

# EVENT HANDBOOK



**GREATER RICHMOND  
CONVENTION CENTER**

WHERE VIRGINIA MEETS THE WORLD



**SPECTRA**

GREATER RICHMOND CONVENTION CENTER

REVISED JULY 2021

# WELCOME

## TO THE GREATER RICHMOND CONVENTION CENTER

We are pleased that you have chosen the Greater Richmond Convention Center for your event. Our staff is committed to providing you with the highest quality of customer service and will do everything within its power to assist you in producing a successful event.

We have produced this Event Handbook with you in mind. We invite you to use it as a reference and a guide, as it will provide you with helpful information that will assist you in planning for your event. It also contains the facility's policies, rules & regulations. The contents of this handbook are modified from time to time. Please contact your Sales Manager or Event Manager to ensure that you have the most current version.

Should you have any questions regarding the information contained in this manual, or if your specific question is not addressed, please feel free to contact our Sales or Event Services Departments.

Thank you for selecting the Greater Richmond Convention Center and giving us the pleasure of serving you. We look forward to working with you in producing a successful and memorable event.

Sincerely,  
Greater Richmond Convention Center Team



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## ABOUT US

### OUR MISSION

The mission of the Greater Richmond Convention Center is to serve as a catalyst for economic activity within the Greater Richmond Region. This activity is generated by providing exceptional customer service to, and showcasing events of trade and commerce, large conventions, meetings, assemblages and exhibitions. Spectra Venue Management, the facility's manager and operator, and the Richmond Region Tourism (RRT), strive to bring highly desirable business to the region while maximizing the use of the Facility.

### THE FACILITY

The sheer size and central location of the **Greater Richmond Convention Center** makes it one of the most desirable meeting destinations in the Mid-Atlantic region. Situated in the heart of Virginia's capital city, just minutes from Richmond International Airport, the 700,000 square-foot facility sits on 5 and ½ city blocks. Interior accommodations include 178,159 square feet of exhibit space, 32 meeting rooms and the 30,550-square foot Grand Ballroom. Parking is made easy thanks to connected decks that can handle 1,101 vehicles, and 10,000 additional spaces are located within a six-block radius of the Facility.

The Greater Richmond Convention Center was built as a result of state and regional cooperation between the City of Richmond, the surrounding counties of Henrico, Chesterfield and Hanover, the Commonwealth of Virginia, and the Retail Merchants Association of Greater Richmond. The Greater Richmond Convention Center is owned by the Greater Richmond Convention Center Authority (Licensor), which consists of these city and county governmental entities. The Licensor's Board of Directors consists of members of each jurisdiction and a member of the Retail Merchants Association of Greater Richmond.

### FACILITY MANAGEMENT

The Licensor selected **GLOBAL SPECTRUM L.P. d/b/a SPECTRA VENUE MANAGEMENT**, to provide pre-opening consulting and full management services for the state of the art facility. Spectra by Comcast Spectacor is the expert in hosting and entertainment, partnering with over 300 clients at 400 global properties to create memorable experiences for millions of visitors every year. Spectra's expertise is embodied within two divisions: Venue Management (formerly Global Spectrum), Food Services & Hospitality (formerly Ovations Food Services). Learn more at [SpectraExperiences.com](https://SpectraExperiences.com).

Comcast Spectacor is part of Comcast Corporation, a Fortune 50 media and technology company that operates Comcast Cable and NBCUniversal. Headquartered in Philadelphia, Pa., In addition to Spectra, Comcast Spectacor owns and operates the National Hockey League's Philadelphia Flyers and the Wells Fargo Center venue. Visit us at [ComcastSpectacor.com](https://ComcastSpectacor.com), [PhiladelphiaFlyers.com](https://PhiladelphiaFlyers.com) and [WellsFargoCenterPhilly.com](https://WellsFargoCenterPhilly.com) for more information.

Spectra's Venue Management division is the industry leader across a full range of services that impact the bottom-line success of public assembly venues, including marketing and sales, corporate partnerships, event booking, ticket services and box office management, customer service, operations and engineering, and finance and administration.

## OUR TEAM

### Aramark

As the Facility's exclusive food & beverage service provider, Aramark Corporation takes pride in exceeding all of your expectations. Their dedication to the highest-quality food & beverage and service is unmatched! From a coffee break to a black tie, white glove fundraising dinner, Aramark has the extensive background and necessary resources to launch the perfect **catered event**.

Aramark also provides **concession services**. Whether your attendees are at the counter or in their seats, Aramark's innovative concession services extend far beyond the traditional hot dogs, popcorn and soft drinks. Complementing regional favorites, incorporating local traditions, integrating with brand names - Aramark concessions exemplify quality, variety and convenience.

Aramark's job isn't complete until they have exceeded your expectations. Please contact Aramark's Sales Manager at 804-783-7303 for menus and more information.

### ENCORE

Encore, the Greater Richmond Convention Center's preferred in-house audio-visual provider (and exclusive rigging provider), offers a complete inventory of A/V services. Encore creates memorable experiences that engage and transform organizations. As the global leader for event technology and production services, Encore delivers real results for hybrid, virtual and in-person events. Their services include:

- High quality sound systems
- Advanced LCD projectors
- Live video cameras
- Video and Audio taping
- Video Screens
- Microphone outlets positioned throughout meeting spaces

For more information, please contact Encore's Director of Audio-Visual Services at 804-783-7323.

### EXHIBITS, INC.

Exhibits, Inc., the Greater Richmond Convention Center's preferred decorator, offers a wide variety of products and services to make your event a success.

Decorating services include, but are not limited to:

- Pipe & Drape Booth Equipment
- Floor Plans Drawn and Customized for your event
- Furniture Rental
- Freight, Drayage and Forklift Services
- Signage

For more information, contact Exhibits, Inc. at 804-788-4400.

# CONTACT US

Greater Richmond Convention Center  
 403 North 3<sup>rd</sup> Street  
 Richmond, VA 23219

Phone 804-783-7300  
 Fax 804-225-0508  
[www.richmondcenter.com](http://www.richmondcenter.com)

## OPERATOR CONTACTS – Spectra Venue Management

ADMINISTRATION	SALES & MARKETING
<p><b>General Manager</b> 804-783-7311</p> <p><b>Assistant General Manager</b> 804-783-7310</p> <p><b>Executive Assistant</b> 804-783-7307</p>	<p><b>Director of Sales &amp; Marketing</b> 804-783-7335</p> <p><b>Marketing Manager</b> 804-783-7313</p> <p><b>Senior Sales Manager</b> 804-783-7302</p> <p><b>Sales Manager</b> 804-783-7336</p> <p><b>Sales Manager</b> 804-783-7364</p> <p><b>Sales Coordinator</b> 804-783-7334</p>
FINANCE	OPERATIONS
<p><b>Director of Finance &amp; Administration</b> 804-783-7301</p> <p><b>Accounting Clerk</b> 804-783-7308</p>	<p><b>Director of Operations</b> 804-783-7345</p> <p><b>Maintenance Manager</b> 804-783-7319</p> <p><b>Housekeeping / Set Up Manager</b> 804-783-7306</p> <p><b>Housekeeping / Set Up Manager</b> 804-783-7314</p>
EVENT SERVICES	SECURITY & EVENT STAFFING
<p><b>Director of Event Services</b> 804-783-7305</p> <p><b>Event Manager</b> 804-783-7337</p> <p><b>Event Manager</b> 804-783-7312</p> <p><b>Event Manager</b> 804-783-7398</p> <p><b>Box Office / Parking / Utility Services Manager</b> 804-783-7330</p> <p><b>Box Office / Parking / Utility Services Asst. Manager</b> 804-783-7329</p>	<p><b>Director of Safety &amp; Security</b> 804-783-7366</p> <p><b>Security Coordinator</b> 804-783-7338</p> <p><b>Security Base (24 hours)</b> 804-783-7341</p>

<b>SERVICE CONTRACTOR CONTACTS</b>	
<b>FOOD SERVICES</b>	<b>AUDIO / VISUAL SERVICES</b>
<p style="text-align: center;"><b>Aramark</b>                      C/O Greater Richmond Convention Center                      403 North 3<sup>rd</sup> St.                      Richmond, VA 23219</p> <p style="text-align: center;"><b>General Manager</b>                      804-783-7304</p> <p style="text-align: center;"><b>Director of Catering Sales</b>                      804-783-7303</p> <p style="text-align: center;"><b>Catering Sales Manager</b>                      804-783-7368</p> <p style="text-align: center;"><b>Office Manager</b>                      804-783-7309</p>	<p style="text-align: center;"><b>ENCORE</b>                      C/O Greater Richmond Convention Center                      403 North 3<sup>rd</sup> St.                      Richmond, VA 23219</p> <p style="text-align: center;"><b>Director of A/V Services (On-Site)</b>                      Phone: 804-783-7323                      Fax: 804-225-0508</p>
	<b>TELECOMMUNICATIONS</b>
	<p style="text-align: center;"><b>GRCC Telecommunications Dept.</b>                      C/O Greater Richmond Convention Center                      403 North 3<sup>rd</sup> St.                      Richmond, VA 23219</p> <p style="text-align: center;"><b>Information Technology Manager</b>                      Phone: 804-783-7320                      Fax: 804-225-0508</p>
<b>DECORATOR</b>	
<p style="text-align: center;"><b>Exhibits, Inc.</b>                      756 S West Street                      Petersburg, VA 23803</p> <p style="text-align: center;">Phone: 804-788-4400</p>	

## DIRECTIONS

**Directions to the Greater Richmond Convention Center Parking Facility:**  
*(The entrance is located on 3<sup>rd</sup> Street between Marshall and Broad Street.)*

### **From South of Richmond or I-95 North Bound:**

Exit #74C Medical College of Virginia stay to the left and take Broad Street, State Capitol, Coliseum Exit. Go West on Broad Street to North 3rd Street. Turn right onto 3rd Street, travel 1/4 of a block; turn right into the Greater Richmond Convention Center's Parking Facility.

### **From North of Richmond or I-95 South / 64 East Bound:**

Exit I-95 to the I-64 East/3rd Street Exit #75. Bear right for 3rd Street (Do not go straight on the junction, it will take you to I-64 East). Travel ahead to 3rd and Marshall Streets. The Greater Richmond Center Parking Facility will be on the left.

### **From West of Richmond or I-64 East Bound to I-95 South to 64 East Bound:**

Interstate 64 East to junction Interstate 95 South to I-64 East/Third Street Exit#75. Bear right for 3rd Street (Do not go straight on the junction, it will take you to I-64 East). Travel ahead to 3rd and Marshall Streets. The Greater Richmond Center Parking Facility will be on the left.

### **From East of Richmond or I-64 West Bound (from Airport):**

Exit #190 Fifth Street exit. Proceed to Fifth and Broad Streets. Turn right onto Broad Street (next to the Greater Richmond Convention Center's Ballroom) and proceed to Third Street. Turn right onto Third Street, travel 1/4 of a block and turn right into the Greater Richmond Convention Center's Parking Facility.

### **Grand Ballroom Loading Dock:**

The Grand Ballroom loading dock facilities are accessible by utilizing the 3<sup>rd</sup> Street alleyway entrance. The loading dock alleyway is located to the south of the Facility's parking facility on 3<sup>rd</sup> Street between Marshall Street and Broad Street. To access the loading dock, turn into the alleyway adjacent to the parking deck. Please note that the loading dock is to be used only for deliveries and loading/unloading. Parking in the loading dock is prohibited.

### **Exhibit Hall Loading Docks:**

The exhibit hall loading docks are accessible from the entrance located at the corner of 3rd Street and Leigh Street.



# DEFINITIONS

**ADA:**

The Americans with Disabilities Act

**A/V:**

Audio Visual

**Event:**

Activity for which the Facility is used as described in the license agreement

**Event Manager:**

Employee of the Operator designated as the liaison between the Operator and the Licensee

**Event Order:**

Also referred to as an Event Resume, Event Set Up Information, Function Book, Function Sheet or BEO, the Event Order is a documented collection of all details relative to the Licensee's event needs. The Event Order is **produced by the Licensee** and provided to the Operator's Event Manager, and should include, but not be limited to, the following; a list of major contacts, a schedule of events/functions, room assignments, room set up requirements, production schedule, security & event staffing needs, AV, rigging, billing, shuttle information, etc.

**Exclusive Services:**

Those services provided exclusively by the Operator or its designated service provider

**Exhibitor:**

Those organizations or persons (and their agents or representatives) who have arranged with the Licensee to display products, provide services and/or sell merchandise within the space licensed by the Licensee

**F&B:**

Food and Beverage

**Facility:**

The physical structure and property of the Greater Richmond Convention Center

**Facility Management:**

The operational staff of the Operator

**General Manager:**

The highest management official of the Operator

**License Agreement:**

The contract between the Licensee (the user) and the Operator for a specific use of the Facility

**Licensee:**

The user of the facility for specific event activities who has entered into a License Agreement with the Operator

**Licensor:**

The Greater Richmond Convention Center Authority – This is the Facility owner, and consists of the City of Richmond and the counties of Henrico, Chesterfield and Hanover. The Licensor's Board of Directors consists of members of each jurisdiction and a member of the Retail Merchants Association of Greater Richmond

**Operator:**

Spectra Venue Management, as manager and Operator of the Greater Richmond Convention Center for the Greater Richmond Convention Center Authority, a political subdivision of the Commonwealth of Virginia

**RRT**

Richmond Region Tourism

**Work Order:**

The Work Order is a document that is **produced by the Operator's Event Manager** and provided to the Licensee. It is compilation and confirmation of all of the Licensee's submitted Event Orders, and is prepared in a central and organized format. This document, which also serves as the Operator's internal work plan document for all event support functions, will include, but not be limited to, event-related costs, confirmation of the Licensee's major contacts, schedule of events / functions, room assignments, room set up requirements, production schedule, security & event staffing needs, AV, rigging, billing, shuttle information, etc.

## MEETING PLANNER'S CHECKLIST

Once you have signed and returned your license agreement and first deposit, your account will be turned over to our Event Services Department. At that time you will be assigned a personal Event Manager who will work with you in the logistical planning of your event activity. Although you may continue to have dialogue with your Sales Manager (modifying space needs, etc.), the Event Manager will be your primary point of contact with the facility, and will serve as your liaison for all facility related services (i.e. room set requirements, event security & staffing, utilities, parking, HVAC, etc.) The Event Manager can also assist you in working with our in house service contractors for food & beverage, A/V and telecommunications.

This checklist is designed to assist you in your planning process. Adhering to this schedule is critical to ensuring a successful event.

### 6-12 Months Out

- Provide a copy of your previous meeting's (i.e. last year's annual meeting) event orders to your Event Manager, if applicable.
- Place your Event Manager, Facility Sales Manager and catering Sales Manager on your mailing list.
- Review Facility Rules & Regulations.
- Request service order forms for inclusion in your Exhibitor Service Kits.
- Provide information on any potential outside service suppliers to your Event Manager, including:
  - Meeting Planner
  - Exposition Service Contractor / Decorator
  - Security Consultant
  - AV / Production Company
  - Transportation
  - Registration

### 3-6 Months Out

- Schedule a site visit / planning meeting with your Event Manager.
- Submit a preliminary exhibitor service kit and exhibitor list to your Event Manager.
- Submit five (5) copies of your preliminary exhibit and registration floor plans to your Event Manager for approval. Once approved, a Fire Marshal stamped copy will be returned to you for your files. This should be done prior to selling any booth space.
- Discuss preliminary food and beverage needs with your Catering Sales Manager.

### 2 Months Out

- Submit your **Preliminary Event Orders** (schedule of events and set-up requirements) to your Event Manager for review.
- Submit a copy of your Exhibitor Service Kit.
- Discuss your event security & staffing needs (including First Aid) with your Event Manager.
- Submit rigging plans to your Event Manager for consideration.
- Discuss your transportation plan (buses, shuttles, parking, etc.) with your Event Manager.
- Submit your utility services requests as directed on the price sheet, with a copy to your Event Manager.
- Submit your telecommunications requests to our exclusive telecommunication services provider, with a copy to your Event Manager.
- Lock in equipment rental rates with your Event Manager.

**1 Month Out**

- Second Deposit** is due **21 days** prior to move in.
- Submit your **Final Event Orders** to your Event Manager (Due **21 days** prior to move in). Event Orders should include no less than the following:
  - Final Floor Plans (exhibits, registration, large productions, etc.)
  - Final Exhibit Hall Schedule (move in, carpet laying, final walk through, show hours, daily cleaning times, move out) and any set up requirements
  - Final Meeting Room (& Ballroom) schedule and set-up requirements
  - Any other ancillary service or equipment requests (scissor lift request, overnight lights, extra A/C for move in, etc...)
- Finalize your event security & staffing plan with your Event Manager (Subject to approval by the Director of Safety & Security).
- Certificate of **Insurance** is due **21 days** prior to move in.
- Schedule pre-convention and post-convention meetings with your Event Manager.
- Deposit for estimated **ancillary charges** is due **10 days** prior to move in.

**3 - 7 Days Prior to Move In**

- Guarantee guest count for food & beverage services with your Catering Sales Manager.
- At Pre-Con:     Review Final Resume  
                          Discuss any last minute modifications  
                          Receive Keys needed for event

**Post Event Activities**

- Post-Convention Meeting

## EXCLUSIVE SERVICES

The Greater Richmond Convention Center provides the following exclusive services.

