticket sales personnel, and ticket sales revenue, through the completion of final settlement. All expenses will be deducted from box office receipts at settlement. Please refer to the Rules and Regulations section of this guide for more detailed information.

## **EXCLUSIVE SERVICES**

The Center and its designated contractors are the exclusive providers of the following services at the Center. All of the costs associated with the following services will be included in your operational cost estimate:

- Event Staffing i.e. Building engineers, exhibit labor, custodial, set up, event security, police, fire marshal, nurses

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- Food and beverage (including the distribution of alcoholic beverages and vending machine operations)
- Rigging Services for all lighting, sound equipment and banner hanging
- Ticket / Box Office Services (ticket takers, ticket sellers)
- Utilities (electric, water, air, gas, telecommunications)

### **FLOOR PLANS**

The Connecticut Convention Center provides floor plans upon request. For floor plan requests please contact your event manager.

### **SERVICE CONTRACTORS**

Thirty (30) days prior to the first move-in date, Licensee shall submit to the Center, in writing, a list of service contractors and companies, which will be providing services to the exhibitors. Licensee shall ensure that all such service contractors and companies are properly licensed and insured prior to entering the Center. Service companies shall provide to the Center, at least ten (10) days in advance of the Licensee's move-in date, a copy of their business license and a certificate of liability insurance in the amount of One Million (\$1,000,000) US Dollars and bond certificates, as required.

Service contractors are required to provide all equipment needed for the handling of freight

A list of all approved service contractors will be formulated. Waterford Venue Services, LLC, must approve all other service contractors, prior to performing any work at the Center.

### **OPERATIONAL COST ESTIMATE**

You will be provided with a Cost Estimate during the sales process to help you determine the labor and material rental costs associated with operating an event within the building. The following information provides the basic guidelines used by your Event Manager to develop this estimate. There may be variations in your cost estimate based on information about your particular show. The Cost Estimate is not a pricing guarantee, and may be adjusted for changes in labor rates, changes in the requirements to operate an event safely and successfully, or to accommodate changes in your event. Your Event Manager will work closely with you to ensure that your costs reflect your needs.

Any room turnovers are subject to a turnover fee based on the labor needed to do the turn. Please speak with your Event Manager if you will need a change in room set-up at any time during your meeting to determine what the cost will be.

Overtime Rates may apply on weekends and holidays. The following services must be provided through the Center (CTCC). **All labor services are based on a four hour minimum.**

## CONSUMER & PUBLIC SHOWS

<b>Box Office Supervisor</b>	All show hours, plus one hour before and one hour after
<b>Ticket Sellers</b>	At least two at all times, additional based on estimated show hours, anticipated demand and number of box office locations
<b>Ticket Takers</b>	At least two for all show hours plus one hour before and after Show; additional based on estimated attendance and requirements at post (hand stamping, etc.) and number of entrances
<b>Logistics Attendant</b>	All Move-in and Move-out hours, plus one hour before each Move-in and Move-out time begins. Additional based on estimated dock traffic and potential security concerns
<b>Security Guard</b>	All shows hours, plus one hour after. Additional based on potential security concerns and event needs
<b>Police Officer</b>	All show hours
<b>Fire Marshal</b>	All show hours if attendees exceed 3,000 people per day
<b>Nurse</b>	All show hours
<b>Building Engineer</b>	All show hours
<b>Cleaners</b>	Depending on nature of show – please contact your Event Manager  *Final Cleanup: \$1000.00 per hall (\$500.00 per ballroom) for trash removal/final clean-up charge.  <u>*Shows that involve food products and/or preparation, construction materials, mulch, dirt and/or heavy materials may incur additional clean-up charge per hall</u>
<b>Aisle Carpet Vacuuming:</b>	Five cents (\$.05) per square foot per day, for show management.

## TRADE SHOWS / CONVENTIONS W/EXHIBITS

<b>Logistics Attendant</b>	All Move-in and Move-out hours, plus one hour before each move-in time begins (minimal of 2 guards plus additional guards for each level). Changes based on estimated dock traffic and potential security concerns.
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<b>Security Guard</b>	All show hours, plus one hour after. Changes based on potential security concerns and additional needs.
<b>Fire Marshal</b>	All show hours if attendees exceed 3,000 people per day.
<b>Police Officer</b>	As deemed necessary
<b>Nurse</b>	All show hours for any show anticipating 1,000+ attendees, or if the nature of the show dictates
<b>Building Engineer</b>	All show hours
<b>Cleaners</b>	Depending on the nature of the show – please contact your Event Manager  *Final Cleanup: \$1000.00 per hall (\$500.00 per ballroom) for dumpsters/trash removal/final clean-up charge.  <u>*Shows that involve food products and/or preparation, construction materials, mulch, dirt and/or heavy materials may incur additional clean-up charge per hall</u>
<b>Aisle Carpet Vacuuming:</b>	Five cents (\$.05) per square foot per day, for show management

**CONVENTION – NO EXHIBITS**

<b>Security Guard</b>	All show hours, plus one hour after
<b>Nurse</b>	All show hours for any show anticipating 1,000+ attendees, or the nature of the show dictates
<b>Fire Marshal</b>	All show hours if attendees exceed 3,000 people per day
<b>Building Engineer</b>	As deemed necessary
<b>Cleaners</b>	As deemed necessary
<b>Setup</b>	As deemed necessary

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**MEETING ROOM DIMENSIONS & CAPACITIES**

Capacities listed below will vary depending on staging and AV requirements. Please contact your Event Manager with room set requirement for actual capacities.

**Ballrooms: Ballroom Ceiling Height is 30'ft.**

Ballroom	GSF	Booths	Banquet	Classroom	Theater	Crescents-6	Crescents-8
A	12,000	58	550	476	850	330	440
B	16,000	86	870	646	1472	522	696
C	12,000	58	550	476	850	330	440
AB	28,000	143	1420	1130	2350	852	1136
ABC	40,000	205	2000	1600	3200	1200	1600

**Meeting Rooms: Ceiling Height in Meeting Rooms is 15'4".**

Meeting Room	GSF	Banquet	C/R	Theater	Crescents-6	Crescents-8	Hollow Sq.	U-Shape
11 or 21	1,500	80	71	142	48	64	48	32
12 or 22	1,400	70	67	133	42	56	48	32
13	1,300	70	62	124	42	56	48	32
23	1,300	70	62	112	42	56	48	32
11/12 21/22	2,900	160	138	275	96	128	72	56
12/13 22/23	2,700	160	129	257	96	128	72	56
11/12/13 21/22/23	4,200	230	200	399	138	184	104	88
14 or 24	1,700	100	83	156	60	80	64	40
15 or 25	1,800	100	86	156	60	80	64	40
16 or 26	1,800	100	86	156	60	80	64	40
17 or 27	1,900	110	92	170	66	88	64	40
14/15 24/25	3,500	200	169	312	120	160	88	64
15/16 25/26	3,600	200	172	312	120	160	88	64
16/17 26/27	3,700	210	178	326	126	168	88	64
14/15/16 24/25/26	5,400	300	255	480	180	240	120	96
15/16/17 25/26/27	5,500	310	264	500	186	248	120	96
14/15/16/17 24/25/26/27	7,200	410	347	650	246	328	144	120

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**Exhibit Hall:**      **Exhibit Hall Ceiling Height is 32'ft.**

<b>Exhibit Hall</b>	<b>GSF</b>	<b>Booths</b>	<b>Banquet</b>	<b>Classroom</b>	<b>Theater</b>
A	80,000	441	5,052	3,789	5,307
B	60,000	346	3,971	2,978	4,210
A&B	140,000	793	9,089	6,817	9,517



### **ADHESIVES (APPROVED TAPE USAGE)**

The use and distribution of tape, adhesive-backed decals and stickers on any wall surface, glass or equipment is prohibited in the Center. Only approved tape and adhesive backed materials (non-residue, easily removable) are permitted for use on the facility's carpeted surfaces. Examples of approved tape are Shurtape – PC-618 Cloth Tape (2" or 3" width) or Shurtape – DF-642 Double Face Cloth Tape. Use of glitter and confetti is also prohibited. Any costs incurred by the Center because of the use or removal of such items will be charged to the Licensee.

Also see "Damages"

### **ADVERTISING**

Licensee shall use the Center's logo in all promotional material, including advertisements, placards, written or printed matter, photographs, motion pictures, television tapes, or recordings. All such promotional materials shall be submitted to Licensor for approval, prior to dissemination. Additionally, event admission charges must be clearly stated in all advertising for public shows.