<u>SERVICE</u>	<u>PROVIDER</u>	<u>CONTACT INFORMATION</u>
<b>Box Office:</b>	Operator	Phone 804-783-7330 / Fax 804-225-0508
<b>Event Staffing:</b>	Operator	Contact your Event Manager
<b>Event Security:</b>	Operator	Contact your Event Manager
<b>Food &amp; Beverage:</b>	Aramark	Phone 804-783-7368 / Fax 804-225-0508
<b>Merchandise / Novelties:</b>	Operator	Contact your Event Manager
<b>Rigging</b>	Encore	Phone 804-783-7323 / Fax 804-225-0508
<b>Telecommunications: *</b> 804-225-0508	Operator	Phone 804-783-7320 / Fax 804-643-1690
<b>Temporary Utilities: *</b> (Electrical, Water, Compressed Air)	Operator	Phone 804-783-7330 / Fax 804-225-0508

\* See sample Price Sheets in "Attachments" section for details on services offered.

## PREFERRED SERVICE PROVIDERS

The Greater Richmond Convention Center recommends the following preferred service providers.

<u>SERVICE</u>	<u>PROVIDER</u>
<b>Decorator / General Contractor</b>	<b>Exhibits, Inc.</b> 756 S West Street Petersburg, VA 23803  Phone: 804-788-4400
<b>Audio/Visual Services</b>	<b>Encore</b> C/O Greater Richmond Convention Center 403 North 3 <sup>rd</sup> St. Richmond, VA 23219  Phone: 804-783-7323 Fax: 804-225-0508

# RULES & REGULATIONS

The purpose of this section is to let you know about Facility rules and regulations **in advance** so you can make the best possible use of the Facility and our services while you are here. This section is not designed to overwhelm you with rules. Rather, it is intended to assist you in planning your event and to encourage your communication with our staff.

We have developed these rules & regulations to ensure that your event will be as safe and successful as possible. While we have attempted to be as thorough as possible, we recognize that not all situations will be covered in this section, and that you may need special consideration by Facility Management. Any questions regarding topics not included here should be directed to our Sales or Event Services Department. We will be glad to clarify any of the enclosed information.

Licensee is responsible for adhering to these rules & regulations and for ensuring that all exhibitors, service contractors and attendees are aware of these requirements.

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## Access to Licensed Space

In the performance of their duties, Operator's personnel shall have the right to enter the areas of the facility licensed to the Licensee. Specific hours may or may not be designated. At all times, Licensee will honor the official Operator identification credentials or uniforms worn by Operator personnel or sub-contractors.

## Access to Surrounding Grounds

There shall be no access for street vehicles to the concrete pads or sidewalks surrounding the facility unless approved in advance by Facility Management. Use of these areas as well as landscaped areas by the Licensee is strictly at the discretion of Facility Management.

## Accessibility

The Greater Richmond Convention Center's goal is to make every guest's experience exceptional. As such, the facility is fully ADA-compliant, with ramps at exterior entrances and inside the facility, and elevators for easy passage to different levels in both the main facility and the parking deck at 3<sup>rd</sup> & Marshall Street.

Wheelchair ramps and/or lifts are available for stages 2' and higher. Please contact your Event Manager for rental costs.

The facility has a limited number of wheelchairs for use during events; they are checked out on a first-come, first-serve basis. Guests checking out a wheelchair must provide an ID to be held as collateral. Please contact your Event Manager if you anticipate a high demand for wheelchairs during your event.

## Adhesives (Approved Tape Usage)

Only approved tape and adhesive backed materials (non-residue, easily removable) are permitted for use on the facility's floor 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 tape on any wall surface, glass or equipment is prohibited. Adhesive backed decals and stickers may not be affixed to any Facility surfaces nor distributed to attendees.

Licensee is responsible for the removal of all approved tape and adhesive backed materials and any resulting residue on and/or damage to Facility surfaces and equipment by the completion of move out. Should Operator staff have to remove any materials and residue, or make any repairs, the Licensee will be charged accordingly.

Also see *"Tape / Decals / Stickers."*

## Advertising

Licensee shall not publicize, or cause to be publicized, in any manner, any performance or event prior to the execution of the License Agreement.

When reference is made to the Facility, all print and broadcast materials associated with the Licensee's event shall use the official Facility name, currently the **Greater Richmond Convention Center**. Licensor reserves the right to change the official Facility name at any time.

No signs, banner, advertisements, show bills, lithographs, decals, posters, cards or other promotional material shall be placed in, on or about the Facility without the expressed written consent of Operator, and only then for the event authorized by the specific License Agreement.

Operator reserves the right to display or sell, and retain all income from the display or sale of advertising and promotions within the Facility without limitation. Licensee shall not interfere with, block, shield, remove, tamper with, or otherwise disturb advertising or promotions within the Facility without the express written consent of Operator.

Signs containing commercial or sponsored advertising messages (other than signs within the booths or spaces of exhibitors which advertise exhibitor's business or products) must be approved in writing by the Operator prior to being displayed in the Facility. Operator reserves the right to charge Licensee a fee for the right to display such advertising.

Licensee agrees not to permit or allow any advertising media that implies that Operator or Licensor is sponsoring Licensee's event, unless the event in fact is co-sponsored by Operator or Licensor. If in fact the event is co-sponsored by Operator or Licensor, Licensee agrees not to allow or permit any advertising media to be presented, privately or publicly, without first obtaining expressed written consent from Operator or Licensor.

Operator reserves the right to deny Licensee the authority to use the **Greater Richmond Convention Center** logo in any public or private promotional materials. If any such advertising is released without prior approval of Operator, Operator reserves the right to require Licensee to recall or modify all materials.

See your specific License Agreement for more information.

## Alcohol

Only the Facility's exclusive F&B provider is permitted to sell and/or serve alcohol within the facility. No one other than the Facility's exclusive F&B provider is permitted to bring alcohol (and all other food & beverage products) into the facility.

The consumption of alcoholic beverages is restricted to the licensed function area. Consumption of alcohol is not permitted during move-in and move-out times.

At the Operator's discretion, Facility Event Staff or Off Duty police officers may be required for functions where alcohol is being served. Staffing levels will depend on anticipated attendance, nature of the function and type of service. Please consult with your Event Manager for more details.

Also see "*Food & Beverage.*"

## Americans with Disabilities Act

The Operator is responsible for compliance with applicable regulations of the Americans with Disabilities Act as it pertains to the physical structure of the Facility and permanent equipment.

Licensee is responsible for compliance with all applicable laws and regulations relating to non-permanent accessibility requirements such as, but not limited to, seating accessibility, exhibit area accessibility, as well as auxiliary aids for visually impaired, hearing impaired and mobility impaired.

## Animals

With the exception of ADA service animals or animals used as part of Operator approved exhibits (i.e. dog, cat or cattle shows) or activities (approved theatrical performances, etc.), animals are not permitted in the Facility. A written request for waiver of this policy must be presented to the General Manager or designee by no later than 30 days prior to the event.

When any approved display includes pens or enclosures containing live animals, the following minimal provisions must be made:

- A protective coating such as plastic or visqueen must be used to protect all floors and any Facility equipment.
- Some type of absorbent (i.e. saw dust or fire retardant wood shavings) must be placed within the pens.
- Curbing or bike rack must be provided to contain animals.
- Animals must be supervised at all times.
- Provide clean up and proper disposal of absorbents and waste.

- Provide hand sanitizer stations accessible to anyone who may come in contact with the animals.

Licensee will adhere to any and all other safety measures as required by Operator.

Licensee, or any other party planning to bring animals into the facility may be required to provide additional insurance naming Operator (Spectra Venue Management) and Licensor (Greater Richmond Convention Center Authority) as additional insured.

Animals are not permitted within 50 feet of any food service preparation or service area. The only exception to this is the use of ADA service animals.

Licensee is responsible for ensuring that any approved use of animals within the Facility is also in adherence to any and all applicable local, state and federal laws and ordinances.

## Announcements

Operator 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 Operator staff in making such announcements.

## ATM

ATM machines are located in the Cyber Café, in the lobby outside Exhibit Hall B, on the 1<sup>st</sup> floor of the Ballroom Pavilion, and on the 2<sup>nd</sup> floor of the Ballroom Pavilion near the entrance to the parking deck. ATM's or other cash dispensing machines may not be brought into the facility.

## Attaching to Surfaces

Decorations may not be taped, nailed, tacked or otherwise attached to Facility surfaces or fixtures (i.e. ceilings, glass, doors, columns, walls, etc...).

Also see *"Drilling / Nails / Staples."*

## Attendance / Room Capacity

Room occupancy is determined by fire and safety regulations and enforced by Operator personnel. The Licensee shall not admit a larger number of persons than can freely and safely move in any licensed space. Consult with your Event Manager for room occupancy levels.

## Audio/Visual (AV)

The Operator has a preferred in-house AV services provider. The use of any Facility AV equipment requires the services of the in-house AV services provider. Please contact your Event Manager to coordinate a meeting with the on-site AV services coordinator to discuss your event requirements.

### ➤ House Audio System

The in-house AV services provider is responsible for all house audio systems. Should an outside AV services provider need to patch into the house audio system, a patch fee will be assessed to the Licensee. This connection will be facilitated and supervised by the in-house AV services provider. 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. Rooms able to be combined and divided by air walls also have the ability to have the audio systems combined and separated accordingly. This must be coordinated through your Encore services technician.

### ➤ Audio Levels

Operator reserves the right to regulate the audio levels of all events. Licensee must maintain appropriate audio levels as to not disturb nor interrupt other events. If requested to do so by Operator staff, Licensee

must lower volume levels accordingly. If the possibility of loud audio levels exists during the event, please speak with your Sales or Event Manager during the planning process.

➤ **Audio Recording/Taping**

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

➤ **Video and Auxiliary Sound Equipment**

A detailed plan of video and auxiliary sound equipment must be submitted to and approved by the Event Manager whenever an outside AV service provider is used. This is to ensure the proper utilization of space and that points of ingress/egress are not blocked. The plan must be submitted no later than 21 days prior to move in.

## **Balloons**

Lighter-than-air balloons (helium filled) may be used for decorative purposes with written authorization from the Operator in advance of load-in. A \$500 deposit may be required, which will be refunded if, after the event is over, no balloons are found to have been released into the ceiling. Balloons that are released into the ceiling will be removed at the Licensee's expense. Costs will include current labor and lift rental rates. Licensee is responsible for all balloons that are brought in as a part of their event, even if brought in by a patron or vendor. Balloons may not be handed out within the facility.

Helium filled mylar (metallic) balloons are prohibited at all times.

Compressed flammable gases may not be stored within the Facility. This includes acetylene, hydrogen, propane and butane.

Also see "*Compressed Gases*" and "*Fire Code Rules & Regulations.*"

## **Banners**

The Facility 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 General Manager or the Assistant General Manager, and may be subject to additional fees. Operator retains all advertising rights. Please contact your Event Manager for more information.

Also see "*Advertising*" and "*Signs & Posters.*"

## **Billing**

See "*Settlement.*"

## **Box Office**

Operator is the sole provider of on-site Box Office services for all Facility events. All tickets sales are subject to a 7% City Of Richmond Admissions Tax in accordance with Chapter 26, Article IX, of the City of Richmond's Code of Ordinances. Licensee is responsible for remitting taxes on advance ticket sales. Taxes on on-site Box Office sales will be deducted from the sales and remitted to the City of Richmond by the Operator for your convenience. Please contact your Event Manager or the Box Office Manager for more details.

See your License Agreement for specific details. Also see "*Ticket Sales.*"

## **Broadcast Rights / Recording**

Operator reserves the right to videotape and record events for its own records, publicity and promotional purposes.

Licensee shall not televise or broadcast, or record for the purpose of televising or broadcasting, any event scheduled to take place in the Facility without the prior written approval of the General Manager or designee. If

Licensee wishes to telecast or broadcast any events in the Facility, Licensee agrees to pay Operator an additional fee as determined by the General Manager or designee.

Licensee is responsible for all costs associated with such broadcast and/or recording rights. Operator is neither liable nor participator to any such activities unless contracted in advance. Licensee shall hold Operator and Licensor harmless from all such broadcasting activities, and shall provide additional insurance if requested to do so by the Operator.

### **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 Operator Staff. Additional fees may apply for any furniture moved.

### **Business License**

If sales are conducted at an event by two or more itinerant merchants coordinated or promoted by one person or agency, one itinerant merchants license shall be required. The license shall be issued to the coordinator or promoter of the event. License Information is available through the City of Richmond Website:

<http://www.richmondgov.com/Finance/forms/BusinessLicense2020.pdf>

### **Business Services**

Please contact your Event Manager for information about business services, such as copies, scanning documents, and faxing.

### **Cancellations**

Please refer to your specific 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. There is no fee for normal overnight changes.

### **Cleaning**

The Operator will maintain the cleaning of non-carpeted aisles in the exhibit hall. All booth and custom cleaning is the responsibility of the Licensee or designated service contractor.

Licensee or designated service contractors are to clean daily any of the freight entrances, docks or crate storage areas in their care, custody or control. Licensee or designated contractor is responsible for the timely removal of all crates and pallets from the facility within the licensed period. Licensee or designated service contractor is responsible for returning any exhibit area to its original cleaned condition.

Charges for any additional cleaning (i.e. floor tape, left over bulk trash, etc.) will be assessed at prevailing labor rates. Some events, as determined by the Operator, may be required to have dedicated cleaning staff assigned at Licensee's cost.

Also see *"Housekeeping"* & *"Trash Removal"*

### **Coat Check**

Coat check services are available upon request. There is a labor-based fee for this service, which includes personnel and equipment. Operator reserves the exclusive right to operate, or contract out for the operation of, and receive all income from coat check services.

Should Licensee desire to operate its own coat check area with Licensee personnel, approval must be obtained from the Operator. Portable coat racks are available for rental upon request, subject to availability. Operator is not responsible for items left in coat check areas or on coat racks.

### **Compressed Gases**

Compressed flammable gases are prohibited inside the Facility. This includes acetylene, hydrogen, propane and butane. Vehicles fueled by L.P. gas, such as forklifts used for setting-up shows and disassembling may be used when the exhibit or trade show is not open to the public.

Also see *"Fire Code Rules & Regulations."*

### **Concessions**

Operator (via the Facility's exclusive F&B provider) reserves the right to sell food and beverages at any location in the Facility, including the exhibit hall floor. No one other than the Facility's exclusive F&B provider is permitted to sell food and beverages in the Facility.

Licensee may not block, nor permit its exhibitors or contractors to block, access to permanent concession stands. Licensee must ensure that a 10' x 35' area directly in front of each concession stand in each exhibit hall will remain open and available for use by the Facility's exclusive F&B provider to facilitate the sale of food & beverage. Ten feet (10') will be measured out from the concession stand towards the center of the exhibit space. Thirty-five feet (35') will run the length of the concession stand.

Also see *"Food & Beverage."*

### **Cooking and Warming Devices**

See *"Fire Code Rules & Regulations"* and *"Food & Beverage."*

### **Copyrights, Patents, Service Marks & Trademarks**

See your License Agreement for specific details.

### **Crate Storage**

See *"Storage."*

### **Curfew**

The GRCC, in cooperation with the City of Richmond (Chapter 9, Article VIII. of the City of Richmond Code of Ordinances), adheres to a curfew for minors between the hours of 11pm and 5am. Please ask your Event Manager for details.

### **Damages**

The Licensee, including its exhibitors, employees, volunteers, presenters and patrons, shall neither mar nor deface Facility structure, property or equipment. Repair costs resulting from such damages shall be charged to the Licensee.

Licensee is encouraged to conduct an inspection of all licensed areas prior to move in and upon conclusion of move out. Licensee should coordinate inspections with the Event Manager and primary general services contractor. These inspections will assist in determining the condition of licensed area before and after events.

## Decorations

Decorations may not be taped, nailed, tacked or otherwise attached to Facility surfaces or fixtures (i.e. ceilings, glass, doors, columns, walls, etc.). Items such as glitter, confetti, rice, birdseed, sand, dirt, moss and mulch are not permitted on any carpeted areas.

All decorations, including but not limited to, drapes, curtains, table coverings, skirts, carpet, signs, banners, acoustical materials, hay, straw, moss, bamboo, plastic cloth fabric, linen and similar decorative materials must be rendered flame retardant. Proof of satisfactory flame retardant treatment (certificate) is required, and must be maintained within the specific exhibit area for inspection. If proof of satisfactory flame retardant treatment is not present, a sample of the decorative material must be made available for flame testing by the Fire Marshal.

Items that cannot be treated to meet requirements, such as, but not limited to, oilcloth, tarpaper, nylon, plastic cloth, and certain other plastic materials, are prohibited.

A small number of candles may be used when approved by the Operator. Candles must be securely supported on non-combustible bases and located as to avoid danger of initiation to combustible materials. The candle flame shall be protected via the use of hurricane lamps, glass gloves, or similar type devices. Please see *"Fire Code Rules & Regulations"* for restrictions and requirements.

## Deliveries

See *"Freight / Shipping / Deliveries"*

## Doors

Under no circumstances should any exterior 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.

The Exhibition Hall has multiple roll-up doors and sliding bay doors, all of which directly connect to the loading dock to make load-in and load-out easy. The roll-up doors are 12'6" wide by 16'5" tall. The sliding bay doors are 19'8" wide by 15'10" tall.

Also see *"Fire Code Rule & Regulations."*

## Drilling / Nails / Staples

Drilling, nailing or stapling into any Facility surfaces or equipment is strictly prohibited. Licensee will be billed for any damages resulting from non-adherence to this requirement.

Also see *"Attaching to Surfaces."*

## Drones / Unmanned Aircraft Systems or Vehicles

The use of drones or unmanned aircraft systems or vehicles are prohibited in the facility without prior written authorization from the Operator. Authorized use of drones or unmanned aircraft systems will be contingent upon the Licensee (and the operator of the device) observing all applicable laws and regulations while operating the device. Pilots of a drone or unmanned aircraft system flying above the facility's airspace must present proof to the Operator that the device is registered with the Federal Aviation Administration (FAA) (if such device is required by the FAA to be registered). Licensee is liable for any and all damages to persons or property as a result of the operation of the drone at the facility or over the facility's airspace.

## Electricity

See *"Utilities."*



## Electronic Cigarettes (E-Cigarettes)

See “Smoking.”

## Elevators / Escalators

Transport of freight and equipment between floors is permissible only via the freight elevators. Under no circumstances are public passenger elevators to be used for transporting equipment or exhibit materials that cannot be carried by hand. Additionally, escalators are for the use of the general public and may not be blocked or used to transport freight and equipment (i.e. tables, chairs, etc.).

## Entertainment Rider

Concerts, comedy events, and any other special events that include touring entertainment must submit a complete entertainment rider to the Event Manager by no later than 21 days prior to event.

## Event Manager

Upon execution of the License Agreement, you will be assigned a personal Event Manager, who will assist you in coordinating the staff and services available through the Facility.

Once on-site, the Event Manager will be your primary contact with the Facility. You will be able to contact the Event Manager via cell phone or through the Facility’s Security Base Operator. For improved on-site communication, you are encouraged to provide your Event Manager with a 2-way portable radio.

## Event Orders

Licensee must submit preliminary event orders (a detailed compilation of all event related details, including schedules, equipment requirements, personnel requirements, etc.) to the Event Manager by no later than two (2) months prior to the event.

Final Event Orders must be submitted by no later than 21 days prior to move in. Additional charges may apply if event orders are turned in past this deadline.

## Event Staff

Operator is the exclusive provider of all Event Staff services including event staff, badge checkers, door monitors, ushers, ticket takers, ticket sellers, off-duty Police, Emergency Medical Technicians (EMT’s) and Fire Marshals. The Event Manager, in coordination with the Director of Safety & Security and/or Box Office Manager, will determine appropriate staffing levels. Criteria such as, but not limited to, the nature of the event, anticipated attendance, and event history all factor in to determining appropriate staffing levels for a particular event. 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. Premium rates will apply for shifts scheduled on holidays, observed holidays, and after 11:00pm.

Event Staff cancellations may be made up to 24 hours prior to scheduled service, excluding weekends and holidays. Any cancellations made inside of 24 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 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 half hour.

Licensee is responsible for the security of all licensed areas from the time of initial occupancy until completion of move-out. This includes exhibit halls, ballrooms, meeting rooms, registration areas and applicable pre-function areas, as well as loading docks utilized by Licensee, its exhibitors, and/or attendees.

Also see “Labor, Equipment & Services Rates Sheet.” in attachments section



## Exhibitor Service Kits

Licensee must provide the Event Manager with a sample service kit for review, prior to finalizing and distribution to Licensee's exhibitors. Service kits should include order forms and price sheets for Operator's exclusive services and must incorporate the Fire Code Rules & Regulations. Price sheets may be downloaded from our website, [www.richmondcenter.com](http://www.richmondcenter.com), or obtained by contacting your Event Manager. Sample price sheets are located in the "Attachments" section of this handbook.

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.

## Exhibitor Services

Exhibitors may pre-order services (Temporary Utilities, Telecommunications, AV, F&B) directly from the Operator's service providers. Please visit our website, [www.richmondcenter.com](http://www.richmondcenter.com), or contact your Event Manager for more details.

During exhibitor move in, Operator 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."

## Fire Regulations

See "Fire Code Rules & Regulations" in "Attachments" section.

## First Aid

The Facility has two (2) rooms designated for use as First Aid Rooms. First Aid services are provided by off-duty Emergency Medical Technicians (EMT's), from the City of Richmond Fire & Emergency Services Department.

Events with an anticipated attendance of 500 or more **may** be required to have one or more EMT on-site. For your convenience, your Event Manager will arrange EMT services. There is a four (4) hour minimum charge for EMT services. Costs will be billed to the Licensee at prevailing hourly rate.

EMT staff for events are there to serve attendees of the event and to assist in rendering emergency, life-saving procedures, if necessary. EMT staff do not perform duties typical associated with an athletic trainer, including, but not limited to, distributing ice packs and taping ankles/wrists. Licensee is responsible for providing an athletic trainer for events that may need them.

Also see "Event Staff."

## Floor Load Capacities

Ballroom - 125 lbs / sq ft

Exhibit Halls - 350 lbs / sq ft

## Floor Plans

Licensee must submit preliminary floor plans of any space containing exhibit booths to the assigned Event Manager or the Director of Event Services for approval prior to exhibit space being sold. It is suggested that the preliminary floor plans be submitted six (6) months prior to the event.

The Event Manager will provide a preliminary review to ensure adherence to facility guidelines, and then submit it to the City of Richmond Fire Marshal for final approval. Once approved, a signed copy will be returned to you.

Final revisions must be submitted by no later than 21 days prior to move in. Floor plans are not considered final until reviewed and approved by the Fire Marshal.

All floor plans should be drawn to scale and have the following information clearly indicated:

- Name and date(s) of event
- Name of space being used
- Number and dimensions of exhibits
- Scale
- Revision number and date

All floor plans should clearly note the location of, but not limited to, the following:

- Exhibits
- Exits
- Aisle widths
- Carpeted aisles
- Entrance units (headers, kiosks, etc.) & dimensions
- Registration area
- Service desk
- Vehicles
- Covered exhibits (canopies, enclosed or partially enclosed structures, etc.)
- Cooking demonstrations
- Stage and/or seating areas
- Food service areas

Access to exits, stairwells, doorways, fire-hose cabinets, pull stations, fire extinguishers, utility panels, stand pipes, house lighting controls, electrical/telecom panels (in floor or on wall), restrooms, and concession stands must remain unobstructed.

All floor plan approvals are subject to final on-site inspection.

Also see *“Fire Code Rules & Regulations.”*

### **Fog / Smoke / Laser Lights**

See *“Special Effects.”*

### **Food & Beverage**

The Facility’s caterer is the exclusive provider of food and beverage (F&B) services, including but not limited to catering, concessions and alcohol. No one other than the Facility’s exclusive F&B Provider may provide these services, without prior written approval of the General Manager.

Licensee may not block, nor permit its exhibitors or contractors to block, access to permanent concession stands. Licensee must ensure that a 10’ x 35’ area directly in front of each concession stand in each exhibit hall will remain open and available for use by the Facility’s exclusive F&B provider to facilitate the sale of food & beverage. Ten feet (10’) will be measured out from the concession stand towards the center of the exhibit space. Thirty-five feet (35’) will run the length of the concession stand.

Contact your Catering Sales Manager for more information at 804-783-7303.

Also see *“Alcohol,” “Concessions,” “Food & Beverage Sampling Policy”* and *“Food Shows.”*

### **Food & Beverage Sampling Policy**

Operator, at its sole discretion, may allow Licensee and/or Licensee’s exhibitors to distribute sample sized food and non-alcoholic beverage products manufactured or distributed by the Licensee and/or Licensee’s exhibitors. Sample sizes will be no greater than two **(2) ounces** for food products and four

**(4) ounces** for non-alcoholic beverage products. Service of alcoholic beverages must be arranged through the exclusive F&B provider. Distribution of individual pieces of hard candy is permitted.

The serving of generic products (i.e. frozen yogurt, ice cream, popcorn, cookies, coffee, bottled water, etc.) by exhibitors for the purpose of drawing attention to their booth is permitted only when the product being served is purchased from the exclusive F&B provider.

The Licensee and its approved exhibitors will comply with and observe all federal, state and local laws, ordinances and regulations as to sanitation and the purity of food and beverages. Licensee and its approved exhibitors will comply with all laws and regulations relating to the preparation, handling and disposal of food and beverage products. Licensee and its approved exhibitors will procure and maintain the necessary permits and licenses required by laws and regulations pertaining to the preparation, handling and disposal of food and beverage products.

Requests for permission to serve food and/or beverage samples outside of these parameters must be submitted in writing to the General Manager, by no later than 30 days prior to the event. The written request must come from the Licensee, and must contain the name of the exhibitor(s) or sponsor(s), and the product(s) to be served.

Food and beverage products may not be disposed of in Facility sinks, toilets, etc. Any damage resulting from non-adherence to this requirement will be billed to the Licensee at prevailing rates.

Arrangements for the receiving and storing of all food and beverage products must be coordinated through the exclusive F&B provider. The exclusive F&B provider is also available to assist you in coordinating proper removal of all food and beverage waste products (grease, food, etc...). Contact your Catering Sales Manager for more information at 804-783-7303.

## Food Shows

Licensee must receive the written approval of the General Manager to produce a food show.

The Licensee will comply with and observe all federal, state and local laws, ordinances and regulations as to sanitation and the purity of food and beverages. 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 subject to approval of the exclusive F&B provider at prevailing rates. Contact your Catering Sales Manager for more information at 804-783-7303.

Also see *"Food Sampling Policy."*

## Freight / Shipping / Deliveries

Operator will not accept event-related freight. Licensee and its exhibitors must make arrangements with their general services contractor or drayage company to handle all freight requirements.

Any freight or other deliveries arriving at the Facility prior to the move in date and times stated on the License Agreement will not be accepted unless previously approved in writing by your Event Manager. Licensee should make arrangements with their service contractor or drayage company for the receipt, storage and delivery of all shipments scheduled for delivery prior to the first contracted move-in date.

All materials, equipment or freight sent to the Facility 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. exhibit hall A), and booth number if known.

Example:       Attention: John Doe  
 Nat'l Assn of Bicycle Makers  
 Exhibit Hall A – Booth # 234  
 Greater Richmond Convention Center  
 403 North 3<sup>rd</sup> Street  
 Richmond, VA 23219

Show management related materials (non-exhibitor items) such as registration materials, handout literature, furniture, rental plants, special decorations, etc., should be directed to the attention of the Licensee's on-site Show Manager or service contractor.

All deliveries are to be made at the appropriate loading dock via the back of house. Please contact your Event Manager for more details. Licensee agrees that if Operator should receive, handle or have in its care or custody property of any kind shipped or otherwise delivered to the Facility for the Licensee, Operator acts solely for the accommodation of the Licensee. Operator shall not be liable for any loss of or damage to such property.

Operator will not accept C.O.D. deliveries.

It is the responsibility of the Licensee, show decorator, and/or show exhibitor to fully manage any items being shipped out after the event has concluded. Responsibilities include, but are not limited to:

- Fully repacking items
- Taping/wrapping/securing boxes and/or pallets
- Providing shipping labels and/or bills of lading
- Placing items in the designated outgoing shipping area
- Placing the call for pickup with the drayage handler

Any items that need to be shipped after the licensed period has expired should be coordinated with the Event Manager for the show.

### **Gratuities**

It is the policy of the Greater Richmond Convention Center that individual employees (Operator and in-house service contractors) may not accept cash gratuities, gifts or other considerations from customers, contractors or any other parties doing business with the Greater Richmond Convention Center. It is our intention for all employees to provide exceptional service to all customers without anticipation of additional compensation. We appreciate your understanding and adherence to our policy and its intent.

### **Hazardous Materials**

See *"Fire Code Rules & Regulations."*

### **Housekeeping**

During the course of the event, Operator provides general cleaning of food-service seating areas and common public areas (i.e. hallways, lobbies, restrooms, etc.).

One (1) daily cleaning of contracted areas is included in the license fee. This does not include emptying of contractor or exhibitor trashcans nor the cleaning of aisle carpet or exhibit booths.

Licensee must remove all materials by the end of the contracted move-out time.

Charges for any additional cleaning (i.e. additional room refreshes, left over bulk trash, etc.) will be assessed at prevailing labor rates. Some events, as determined by the Operator, may be required to have dedicated cleaning staff assigned at Licensee's cost.

Also see *"Cleaning"* and *"Trash Removal."*

## Hoverboards

See “Skateboards, In-line Skates, Roller-blades, Scooters, Hoverboards.”

## HVAC

HVAC Services are scheduled and maintained by GRCC Maintenance Staff. Building HVAC hours are determined off of hours listed on the event work order, so it is crucial for Licensee to verify the accuracy of hours listed in order to avoid lapses in service. Show hour temperatures will be maintained between 70F – 74F. Generally, heating and cooling begins an hour before doors open to the event space.

To help conserve energy, load-in and load-out temperatures will be kept within a range of 65F – 82F. Temperatures that match show hour temperatures are available at an additional cost; please contact your Event Manager for more details.

## Included with your licensed space

### Meetings/General Session/Stage Presentations/Food Functions

- House lighting, heating or air conditioning during show hours (maintenance levels during move in/out)
- 110 volt / 20 amp electrical service from wall receptacles permanently located inside room (not to be used for exhibits)
- One standard room set per day (theater, classroom, conference, hollow-square, banquet, u-shape); also includes two (2) 8’ skirted tables with eight (8) chairs, and one (1) lectern or podium
- Charges for mid-day room set changes will be assessed at prevailing labor rates.
- One room refresh per day (straighten seating, empty trash cans, light sweeping, clear trash from tables)
- Charges for any additional cleaning (i.e. additional room refreshes, left over bulk trash, large quantities of trash peculiar to the event, etc.) will be assessed at prevailing labor rates.

### Tradeshows/Exhibits

- House lighting, heating or air conditioning during show hours (maintenance levels during move in/out)
- House PA System (for emergency announcements only)
- One daily general cleaning of public areas (i.e. restrooms, uncarpeted aisles, facility trashcans, etc.).
- Charges for any additional cleaning (i.e. left over bulk trash, sticker tape on exhibit floor, large quantities of trash peculiar to the event, approved glitter or confetti use, etc.) will be assessed at prevailing labor rates.

### NOT included in your licensed space (any event)

- Any electric service that does not come from a 20amp wall outlet in a meeting room.
- Additional utilities, such as compressed air, gas, and water.
- Dedicated wired or wireless internet (there is a free public network with limited bandwidth in all lobby/pre-function spaces)
- Phone lines
- Audio/Visual Services
- Insurance
- Labor deemed necessary for the event or requested by the licensee, including but not limited to: Event Staff, EMT personnel, off-duty Police Officers, Fire Marshal, maintenance staff, electricians, ticket sellers, ticket takers, ushers, badge checkers, coat check staff, and forklift/scissor lift operators.
- Equipment requested by the licensee, including but not limited to: staging, risers, pipe and drape, tablecloths, stanchions, barricades, forklifts, scissor lifts, coat racks, and tables/table skirts outside of the standard room set provided for meetings.
- Any item not expressly addressed in the two sections detailing what is included in a licensed space.

## Insurance

Insurance is required for all events at the Greater Richmond Convention Center. Please see insurance requirements and a sample certificate of insurance in the attachments section at the end of this document.

## Internet

Operator is the in house provider of all internet and telecommunication services for the Facility. Limited wifi bandwidth is available in all areas of the facility at no charge.

Price Sheets may be downloaded from our website, [www.richmondcenter.com](http://www.richmondcenter.com). Sample price sheets are located in the "Attachments" section of this handbook.

## Keys / Badges

Room keys and access badges may be obtained through the Event Manager with advance notice. Keys and access badges must be returned on the last day of the event. There is a \$150 charge for each key not returned for high-security re-keyed rooms, and a \$20.00 charge for each key not returned for regular cylinders. A \$20.00 charge will be assessed for each access badge not returned.

## Lactation Lounge

The Greater Richmond Convention Center is proud to offer a Lactation Lounge to visiting mothers who are pumping breast milk or nursing. The Lactation Lounge is located on the first floor of the Ballroom Building and is available for use at any hour.

## 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 events licenses, Fire Marshal permits, street closure permits, etc.).

Although Operator may assist Licensee in this process, the ultimate responsibility, including all costs, is that of the Licensee.

## Lighting Levels

To conserve energy, lighting during move-in and move-out will be at "work-light" levels, typically 50%. Full "show light" levels (house lights) will be maintained during event hours. Please coordinate exact timing of lighting levels with your Event Manager.

Theatrical lighting and other special effects are available through the Operator's in-house, preferred AV services provider.

## Loading Docks

The Facility has two (2) loading dock locations. The exhibit hall loading dock, located on Leigh Street at the corner of 3<sup>rd</sup> Street, has 16 loading bays. Access to the ballroom loading dock, which has four (4), dedicated loading bays, is located on 3<sup>rd</sup> Street, between Marshal Street and Broad Street.

Operator allocates loading dock bays with consideration given to specific event needs, overall event activities and Facility deliveries. Your Event Manager will determine your final dock space allotment.

Vehicles may not park in the loading area or on the truck route at any time without the prior approval of the Operator. Freight may not be stacked nor stored in the loading dock area or on the truck route at any time without the prior approval of the Operator. Contact your Event Manager for more details.

## Lobby Space

See *“Pre-Function Space / Public Space.”*

## Logos

See *“Advertising.”*

## Lost and Found

Items found and turned into Operator representatives will be held in the Security Base for a limited period of time. For inquiries regarding any lost items, contact the security Base at 804-783-7316 or 804-783-7341.

## Marquee

The Facility has three digital marquees. One is located on the 3<sup>rd</sup> & Marshall Street Parking structure; the other two are located on the 5<sup>th</sup> & Broad Street tower. Custom event messaging and advertising on the marquee are available. Please contact the Facility’s Marketing Manager for more information and a pricing schedule.

## Merchandising

See your License Agreement for specific details.

## Motorized Equipment

Only Facility authorized personnel may operate Facility equipment. Prevailing labor rates shall be billed to Licensee for any Facility drivers used if Facility equipment is rented by Licensee.