### **ALCOHOL**

The Liquor Control Commission of Connecticut regulates the sale and service of all alcoholic beverages in the Center. It is the Center's responsibility to administer and abide by the following rules:

- All alcoholic beverages must be dispensed by Center employees
- All attending guests must be able to produce valid picture identification upon request, in accordance with Connecticut ABC Laws
- Center staff reserves the right to refuse service to any patrons for any reason
- No alcoholic beverages may be brought onto or allowed to leave the Premises, except for purposes of deliveries/pick-up by supplier
- No donations of alcohol are permitted at the Center

### **AMERICANS WITH DISABILITIES ACT**

The Center is wheelchair accessible, including exhibit halls, meeting rooms, and ballrooms. Elevators for the physically challenged are located at street and pre-function levels with ramping available throughout the Center. Bathrooms throughout the Center are wheelchair accessible. The Center's parking facilities have specifically marked and reserved parking spaces for handicapped persons. Wheelchairs are available upon request at the Center's Security office and are limited in quantity. Please contact your Event Manager to discuss arrangements for those guests with special needs.

## **ANIMALS**

Except for Seeing Eye Dogs (or other similar animals used for assistance by the disabled), and except for animals used as part of a Center approved exhibit or activity, no animals or pets are permitted in Center.

Approved animals in the Center must be on a leash, within a pen, or under similar control. The Licensee assumes full responsibility and liability for the actions of any approved animal in the Center and indemnifies and holds harmless Licensor, the Capital Region Development Authority (CRDA) and the Connecticut Convention & Sports Bureau, their agents, employees, servants, and officials from any and all claims, losses, damages or expenses, including reasonable attorneys' fees, arising out of or resulting from any action of an approved animal.

## **ANNOUNCEMENTS**

The Center reserves the right to make announcements as deemed necessary at any time in the interest of public safety. Licensee agrees that it will cooperate with the Center's staff in making such announcements.

## **ATM**

ATM's or other cash dispensing machines may not be brought into the Center. ATM's are located in the Exhibit Hall Pre-Function area of the Center.

## **ATTACHING TO SURFACES**

Decorations and signage may not be taped, nailed, tacked or otherwise attached to the Center's surfaces or fixtures (i.e. ceilings, glass, doors, elevators, columns, walls, etc.).

Also see "Damages"

## **ATTENDANCE/ROOM CAPACITIES**

Room occupancy is determined by fire and safety regulations and enforced by the Center's personnel. The Licensee shall not admit a larger number of persons that can freely and safely move in any licensed space. Consult with your event manager for room occupancy levels.

## **AUDIO/VISUAL (AV)**

The Center maintains a full service, on-site audiovisual production company through Demers Audio Visual Services. Outside audio visual providers are not permitted to patch into the in-house sound system. Please contact your Event Manager to coordinate a meeting with the on-site AV services coordinator to discuss your event requirements.

- **Outside Audio/Visual Providers**

The CTCC recognizes that certain guests/clients may elect to use an outside audiovisual company. The CTCC will allow any such request(s), provided that the guidelines outlined in the Center's "Audio Visual Guidelines" document are followed. A copy of these guidelines must be signed by the guest/client and the third party supplier and provided to the CTCC **at least 21 days prior to the event.**

- **House Audio System**

The in-house AV service provider is responsible for all house audio systems.

The house audio system is designed for use as a public address system (spoken word). It is not designed for musical entertainment or other loud audio reproductions. The Center's in-house provider does offer ambient music at prevailing rates.

Rooms able to be combined and divided by air wall also have the ability to have the audio systems combined and separated accordingly. This must be coordinated through your Event Manager.

- **Audio Levels**

The Center reserves the right to regulate the audio levels of all. Licensee must maintain appropriate audio levels as to not disturb nor interrupt other. If requested to do so by Center staff, Licensee must lower volume levels accordingly.

- **Audio Recording/Taping**

Remote recording is possible for media organizations. For detailed information and associated costs, please contact the in-house AV services provider.

## **BALLOONS**

The use and distribution of helium balloons is prohibited in the Center. Any costs incurred by the Center because of the use or removal of helium balloons will be charged to the Licensee.

## **BANNERS**

The Center has specific approved areas within the facility for the hanging of Licensee banners (banners which only have the name of the event and/or Licensee). The copy and location of exhibitor or sponsor banners must be approved by the Director of Operations, and may be subject to additional fees. Please contact your sales representative to discuss possible sponsorship opportunities. Licensor retains all advertising rights. Also see "Advertising" and "Signs & Posters."

## **BASE RENTAL**

The standard Licensee Agreement includes the following items with use of licensed space. All equipment is subject to available inventory and affected by concurrent users. Event specific conditions will be included in the License Agreement.

### **Meetings/General Session/Food Functions within Ballroom Level**

- One standard room set per day (theater, classroom, conference, hollow-square, banquet, u-shape); also includes one (1) 6' skirted table with two (2) chairs, one (1) podium and (1) 6x8 riser panel
- House lighting, heating or air conditioning during hours (maintenance levels during move in/out)
- 110 volt / 15 amp electrical service from wall receptacles permanently located inside room (not to be used for exhibits)
- One room refresh per day (straighten seating, empty trash cans, light sweeping, clear trash from tables)

### **Tradeshows/Exhibits**

- House lighting, heating or air conditioning during show hours (maintenance levels during move in/out)

### **Examinations/Dance Competitions/Sporting**

- See Sales Manager for Changes

## **BILLING**

See "Settlement"

## **BOX OFFICE**

If admission to your Event is charged, the Center's Box Office will maintain control of on-site ticket distribution, box office operation, ticket sales personnel, and ticket sales revenue, through the completion of final settlement. All expenses will be deducted from box office receipts at settlement.

At least sixty (60) days prior to the time the Licensee wishes the sale or distribution of tickets to commence, Licensee shall deliver to the Center all information required in order for such tickets to be printed and sold. The Center will give Licensee an accounting of all tickets.

The ticket price must include a 6% sales tax. In addition a 4% credit card processing fee will be applied to all credit card sales. Advance ticket sale arrangements are the sole responsibility of the Licensee. Please consult with your Event Manager for more details.

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Rolled tickets are adequate when there is no reserved seating and no advanced ticket sales. Reserved tickets are pre-printed and pre-numbered and are sold only at entrance doors when Licensee offers tickets at fixed prices to the general public. Charges to Licensee for this service are estimated as reimbursable expenses.

The minimum requirement for an admission charge event is a Supervisor, a ticket seller and a ticket taker. For more than four (4) hours, a Supervisor and two (2) ticket sellers and takers are required. Additional ticket sellers and takers may be required based on total hours, expected attendance and any special promotional coupons used to purchase tickets.

There is a two (2%) percent Box Office Administration fee of after tax sales or one hundred (\$100.00) U.S. dollars per day whichever is greater. The administration fee covers the costs of set-up charges, scheduling of Box Office personnel, having adequate change, depositing receipts, settlement with Licensee for proceeds from ticket sales and other administrative details.

The issue of complimentary tickets will be limited as dictated by prudent business practice. Additionally, the Center may retain a minimum of one hundred (100) tickets for each show day/performance for its own use.

By execution of the License Agreement, Licensee grants the Center a security interest in all Box Office receipts and agrees that receipts may be held by the Center. These receipts may be applied to payment of all sums of money, which shall become due and owing for payments by Licensee to the Center, including, but not limited to, all amounts which shall become due and owing for payments by Licensee for personnel, services, materials, and equipment furnished under the Licensee Agreement. The Center will remit, out of Box Office receipts, to the State of Connecticut, City of Hartford, and/or any other taxing authority, any applicable taxes due on the Licensee's behalf. Any surplus remaining shall first be applied in satisfaction of any remaining obligations or liabilities under the License Agreement, including, but not limited to, any damages, whether or not stipulated herein, to which the Center may be entitled to reason of any breach of the License Agreement.

Within two (2) working days after the completion of the Event, the Center shall furnish the Licensee with a Box Office statement and at the Licensee's request, make a provisional settlement with the Center withholding such sums from such provisional settlement, as it deems reasonable. Within fifteen (15) days after the Event, the Center shall pay to the Licensee such monies as shall be due and owing the Licensee. The Licensee agrees to examine such statement and notify in writing of any error or of any objection to any charge within five (5) business days after delivery of such statement; and unless the Licensee shall notify the Center of such claimed error or objection within five (5) business days, such statement shall be deemed to be a true, correct, and final statement of the account between the Center and the Licensee. The Licensee agrees to pay the Center promptly any amounts shown to be due on such final statement, which were not paid by the application of Box Office receipts. In the event any checks received by the Center do not clear the bank for any reason, the total of such checks not collected shall be deducted from Box Office receipts as an expense to the Licensee.