Motorized vehicles such as carts, forklifts, etc. may be used in the exhibit halls during non-event hours. Licensee is responsible for ensuring that vehicles operated within the exhibit halls do not drip oil or any other staining liquids. Vehicles that are found to drip such fluids will be removed from the facility.

Liquid fuel powered vehicles are prohibited from use in any carpeted areas of the facility (i.e. meeting rooms, ballrooms, pre-function spaces, etc.). In order to use forklifts and lifts for rigging on carpeted areas of the facility, wheel covers supplied by the GRCC should be placed on the lift to be used to protect the carpet. Wheel covers should be removed once the lift has completed work in a carpeted area and has been driven off the carpet.

Any clean up or repair related costs resulting from non-adherence to these requirements will be billed to the Licensee.

## Move-In & Move-Out

Licensee shall not move personnel, equipment, or materials into the Facility prior to the beginning of the term of the License Agreement without the expressed written approval of the Operator. Licensee is responsible for contracting enough move in/out time for set-up and tear down by Licensee’s contractors. On-site changes to move-in/out schedules must be approved by and coordinated with your assigned Event Manager.

Upon expiration of the term of the License Agreement, Licensee shall remove all property, goods and effects belonging to the Licensee from the Facility, as well as its employees, agents, contractors, representatives, patrons, guests and invitees. Materials left behind will be removed and dealt with at the discretion of the Operator, and may result in disposal. Any costs incurred in such removal, disposal or storage of event-related materials will be billed to the Licensee.

Loading and unloading of freight and other exhibit materials is only permitted through the back of house, via the loading docks. Loading and unloading of exhibit materials is not permitted through the front of house (public areas) unless items are hand carried.

## Novelties / Product Sales

See your License Agreement for specific details.

## Nursing Mothers

See “Lactation Lounge.”

## Order Forms

Order forms and price sheets for Utilities, Telecommunications and AV may be downloaded from our website, [www.richmondcenter.com](http://www.richmondcenter.com) (in the Event Planning tab). Sample order forms and price sheets are located in the “Attachments” section of this handbook.

## Painting

Painting inside the Facility is strictly prohibited.

## Parking

### Location

The Greater Richmond Convention Center parking facility is located at the corner of 3<sup>rd</sup> Street and Marshall Street, and is conveniently connected to the Convention Center via an enclosed skywalk for your comfort.

### Specifications

- 6 level parking facility
- 401 general public parking spaces available
- 10 handicapped-designated placard parking spaces
- 2 elevators located on the east side
- Stairs located on both the east and west sides

### Rates

- Public Parking            \$7.00 per vehicle – per day
- Overnight Parking        \$26.00 per vehicle – per night

### Rules and Regulations

- Park only in marked stalls
- Vehicles to occupy only one (1) stall
- Vehicles in excess of 19' in length are not permitted
- All overhead structure clearance signs must be observed at all times
- No vehicle above 7' 8" in height beyond Level 2
- No vehicle above 6' 7" in height beyond Level 3
- No parking in Travel Lanes or Fire Lanes
- Vehicles illegally parked in handicapped spaces will be ticketed and/or towed at the owner's expense
- No backing into stalls; vehicles must be parked front-in only
- Authorized Overnight Parking Permit must be displayed on the dash of the vehicle and visible from the outside at all times
- Parking ticket does not allow for re-entry following departure



- Parking ticket is not transferable
- Unauthorized vehicles parked on premises are subject to being immobilized and/or towed at owner's expense
- Selling, soliciting, demonstration of equipment and/or distributing handbills are prohibited
- No loitering in parking garage
- Consumption of alcoholic beverages in the parking garage is prohibited

### **Additional Surrounding Parking**

- The Greater Richmond Convention Center is surrounded by an additional 10,000 parking spaces within a 6-block radius.

### **Payment By Credit Card**

Payments requested by Licensee to be made with a credit card may be approved by Operator in Operator's sole and unfettered discretion. Such payments will be assessed a surcharge/check-out fee of 3.5% of the total amount to be charged.

### **Payment Schedule**

See your License Agreement for specific details.

Also see "*Settlement.*"

### **Pets**

With the exception of ADA service animals or animals used as part of Operator-approved exhibits (i.e. dog, cat or cattle shows) or activities (approved theatrical performances, etc.), animals are not permitted in the Facility.

For more information, please visit the Americans with Disabilities Act Title III Regulations at:  
[https://www.ada.gov/regs2010/titleIII\\_2010/titleIII\\_2010\\_regulations.htm](https://www.ada.gov/regs2010/titleIII_2010/titleIII_2010_regulations.htm)

Also see "*Animals.*"

### **Photography**

Operator retains the right to take photographs of all events.

### **Police**

The Richmond Police Department is the exclusive provider for staffing off-duty Police Officers for events at the Greater Richmond Convention Center. Some events will require a minimum amount of off-duty Police staffing. The Richmond Police Department reserves the right to pull off-duty Police Officers working at the facility to assist with emergencies elsewhere.

Also see "*Event Staff.*"

### **Pre-Function Space / Public 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 Operator, and is subject to prevailing rental rates. 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.

**Price Sheets**

See “Order Forms.”

**Propane**

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, visqueen or similar-strength material.

Any event that features hair cutting or dying must make similar efforts to protect the Facility’s floor and carpet. All locations of hair cutting and dying must be approved by the Operator.

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

Also see “Animals” and “Decorations.”

**Purpose Of Use**

Licensee may not use the facility for any other purpose other than the event stated in Section 4 of the License Agreement. Please see your License Agreement for more information.

**Radio Communication**

Once on-site, you will be able to contact the Event Manager via cell phone or through the Facility’s Security Base Operator. For improved on-site communication, you are encouraged to provide your Event Manager with a portable, 2-way radio.

**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.

**Restricted Areas**

Restricted areas of the Greater Richmond Convention Center are labeled “Authorized Personnel Only,” and only Facility employees shall have access to those areas. Exceptions to this rule will be given during load-in and load-out periods, which should be coordinated with your Event Manager.

**Rider**

See “Entertainment Rider.”

**Rigging**

The Operator, through an agreement with Encore, has exclusive rights on all audio/visual rigging in the facility. Licensee must coordinate rigging needs with Encore, who will approve all rigging plots and staffing numbers. A rigging plan showing locations, weights, and intended method of suspension must be submitted to Encore no later than 21 days prior to the event load-in. However, Encore strongly recommends that rigging plans be submitted 45 to 30 days prior to event load-in to ensure that any changes in the rigging plan can be coordinated with plenty of time to spare.

Decorators may hang aisle signs and banners that are not suspended via truss or motors. Scissor and boom lifts are available to rent from the Operator, at Licensee's expense

Nothing may be attached to any Facility electrical and mechanical systems. This includes, but is not limited to, ducts, electrical conduit or raceways, plumbing, acoustical baffles, or sprinkler pipes. Rigging may only be attached to approved structural members.

Rigging is **prohibited** in the meeting rooms.

Technical information and load capacities are available upon request. Please see more detailed information and a pricing schedule in the "*Attachments*" section at the end of this manual. Contact your Event Manager for more information

## Roof Access

Proper care of Facility roof surfaces is vital in maintaining a leak free facility that will prevent damage to exhibitors. Roof access requires the prior written approval of the Operator. An escort will be provided at prevailing rates.

Penetrations of the roof surfaces are strictly prohibited. Any damages resulting from non-adherence to this requirement will be billed to the Licensee. All items placed on roof surfaces, including but not limited to satellite dishes, cabling, etc. must be removed by the end of move out.

All roof areas are **No Smoking** areas.

## Room Capacities

Room capacities will vary widely depending upon specific function staging requirements (i.e. stage size, dance floor, AV, F&B service area, etc.). Please discuss your function details with your Event Manager to ensure safe and appropriate allocation of space. The Operator reserves the right to restrict or close any area to additional occupants if, in its opinion, public safety considerations warrants this action.

Please see maximum capacity guidelines in the "*Attachments*" section of this handbook.

## Sales Tax

The Virginia Sales and Use Tax Act requires the collection of a 6.0% tax on all retail sales made in the Commonwealth of Virginia except those exempt by law (§58.1-603, 604). Licensee is responsible for making sure that their exhibitors are notified of this requirement and have been made aware that the Virginia Sales Tax Form ST-50 is required to be submitted for all taxable sales made at the Facility.

## Satellite Dish Placement

There are a limited number of satellite dish locations. Access to Facility roof areas requires the prior written approval of the Operator. An escort is required, and will be provided at prevailing rates. Please contact your Event Manager at the earliest possible opportunity for consideration.

Also see "*Roof Access.*"

## Security

Operator's house security staff provides 24-hour general Facility coverage. House security staff is not responsible for goods and property within specific event spaces.

Licensee is responsible for hiring facility event staff for the licensed areas from the time of initial occupancy until completion of move-out. This includes exhibit halls, ballrooms, meeting rooms, registration areas and applicable pre-function areas and loading docks utilized by Licensee, its exhibitors and/or attendees.

At its discretion, Operator reserves the right to require additional event staffing personnel. Event staffing services are an exclusive service provided by Operator. Arrangements for such services can be made through your Event Manager.

Also see *“Event Staff.”*

### **Service Contractors**

Service Contractors (i.e. decorators, AV services providers, display companies, etc.) may only have access to the Facility for set-up and tear down in accordance with the dates and times specified in the License Agreement. Licensee is responsible for contracting enough move in/out time for set-up and tear down by Licensee’s contractors.

All service contractors must be identified with a badge while on-site. Any costs (i.e. damage, equipment rental, etc.) incurred by Licensee’s service contractors will be the ultimate responsibility of the Licensee.

### **Service Desk**

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

Hours and location of service desk will be determined by Operator. Please contact your Event Manager for more details.

Also see *“Exhibitor Services” & ‘Utilities.’*

### **Settlement**

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

### **Shipping & Receiving**

See *“Freight / Shipping / Deliveries.”*

### **Shuttles**

The primary shuttle drop off and pick up location for the Ex-Hall building is located at the pull-in area on 3<sup>rd</sup> Street between Marshal Street and Leigh Street. The primary shuttle drop off and pick up location for the Ballroom building is the pull-in area on 5<sup>th</sup> Street between Marshall Street and Broad Street. Shuttles and buses are not allowed to park or idle in these areas. If the event requires space for more than 3 buses or shuttles at the same time, please contact your Event Manager to make arrangements.

Also see *“Street / Lane Closures.”*

### **Signs & Posters**

The Greater Richmond Convention Center has permanent signs outside of each Meeting Room that holds a standard piece of paper (8.5” x 11”). The Center’s staff will print out the name of the group that is using the space each day and place it in the sign holder as a courtesy to the licensee. If the licensee wishes to provide its’ own signage for these holders, please arrange that with your Event Manager.

Licensee will only post signs, cards, posters, etc. in Operator approved areas. Licensee’s use of such areas is non-exclusive, and is subject to approval by Operator. Operator retains all advertising rights. Signs may not be taped, nailed, tacked or otherwise attached to Facility surfaces or fixtures in a way that would cause damage to Facility surfaces or fixtures.

The Licensee will remove all signage materials deemed to be inappropriate at the request of Operator personnel.

Licensee will remove all signage materials by the end of move-out. At the Licensee's expense, Operator will remove all materials remaining after move-out.

All signage materials must be flame retardant. See *"Fire Code Rules & Regulations."*

Also see *"Advertising"* and *"Banners."*

### **Skateboards, In-Line Skates, Roller-blades, Scooters, Hoverboards**

The use of skateboards, in-line skates, roller blades, scooters, hoverboards, or other types of recreational transportation is prohibited within the Facility, without the prior written approval of the Operator.

Licensee's show management staff and the staff of the official services contractor may use electric carts and motorized equipment (i.e. forklifts) in the exhibit halls during non-event hours. Licensee is responsible for ensuring that vehicles operated within the exhibit halls do not drip oil or any other staining liquids. Vehicles that are found to drip such fluids will be removed from the facility. Under no circumstance are these vehicles permitted on carpeted surfaces.

Also see *"Motorized Equipment."*

### **Smoking**

Smoking and the use of electronic cigarettes (e-cigarettes or vaping) are **prohibited** within the Facility except as approved in writing by the General Manager of the Center as an integral component of the purpose for the event. Please contact your Event Manager for designated smoking locations just outside the facility.

### **Special Effects**

Requests to use special effects must be submitted for review and approved by the General Manager or designee, by no later than 30 days prior to the event. Any required revisions must be resubmitted for approval by no later than 72 hours prior to the scheduled function.

Licensee is responsible for obtaining all necessary approvals, permits and licenses from appropriate regulatory boards. Licensee may incur additional staffing expenses as required by the Fire Marshal's Office.

Chemical-based fog/haze is prohibited.

See *"Fire Code Rules & Regulations"* in the *"Attachments"* section of this handbook for more details.

### **Storage**

Limited crate storage is available, and must be coordinated with the Event Manager.

Storage of empty boxes, cartons, packing materials, etc., and other combustible materials will not be permitted within the facility (exhibits halls, meeting room, ballrooms, pre-function areas, concourses, etc.). These types of materials may be stored outside the building in approved areas. Contact your Event Manager for more information.

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 Code Rules & Regulations"* in the *"Attachments"* section of this handbook for more information.

### **Street / Lane Closures**

It is possible to coordinate the closing of lanes of traffic on the streets immediately surrounding the convention center. Please contact your Event Manager for details.

## Tape / Decals / Stickers

Only approved tape and adhesive backed materials are permitted for use on the facility's carpeted surfaces. Contact your Event Manager for details. Use of tape on any wall surface, glass or equipment is prohibited. Adhesive backed decals and stickers may not be affixed to Facility surfaces nor distributed to attendees.

Licensee is responsible for the removal of all approved tape or adhesive backed materials and resulting residue from Facility surfaces and equipment. Should Operator Staff have to remove any such materials and residue, the Licensee will be charged accordingly.

Also see "*Adhesives (Approved Tape Usage)*."

## Telecommunications

See "*Internet*."

## Ticket Sales

Licensee is permitted to sell event tickets in advance of the event. Licensee must coordinate ticket sales with the Event Manager, and all tickets must correspond with an approved floorplan. Selling tickets not shown on the approved floorplan is strictly prohibited. Operator is the exclusive provider for on-site ticket sales.

All tickets sales are subject to a 7% City Of Richmond Admissions Tax in accordance with Chapter 26, Article IX, of the City or Richmond's Code of Ordinances. Licensee is responsible for remitting taxes on advance ticket sales. Taxes on on-site Box Office sales will be deducted from the sales and remitted to the City of Richmond by the Operator for your convenience. Please contact your Event Manager or the Box Office Manager for more details.

See your License Agreement for specific details. Also see "*Box Office*"

## Trash Removal

Labor for the removal of left-over show materials and debris and any corresponding dumpster or hauling fees will be charged to the Licensee at prevailing rates.

Extra open top containers and trash compactor hauls are available upon request. This service must be ordered through your Event Manager. Licensee will be charged at prevailing rates. If no services are ordered, but deemed necessary by the Event Manager once on site, Licensee will be billed premium rates.

Also see "*Cleaning*" and "*Housekeeping*."

## Unmanned Aircraft Systems or Vehicles

See "*Drones*."

## Utilities

Operator is the exclusive supplier of all temporary utility connections (electrical, compressed air, water fill/drain). All electrical connections must meet requirements of the "*Fire Code Rules & Regulations*." Please contact your Event Manager for ordering information. A price sheet may be downloaded from our web-site, [www.richmondcenter.com](http://www.richmondcenter.com) (in the Event Planning tab). Payment for utility services may be made through our secured online order form, which is also located in the Event Planning tab. A sample price sheet is located in the "*Attachments*" section of this handbook.

Also see "*Exhibitor Services*."

## Vehicles in the Facility

### Display Vehicles

Vehicles, which are part of a display, are permitted within the exhibit halls. Licensee is responsible for ensuring that all such vehicles meet the guidelines set forth in the *“Fire Code Rules & Regulations.”* Licensee is also responsible for any damages or cleaning as a result of display vehicles inside the facility.

Placement of display vehicles in carpeted areas requires the prior written approval of the General Manager or designee. Licensee must submit a written request by no later than 30 days prior to the event. If approved, these displays will require additional protection of the carpeted areas (i.e. visqueen, additional carpeting, etc.). Contact your Event Manager for details.

### Move-In / Move-Out Vehicles

Other than vehicles used as part of a display, vehicles are not permitted within the Facility for loading and unloading without the prior authorization of your Event Manager. All approved vehicles must be attended while in the Facility and may not have the motors running while stationary. All such vehicles must be removed prior to the opening of the event, and may not return until the event has closed and all attendees have vacated the area. Additional security personnel may be required.

Also see *“Motorized Equipment.”*

## Visitor Services

Richmond Region Tourism operates a Visitor’s Center in the facility, which is located on the first floor of the Exhibit Hall building along 3<sup>rd</sup> Street. The Center’s friendly and knowledgeable travel counselors are available and ready to assist with sightseeing and tour suggestions. Visitor Center hours are 9am-5pm daily.

Additionally, there are two Visitor Services desks in the facility that contain information about the downtown area. One is located on the first floor of the Exhibit Hall Building, by the corner of 5<sup>th</sup> and Marshall Streets; the other is located on the first floor of the Ballroom Building towards the Broad Street side. Richmond Region Tourism will staff these desks with a Richmond Ambassador during larger events. Please speak with your Richmond Region Tourism Services Manager or your Event Manager for more information.

## Water Displays

All fountains or other decorative water containers must be waterproof and of sufficient density to avoid leaks. Plastic must be placed underneath the display for additional protection. All water displays must be pre-approved by the General Manager or designee. Licensee will be responsible for any damages or cleaning as a result of any water displays in the facility.