## **BUILDING FURNITURE**

Facility property (i.e. furniture, artwork, decorative plants, etc.) shall not be moved or relocated by Licensee or Licensee's staff, exhibitors, or service contractors. Relocation of any item(s) must be approved by the Event Manager and moved only by the Center's Staff.

## **CANCELLATIONS**

Please refer to your License Agreement for cancellation policy.

## **CHANGEOVERS**

Any changes to the initial meeting room set during the course of a day will be subject to the prevailing labor and equipment rate.

## **CLEANING**

See "Housekeeping & Trash Removal."

## **COAT CHECK**

Coat Check services are available upon request and at prevailing rates. Self-service coat check is also available. Please contact your Event Manager for details.

## **COMPRESSED GASES**

Compressed flammable gases are prohibited inside the facility. This includes acetylene and Hydrogen. Vehicles fueled by propane such as forklifts used for setting up and dismantling shows may be used when the exhibit or tradeshow is not open to the public.

Also see "Fire Code Rules and Regulations."

## **CONCESSIONS**

Concessions outlets are located on the south end of each exhibit hall.

Licensee requests for concession sales may require a minimum food and beverage deposit. Please contact your Event Manager to further discuss concession services

Licensors reserves the right to sell food and beverages at any location in the Center.

Also see "Food and Beverage."

## **COOKING AND WARMING DEVICES**

See "Fire Code Rules & Regulations".

### **COPYRIGHTS, PATENTS, SERVICE MARKS & TRADEMARKS**

Licensee shall not use the trade name, service marks, trade marks, trade dress or logo of the Center in any form of publicity whether as a press release, a brochure, a verbal announcement, an advertisement, or any similar activity without the Licensor's written consent. The Center's logo is available through the Sales Department. Licensor shall have the right to use the name, picture, likeness, trademark and/or logo of Licensee for purposes of advertising, promoting or publicizing the Event, the Center, or Licensor or its affiliates, provided that such use does not constitute the direct endorsement of a product or service without the prior consent of the parties involved.

### **CRATE STORAGE**

Crate storage is not available in the Center unless a consent form is granted through the Event Manager. Crate storage is the responsibility of the Licensee.

### **DAMAGES**

Prior to move-in, representatives from both the Licensor and the Licensee will jointly tour the Licensed Area(s) for the purpose of an audit of the Premises. Licensee shall give notice to the Licensor of any condition or problem area(s) of the Center requiring necessary repairs to permit the Licensee to use the Center. The Licensor shall repair any problem area(s) prior to the Event. Any damage to any Center property or equipment is to be reported immediately to the Center's Security Department, located on the Exhibit Hall level. Immediately following the move out process, representatives from both the Licensor and the Licensee will jointly tour the Licensed Area(s) for the purposes of an audit of the premises. This audit will be to determine what, if any, repairs need to be made to the Center due to damage caused by the Licensee, its exhibitors and/or attendees. The cost of required repairs will be charged to the Licensee and shall be paid by the Licensee to the Licensor as part of the final settlement.

Licensee shall not cause or permit any nails, staples, hooks, tacks, screws, or the like to be driven into any part of the Premises. Licensee shall not utilize any decorations or adhesive materials, including tape, that would deface the walls, ceilings, floors, facilities, and equipment contained in the Premises.

The walls, floor, ceilings, or other areas of the Center or its furnishings or fixtures are not be painted by Licensee or have permanent covering applied. Materials may not be attached to the Premises by means of cords, ropes, or ribbons or in any other manner, which will not mar, deface, or damage the Premises or its furnishings and fixtures, provided prior written consent of Licensor for such method of attachment is obtained.

Licensee agrees not to exceed the published load limits of any floor areas, ceiling tracks or elevators.

All damage, except for normal facility wear and tear, is the responsibility of the Licensee. After your Event, you are encouraged to schedule an exit tour, to be jointly performed by representatives from both the Licensor and the Licensee. A damage evaluation report will be completed during such exit tour.

The facility shall be returned to the Licensor in the same condition as it was received. If the facility is not returned in the same condition as received, the Center will clean and make the necessary repairs and include the estimated costs for such cleaning and repairs in the Licensee's settlement.

Under no circumstances are helium balloons, confetti, glitter or adhesive-backed decals to be given away or used in the Center. Any costs incurred by the Center because of the use or removal of these items will be charged to the Licensee in the final settlement.

### **DANGEROUS WEAPONS**

The possession of a dangerous weapon is prohibited in the Center, except under the circumstances as stated further below. Concealed weapons are strictly prohibited in the Center.

Firearms, facsimile of a firearm and those products deemed "dangerous weapons" as defined in CT General Statute 53-206 (See further below for definition) are prohibited in the Center, unless they form part of a display or are integral to an event, and prior written approval has been obtained from the Center and all license and permits have been approved by authorizing agencies.

The exhibitor must comply with all Federal, State, and Local laws governing the possession and/or use and/or sale of firearms and other products deemed "dangerous weapons" in the State of Connecticut. Firearms may not be loaded or fired in the Center. Firearms must be deactivated by removal of the firing pin, bolt, or otherwise altered so that they are incapable of being fired.

#### **CT General Statute 53-206: Carrying and Sale of Dangerous Weapons**

- (A) Any person who carries upon one's person any BB gun, black jack, metal, or brass knuckles, or any dirk knife, or any switch knife, or any knife having an automatic spring release device by which a blade is released from the handle, having a blade of over one and one half inches of in length, or stiletto, or any knife the edged portion of the blade of which is four inches of over in length, any police baton or nightstick, or any martial arts weapon, or electronic defense weapon, as defined in section 53a-3, or any other dangerous or deadly weapon or instrument shall be fined not more than five hundred dollars or imprisoned not more than three years or both.

#### **CT General Statute 53-206C: Sale, carrying and brandishing of facsimile firearms prohibited. Class B misdemeanor.** (a) For the purposes of this section:

- (1) "Facsimile of a firearm" means (A) any nonfunctional imitation of an original firearm which was manufactured, designed and produced since 1898, or (B) any nonfunctional representation of a firearm other than an imitation of an original firearm, provided such representation could reasonably be perceived to be a real firearm. Such term does not include any look-a-like, non-firing, collector replica of an antique firearm developed prior to 1898, or traditional BB or pellet-firing air gun that expels a metallic or paint-contained projectile through the force of air pressure.



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- (b) No person shall give, offer for sale or sell any facsimile of a firearm. The provisions of this subsection shall not apply to any facsimile of a firearm which, because of its distinct color, exaggerated size or other design feature, cannot reasonably be perceived to be a real firearm.

The rules and regulations as outlined above do not apply to on duty law enforcement officials.

**DECORATIONS**

The location and method of installation of any special decorative needs must be approved in writing by the Center, prior to the Event. Use of glitter and confetti is prohibited at all times. All special decorations or signs left in the Center at the conclusion of your Event will be considered to be disposable items. Any costs incurred with the removal of such items will be charged to the Licensee.

Decorations and related materials may not be taped, stapled, nailed, or attached to painted surfaces, columns, pillars, railings, fabrics, or decorative walls of any part of Center property unless prior authorization is received from the Event Manager. No banners can be hung in the Center without prior written approval of the Event Manager. The Center's permanent signs, banners, and other decorations may not be blocked in any manner. Temporary signs may not be attached in any manner to permanent Center signage.

Also see "Damages"

**DOORS**

As per State Fire Codes, under no circumstances should any exterior or interior door be propped open or any automatic closing device, panic hardware or mullion be removed from any door of the Facility. All exits must remain unobstructed and free of debris at all times.

Also see "Fire Code Rule & Regulations."

**DRILLING/NAILS/STAPLES**

Holes may not be drilled, cored, or punched into any part of the Center or exterior and interior premises.

Also see "Attaching to Surfaces."

**ELECTRICAL**

See "Utilities"

**ELEVATORS**

See "Escalators"

### **ENERGY CONSERVATION**

Energy conservation is a prime concern for the Center. Move-in and move-out periods, rehearsals, and similar pre-event activities will be assessed a utility charge for full service light and comfort level requirements if requested. Please contact your event manager for rates.

### **ENTERTAINMENT RIDER**

Concerts, comedy and any other special that include touring entertainment must submit a complete entertainment rider to the Event Manager no later than 21 days prior to event. Requests are limited to the extent of the Center's inventory and services.