## Water Service

Water services (bottled water or water stations) can be arranged through the Facility’s exclusive F&B provider at prevailing rates. Contact your Catering Sales Manager for more details at 804-783-7303.

Head table water service can be provided by the Greater Richmond Convention Center staff at no charge. A head table is defined as no more than two (2) tables, either 6’x30” or 8’x30” in size, in one room setup. Please ask your Event Manager for details.

## Weapons

With respect to weapons, the City of Richmond Municipal Code, the Code of Virginia and Federal regulations apply.

Firearms are not permitted in the Greater Richmond Convention Center except as allowed by law or when allowed by law and permitted by a Licensee in their Licensed Space.

Virginia law permits open carry and concealed carry with a valid permit in public spaces, with some exceptions. See [Section 18.2-287.4](#) of the Code of Virginia for details.

It is the responsibility of the Licensee, at Licensee's expense, to put in place adequate security measures including, but not limited to, signage, security staff, law enforcement personnel and equipment (metal detection devices) if Licensee will prohibit firearms in Licensee's Licensed Space.

If approved by Operator as an integral part of an event, firearms may be displayed as part of an exhibit at an event subject to the following conditions:

1. The exhibitor must comply with all Local, State, and Federal laws governing the possession and/or sale of firearms.
2. Firearms may not be loaded or fired in the Facility.
3. Firearms must be deactivated by removing the firing pin, the bolt, or otherwise altered so that they are incapable of being fired (by a metal lock through the trigger mechanism, a plastic strap securing the trigger or hammer mechanism, a plastic strap securing the firearm's "action" mechanism in an "open" state). Exceptions may be granted, at Operator's discretion, for particularly rare antique firearms displayed in a locked case or otherwise made inaccessible.
4. Powder or primers are prohibited in the Facility. Sample live ammunition may be displayed in exhibits, which are kept separate from firearm exhibits or by exhibitors who do not also display firearms.
5. Firearms and ammunition will be inspected at Licensee's expense by an authorized safety inspector approved by Operator at times as determined by Operator to ensure adherence to these conditions.



## ATTACHMENTS

<b>Fire Code Rules and Regulations</b>	<b>Page 42</b>
<b>Floor Plans</b>	<b>Page 48</b>
<b>Facility Specifications</b>	<b>Page 50</b>
<b>Labor, Services &amp; Equipment Rate Sheet</b>	<b>Page 52</b>
<b>Utility Services Price Sheet</b>	<b>Page 53</b>
<b>Internet/ Telephone Services Price Sheet</b>	<b>Page 56</b>
<b>Audio-Visual Rate Sheet - Sample</b>	<b>Page 58</b>
<b>Rigging Information And Pricing Schedule</b>	<b>Page 59</b>
<b>Certificate Of Insurance Requirements And Sample</b>	<b>Page 61</b>

# FIRE CODE RULES & REGULATIONS

The **Richmond Department of Fire and Emergency Services** and the **Greater Richmond Convention Center** want you to have a safe and successful event. The following basic outline of rules & regulations has been developed to assist you in accomplishing that objective. This outline is based upon provisions of the 2015 International Fire Code.

Please take the time to review this information, as compliance is a requirement. Should you have any specific questions, please feel free to contact your Event Manager.

## A. GENERAL REGULATIONS:

1. Licensee, as well as Licensee's exhibitors and service contractors, must comply with all Federal, State, and local fire codes applicable to "Places of Assembly."
2. Storage of empty boxes, cartons, packing materials, etc., is prohibited within the Facility (exhibit halls, meeting rooms, ballrooms, pre-function areas, concourses, etc.). These types of materials may be stored outside the Facility in approved areas. Contact your Event Manager for more information.
3. Pre-function spaces (lobbies/foyer areas approved for use by the Operator) may be utilized for registration, providing:
  - a. Storage of combustible materials necessary for registration (i.e. paper, boxes, etc.) shall be limited to a one (1) day supply.
  - b. Registration booths and lounge areas must be set up in designated areas as shown on approved floor plans, and shall not impede required egress.
4. Trash, rubbish, grease, etc., must be removed from the building at least once each day.
5. Fire lanes in and around the Facility must remain clear and unobstructed.
6. Smoking is prohibited within the Facility.
7. Licensee shall be responsible for the correction of all fire code violations found. All violations are required to be corrected within the time determined by the Fire Marshal or duly authorized representative(s). Failure to comply with Fire Marshal instructions may result in denial of opening the doors for the show and /or citation.

## B. FLOOR PLANS:

1. Trade shows and/or exhibitions shall be set up as indicated on the approved floor plans.
2. All floor plans require advance written approval by the Fire Marshal or his/her designee. The submittal and approval process is as follows:
  - a. Licensee must submit preliminary floor plans of any space containing exhibit booths to the assigned Event Manager or the Director of Event Services for approval prior to exhibit space being sold. It is suggested that the preliminary floor plans be submitted six (6) months prior to the event.
  - b. The Event Manager will provide a preliminary review to ensure adherence to facility guidelines, and then submit to the City of Richmond Fire Marshal for final approval. Once approved, a signed copy will be returned to Licensee.
  - c. Final revisions must be submitted to the Event Manager by no later than 21 days prior to move in. Floor plans are not considered final until reviewed and approved by the Fire Marshal or his/her designee.
3. All floor plans should be drawn to scale and have the following information clearly indicated:
  - Name and date(s) of event and expected capacity
  - Name of space being used
  - Number and Dimension of exhibits
  - Scale
  - Revision Number and Date
4. All floor plans should clearly note the location of, but not limited to, the following:
  - Exhibits

- Exits
- Aisle widths
- Carpeted Aisles
- Entrance units (headers, kiosks, etc.) and dimensions
- Registration Area
- Service Desk
- Vehicles
- Covered Exhibits (canopies, enclosed or partially enclosed structures, etc.)
- Cooking Demonstrations
- Stage and/or Seating Areas
- Food Service Areas

5. Access to **exits, stairwells, doorways, fire-hose cabinets, pull stations, wall mounted emergency strobe lights, fire extinguishers, house lighting controls, electrical panels, restrooms and concession stands** must remain unobstructed.
6. All floor plan approvals are subject to final on-site inspection.

#### C. BOOTH CONSTRUCTION / DECORATIONS / STAGE SCENERY:

1. All decorations, including but not limited to, drapes, curtains, table coverings, skirts, carpet, signs, banners, acoustical materials, plastic cloth fabric, linen and similar decorative materials must be rendered flame retardant. Proof of satisfactory flame retardant treatment (**certificate**) is required, and must be maintained within the specific exhibit area for inspection by the Fire Inspector. If proof of satisfactory flame retardant treatment is not present, a sample of the decorative material must be made available for flame testing by the Fire Inspector.
2. Items that cannot be treated to meet requirements, such as, but not limited to, hay, straw, moss, bamboo, oilcloth, tarpaper, nylon, plastic cloth, and certain other plastic materials, are prohibited. Bamboo must be live and placed in water to be utilized as decorative material.
3. Easels, signs, chairs, etc. may not be placed beyond booth areas into aisles. Display literature is to be limited to reasonable quantities. Reserve supplies should be kept in closed containers and stored in a neat and compact manner. Empty cardboard boxes cannot be stored in show or exhibit areas. Licensee is responsible for advising exhibitors that booths must be cleared of combustible rubbish daily.
4. Combustible materials within booths shall be limited to a one (1) day supply. Storage of combustible materials behind the booth is prohibited. Combustible materials (i.e. crates and boxes) shall be stored outside the building in an approved area or in a storeroom having a fire resistance rating of at least two (2) hours and protected by an automatic extinguishing system
5. **Fire-fighting and emergency equipment may not be hidden or obstructed.** A three (3) foot clearance shall be provided around fire hose cabinets, portable fire extinguishers, alarm pull boxes and standpipes. Clear access shall be maintained at all times to these units. This includes strobe lights on wall for emergency notification.
6. Exhibit booths or exhibit enclosures that require fifty (50) feet or more travel distance to reach the exit access aisle (of the booth or exhibit enclosure) shall be provided with a minimum of two (2) exits remote from each other.

#### D. EXITS:

1. All exit doors must remain clear, unobstructed, and in proper operating condition at all times when building is occupied. Exit signs must function properly and be visible from all areas.
2. All exits, hallways, and aisles must remain clear and unobstructed at all times. This includes charts, easels, trailer tongues, etc.

#### E. COMPRESSED GASES / OPEN FLAMES / EXPLOSIVES:

1. Compressed **flammable** gases are prohibited inside the Facility unless approved by the Operator and the Fire Marshal. This includes acetylene, hydrogen, propane and butane. Vehicles fueled by LP-gas, such

as forklifts, may be used when the exhibit or trade-show is not open to the public. Approved amounts are subject to require a **permit** from the Fire Marshal's office.

2. Exhibits displaying lighter than air (i.e. helium) **balloons** or other inflatable objects are prohibited from using foil-type (Mylar or aluminum) material. A refundable deposit will be required for any booth wishing to display helium filled balloons. The client will be responsible for any cost associated with the removal of balloons that become loose. Vinyl, rubber or plastic varieties are permitted; however, the compressed air or gas cylinder (non-flammable) used for inflation must be properly secured to prevent tipping. Cylinders are not permitted inside the building during event hours.
3. Non-flammable compressed gas cylinders must be stored in an upright position with gauges and regulator protected against physical damage.
4. Open Flame devices are prohibited. Exceptions include:
  - a. Cooking or warming devices in compliance with Section F, "**Cooking & Warming Devices.**"
  - b. A small number of candles may be used when approved by the Operator. Candles must be securely supported on non-combustible bases and located as to avoid danger of ignition to combustible materials. The candle flame shall be protected via the use of hurricane lamps, glass globes, or similar type devices.
  - c. All open flame devices and candles require a **permit** from the Fire Marshal's office. Those requesting use of open flame devices and candles shall provide sample/picture for approval at least ten (10) days prior to the event to the Fire Marshal or his/her designee. This will ensure time to make changes if devices do not meet approval.
5. The use of welding equipment and cutting equipment as part of an exhibit requires the prior written approval of the Operator. When approved by the Operator, the following requirements must be met:
  - a. Cutting and welding equipment must be in good repair
  - b. Approved combustible or flammable items may be no closer than 35 feet of work site
  - c. When thirty-five (35) feet cannot be obtained, protected covers, fire resistant shields or guards may be used with prior Fire Marshal approval
  - d. All wall and floor openings within thirty-five (35) feet of the site location must be tightly covered to prevent the passage of sparks to adjacent areas
  - e. Operation of welding/cutting equipment requires a **permit** from the Fire Marshal's office.
6. The use of explosives and blasting agents is prohibited within the Facility. Ammunition and pyrotechnics **may** be allowed under certain conditions, with the prior written approval of the Operator and the City of Richmond Fire Marshal's Office. If pyrotechnic materials are approved for use within the Facility, a Fireworks Permit will be required with the following parameters:
  - a. 15 day minimum application period (State Law)
  - b. Licensed explosive handler required
  - c. \$1,000,000 liability insurance; (Operator and Licensor must be listed as "Additional Insured")
  - d. A Fire Watch may be required by City of Richmond Fire Marshal's Office, and will be billed to the Licensee at prevailing rates.

#### F. COOKING & WARMING DEVICES:

Cooking is prohibited within the facility, without the prior written approval of the General Manager or designee. If approved, food-warming devices in exhibit booths must comply with the following.

1. Appliances must be listed by a nationally recognized testing laboratory (U.L., F.M.) for their intended use.
2. Devices shall be isolated from the public by at least four (4) feet or by a barrier between the device and the public.
3. Devices shall be limited to 288 square inches of cooking surface area.
4. Devices shall be placed on non-combustible surface materials.
5. Devices shall be kept to a minimum of two (2) feet from any combustible material(s).

6. Devices used for cooking shall be separate from each other by a minimum distance of two (2) feet.
7. A 20 pound K-Class fire extinguisher and lid for each device or an approved automatic extinguishing system shall be provided.
8. Appliances must have an automatic shut-off feature to prevent overheating.
9. Small cans of Sterno may be used for food warming purposes when proper precautions are taken to prevent ignition of combustible materials.
10. The Fire Marshal's Office requires a permit for cooking of any kind. Ask Event Manager for details.

#### **G. TENTS & CANOPIES / ENCLOSED & MULTI-LEVEL DISPLAYS:**

1. All temporary installation of tents, awnings or canopies within the Facility or on its exterior require prior approval by the Operator and the Fire Marshal or his/her designee.
2. Plans drawn to scale showing size, height, location, anchoring details and certification of material flame resistance must be submitted to the Operator in accordance with Floor Plan submittal timelines outlined in Section B, "Floor Plans."
3. Displays within the Facility possessing a roofed area (tents, awnings, canopies, etc...) of 200 square feet or more must be equipped with a smoke detector.
4. Separate permits are required for the erection of tents (with sidewalls on 2 or more sides) in excess of 200 square feet and canopies (open without sidewalls or drops on 75% of the exterior) in excess of 400 square feet to be displayed on the exterior of Facility. Contact the Fire Marshal for details.
5. Exhibits meeting the following criteria must be protected by an automatic fire sprinkler system:
  - a. Multi-level displays
  - b. Displays consisting of multiple rooms with ceilings
  - c. Displays with ceilings 225 square feet or larger

With the prior written approval of the Fire Marshal, occasional exceptions to this requirement **may be** made for vehicles, boats and similar type exhibits. Contact the Fire Marshal's office for details.

#### **H. ELECTRICAL EQUIPMENT:**

1. All electrical equipment must be UL listed and approved for its specific uses. Electrical equipment must be installed, operated, and maintained in a manner that does not create hazard to life or property. All exhibitors' 120-volt cords must be 3-wire ground type. All exposed, non-current carrying, metal equipment likely to be energized, must be grounded.
2. Extension cords may not be used as a substitute for permanent wiring. Extension cords are only permitted for use with portable appliances or fixtures in immediate use.
3. Each extension cord must be plugged directly into an approved receptacle and must, except for approved multiple extension cords, serve only one (1) appliance or fixture.
4. The current capacity of the extension cord must be no less than the rated capacity of the appliance or fixture.
5. Extension cords must be maintained in good condition without splices, deterioration or damage.
6. All extension cords extending across an aisle or in a path of travel must be secured/covered to avoid tripping by pedestrians.
7. Extension cords and flexible cords shall neither be affixed to structures nor extend through walls, ceilings and floors, nor run under doors, nor cause environmental damage. Only licensed electrical contractors under the control of the Operator may run extension cords or flexible cords under aisle carpeting in conjunction with an exhibit or trade show.

#### **I. VEHICLES (Liquid & Gas Filled Vehicles & Equipment):**

1. All fuel-powered vehicles (i.e. forklift, cranes, etc.) not on display must be removed from inside the Facility before attendees are allowed onto the exhibit floor.

2. No vehicle(s) shall be parked in the fire lanes or block exits outside the Facility
3. With the prior written approval of the Operator, **vehicles for display purposes** are permitted to display within the Facility, provided they meet the following requirements:
  - a. Cars and trucks shall have no more than  $\frac{1}{4}$  tank or 5 gallons of fuel (whichever is less). Motorcycles shall have no more than 2.5 gallons of fuel.
  - b. Fuel caps must be taped shut or fitted with a locking cap
  - c. The hot lead battery cable shall be disconnected from the terminal and remain disconnected while the vehicle is inside the Facility
  - d. Fueling or de-fueling of vehicles on Facility property is prohibited
  - e. Vehicle power supplies may not be re-connected during show hours
  - f. Keys to all vehicles must be stored in an easily accessible location at all times. Facility's Security Base must have immediate access to the keys.
  - g. For events with multiple vehicle exhibits (Auto Shows, Motorcycle Shows, etc.), all vehicles must be inspected by the Fire Marshal or his/her designee (to include Operator's Security & Event Staff) for fuel levels prior to entering the Facility.
  - h. Licensee must supply a complete list of all vehicles displayed within the Facility, listing the year, make and color of each vehicle.
4. Exhibitors must place visquine (fire retardant plastic covering), or some other non-flammable material underneath vehicles to catch leaking fluids.
5. All vehicles shall be inspected by the Fire Marshal or his/her designee two (2) to three (3) hours prior to the event opening to ensure all required details have been addressed.

#### J. SEATING & BOOTH ARRANGEMENTS:

1. All seating arrangements for events must be in accordance with Chapter 10 of 2015 International Fire Code. Any special or unusual arrangements must be approved prior to ticket sales.
2. Exhibit approvals will require a final site inspection by the Fire Marshal prior to event opening. Licensee will be billed for Fire Marshal site inspections conducted after normal work schedules, weekends or holidays, at prevailing rates. Please coordinate your final site inspection time with your Event Manager.

#### K. HAZARDOUS MATERIALS:

1. The use of hazardous materials is not permitted in the Facility without the prior written approval of the Operator and the City of Richmond Fire Marshal's office. Hazardous materials include, but are not limited to open flames, hot coals, compressed gas cylinders (such as propane and acetylene), gasoline, radioactive materials, pool chemicals, pesticides, herbicides, poisons, and/or any flammable, combustible or toxic liquid, solid or gas. Small samples of these types of products **may** be allowed in conjunction with certain exhibit or tradeshow when approved in advance by the Operator and the City of Richmond Fire Marshall's Office.
2. By no later than 30 days prior to the event, Licensee and/or Licensee's contractors and exhibitors must submit to the Event Manager a written request for approval to bring hazardous materials in or around the Facility. This request must include a description and purpose of the materials, as well as copies of all applicable Safety Data Sheets (SDS). Licensee, Licensee's contractors and/or exhibitors must also devise a plan for handling any releases or threats of release of such materials in, on, under or about the Facility. This plan must be documented and submitted with the request.
3. All hazardous materials approved for use or display in or around the Facility must be labeled and accompanied by the applicable SDS sheet, which must be produced upon request of the Operator, Fire Marshal or other regulatory body. Before, during and after the event, the Licensee, Licensee's contractors and/or contractors must handle, transport, remove and dispose of all hazardous materials in a safe, proper and lawful manner.
4. Only a limited supply of the material is allowed in the device to be demonstrated. Excess fuel and cylinders must be properly stored outside of the Facility. All transferring of fuel must be done with safety cans. All compressed gas cylinders must be securely anchored in the exhibits. Aerosol cans and other

products containing flammable or combustible ingredients are not permitted in the exhibit area unless empty.

5. Written authorization by the City of Richmond Fire Marshal’s office and the Operator is required for the following:
  - a. Display and operation of any heater, heat producing or open flame devices such as barbecues, candles, lanterns, torches, fireplaces, etc.
  - b. Use or storage of flammable liquids, compressed gasses, dangerous chemicals or pyrotechnics
6. Combustible waste must be collected as it accumulates and stored in non-combustible, covered containers in a pre-approved area outside the Facility. These containers must be emptied at least once daily and removed from the site at the Licensee’s expense. Under no circumstances should hazardous materials be disposed of on Facility property.
7. Through Licensee’s insurance policy, Licensee shall indemnify and hold harmless the Facility, Operator and Licensor from any and all liability, damages and expenses resulting from Licensee’s, Licensee’s exhibitor’s and/or contractor’s use of hazardous materials.

**L. PERMITS:**

1. All permits may be obtained through the Richmond Department of Fire and Emergency Services Fire Marshal's Office. For additional information, please contact the Public Relations/Assemblies Officer at 804-646-0617 or 804-646-5434. If not available, you may contact the Office of Fire Prevention at 804-646-6640. Information is also available online at <http://www.richmondgov.com/Fire/prevPermits.aspx>.

**2. Costs:**

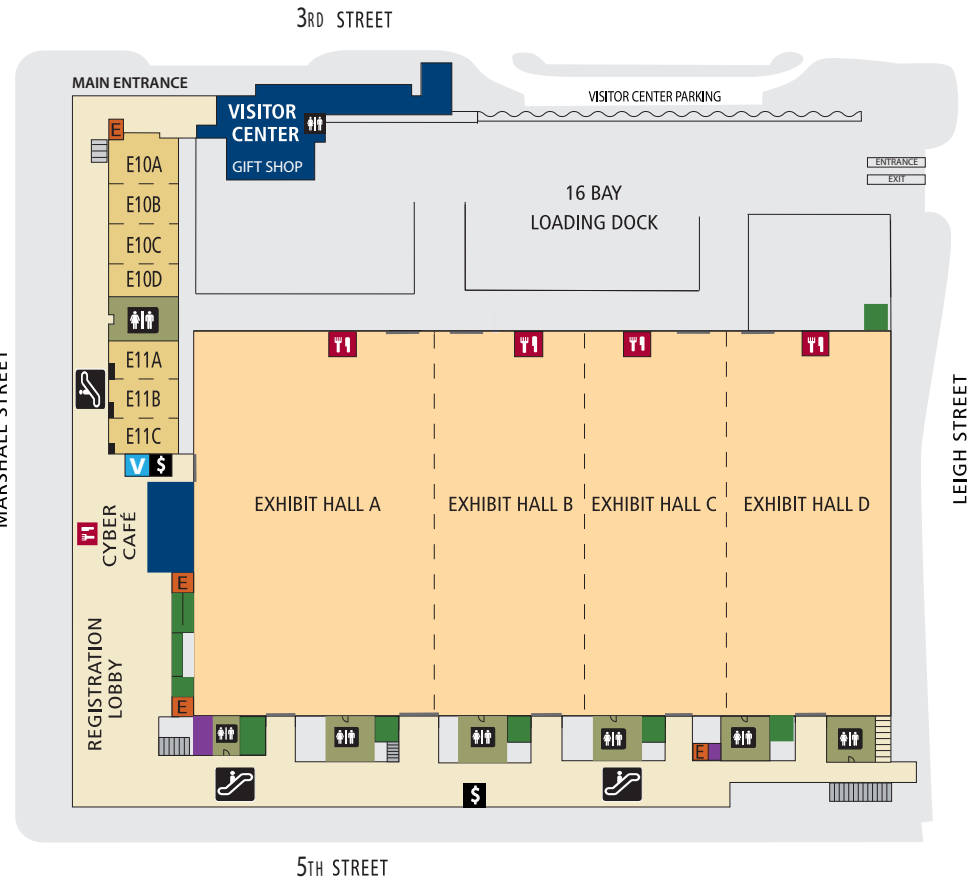
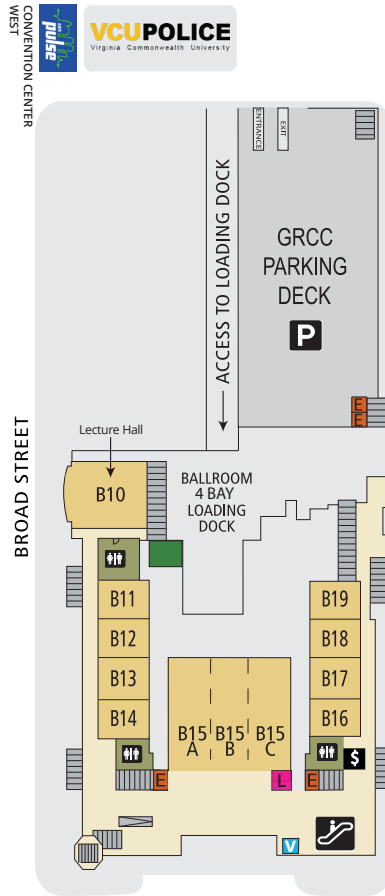
<u>PERMIT TYPE</u>	<u>COST</u>	<u>NOTES</u>
<b>Open Flame (Cooking Devices) / Candles</b>	\$40.00	
<b>Fireworks/Pyrotechnics displays</b>	\$150.00	Pre-approval required 15-20 days prior to event)
<b>Storage of compressed gases</b>	\$150.00	
<b>Tents/air-supported structures</b>	\$40.00	
<b>Welding or Cutting</b>	\$40.00	

Fees are subject to change without notice.

3. Payment: Make checks payable to: The City of Richmond.

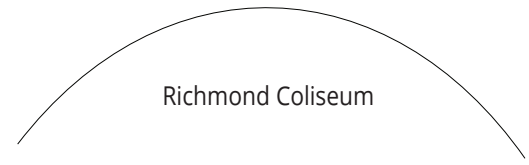
# LEVEL 1

- SHOW/REGISTRATION OFFICES & GREEN ROOMS
- FOOD & BEVERAGE
- MEETING SPACE
- COMMON AREA
- FLEXIBLE WALL
- INFORMATION
- RESTROOMS
- ESCALATORS
- BOX OFFICE
- ELEVATORS
- VENDING
- PARKING
- STAIRS
- ATMS
- RAMP
- VCU HEALTH LACTATION LOUNGE



Hilton

Richmond Marriott



Richmond Coliseum



# LEVEL 2

- SHOW/REGISTRATION OFFICES & GREEN ROOMS
- FOOD & BEVERAGE
- MEETING SPACE
- COMMON AREA
- FLEXIBLE WALL
- i INFORMATION
- ♿ RESTROOMS
- ↕ ESCALATORS
- E ELEVATORS
- v VENDING
- P PARKING
- ▮ STAIRS
- \$ ATMS
- ↘ RAMP



# FACILITY SPECIFICATIONS

*(Note: All room capacities are based on room-sets inclusive of minimal ancillary equipment. Capacities will be reduced with the addition of A/V equipment, stages, large head tables, food service services areas, etc... Please consult with your Event Manager to discuss the specifics of your room set requirements and to develop a floor plan.)*

## Exhibit Hall Building - Level I Exhibit Hall ABCD

Room Name	Square Footage	Dimensions	Ceiling Height	8'x10' Booths	10'x10' Booths	Floor Load Capacity	Maximum Occupancy **
Ehabcd	178,159	274 x 647	35'	1,115	892	350 lbs / sq. ft.	12,186 **
Ehabc	136,435	274 x 501	35'	851	681	350 lbs / sq. ft.	9,320 **
Ehbcd	110,610	274 x 405	35'	688	550	350 lbs / sq. ft.	7,546 **
Ehab	101,998	274 x 370	35'	635	508	350 lbs / sq. ft.	6,980 **
Ehbc	68,886	274 x 248	35'	426	341	350 lbs / sq. ft.	4,680 **
Ehcd	76,161	274 x 275	35'	472	378	350 lbs / sq. ft.	5,206 **
Eha	67,549	274 x 246	35'	420	335	350 lbs / sq. ft.	4,640 **
Ehb	34,449	274 x 124	35'	210	168	350 lbs / sq. ft.	2,340 **
Ehc	34,437	274 x 124	35'	210	168	350 lbs / sq. ft.	2,340 **
Ehd	41,724	274 x 151	35'	256	205	350 lbs / sq. ft.	2,866 **

\*\* Based on Fire Marshal Guidelines.

## Exhibit Hall Building - Level I Meeting Rooms E10 – E11

Room Number	Square Footage	Dimensions	Ceiling Height	Theatre Seating	Classroom Seating	Banquet Seating
E10abcd	7,382	60 x 121	16'	750	384	360
E10abc	5,816	60 x 95	16'	610	320	280
E10bcd	5,180	60 x 86	16'	560	280	280
E10ab	4,009	60 x 65	16'	410	210	200
E10cd	3,373	60 x 56	16'	350	180	160
E10a	2,202	60 x 35	16'	210	109	100
E10b	1,807	60 x 30	16'	180	100	80
E10c	1,807	60 x 30	16'	180	100	80
E10d	1,566	60 x 26	16'	150	80	80
E11abc	5,223	60 x 86	16'	560	280	280
E11ab	3,657	60 x 60	16'	400	200	200
E11bc	3,373	60 x 56	16'	350	180	160
E11a	1,850	60 x 30	16'	180	100	110
E11b	1,807	60 x 30	16'	180	100	80
E11c	1,566	60 x 26	16'	150	80	80

**Exhibit Hall Building, Level II**  
**Meeting Room E20 – E25**

Room Number	Square Footage	Dimensions	Ceiling Height	Theatre Seating	Classroom Seating	Banquet Seating
E20	811	18x33 or 25x25	28'8"	80	50	50
E21abc	5,460	60 x 91	16'	600	288	280
E21ab	3,900	60 x 60	16'	400	200	200
E21bc	3,360	60 x 56	16'	350	180	160
E21a	1,848	60 x 30	16'	180	100	115
E21b	1,807	60 x 30	16'	180	100	80
E21c	1,566	60 x 26	16'	150	80	80
E22ab	1,837	23 x 71	16'	150	100	100
E22a	1,228	23 x 47	16'	100	65	60
E22b	609	23 x 24	16'	50	34	30
E23ab	2,173	23 x 84	12'8"	190	110	100
E23a	1,228	23 x 47	12'8"	110	70	60
E23b	945	23 x 37	12'8"	80	40	40
E24ab	2,173	23 x 84	12'8"	190	110	100
E24a	1,228	23 x 47	12'8"	100	70	60
E24b	945	23 x 37	12'8"	80	40	40
E25ab	2,173	23 x 84	12'8"	190	110	100
E25a	1,228	23 x 47	12'8"	100	70	60
E25b	945	23 x 37	12'8"	80	40	40

**Ballroom Building - Level I**  
**Meeting Rooms B10 – B19**

Room Number	Square Footage	Dimensions	Ceiling Height	Theatre Seating	Classroom Seating	Banquet Seating
B10 Lecture Hall	3,232	71 x 44	11'	258	-----	-----
B11	1,212	28 x 39	11'	90	50	50
B12	1,220	28 x 39	11'	90	50	50
B13	1,220	28 x 39	11'	90	50	50
B14	982	28 x 31	11'	70	40	50
B15abc	7,392	110 x 57	12'	660	360	320
B15ab	4,802	73 x 57	12'	435	240	200
B15bc	4,800	73 x 57	12'	435	240	200
B15a	2,482	37 x 57	12'	215	112	110
B15b	2,220	36 x 66	12'	210	108	100
B15c	2,480	37 x 57	12'	215	112	110
B16	963	28 x 31	11'	70	40	50
B17	1,200	28 x 39	11'	90	50	50
B18	1,200	28 x 39	11'	90	50	50
B19	1,174	28 x 39	11'	90	50	50

**Ballroom Building - Level II**  
**Grand Ballroom B21**

Room Number	Square Footage	Dimensions	Ceiling Height	Theatre Seating	Classroom Seating	Banquet Seating	Floor Load Capacity
B20 - VIP	1,543	25 x 59	15'	130	60	80	125 lbs / sq. ft.
B21abc	30,550	132 x 203	32'	2750	1500	1600	125 lbs / sq. ft.
B21ab	20,167	132 x 135	32'	1800	1000	1000	125 lbs / sq. ft.
B21bc	20,363	132 x 135	32'	1800	1000	1000	125 lbs / sq. ft.
B21a	10,187	132 x 68	32'	950	500	500	125 lbs / sq. ft.
B21b	9,980	132 x 67	32'	850	450	500	125 lbs / sq. ft.
B21c	10,383	132 x 68	32'	950	500	500	125 lbs / sq. ft.

# LABOR, SERVICES, FEES AND EQUIPMENT

HVAC	
HVAC for non-show hours	Consult with your Event Manager
LIGHTING	
Ballroom Spotlights (focusing fee)	\$75.00 per room
Uplighting (floor spotlights)	\$35.00 each
Chandeliers	\$250.00 each
Non-Show Hour Lighting	Consult with your Event Manager
Removal of Exhibit Hall Lighting	\$150.00 per bulb/per hall
AUDIO / VIDEO CONNECTIONS <small>(Television Not Included)</small>	
Audio Patch Fee - (Breakout room)	\$100.00
Audio Patch Fee (Entire Ballroom)	\$250.00
Audio Patch Fee (Exhibit Hall)	\$250.00
Cable Connection - Meeting Rooms	\$75.00 per connection
Cable Connection - Exhibit Halls/Ballroom	\$150.00 per connection
TV Broadcast Fee - 1st Channel	\$1,250.00
TV Broadcast Fee - Additional Channels	\$650.00
FACILITY EQUIPMENT (Subject to availability)	
Pipe & Drape (Black):	
14' high, 8'-10' sections (VELOUR)	\$10.00 per ft.
14' high, 8'-10' sections	\$7.50 per ft.
8' high, 8'-10' sections	\$5.00 per ft.
3' high, 8'-10' sections	\$3.50 per ft.
Chairs:	
Padded, Meeting Room	\$3.00 each
Padded, Folding	\$2.00 each
Tables:	
8'x30", 6'x30", 8'x18", 6'x18"	\$10.00 each
72" Rounds, 36" Cocktail Rounds	\$10.00 each
Tablecloths:	
Linen (Non-Banquet) - White	\$6.00 each
Linen (Non-Banquet) - Black/ Colors	\$8.00 each
Skirt - Teal or Black	\$6.00 each
Lectern / Podium:	
Standard	\$35.00 each
Multimedia	\$50.00 each
Staging & Flooring:	
Riser 6'x8' Section (24", 36", 42")	\$30.00 each
Stage 4'x8' Section (48", 60", 72")	\$35.00 each
Stage 4'x8' Section (6", 12", 18")	\$35.00 each
Dance Floor	\$7.00 per 4'x4' section
Crowd Control:	
Stanchions	\$10.00 each
Barricades (steel)	\$12.00 each
Miscellaneous:	
Piano (6' Baby Grand - Includes 1 Tuning)	\$395.00 each
Additional Tuning	\$110.00 per tuning
Upright Piano (Includes 1 Tuning)	\$175.00 each
Easels	\$10.00 each
Pad & Pen	\$1.00 each
Coat Racks <small>(with hangers)</small>	\$25.00 each
Coat Check Tickets	\$0.06 per ticket
Wheelchair Ramp	\$210.00 each
Wheelchair Lift	\$75.00 each
Safe	
Large (combination dial)	\$150.00 each
Small (key lock)	\$75.00 each
Trash Drop Off Bin	\$650.00 each - 30 yd container
Grease Barrel	\$35.00 each
ABC Fire Extinguisher (20 lbs.)	\$100.00 each
Class K Fire Extinguisher	\$100.00 each
Re-Key High Security	\$50.00 per cylinder
** Keys/ Badges Not Returned	\$20.00 each
<b>** An additional \$50 per cylinder charge will apply if all keys are not returned.</b>	
Carpet Tape/Visqueen (Plastic Floor Covering)	\$160.00 per roll (roll = 3' x 500')
Roof Paper (Floor Covering)	\$25.00 per roll (roll = 3' x 144')
Bleachers	
Seats Approx. 270 ppl. (46'L x 20'W x 11'H)	\$750 each - 3-day rate
BOX OFFICE	
Daily Fee	\$ 195.00 Each event day
Ticket Printing	\$ 0.06 per ticket
CC Charges - Visa, Mastercard, AMEX	3.50% total credit card sales
<b>Effective Immediately. (Rates are subject to change without notice)</b>	
Updated 6/9/21	Effective 6/9/21

MECHANICAL EQUIPMENT (Subject to availability)		
Boom Lift *	\$125.00 per hour	
	\$325.00 per day **	
	\$900.00 per week **	
Scissor Lift *	\$75.00 per hour	
	\$250.00 per day **	
	\$750.00 per week **	
Forklift (weight 5000 lbs.) *	\$50.00 per hour	
rental includes 1 propane tank, any add'l	\$225.00 per day **	
tanks needed will be billed at \$45/ tank	\$600.00 per week **	
EVENT STAFF (All personnel subject to availability)		
Rates below are for labor on regular time and overtime. Consult your Event Manager to confirm current rates pertaining to the time of your event.		
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 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.		
Position	Regular Time, Per Hour	Holiday Rates Per Hour
Event Staff Supervisor	\$22.85	\$34.30
Event Staff	\$21.35	\$32.00
Event Staff - Overnight (11PM - 7am)	\$26.00	\$39.00
Usher, Door Guard, Badge Checker	\$21.35	\$32.00
Coat Check Attendant	\$21.35	\$32.00
Ticket Taker Supervisor	\$22.85	\$34.30
Ticket Taker	\$20.35	\$30.50
Ticket Seller Supervisor	\$22.85	\$34.30
Ticket Seller	\$20.35	\$30.50
Police Officer - First Line Supervisor ***	\$45.00	\$67.50
Police Officer Second Line Supervisor***	\$48.00	\$72.00
Police Officer ***	\$42.00	\$63.00
EMT ***	\$42.00	\$63.00
Fire Marshal ***	\$42.00	\$63.00
Housekeeping / Setup Staff Supervisor	\$22.75	\$34.25
Housekeeping / Setup Staff	\$18.50	\$27.75
Forklift Operator *	\$33.75	\$50.00
Maintenance Worker Supervisor	\$36.75	\$55.15
Maintenance Worker	\$33.75	\$50.00
Scissor/ Boom Lift Operator *	\$33.75	\$50.65
Electrician	\$42.75	\$64.15

- All staffing is subject to a four (4) hour minimum call
  - Event staff are subject to a minimum 15-minute pre-event orientation and 15 minute shift overlap.
  - Time-and-1-half or Double-time for event staff may apply (ie. overnight security, etc.)
  - Time-and-1-half will be charged for **ALL Classifications** on:

New Year's Day	MLK Jr. Holiday	Thanksgiving Day	Christmas Eve
Memorial Day	Independence Day	Christmas Day	New Year's Eve
Labor Day	Easter Sunday		
  - Time-and-one-half will also be charged for **Police, EMT and Fire Marshal** on these **additional holidays**.