### **ESCALATORS & ELEVATORS**

All equipment shall be transported utilizing the freight elevators only. No equipment may be transported on escalators - This includes easels, chairs, tables, wheelchairs, baby carriages and other similar devices. Under no circumstances are public passenger elevators to be used for transporting equipment or exhibit materials that cannot be carried by hand. Freight Elevators with direct access to the ballroom level and as a result, will require a freight elevator operator during all times of use. An elevator operator will be provided for you at the applicable rate. Equipment transported by freight elevators must not exceed the total weight capacity of such elevator.

### **EVACUATION OF THE FACILITY**

Should it become necessary in the judgment of Licensor to evacuate the Center or the Licensed Areas because of fire, flood, a bomb threat or for other reasons of public safety, the Licensee will retain possession of the Licensed Areas for sufficient time to complete presentation of its activity without additional rental charges, provided such time does not interfere with any other licensee's use, and subject to Licensee's obligation to pay any resulting incremental labor charges or other building expenses.

### **EVENT MANAGEMENT**

Following the execution of the License Agreement for your Event, the Center will assign an Event Manager to work with you in planning and implementation. The Event Manager will contact you as soon as assigned and will remain as your primary Center liaison through the conclusion of your Event.

A major function of the Event Manager is to gather all event information and disseminate that information to our operating departments. These departments include Engineering, Security, Housekeeping, Set-Up, Audio/Visual, Utilities, Tele-Communications, and other technical services.

### **EVENT WORK ORDERS**

All Event services provided to or requested by Licensee will be described on an Event Work Order Form. The Event Work Order will indicate the services desired, the price,

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and the authorization of the Licensee or designated representative. Licensee must submit preliminary event information to the Center no later than 60 days prior to the event.

Final Event Work Orders must be signed and submitted by no later than 30 days prior to move-in.

**EVENT SECURITY**

The Center maintains twenty-four (24) hour security responsible for monitoring the facility, interior public, traffic flow in such areas and the Center's fire safety system. The activities of the security personnel cannot be restricted by activities of the Licensee.

Event Security is an exclusive service of the Center. The Licensee is responsible for contracting the Center's Event Security services for those areas specifically licensed to the Licensee, including exhibit halls, meeting rooms, ballrooms, and other areas, and during move-in and move-out dates.

The Center may require the Licensee to provide minimum levels of security coverage in any leased space and other areas, such as loading docks, public access areas, registration areas, etc. Such coverage will be at Licensee's expense.

No doors can be obstructed when the area is occupied. No doors may be restricted for use or otherwise locked without the prior written approval of the Center.

All security requests are subject to Center approval and must be submitted to the Center, at least thirty (30) days prior to the move-in date.

All service contractors and other event related labor must enter/exit the Center via the designated employee entrance/exit areas and are to have proper visible identification.

Center in-house security reserves the final rights to admit access of any personnel to any Center space.

All security personnel shall be uniformed and display picture identification badges. Use of armed guards, or any other security equipment, is prohibited, without the prior written approval of the Center.

**EVENT STAFF**

Licensors are the exclusive providers of all Event Staff services including event security, ticket takers, ticket sellers, Off Duty Police, Fire Marshal, Nurses, Emergency Medical Technicians and First Aid providers. The Event Manager, in coordination with the Director of Security and/or Box Office Manager, will determine appropriate staffing levels. Specific requests should be provided to the Event Manager no later than 30 days prior to the event.

All costs for event staff will be charged to the Licensee. There is a four (4) hour minimum for all Event Staff personnel.

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Event Staff cancellations may be made up to 48 hours prior to scheduled service, excluding weekends and holidays. Any cancellations made inside of 48 hours will result in a minimum charge of four (4) hours per staff member cancellation. Cancellations made during shifts will result in a minimum of a four (4) hour charge. If a cancellation is made after the four (4) hour minimum has been met, then the charge will be equal to the total hours worked, rounded up to the next full hour.

For more information, please contact the Event Manager.

Also see “Event Security,” & “Labor, Equipment & Services Rates Sheet.”

### **EXCLUSIVE SERVICES**

The Licensor or its designated contractors shall be the exclusive providers of the following services at the Center. All of the following will be at the Licensee’s expense (in addition to the Base Fee, described in this Section).

- Event Staffing i.e. engineering, exhibit labor, security, custodial, set up, police, nurses, fire marshal
- Food and beverage (including the distribution of alcoholic beverages and vending machine operations)
- Rigging Services for all lighting and sound equipment and banner hanging
- Ticket / Box Office Services (ticket takers, ticket sellers)
- Utilities (electric, water, compressed air, telecommunications)

### **EXHIBITOR SERVICES**

Exhibitors may pre-order services (temporary utilities, telecommunications, and audio/visual). Contact information is located on the order forms. Order forms may be downloaded from our website [www.ctconventions.com](http://www.ctconventions.com), or by contacting your Event Manager

During Exhibitor move-in, Licensor may set up an Exhibitor Services Desk to facilitate last minute, on-site requests. Please contact your Event Manager for more details.

Also see “Service Desk” & “Utilities”

### **EXHIBITOR SERVICE KITS**

Licensee must provide the Event Manager with a sample service kit to review, prior to finalizing and distributing. Service kits should include order forms for Center’s exclusive services and must incorporate the Center’s Rules and Regulations. Order forms may be downloaded from our website, [www.ctconventions.com](http://www.ctconventions.com), or by contacting your Event Manager.

Along with the sample exhibitor service kit, a list of exhibitors should be supplied to the Event Manager no later than 21 days prior to move in. Contact your Event Manager for more information.

## **FIRE ARMS**

See "Dangerous Weapons"

## **FIRE REGULATIONS**

The Center abides by all standards established by the National Fire Protection Agency (NFPA), Life Safety Codes, State of CT General Statutes and State Fire Safety Codes. You, your agents, and employees must become familiar with the Center's safety procedures and regulations, instruct your agents and employees about the Center's evacuation plan, in the event of fire or other disaster, and formulate a specific plan to evacuate any disabled person(s).

All licensees must, at all times, conduct their activities with full regard for public safety and observe and abide by all NFPA regulations. Licensees must also meet all requests, concerning fire and safety regulations of the Center or duly authorized government agencies and be responsible for the character, acts, and conduct of all persons, agents, employees, patrons, guests, and others admitted to the Premises.

Licensee shall not exceed during any moment the number of persons allowed for each exhibit hall, meeting room and other areas. The Licensor shall have the right to determine when the maximum number of persons has been admitted to such rooms.

No portion of the sidewalks, ramps, entrances, exits, corridors, passageways, vestibules, halls, lobbies, stairways, escalators, elevators, driveways, or access to public utilities of the Center shall be obstructed or used for any other purpose than ingress and egress. Access to fire detection and suppression systems, including fire extinguishers, fire hose cabinets and fire alarm pull stations, HVAC vents, and house lighting fixtures and controls shall not be hidden or obstructed.

In addition City Fire regulations require a fire marshal be on-site during all event hours for those with an expected attendance of 3000- people or more.

Life Fire Protection Agency Life Safety Code. NFPA 101. Life Safety Code (1997)

Chapter 8 New Assembly Occupancy:

8-7.5.3.9 Cooking and food warming devices in exhibit booths shall comply with 8-7.1 and the following:

(a) Gas-fired devices.

(1) Natural gas-fired devices shall be installed in accordance with 7-1.1.Exception to (a) (1): Compressed natural gas shall be permitted to be used where permitted by the authority having jurisdiction.

(2) The use of LP-Gas cylinders shall be prohibited. Exception to (a) (2): Five pound non-refillable cylinders shall be permitted to be used where permitted by the authority having jurisdiction.

Only one non-refillable cylinder may be in the exhibit booth using a non-refillable cylinder. All additional cylinders shall be stored outside the Facility in an area designated by the Connecticut Convention Center.

*Commentary 8-7.5.3.9 Sub-part (a)*

*Subpart (a) allows limited use of gas cylinders under specific permission of the authority having jurisdiction.*

(b) Devices shall be isolated from the public by at least 4 ft (1.2m) or by a barrier between the devices and the public.

*Commentary 8-7.5.3.9 Sub-part (b)*

*This requires separation distance or a barrier between the public and the device. The purpose is to guard against the dangers of accidental spills of hot greases or foods and to minimize the potential for ignition of combustibles, especially clothing worn by patrons.*

(c) Multi-well cooking equipment using combustible oils or solids shall comply with 7-2.3.

(d) Single-well cooking equipment using combustible oils or solids shall:

- (1) Have lids available for immediate use.
- (2) Be limited to 288 sq in. (0.19 sq m) of cooking surface
- (3) Be placed on noncombustible surface materials
- (4) Be separated from each other by a minimum horizontal distance of 2 ft (0.6 m)

Exception to (d) (4): Multiple single-well cooking equipment where the Aggregate cooking surface area does not exceed 28 sq in. (0.19 sq m).