Good Friday	Veterans Day	Thanksgiving Friday
Washington's Birthday	Easter Sunday	
  - 3-10 Police Officers require a minimum of (1) First Line Supervisor
  - 11+ Police Officers require a minimum of (1) Second Line Supervisor
- All equipment items subject to a 6.0% Virginia Sales Tax

\* Rental of a forklift, scissor lift or boom lift is not included in this hourly rate  
 \*\* Per man, per hour; with 1 hour minimum  
 \*\*\* If Police, EMT or Fire Marshal personnel are required to remain on assignment longer than originally scheduled, then they must be paid for a full hour for any portion of an hour worked beyond 15 minutes.




WHERE VIRGINIA MEETS THE WORLD



# Utility Services Connection Price Sheet

403 North 3rd Street Richmond, Virginia 23219 804.783.7330

## ELECTRICAL CONNECTIONS

The price includes providing power to one connection at the booth with a standard NEMA U.L. outlet provided for service up to 20 amps. Service above 20 amps requires custom installation to be billed at the hourly rate, with a one (1) hour minimum required.

**Advance Rates valid up to 2 weeks prior to load-in. Floor Rates apply if ordering service less than 2 weeks prior to load-in.**

Description	Advance	Floor
<b>STANDARD CONNECTION</b>		
20 amp 110v	\$ 60.00	\$ 80.00
<b>SINGLE PHASE 208V</b>		
30 amp 208v 1 phase	\$ 160.00	\$ 205.00
60 amp 208v 1 phase	\$ 330.00	\$ 425.00
100 amp 208v 1 phase	\$ 535.00	\$ 695.00
200 amp 208v 1 phase	\$ 695.00	\$ 905.00
400 amp 208v 1 phase *	\$ 800.00	\$1,040.00
<b>THREE PHASE 208V</b>		
30 amp 208v 3 phase	\$ 255.00	\$ 325.00
60 amp 208v 3 phase	\$ 445.00	\$ 575.00
100 amp 208v 3 phase	\$ 640.00	\$ 830.00
200 amp 208v 3 phase	\$ 800.00	\$1,040.00
400 amp 208v 3 phase *	\$ 910.00	\$1,185.00
<b>THREE PHASE 480V</b>		
30 amp 480v 3 phase *	\$ 275.00	\$ 350.00
60 amp 480v 3 phase *	\$ 450.00	\$ 585.00
100 amp 480v 3 phase *	\$ 695.00	\$ 905.00
200 amp 480v 3 phase *	\$1,070.00	\$1,390.00
<b>RENTAL ITEMS **</b>		
Power Strip	\$ 15.00	\$ 25.00
Extension Cord	\$ 10.00	\$ 20.00
<b>LABOR FOR CUSTOM ELECTRICAL</b>		
On-Site Electrician (per hour)	\$ 42.75	\$ 64.15

### 24-Hour Power: Add 50% to that service

*This service is for items that require power overnight and during non-show hours.*

**\*On-site orders are subject to equipment availability and additional labor charges.**

**\*\*Rental Items are subject to 6% Virginia Sales tax.**

**\*\*Items remain property of GRCC.**

## MECHANICAL CONNECTIONS

Compressed Air: Exhibitor must supply own drier or regulator for critical applications.

**Advance Rates valid up to 2 weeks prior to load-in. Floor Rates apply if ordering service less than 2 weeks prior to load-in.**

Description	Advance	Floor
Compressed Air 90 - 100 psi CFM Required	\$ 150.00	\$ 175.00
Water Fill & Drain (Under 1,000 Gal.) <i>Water fill and drain service requires 4 hours (minimum) of maintenance labor for the fill and 4 hours (minimum) of maintenance labor for the drain - 8 hours (minimum) total. See below for hourly rates</i>	\$ 125.00	\$ 150.00

Water Fill and Drain (Over 1,000 Gal.) **Call for Details and Price**

Continuous Water Service **Call for Details and Price**

Class K Extinguisher Rental \*\* \$ 100.00 \$ 150.00

*Additional fee applied if extinguisher is discharged*

### Labor For Connections

Labor - Maintenance (per hour) \$ 33.75 \$ 50.00

Labor - Electric (per hour) \$ 42.75 \$ 64.15

## TO PLACE AN ORDER

**The GRCC can no longer accept orders via email or fax. To place an order, please follow one of the following methods:**

### Online

Please visit us at:

<http://www.richmondcenter.com/utilities/>

and click on the "Secure Electronic Order Form" link.

Card payments are accepted, and a receipt will be emailed to the purchaser within two business days.

### Phone

Please dial us at:

804-783-7330

and a Utility Services staff member will assist with your order and take payment information over the phone.

Effective April 14, 2021 (Rates subject to change without notice)

# Greater Richmond Convention Center

## Utility Services Conditions & Regulations

### 1. PAYMENT INFORMATION

- a. We can accept company checks, money orders, Visa, MasterCard and American Express for payment. Acceptance of checks and credit cards is subject to verification. A service charge of \$35.00 will be administered for each returned check.
- b. Advance service orders and payment IN FULL must be RECEIVED a minimum of fourteen (14) days prior to the first scheduled move-in date before a show. Orders submitted without full payment and orders received after the 14-day cut off date are subject to FLOOR PRICES and will be required to be paid by credit card.
- c. Arrangements for payment of Labor & Services must be made before service is installed. Payment IN FULL must be rendered before start of show unless prior arrangements have been made with the Event Services Office.

### 2. RATES AND LABOR CHARGES

- a. Rates quoted for all connections cover only the bringing of service to the booth in the most convenient manner, and DO NOT include connecting equipment to provided services.
- b. Special placement or relocation of service will result in a labor charge. Payment IN FULL shall be rendered for such services before the start of the event.
- c. Services ordered during exhibitor move-in may not be installed before the event opens.
- d. All prices are based on current wage rates and are subject to change without notice.

### 3. INSTALLATION OF SERVICES

- a. Rates quoted for all connections cover only the bringing of service to the booth in the most convenient manner, and DO NOT include connecting equipment to provided services.
- b. Utilities orders for a show will be installed in an order created by GRCC Maintenance Staff. Advance orders will receive priority.
- c. All materials and equipment furnished by the Greater Richmond Convention Center for any services ordered shall remain the Greater Richmond Convention Center's property and shall be disconnected and removed ONLY by house staff at the close of the event.
- d. Service will begin on the start date and end after the close of the event, unless special arrangements for early connect and/or late disconnect are made.

### 4. CANCELLATION POLICY

- a. If cancellation occurs before installation and more than 6 days prior to the first scheduled move-in day: 90% REFUND.
- b. If cancellation occurs before installation but 6 days or less prior to the first scheduled move-in day: 75% REFUND.
- c. If cancellation occurs after installation or after the start of the first scheduled move-in day: NO REFUND.

### 5. SERVICE GUIDELINES

- a. Electrical
  - Special voltage and/or other specialized power requirements must be received at least thirty (30) days prior to exhibitor's scheduled arrival and move-in. Electrical services available are: 120 volt AC – 1 phase 60 cycle, 208 volt AC – 1 phase and 3 phase 60 cycle, and 480 volt AC – 3 phase 60 cycle.
  - 24-hour power will only be provided to those locations that have ordered and paid for 24-hour service. Otherwise, booth power will be turned on one (1) hour prior to each day's event opening and turned off thirty (30) minutes after closing. Only GRCC house electricians are permitted to service connections and overload protection to equipment.
    - Electrical Connections – Exhibitors or exhibitors' agents may plug into purchased outlets and connect signal wiring (i.e. antenna, audio, video, speakers) within a booth or between the exhibitor's equipment with one booth. Otherwise, under NO circumstances shall anyone other than house electricians make electrical connections. Power requirements crossing aisles will not be installed unless approved by show management AND our Event Services department.
  - Obstructions blocking utility floor boxes are subject to relocation as necessary. House electricians are authorized to cut floor coverings to permit installation of service unless otherwise directed. Standard wall, column and permanent building electrical outlets are not a part of booth space and are not to be used by exhibitors unless authorized by event service department.
  - Prohibited Usage – Use of open clip sockets, latex or lamp cord wire, or unapproved duplex or triplex attachment plugs in exhibits are prohibited.
  - Equipment – All equipment must be properly tagged or marked with complete information as to the type and/or amount of current, voltage, phase, frequency, horsepower, etc. required. 120-volt cords must be of the three-wire grounded type. All exposed, non-current carrying metal parts of fixed equipment, which are liable to be energized, must be grounded. We reserve the right to refuse connection to any exhibitor whose equipment is deemed unsafe by our electrical supervisors. Special equipment requiring company engineers or technicians for assembly, servicing, preparatory work and operation may be executed without house electricians. However, all equipment, regardless of the source of power, must comply with all federal, state and local state safety codes.

# **Greater Richmond Convention Center**

## **Utility Services Conditions & Regulations**

- **NOTICE:** We cannot accept responsibility for voltage fluctuation or power failure due to temporary conditions beyond our control. For your protection, we advise installing a surge protector on all your computers and other sensitive equipment. All electrical installations and connections to electrical service must be made by a house electrician. We will not be responsible for damage or loss to any equipment, components, computer hardware, software or data, or injury to any person caused by the unauthorized installation of any equipment, connection to service, or wiring of any equipment by persons other than Greater Richmond Convention Center house electricians.
  
- b. Mechanical
  - **Service Connection Guidelines:** Under NO circumstances shall anyone other than house engineers make service connections. Service requirements crossing aisles will not be installed unless approved by show management AND our Event Services department. Obstructions blocking utility floor boxes or other service access points are subject to relocation as necessary. House engineers are authorized to cut floor coverings to permit installation of service unless otherwise directed.
  - **Equipment:** All equipment must comply with all federal, state and local safety codes. Where applications require critical regulation of pressure, flow or moisture content, the exhibitor is responsible for supplying the necessary regulator, conditioner, etc. All equipment must be properly tagged or marked with appropriate information about requirements or tolerances regarding pressure, flow, capacity, rate of fill and/or other factors pertinent to safety. We reserve the right to refuse connection to any exhibitor whose equipment is deemed unsafe by an engineering supervisor. All materials and equipment furnished by Greater Richmond Convention Center for this service order shall remain Greater Richmond Convention Center property and shall be disconnected and removed only by house engineers at the close of the show. Tanks, drums, barrels and other containers requiring water fill and drain exceeding 30-gallon capacity must be filled and drained by house engineers and are subject to a service charge. We reserve the right to not fill any container that shows signs of leakage or is otherwise deemed inadequate by an engineering supervisor. Containers showing signs of leakage will be drained by a house engineer without prior notice.
  - **NOTICE:** Exhibitor assumes responsibility for any damage to Greater Richmond Convention Center facilities caused by faulty exhibitor equipment or negligent operation of exhibitor equipment. We cannot accept responsibility for pressure fluctuations due to temporary conditions beyond our control. For your protection, we advise installing appropriate regulators on any connection requiring critical control of pressure, moisture content, etc. All installations and connections to mechanical services must be made by house engineers. We will not be responsible for damage or loss to any equipment or components or injury to any person caused by the unauthorized installation of any equipment, connection to service or interconnection of any equipment by persons other than house engineers.



**GREATER RICHMOND CONVENTION CENTER**

403 N THIRD STREET RICHMOND, VA 23219

For questions, contact Dan Allred at (804) 400-0251 or dallred@greaterrichmondcc.com.



**INTERNET/TELEPHONE SERVICES ORDER FORM**

<b>EVENT</b>			<b>ONSITE CONTACT</b>		
<b>TODAY'S DATE</b>		<b>DATE/TIME SERVICE BEGINS</b>	<b>CELL PHONE</b>		<b>BOOTH/ROOM #</b>
<b>BUSINESS NAME</b>			<b>ORDER COMPLETED BY</b>		
<b>ADDRESS</b>			<b>PHONE</b>		
<b>CITY</b>	<b>STATE</b>	<b>ZIP</b>	<b>EMAIL</b>		

TELEPHONE SERVICES	ITEM QTY	# DAYS OF SERVICE	ADVANCE RATE	STANDARD RATE	TOTAL
			MORE THAN 14 BUSINESS DAYS NOTICE	LESS THAN 14 BUSINESS DAYS NOTICE	
DIAL '9' (UNLIMITED INCOMING AND LOCAL CALLS)			\$195 PER LINE/PER EVENT	\$260 PER LINE/PER EVENT	\$
LONG-DISTANCE (DOMESTIC INCLUDED)					\$
*TELEPHONE HANDSETS			INCLUDED WITH LINE	INCLUDED WITH LINE	\$
*SPEAKER PHONE			\$100	\$150	\$

WIRELESS INTERNET SERVICES	ITEM QTY	# DAYS OF SERVICE	ADVANCE RATE	STANDARD RATE	TOTAL
			MORE THAN 14 BUSINESS DAYS NOTICE	LESS THAN 14 BUSINESS DAYS NOTICE	
WI-FI FOR POINT-OF-SALE TRANSACTIONS AT 256Kbps ONLY <i>*intended for use primarily on 5GHz capable mobile devices (i.e. mobile phones/tablets)</i>			\$75 PER EVENT	\$95 PER EVENT	\$
SHARED WIRELESS BASIC FOR WEB BROWSING AND NON-HD STREAMING CONNECTION SPEED UP TO 3 Mbps SUPPORTS ONE DEVICE			\$195 PER DAY	\$295 PER DAY	\$
			\$495 PER EVENT	\$750 PER EVENT	\$
SHARED WIRELESS DELUXE FOR VIDEO STREAMING NEEDS UP TO 1080P CONNECTION SPEED UP TO 8 Mbps SUPPORTS ONE DEVICE			\$495 PER DAY	\$750 PER DAY	\$
			\$1235 PER EVENT	\$1850 PER EVENT	\$
SHARED WIRELESS PREMIUM FOR VIDEO STREAMING NEEDS UP TO 2K CONNECTION SPEED UP TO 15 Mbps SUPPORTS ONE DEVICE			\$995 PER DAY	\$1495 PER DAY	\$
			\$2495 PER EVENT	\$3745 PER EVENT	\$
ADDITIONAL DEVICES FOR SHARED WIRELESS INTERNET UP TO 9 ADD'L DEVICES CALL FOR QUOTE FOR BANDWIDTH AND DEVICE NEEDS ABOVE 10 TOTAL DEVICES			\$95 PER DEVICE /3 Mbps	\$145 PER DEVICE /3 Mbps	\$
			\$145 PER DEVICE /8 Mbps	\$195 PER DEVICE /8 Mbps	\$
			\$195 PER DEVICE /15 Mbps	\$245 PER DEVICE /15 Mbps	\$