(5) Be kept a minimum horizontal distance of 2ft (.6m) from any combustible material.

*Commentary 8-7.5.3.9- Parts © and (d) clarify the intent to provide some flexibility. The surface area is large enough to accommodate the average-sized Deep-fat fryer. This allows for deep-fat frying and at the same time provides reasonable safeguards. Part (c) requires that multivat cooking equipment comply with NFPA 96, Standard on Ventilation Control and Fire Protection of Commercial Cooking Operations.18. The intent of requiring the lid in part (d) (1) is to provide the operator with a ready method of smothering the fire. Part (d) (3) is required due to the fact that the bottom surface of many devices could be subject to heating to temperatures that could ignite combustible surfaces. The minimum separation distances in part (d) (4) are necessary to minimize the danger of a fire in one device extending into another device. The same principle that applies to part (d) (4) applies to part (d) (5), except The exposure is combustible decorations or other products as opposed to another cooking device.*

(e) A 20-B: C fire extinguisher shall be provided within the booth for each device, or an approved, automatic extinguishing system shall be provided. (See 7-7.4.1.)

## **FIREWORKS**

Fireworks are prohibited at the Center. No person, exhibitor, or event may bring fireworks of any type into the Facility. No fireworks may be brought into the facility for sale. The use of pyrotechnics is restricted by CT General Statute and CT State Fire

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Code. All use of pyrotechnics must be approved by the State Fire Marshal and the Connecticut Convention Center and will only be authorized for in which the use of pyrotechnics is an integral part of the event or exhibit.

**FIRST AID**

The Center recommends that safety be considered in the planning stages of all.

For all that are open to the public, or for with attendance of more than one thousand (1,000) attendees, the Center will provide the Licensee with medical personnel on-site, during event hours at the applicable rate. Coverage during move-in and move-out days is recommended and available at your request.

Charges for these services and supplies will be included on your operational cost estimate and billed on your final settlement.

**FLOOR LOAD CAPACITIES**

Exhibition Level	350 pounds per uniform square foot
Pre-Function Exhibition Level	350 pounds per uniform square foot
Ballroom Level	150 pounds per uniform square foot
Pre-Function Ballroom Level	150 pounds per uniform square foot
Meeting Rooms	100 pounds per uniform square foot

Due to floor load restrictions **forklifts cannot be operated on the ballroom level – back of house**. Please contact your event manager for more details.

**FLOOR PLANS**

Unless previously approved by the Center, detailed floor plans are required for all exhibit areas, registration areas, and any other special activities located in the exhibit halls, meeting rooms, ballrooms, or public areas.

Licensee shall submit to the Event Manager three (3) copies of the proposed floor plan, as follows:

Preliminary floor plans must be submitted to the Event Manager at least three (3) months prior to the move-in date. No move-in may begin without written notice of approval of such floor plans by the State Fire Marshal and the Center.

Each copy of the proposed floor plan shall be no smaller than 18" by 22" with a scale of one foot equals one thirty-second of an inch (1' = 1/32"), and clearly state Event title, contracted dates, draftsman's company name and address and service contractor's name and address.

Floor plans should indicate size and location of all aisles, utility floor ports, exits, entrances, exhibits, general service contractor's booths, food stands or bars, registration areas, information tables, and other displays and fixtures, including, but not limited to, stages, risers, lounge areas, entertainment area,

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etc. In addition, configurations must be drawn to scale, including base dimensions and heights.

The CTCC reserves the right to determine CTCC Food and Beverage Services setup requirements, including location of i.e. concession outlets, bars, etc. The GSC must receive final approval from the Center's Director of Operations as it pertains to the placement of the aforementioned items prior to submitting Final floor plans for Fire Marshal approval.

Floor utility boxes are set on 30-foot Centers. We strongly recommend that all floor plans be designed so that each booth has convenient access to these boxes.

No displays, decorations, materials, or property shall be placed in or on the building, or in the outside vicinity of the building, walls or corridors, without the prior written consent and approval of the Licensor. In addition, all displays, decorations, materials, and property shall be made of flameproof materials and must meet the requirements of the Connecticut State Fire Safety Code. (Upon request, the Licensee must provide the Center and the Fire Marshal with a certificate verifying that all materials are flameproof.)

The Center reserves the right to make changes, additions, or deletions to the floor plan, as are deemed necessary for the safe and efficient operation of the Center.

The Center will submit proposed floor plans to the Fire Department for approval.

Once the floor plan has been approved, a stamped approved copy will be returned to the Licensee. Any post-approval adjustments to floor plans or obstructions to aisles must be re-submitted for review and approval by the Center and the Fire Marshal.

The Licensee shall submit five (3) copies of the FINAL floor plan to the Center for review, at least thirty (30) days in advance of the move-in date. Questions related to floor plan revisions should be referred to your Event Manager for review by the Fire Department.

A stamped approved copy of the FINAL floor plan will be returned to the Licensee, at least thirty (30) days prior to the move-in date. A copy of the FINAL approved floor plan, with appropriate scale and signatures, is to be displayed at the Service Contractors' service area or office. The Licensee is required to construct, operate, and maintain the Event according to the FINAL approved plans.

**FOG/SMOKE/LASER LIGHTS**

See "Special Effects"



## FOOD & BEVERAGE

The Center is pleased to offer its full-service, in-house catering department for your food and beverage needs. The Center's Catering Department is the exclusive provider of all food and beverage services (non-alcoholic and alcoholic) within the Center. Please review your requirements with your Event Manager, who will set up a planning session with a Food and Beverage representative.

All Food and Beverage services provided to or requested by Licensee will be described on a Work Order which will indicate the services desired the price and the authorization of the Licensee or designated representative. This Work Order will be attached to the License Agreement as an Addendum.

The Center must approve, in advance, all exhibitor or Licensee requests for food and beverage sample products distributed from exhibition booths or any areas within the Center. Licensee shall not give away or sell items without written permission of the Center.

## FOOD & BEVERAGE SAMPLING POLICY/FOOD SHOWS

Exhibitors who manufacture, process, or distribute food in the normal course of business, may distribute food samples, provided their food samples are not larger than bite size, and the beverages are no larger than two (2) ounces.

Exhibitors who do not manufacture, process, or distribute food in the normal course of business and would like to distribute food samples, must purchase their food samples from the Center's Catering Department, at retail prices, and no restrictions on the size will be applied.

**Please note the following:** The licensee and their exhibitors will comply with and observe all federal, state and local laws, ordinances and regulations as to sanitation and the purity of the food and beverages (F&B). Licensee will comply with all laws and regulations relating to the preparation and handling, sale and disposal of food and beverage products. Licensee will procure and maintain the necessary permits and licenses required by laws and regulations pertaining to the preparation and handling, sales and disposal of food and beverage products.

Neither food and beverage products, nor cooking residue (oils, greases, etc.) may be poured into Facility's drainage system (sinks, toilets, etc.) Any damage resulting from non adherence to this requirement will be billed to the Licensee at prevailing rates. The exclusive F&B provider is available to assist you in coordinating proper removal of all food and beverage waste products (grease, food, etc.).

Use of the Facility's kitchen space and equipment is not available.

## FREIGHT ELEVATOR

All equipment shall be transported utilizing the freight elevators only. Equipment transported by freight elevators must not exceed the total weight capacity of such

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elevator. The Center is equipped with (2) freight elevators for ballroom level access: 1 @ 12,000 lbs, 11'4" x 22'0" and 1 @ 5,000 lbs, 6'10"x 22'0".

**FREIGHT/SHIPPING/DELIVERIES**

The Center cannot accept shipments of freight or materials, including over-night or C.O.D. services, prior to the commencement of the Term. All shipments to be delivered to the Center during the move-in period should be sent to the attention of the service contractor. Any freight or deliveries arriving at the Center prior to licensee agreement move-in/setup date(s) will not be accepted unless approved in writing by the Center. All materials, equipment or freight sent to the Center during licensed move-in must be clearly marked to indicate intended receiver and name of event. Registration materials, handout literature or event-related equipment, such as furniture rental, plants, special decorations, etc. should be directed to the attention of the show manager or official service contractor. All materials, equipment and/or freight are to be delivered and removed at the loading dock or event-related entrance.

The Licensor may, (but shall not be obligated to) accept delivery of Licensee property, or store Licensee's goods and/or materials as a service to the Licensee. In such Event, the Licensor shall use reasonable commercial efforts to keep such property safe, but in no Event shall the Licensor have any liability for loss or damage to such property while in the possession of the Licensor, regardless of the reason that such loss or damage occurred. The Licensee shall hold the Licensor, the State of Connecticut, and their respective agents and employees harmless for any loss or damage to such property.

All materials, equipment or freight sent to the Center during contracted move-in dates should be clearly marked to include the name of the intended receiver, name of event, location of event (i.e. Meeting Room 22), booth number if known and Event Manager.

Example:Attention: John Doe  
Dorman Education Services  
Meeting Room 22  
Connecticut Convention Center  
c/o Event Manager's name, Box 1 of X  
100 Columbus Blvd.  
Hartford, CT. 06103

The Center does not provide crate storage. It is the responsibility of the Licensee to make the pertinent arrangements for storage of all crates and packing materials.

Freight may not be transported on passenger elevators, escalators or stairways. Escalators and passenger elevators are for use by the general public and may not be blocked, at any time. Freight should only be transported on freight elevators.

The Center does not provide freight handling to exhibitor booths. Show management is responsible for exhibitor freight handling.

### **GRATUITIES/GIVEAWAYS**

The Center prohibits its employees from accepting gifts or other favors from parties doing business with the Center. Exhibitors should be aware of this rule and refrain from all such activities.

### **HANGING LOADS**

Exhibition Hall Points (Hooks only)	1,500 lbs per point
Ballroom Truss Points (Exposed only)	Please consult with Demers Audio Visual Services

### **HAZARDOUS MATERIALS**

Storage of hazardous waste at the Center is strictly prohibited. Licensee must notify the Director of Operations at least (90) days prior to the first day of the Term that you, one of your exhibitors, or one of their service contactors intends to bring hazardous material in, on or about the Center during the Term. You must also provide to the Director of Operations a copy of the applicable Material Safety Data Sheet for such hazardous material. The Director may also require you to implement a plan for handling any releases or threats of release of such hazardous materials in, on, under or about the Center.

During the Term, the Licensee and Licensee's exhibitors must handle, transport, remove and dispose of all hazardous materials, including hazardous waste, medical waste, hazardous substances, toxic substances and regulated substances, in a safe, proper, and lawful manner.

You shall indemnify and hold harmless the Connecticut Convention Center, the State of Connecticut, The City of Hartford, the Waterford Venue Services Hartford LLC, and the Connecticut Convention & Sports Bureau from any and all liability. Damage costs or expenses incurred by the Center, including reasonable attorneys' fees, court costs and other expenses such as a consultant and laboratory fees and removal and disposal fees, arising out of or resulting from hazardous material brought into, on, under or about the Center by the customer, any one of the Licensee's exhibitors, any Licensee service contractors or an employee, agent, successor or assign of one of the foregoing.

### **HOUSEKEEPING**

During your Event, the Center's Housekeeping Department will maintain all public common areas, such as lobbies, hallways, concourse, and restrooms. Due to the size, nature, and/or attendance of the Event, additional housekeeping staff and materials/equipment may be required to maintain the standards set by the Center. In which case, the Licensee will be responsible for the associated costs of hiring additional housekeeping staff and the use of additional materials/equipment.

Pre-Show cleaning is the responsibility of the Licensee. The Center can provide these services at competitive rates.

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The Housekeeping Department offers comprehensive cleaning services that can be tailored to any event's needs. Exhibitor/Booth space housekeeping is exclusive to the CTCC.

**HVAC – HEATING, VENTILATION AND AIR CONDITIONING**

Air conditioning is provided in the exhibit halls, ballrooms and meeting rooms as required during show hours only. Air conditioning will not be available in the exhibit halls at any time while the loading dock doors are open.

Additional air conditioning required for the exhibit hall and/or meeting rooms during the move-in and/or move-out periods must be requested by the Show Manager and will be billed at the prevailing rates.

**INSURANCE**

Insurance may be purchased through the Center by contacting the Center's Director of Finance.

See your License Agreement for specific details.

**KEYS**

Request for keys or lock changes should be made through the Event Manager. All keys must be returned on the last day of the event. A fee will be charged for non-returned keys, lock changes and interchangeable core locks. Under no circumstances are keys to be duplicated.

Under no circumstances is the Licensee or its agents allowed to place any additional locks of any kind or change any lock of the Center unless Licensor has given prior written approval. The Center's Security Department maintains jurisdiction over all keys and locks on the Premises.

**LICENSES**

Licensee is responsible for obtaining all licenses, permits, and approvals from the appropriate regulatory boards and authorities that may be required for staging the event (i.e. business licenses, special occasion and special licenses, Fire Marshall permits, streets closure permits, etc.)

**LIGHTING LEVELS**

The Exhibition Hall has metal halide lights on 30' by 30' grids, which lie at the underside of the structure. Illumination is at 70 candles per 30". Work lights (50% power) are provided in the exhibit halls for the move-in and move-out at no additional charge. Full show lighting for these periods is available at the prevailing rates on an hourly per hall basis.

Meeting rooms are equipped with dimmer incandescent lighting.

## **LOADING DOCK**

Load in and deliveries can be expedited through the use of a dedicated roadway (Commerce Street) that terminates at the entry ramps of the Center's loading docks to the exhibit hall. There are twenty (20) loading docks each measuring with seven foot eight inch (7', 8") by twelve-foot (12') access. Two of these loading docks allow drive on access to the exhibit hall floor. This area can accommodate sixty-five foot trailers. In the Center of the dock area are two oversized freight elevators (one 10,000 pounds / one 5,000 pounds) that are designed to accommodate deliveries to the ballroom level.

Licensors allocate loading dock bays with consideration given to specific event needs, overall event activities and facility deliveries. Your Event Manager will determine your final dock allotment.

Vehicles may not park in the loading area or the truck route at any time without the prior approval of the Center. Freight may not be stacked or stored in the loading dock area or on the truck route at any time without the prior approval of the Center. Contact your Event Manager for more details.

For loading dock rules and regulations, also see ("Exhibitor and Loading Dock Regulations.")

## **LOBBY SPACE**

All pre-function (lobby space) and foyer areas are to be used for ingress/egress. Use of these areas for registration, exhibits, or any other activity requires the prior written approval of the Licensor. When approved, floor plans must include this space if it will be used for any other purpose beyond ingress/egress. All flooring in the pre-function and foyer areas must be adequately protected from damage prior to moving any supplies or equipment into this space.

Also see "Pre-Function Space/Public Space."

## **LOGOS**

See "Advertising."

## **LOST AND FOUND**

All lost and found items should be turned over to the Licensor's Security Department. The Center is not obligated to retain lost and found items for more than 90 days.

## **MARSHALLING AREA**

Licensee is solely responsible for securing the use of a marshalling yard.

## **MEDIA COVERAGE**

There shall be no radio or television coverage, except for approved news coverage, including, but not limited to, network, cable, pay television, or any other type of video broadcasting, filming, recording or videotaping, of the Event at the Center, without the prior written permission of the Licensor.

Licensee is solely responsible for obtaining permission and releases from performers, promoters, exhibitors, and other organizations, or from their authorized representatives, to engage in said activities.

Licensee shall represent and warrant that it shall obtain permission and releases from said entities prior to the engagement in said activities.

Licensee shall indemnify, defend, and hold Licensor harmless from any claims, which may arise or result from said activities.

In addition, Licensee acknowledges and agrees that if Licensor grants Licensee permission to televise said Event, Licensee must use Licensor's exclusive television hook-up contractor and Licensee shall pay contractor's fee for said hook-up service.

Artists performing at the Center shall be permitted to audio and/or video record their performance for archival use by the artist(s) and their agents. Such use shall be for internal and non-commercial purposes by the artist(s) or their agents without distribution to the general public. The recording of the performance shall not be subject to any additional surcharge payment so long as the recording is for archival purposes only. In the event all or any portion of the recording is used for commercial purposes, or in any way released to the public, the release of the recording shall require the Licensee to pay any and all surcharge payments due to any union as a result of such exploitation.

## **MOTORIZED EQUIPMENT**

The Licensee shall not, without prior written approval of the Center, put up or operate any engine, motor, or machinery in the Center using oils, burning fluids, camphene, kerosene, naphtha or gasoline for either mechanical or other purposes; use any agent other than electric for illumination; or bring combustible, explosive, or other dangerous or hazardous materials into the Center.

The Licensee and their service contractor(s) are required to ensure that their equipment operated in the Center does not drip oil or any other staining solutions. Any vehicle that drips oil or staining solutions will be removed immediately from the Center. The Licensee will be charged for any and all costs incurred for cleaning or removing stains

Only Authorized Center personnel will operate all Center equipment. No one other than authorized employees of the official service contractor(s) for the Licensee's Event shall operate any motorized equipment in the Center unless part of an exhibit.

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Any person(s) operating motorized equipment must have a valid certificate or license appropriate for the equipment.

Under no circumstances are motorized vehicles or equipment to be operated on any carpeted areas in the Center.

**MOVE-IN & MOVE-OUT**

Licensee is required to submit to the Event Manager a detailed agenda covering all move-in and move-out activities, including anticipated freight deliveries, general service contractor materials, and exhibitor access times 60 days prior to the first scheduled move-in date. The Center may mandate changes in said agenda to maintain the smooth operation of the Licensee's Event and any other event operating concurrently in the Center. Use of the loading dock will require licensee to contract the services of the Center's security to ensure parking rules and monitor traffic flow.

**NOTICES**

If any notice or other correspondence is required to be delivered under the Agreement, it shall be given in writing, and shall be delivered personally, by overnight delivery service, or by United States mail, postage prepaid, certified, return receipt requested, in which event it shall be deemed given upon receipt, to the Licensee at the address set forth in the opening paragraph of the Agreement (or at such other address as designated in writing) and to the Licensor at 100 Columbus Boulevard, Hartford, CT 06103, attn: General Manager.

**NOVELTIES/PRODUCT SALES**

The sale and distribution of novelty merchandise is prohibited without prior written approval from the Center. The Licensor reserves the right to review and disapprove at any time prior to, during, or after Licensee's Event, at Licensor's sole and absolute discretion, any and all novelties proposed to be sold at Licensee's Event. If the Licensor disapproves any of the proposed novelties, such disapproved novelties shall not be sold at the Center before, during, or after Licensee's Event. If the Licensor allows any of the proposed novelties to be sold before, during, or after Licensee's Event, and such novelties are sold before, during, or after Licensee's Event, Licensee shall pay the Novelty Fee to the Licensor at settlement after Licensee's Event. The location(s) and time(s) for any novelty sales shall be at the sole and absolute discretion of the Licensor.

Also see "Dangerous Weapons"

**OPERATIONAL COST ESTIMATE**

As per the Licensee Agreement, labor and material rental costs associated with operating an event within the building are due 30 days prior to the scheduled move-in date. This cost is not a pricing guarantee, and may be adjusted for changes in labor rates changes in the requirements to operate an event safely and successfully, or to accommodate changes in an event. Your Event Manager will work closely with you to ensure that your costs reflect your needs.

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Any room turnovers are subject to a turnover fee based on the labor needed to do the turn. Please speak with your Event Manager if you will need a change in room set-up at any time during your meeting to determine what the cost will be.

Overtime Rates may apply on weekends and holidays. **All labor services are based on a four hour minimum.**

**PAINTING**

Painting of the exterior and interior of the Facility is strictly prohibited.

**PARKING**

The Connecticut Convention Center Parking Garage is owned by the Capital Region Development Authority (CRDA) and managed by LAZ Parking. The parking garage services both the Connecticut Convention Center and the Hartford Downtown Marriott Hotel. Please contact the on-site parking manager for rate information, parking vouchers and/or all other parking arrangements within the Connecticut Convention Center Parking Garage and surface parking lot. The on-site parking manager can be reached by calling the Parking Garage's Offices at 860-728-2598.

**PAYMENT SCHEDULE**

Please see your License Agreement for specific details.

**PETS**

See "Animals"

**PRE-FUNCTION SPACE/ PUBLIC SPACE**

Lobbies, concourses, pre-function areas, and the food facilities are considered public areas and not under Licensee control. All activities using public areas, such as registration, special exhibits, displays, temporary advertising, banner hanging, etc, must be noted on the Floor Plan to be approved by the Center and the Fire Marshal.

Common areas of the Center, including the exterior, the entrance concourse, meeting room and exhibit hall concourses and loading docks, which are made available to Licensee, may also be made available by the Licensor for concurrent access and use by other Licensees of the Center. The Licensor may also permit others to: (i) obtain access to the Center; (ii) use the facilities and equipment of the Center not currently being used by Licensee; and (iii) use any Premises at a time other than during the Term. The Licensor shall coordinate and schedule other uses of the Center to avoid undue or unreasonable interference with or disruption to Licensee's Event. Licensee shall not unreasonably interfere with or disrupt any other permitted access or use of the Center. Licensee shall comply with the Licensor's reasonable directives issued for the purpose of ensuring that concurrent uses of the Center by Licensee and others do not unreasonably interfere with or disrupt each other.



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Please note that clear access must be maintained to all permanent food service facilities, restrooms, telephones, as well as all exit or entrance doors.

**PROPANE**

All propane tanks must be stored in the designated propane storage area on the exterior loading dock, located directly across from Bay #16. Service contractors are not allowed to store propane tanks within the Center.

Also see "Fire Code Rules & Regulations."

**PROTECTIVE FLOOR COVERING**

Displays including, but not limited to those utilizing soil, humus, water or other landscaping materials and displays containing live animals must take appropriate steps to protect the facility surfaces and equipment. A protective coating must be used on the floor, such as heavy plastic, visquine or similar strength material.

Displays containing glitter, confetti, sand, dirt, moss, mulch, or any similar item are not permitted in any carpeted areas.

Also see "Damages"

**PYROTECHNICS**

Pyrotechnics are prohibited at the Center. No person, exhibitor, or event may bring pyrotechnics of any type into the Facility. No pyrotechnics may be brought into the facility for sale. The use of pyrotechnics is restricted by CT General Statute and CT State Fire Code. All use of pyrotechnics must be approved by the State Fire Marshal and the Connecticut Convention Center and will only be authorized for in which the use of pyrotechnics is an integral part of the event or exhibit.

**RADIO COMMUNICATION**

Once on-site, you will be able to contact the Event Manager via cellular phone. For improved on-site communication, you are encouraged to provide your Event Manager with a portable, 2-way radio. Radios are available for rental by contacting the Center's in-house A/V provider.

**REGULATIONS OF USE**

Licensee may not use the Premises or permit any part of the Center to be used for any purpose other than the Event described in the License Agreement. The Licensee shall not permit the Center's use:

- For lodging;
- In conflict with any law, ordinance, rule or regulation of any governmental authorities;

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- In any manner which would violate the provisions, rules and regulations, or insurance coverage on or related to the Center, or increase the rate of such insurance;
- In any manner which constitutes waste or nuisance;
- In any manner which causes or threatens to cause alteration or injury to the Center.
- Licensees may not obstruct or interfere with the occupancy of other Licensees in the Center.
- No solicitations or collections in the Center, whether for charity or otherwise, shall be made, attempted, or allowed without the prior written consent of the Center.
- The Center shall have the right to approve all entertainers and acts to appear in the Event; no substitutions may be made without the prior written consent of the Center. No person or persons will be permitted to address an audience in the Center unless prior written approval is obtained from the Center.
- Cause or produce any unusual, noxious, or objectionable smoke gases or vapors or odors;
- Overload any floor, ceiling or wall or the grid form or hanging equipment or any other fixtures therein;
- Place any additional lock of any kind or change any lock upon any window or interior door of the Center, unless expressly permitted in writing to do so and unless a key therefore is maintained by the Center;
- Do or permit the interference with the effectiveness or accessibility of building mechanical systems (including lines, pipes, wires, conduits and equipment), concession stands, public area, elevators and escalators or to the streets or sidewalks.
- Do or permit the Licensed Areas to be used for unlawful or immoral purposes or in any manner as to injure or threaten injury to persons or property, in or near the Licensed Areas covered by this License.
- Licensee shall use and occupy said Licensed Areas in a safe and careful manner.

### **RESIDUAL MATTERS**

All matters, rules, regulations or deviations there from, not expressly provided for herein shall be decided upon by the General Manager or designee.

### **RIGGING**

Rigging is an exclusive service to the Center and is performed by the Center's in-house A/V provider, including exhibitor hanging with the exception of aisle signs.

Rigging costs are the responsibility of the Licensee. Infringing upon fireproofed trusses and operable partitions is strictly prohibited.

### **ROOM CAPACITIES**

Room Capacities will vary widely depending upon function staging requirements (i.e. stage size, dance floor, audio visual, food and beverage service, etc.) Please discuss your function details with the Event Manager to ensure safe and appropriate allocation of space.

### **SECURITY**

See "Event Security".

### **SERVICE CONTRACTORS**

Thirty (30) days prior to the first move-in date, Licensee shall submit to the Center, in writing, a list of service contractors and companies (Decorators, display companies), which will be providing services to the exhibitors. Licensee shall ensure that all such service contractors and companies are properly licensed and insured prior to entering the Center. Service companies shall provide to the Center, at least ten (10) days in advance of the Licensee's move-in date, a copy of their business license and a certificate of liability insurance in the amount of One Million (\$1,000,000) US Dollars and bond certificates, as required.

A list of all approved service contractors will be formulated. Waterford Venue Services, Hartford LLC must approve all other service contractors, prior to performing any work at the Center.

The Center has created guidelines specifically designed for general service contractors and subcontractors in an effort to ensure our guests utmost safety and uphold the highest level of service and quality possible. A copy of the Center's "Approved General Services Contractor Guidelines" can be obtained from your Event Manager.

### **SERVICE DESK**

At its discretion, Licensor may set up an Exhibitor Services Desk during move-in to facilitate last minute, on-site requests for utilities (electrical, compressed air, water, and fill/drain) and telecommunications services.

Hours of service desk will be determined by Licensor and will include either a staff member or a house-phone. The service desk may be located within your service contractor's service area or in a pre-determined back of house location. Please contact your Event Manager for more details.

Also see "Exhibitor Services & Utilities."

### **SERVICE ORDER FORMS**

Order forms for utilities, telecommunications and audio visual may be downloaded from our web-site, [www.ctconventions.com](http://www.ctconventions.com). Sample order forms are located in the "Attachments" section of this handbook.

### **SETTLEMENT**

For your convenience and clarification, an Event Settlement Sheet summarizing license fee, additional charges and credits is prepared after each event. Upon request, your Event Manager will schedule a time to review this settlement sheet with you.

### **SETUP INSTRUCTIONS**

See "Event Work Orders".

### **SHIPPING & RECEIVING**

See "Freight/Shipping/Deliveries"

### **SHUTTLES**

The primary shuttle drop off and pick up location is located at the Motor Lobby area accessible by Grove St. and Columbus Blvd. Arrangements can be made for other locations. Please contact your Event Manager for more details.

### **SIGNS & POSTERS**

Signs, posters and related materials may not be taped, stapled, nailed, or attached to painted surfaces, columns, pillars, railings, fabrics, or decorative walls of any part of Center property unless prior authorization is received from the Event Manager. No banners can be hung in the Center without prior written approval of the Event Manager. The Center's permanent signs, banners, and other decorations may not be blocked in any manner. Temporary signs may not be attached in any manner to permanent Center signage.

Also see "Damages"

### **SKATEBOARDS, IN-LINE SKATES, ROLLERBLADES, SCOOTERS**

The use of skateboards, in-Line Skates, rollerblades, scooters or other types of recreational transportation is prohibited within the Center, without the prior approval of the Licensor.

### **SMOKING**

The Center is a Smoke-Free facility. Smoking is not permitted anywhere on the Premises.

## **SPECIAL EFFECTS**

Licensee hereby agrees that with respect to the use of any and all laser and pyrotechnic devices to be operated in connection with the presentation of the Event, if any, it shall comply with all laws, rules, regulations, prescriptions, criteria and policies of all Federal, state and local authorities or agencies applicable thereto, including, without limitation, the then current Connecticut Fireworks and Special Effects Code (or any successors thereto); and rules, regulations and directives of the State Fire Marshall and/or any other agency having jurisdiction of the same. Licensee shall deliver all supporting documentation confirming Licensee's compliance with the above requirements at least seven (7) days prior to the first performance of the Event.

Notwithstanding all of the foregoing, Licensee shall not use any laser and/or pyrotechnic devices whatsoever without the prior written consent of the Licensor, which may be withheld within its sole discretion.

Upon request, Licensee shall provide proof, satisfactory to Licensor, that:

- (i) the Licensee's insurance policy covering the Event does not contain an exclusion for pyrotechnics and/or explosives; and
- (ii) the person(s) supervising and conducting any such pyrotechnic or explosive display during the Event is a licensed pyrotechnician who has obtained and will maintain during the Event a \$1,000,000 General Liability insurance policy specifically endorsed to include coverage for such activities.

## **STORAGE**

Crate storage is prohibited within the Center.

Storage of empty boxes, cartons, packing materials, etc. and other combustible materials will not be permitted within the facility (exhibit halls, meeting rooms, ballrooms, pre-function areas, concourses, etc.) Contact your Event Manager for more details.

Combustible materials within booths or registration areas shall be limited to a one (1) day supply. Storage of additional combustible materials behind exhibit booths is prohibited.

See "Fire Ordinance Rules & Regulations" for more information.

## **TAPE/DECAL/STICKERS**

See "Adhesives (Approved Tape Usage)"

Also see "Damages"

## **TELECOMMUNICATIONS**

The Center's IT Department is the in-house exclusive provider of all telecommunication services for the Center.

Order Forms may be downloaded from our website, [www.ctconventions.com](http://www.ctconventions.com).

## **TICKET SALES**

See "Box Office Policies" in "Attachments" section

## **TRASH REMOVAL**

The Center provides normal trash removal up to one pull (per hall) of the Center's forty (40) cubic yard container. If your Event generates an excessive amount of trash, additional pick-ups will be billed at the prevailing rates.

## **UNION OBLIGATIONS**

The Center and our approved service contractors maintain a wall-to-wall agreement with the Connecticut Laborer's District Council, Local 230. The Union agrees that all Exhibitors, General Service Contractors (GSC) and Third Party Contracted Labor can use up to three (3) of their own employees for all loading, unloading, installation and operation of equipment used in the presentation of all events produced and presented at the Center and all loading, unloading, removal, installation/erection of stage sets, including portable or temporary stages and all other materials utilized in the presentation and preparation of all events produced and presented at the Center. However, mechanized equipment cannot be used for load in and load out unless the services of a forklift operator have been contracted through the Center's Logistics Manager by the GSC. In the event, the exhibitor or contractor requires more than three (3) employees; the Center will supply workers necessary to carry out the aforementioned duties at prevailing rates.

In addition, freight being delivered in vehicles over 14 feet will require exhibitors to hire labor from the official labor (decorator) contractor.

In the event the Center is unable to furnish the number of qualified employees requested at the time and date specified, employees may be obtained from other sources.

## **UTILITIES**

The Center is equipped with 150 multi-utility floor boxes located with-in the Exhibit Hall, Ballroom, and Meeting Rooms. Please discuss your event utility needs with your Event Manager at least 60 days prior to your scheduled event. Utility rate information can be provided by your Event Manager or available online at [www.ctconventions.com](http://www.ctconventions.com).

### **Exhibit Hall**

In the Exhibit Hall multi-utility floor boxes are located every 30' ft and provide housed and protected power, communications, and water and drain services. All boxes have

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drain capability and half of the boxes have water service capability. Floor plans indicating the location of those boxes capable of providing water service can be provided by your Event Manager upon request.

**Ballroom**

The Ballroom is equipped with multi-utility floor boxes providing housed and protected power, and communications. Access to these utility floor boxes are limited, therefore please request a floor plan indicating utility floor box locations from your Event Manager.

**Meeting Rooms**

The Meeting Rooms are equipped with multi-utility floor boxes providing housed and protected power, and communications. Access to these utility floor boxes are limited, therefore please request a floor plan indicating utility floor box locations from your Event Manager.

**VEHICLES IN THE FACILITY**

Vehicles that are to be brought into the Center must be pre-approved by your Event Manager and all requirements made under that agreement must be followed.

- In some cases vehicles will not be allowed in the building, and there are restricted areas that vehicles cannot be brought.
- Any vehicle in carpeted areas must have carpet squares or plywood under the wheels and plastic under the entire length of the vehicle (provided by the owner of the vehicle). When moving the vehicles to the carpeted area, plastic or plywood must be used to cover the entire route on the carpeted area. Vehicles in any area must protect the floor from any leaks, and show management will be responsible for the cost of cleanup/floor repair from any leaks that are not caught by the protective cover.
- Keys for entry and to start the vehicle, as well as any deactivation codes for security features, must be left with the Connecticut Convention Center security department.
- Vehicle gas tanks must be less than 1/2 full or 10 gallons (whichever is less), and the cap for the fuel tank must be locked closed and cannot be removed while in the building.
- Vehicle electrical system must be disconnected by removing at least one battery cable from each set of batteries.
- At no time during a show may vehicles be moved, and any moving of the vehicles during move in and out must be supervised by building personnel.

**WATER SERVICE**

Water stations are located within each of the Center's meeting spaces. Water Services can be arranged through the Center by contacting your Event Manager for more details.