WIRED INTERNET SERVICES	ITEM QTY	# DAYS OF SERVICE	ADVANCE RATE	STANDARD RATE	TOTAL
			MORE THAN 14 BUSINESS DAYS NOTICE	LESS THAN 14 BUSINESS DAYS NOTICE	
SHARED WIRED INTERNET NO WIRED OR WIRELESS ROUTERS CONNECTION SPEED UP TO 1.5 Mbps SUPPORTS ONE DEVICE			\$295 PER DAY	\$445 PER DAY	\$
			\$750 PER EVENT	\$1125 PER EVENT	\$
ADDITIONAL DEVICES FOR SHARED WIRED INTERNET UP TO 9 DEVICES CALL FOR QUOTE FOR BANDWIDTH AND DEVICE NEEDS ABOVE 10 TOTAL DEVICES			\$135 PER DEVICE	\$200 PER DEVICE	\$
DEDICATED WIRED INTERNET ROUTERS ALLOWED MUST BE APPROVED BY IT MANAGER CONNECTION SPEEDS ABOVE 3 Mbps MAY INCLUDE 5 STATIC PUBLIC IP ADDRESSES			\$2495 /3 Mbps	\$3750 /3 Mbps	\$
			\$5525 /8 Mbps	\$8275 /8 Mbps	\$
			\$9695 /15 Mbps	\$14545 /15 Mbps	\$
*VLAN/POINT-TO-POINT CONNECTION			\$200	\$300	\$
*HUB/SWITCH RENTAL FOR LANS, 8-PORT, UNMANAGED 10/100 OR GIGABIT			\$50 PER DEVICE	\$75 PER DEVICE	\$
*PATCH CABLES AVAILABLE IN LENGTHS OF 6 TO 50 FEET			\$25	\$35	\$
TECHNICAL SUPPORT MINIMUM CHARGE OF 1 HOUR			\$75 PER HOUR	\$95 PER HOUR	\$
SPECIAL INSTRUCTIONS:				<b>SUBTOTAL</b>	\$
				*6.0% SALES TAX ON EQUIPMENT	\$
				3.5% FEE ON CREDIT CARD CHARGES	\$
				<b>TOTAL</b>	\$

**PAYMENT INFORMATION—FOR INTERNAL PURPOSES ONLY**

**FOR CREDIT CARD SECURITY, PLEASE CALL (804) 783-7320 AND PROVIDE THE FOLLOWING INFORMATION OR MAKE CHECK PAYABLE TO: GREATER RICHMOND CONVENTION CENTER**

<b>CREDIT CARD TYPE</b>	<input type="checkbox"/> AMEX	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> VISA
<b>CREDIT CARD NUMBER (CALL WITH NUMBER - DO NOT TRANSMIT VIA EMAIL)</b>			
<b>EXPIRATION DATE</b>	<b>SECURITY CODE</b> (LAST 3 DIGITS ON BACK OF CARD OR 4 DIGITS ON FRONT OF AMEX)		
<b>NAME ON CARD</b>			
<b>BILLING ADDRESS</b>			
<b>CITY</b>	<b>STATE</b>	<b>ZIP</b>	
<b>AUTHORIZED SIGNATURE</b>			<b>DATE</b>

SIGNATURE ALSO AUTHORIZES ANY UNPAID BALANCES AND/OR LONG DISTANCE CALLS TO BE CHARGED TO THIS CREDIT CARD

**SUBMIT THIS FORM**



# TERMS AND CONDITIONS

- GRCC is the exclusive provider of all Internet, Network and Telecommunications services (wired and wireless) at the Greater Richmond Convention Center**
- Orders** – Customer must provide all information necessary for the effective set-up/installation of services while submitting the IT Order. Failure to provide this information at time of submission may result in the delay of order processing and/or installation, and may cause associated costs to revert to Standard Rates.
- Floor Plan** – Customer must provide floor plan with desired placement of ordered services clearly marked, if wired. If Order is submitted without a floor plan, services will be installed to the most logical location as determined by a GRCC representative. Relocation of installed services will incur an additional fee per endpoint connection that is moved.
- Internet/Network Services** – Ethernet access to our core services, with Shared or Dedicated internet access up to 1Mbps or greater depending on ordered services, is provided for each ordered device and includes one private DHCP IP Address. Routers, Proxy Servers, Streaming Appliances, DHCP, NAT or VOIP are NOT PERMITTED with our shared internet/ Network Services. Customer must purchase additional connection service for each device in order to use internet services. Higher Internet speeds than those listed here may also be available. Please call for a quote.
- Wireless Internet** – GRCC is the exclusive provider of wireless services at the Greater Richmond Convention Center within our internal/private network, currently both 2.4 GHz and 5.0 GHz 802.11a/b/g/n/ac. Wireless devices not authorized by GRCC to be on our network are strictly prohibited. Customers that desire to showcase their wireless products must contact the GRCC 21 days in advance of show move-in to investigate the potential of GRCC engineering a customized cohesive network to operate without interference to other Customers (applicable charges may apply). Due to potential interference from privately owned mobile devices within the exhibition/vendor booth spaces the GRCC does not utilize 2.4GHz in these spaces and it is highly recommended that all Mobile Hot spots are turned off. No guests are allowed to connect their wireless devices to the GRCC's network without prior arrangement. Please contact the GRCC at 804-783-7320 with your device Name, Model Number, MAC address, and device SSID, for approval and/or coordination. Failure to provide this information may result in a delay in accessing wireless services. For all critical or higher-demand internet requirement such as video streaming, product demonstrations, presentations, etc., either Deluxe/3Mbps wireless service and above or a wired connectivity are recommended. Misuse of any wireless service may result in service interruption to yourself or other Customers and can lead to disconnection of the Customer's equipment. All wireless access point connections to the GRCC network which are not previously disclosed and authorized by GRCC are strictly prohibited. (5GHz USB dongles may be available on-site at a fee of \$40 each.)
- Internet Security** – All customers are responsible to provide their own internet security for all devices. Failure to protect your device may result in the termination of Internet services. Additional Firewall protection services may be available upon request. Please call for a quote.
- Internet Performance Disclaimer** – GRCC provides no guarantee, either expressed or implied, as to the performance, throughput, routing, nor reliability of core trunk circuits outside of the Greater Richmond Convention Center.
- Long Distance Calls** – Customers must specify in advance of any lines needing international Long Distance Capability. All lines are otherwise restricted to domestic, U.S.-only dialing. GRCC will provide a detailed listing of all billable calls made from associated services. Customers are implicitly responsible for any/ all long distance charges, to include international, and all other charges associated to their assigned numbers.
- Any additional costs incurred by GRCC** to assist in troubleshooting, diagnosis, or problem resolution found not to be the fault of the GRCC or collection of information required to complete the installation that Customer fails to provide (i.e. floor plans or special circuit numbers, etc.) may be billed to the customer at the prevailing rates.
- Only GRCC personnel** are authorized to modify system wiring or cabling material and equipment furnished by the GRCC for this service contract, and all shall remain the property of the GRCC.
- Rental Equipment** – Customer will be fully responsible for the protection and safekeeping of rental equipment and will be responsible for returning all rental equipment in good working condition to the GRCC IT Manager or designee within one hour following close of the show. If provided equipment is not returned in time the customer will be charged a replacement fee.
- Rates** – Advanced rates are applied when a fully completed Order with payment is received no later than 14 days prior to the first day of show move-in. Standard rates are applied to all orders received less than 14 days prior to the show move-in has started, or orders received on or before 14 days of the show move-in day but missing payment, or orders placed on site or after show move-in has started.
- Cancellation** – all cancellation requests must be in writing. Oral cancellation requests by phone or in person may also be allowed at the discretion of the GRCC IT Manager. Only cancellation requests received at least 3 days prior to scheduled show move-in will be honored and will incur a minimum \$130.00 or 10% cancellation fee (whichever is greater). Additional charges may also apply for orders that have already incurred processing, labor, material, and/or engineering costs. \*Some specialized broadband services and/or customer-specific services cannot be cancelled once ordered and will continue to be billed at the listed, agreed-to rate. Credit will not be given for services(s) installed and not used.
- \*ALL SUSPECTED SERVICE-RELATED ISSUES MUST BE REPORTED TO THE GRCC IT MANAGER\*** No service claim not filed in writing by Customer prior to close of show will be considered.
- Prices are based upon current industry rates and are subject to change without notice.**
- Payment-in-Full must accompany all Internet/Telephone Orders.** For Credit Card payment please call the GRCC IT Manager at 804-783-7320. As a convenience, original credit card authorization will be used for additionally incurred charges as well.
- The Greater Richmond Convention Center accepts payment** in U.S. Dollars, in the form of Cash, Checks, Wire Transfers, or any of the following Credit Cards: Visa, MasterCard, AMEX. Checks must be made payable to Greater Richmond Convention Center and mailed to 403 N. Third St., Richmond, VA 23219.
- For convenient online ordering, please visit [www.richmondcenter.com/telecommunications](http://www.richmondcenter.com/telecommunications). For service and order inquiries, please call (804) 783-7320.**

## CUSTOMER ACCEPTANCE OF ALL GRCC TERMS AND CONDITIONS

With execution of this document the Customer hereby authorizes the GRCC to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of these Terms & Conditions. In case of using wireless services the Customer hereby attests to his or her understanding of limitations and vulnerabilities of the wireless services provided by GRCC as well as admits that in case of using this service for any reason including, but not limited to, demonstrating, showcasing or presenting own product(s), GRCC will not be held liable for the possibility of interference.

PRINT AUTHORIZED NAME

AUTHORIZED SIGNATURE

DATE SIGNED

NAME OF CONFERENCE		START DATE	END DATE	# OF EVENT DAYS
COMPANY NAME		ON-SITE CONTACT NAME & NUMBER		ROOM/ BOOTH NAME/NUMBER
BILLING ADDRESS		CITY & STATE		ZIP CODE
DELIVERY DATE	DELIVERY TIME	PICKUP DATE	PICKUP TIME	
ORDERD BY	EMAIL		PHONE	

Advanced rates are available if order is placed 10 days or more before show opening.  
 Email completed form to the Encore Representative listed above.  
 Once this request form is submitted, an Encore Representative will contact you for an official order review and signature.  
 Labor charges, sales tax, loss damage waiver, and service charges may apply.

PROJECTION	QUANTITY	ADVANCED RATE	REGULAR RATE
LCD PROJECTOR		\$415	\$450
TRIPOD SCREEN		\$85	\$100
25' HDMI CABLE		\$32	\$40

MONITOR	QUANTITY	ADVANCED RATE	REGULAR RATE
43" MONITOR TABLETOP		\$445	\$500
55" MONITOR		\$610	\$655
60" MONITOR		\$730	\$800
FLOOR STAND		\$60	\$80

AUDIO	QUANTITY	ADVANCED RATE	REGULAR RATE
PERSONAL SPEAKER		\$105	\$130

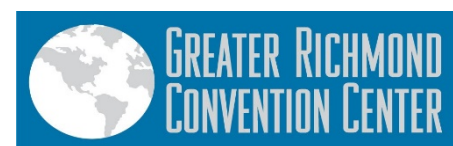
MISCELLANEOUS	QUANTITY	ADVANCED RATE	REGULAR RATE
LAPTOP		\$225	\$275
FLIPCHART PACKAGE		\$65	\$85

MISCELLANEOUS	QUANTITY	Size (WxH)	Weight (Aprox)
Sign/Banner hanging			

**Additional Requests/ Comments**

Encore must make all attachments to the rigging system, ceiling, and supporting structure in the building. All rigging must conform to Show Management regulations. Signs and Banners must include necessary hanging accessories/ harness. Custom harness builds available with adequate notice at an additional charge. Riggers work in minimums of 2 persons with a 4 hour minimum. Banner placement must be approved in advance by Show management. Please call 757.777.5309 or email [Jeremy.prewitt@encoreglobal.com](mailto:Jeremy.prewitt@encoreglobal.com) if the equipment/service you require is not listed.

If You Are Experiencing Technical Difficulties On Site  
 Please Contact Encore At 757.777.5309





## Rigging Information and Pricing Schedule

All audio visual, production rigging, and extensive banner hanging performed within the GRCC will be installed and removed exclusively by PSAV's house riggers. Under no circumstances will entry to any ceilings be granted to any persons not affiliated with, hired or authorized by the GRCC. All rigging equipment will be inspected by our house riggers and if deemed unsafe or inadequate for the purposes to be used, rigging equipment may be provided on a rental basis.

**Electrical Power for Rigging and rigging requirements must be stated in writing a minimum of three weeks prior to show install.** Rigging requirements may be sent directly to PSAV or routed through your Event Services Manager. All electrical power needs must be sent to your Event Services Manager for approval. A detailed quotation may be provided outlining all electrical fees (See GRCC Electrical Services). Those who fail to submit power and rigging requirements by the deadline may be subject to additional labor and procurement fees.

**Rigging Equipment Rentals:** Rates are daily unless otherwise stated and includes, but not limited to, chain motors/hoists, box truss, span sets, wire rope/steel cable, shackles/fasteners, and personnel-lifts.

**Rigging Points:** Points available @ \$45.00 per point (access fee only), or \$27.00 per point advance rate (3 weeks prior).

### **Rigging Hardware:**

Chain Motor (1/2 Ton): ( <i>Includes steel cabling, shackles, &amp; span-sets as required</i> )	\$ 155.70 each
General Purpose Box Truss (10'x12"x12")	\$ 58.50 each

**Personnel-Lift Rentals:** Lifts are required for rigging purposes. The specific lift(s) to be used will be determined by PSAV upon reviewing your rigging requirements.

Boom Lift:	\$125/hr	\$325/day	\$900/week
Scissor Lift:	\$ 75/hr	\$250/day	\$750/week

**Rigging Labor & Rates:** Rigging rates start at \$115/hour, per Rigger, with a 4-hour minimum. Ballroom rigging calls require minimum of (2) Riggers (one for aerial work, and one for ground work). Exhibit hall rigging calls typically require a 3 rigger team (2 up, 1 down).

**Comprehensive Safety Review:** A charge of \$275/hr. with a min. of two (2) hours per event will be assessed for a comprehensive safety review by our Rigging Supervisor. This review will verify point load calculations, staffing needs, equipment needs and CAD support to provide feedback on the initial rigging plot. Additional CAD assistance is available if needed and can be provided for an additional charge.

### **Rate Schedule:**

Mon-Sun: 7am-12 midnight = \$115 per hour/per Rigger

Overnight hours between 12 midnight-7am and Holidays = \$230 per hour/ per Rigger **Overtime will apply at 1.5x base rate after 10 hours worked, Double-time after 12 hours.**

**Points & Rigger Requirements:** All rigging will be quoted per event. A plot must be received and approved a minimum of three weeks prior to show to guarantee scheduling of equipment and labor. All rigging must conform to show management regulations For specific rigging information or to request a quotation for rigging services, please contact PSAV's on-site representative directly at 804-783-7323. Rates subject to change.

## Insurance terms agreed to in contract between Group and GRCC

### 7. INSURANCE

Without limiting the INDEMNIFIED PARTIES' right to indemnification hereunder, LICENSEE shall, at its sole cost and expense, procure and maintain throughout the term of this Agreement the following insurance, and under the following terms:

- A. Commercial General Liability Insurance, including coverage for operations, contractual liability, personal injury, products/completed operations liability, broad-form property damage, and independent contractor liability in an amount not less than one Million Dollars (\$1,000,000) per occurrence, written on an occurrence form.
- B. Comprehensive Automobile Liability Coverage, including owned and hired vehicles, in an amount not less than One Million Dollars (\$1,000,000) per occurrence, combined single limit, written on an occurrence form.
- C. Worker's Compensation Insurance and Employee's Liability Coverage as required by Commonwealth of Virginia statutes.

**Each insurance policy required under this Agreement, excepting policies for worker's compensation, shall contain the following clause**

**"Global Spectrum, L.P., the Greater Richmond Convention Center Authority, and each of their officers, officials, agents, employees, successors and assigns are added as additional insureds as their interests may appear under an agreement for use of the Greater Richmond Convention Center. Coverage provided is primary and non-contributory with any other coverage as required by contract."**

Not later than twenty-one (21) days prior to the commencement of the LICENSE PERIOD, LICENSEE shall deliver to OPERATOR certificates of insurance evidencing the existence of the above-required insurance and compliance with the above-referenced additional insured clause. Such certificate(s) must be in a form reasonably acceptable to OPERATOR. Certificate(s) of Insurance must be signed by an authorized representative of the insurance company.

Certificate Holder to be listed as: Greater Richmond Convention Center  
Attn: Sales Coordinator  
403 N. Third Street  
Richmond, VA 23219

Any insurance required under this Agreement must be written by an insurance company licensed to conduct business in the Commonwealth of Virginia and carrying a rating of A-VIII or better in the most recent BEST's rating system. LICENSEE agrees that failure to provide required insurance certificate(s) to OPERATOR prior to deadlines stated herein will constitute immediate material breach of this Agreement by LICENSEE and OPERATOR may, at its sole option, exercise any rights it may have under this Agreement.

Nothing herein contained shall be construed as limiting in any way the extent to which LICENSEE may be held responsible for damages to persons or property resulting from LICENSEE's (or LICENSEE's contractor's) use and occupancy of the CENTER, or LICENSEE's obligations under this Agreement. It is agreed that the insurance required to be maintained by LICENSEE hereunder shall be primary and not contributory with any coverage provided by any of the INDEMNIFIED PARTIES.



PRODUCER THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND, OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

**COMPANIES AFFORDING COVERAGE**  
 COMPANY  
**A**

INSURED  
 Company/Organization Name & Address as it Appears on GRCC Contract (LICENSEE) or "dba LICENSEE"  
 COMPANY  
**B**  
 COMPANY  
**C**  
 COMPANY  
**D**

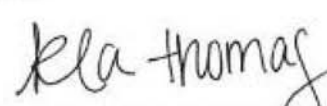
**COVERAGES**  
 THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

CO LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
	<input checked="" type="checkbox"/> GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> OWNERS & CONTRACTOR'S PROT.	ABC123456	MM/DD/YYYY	MM/DD/YYYY	GENERAL AGGREGATE \$ 1,000,000 PRODUCTS-COMP/OP AGG \$ PERSONAL & ADV. INJURY \$ 1,000,000 EACH OCCURRENCE \$ 1,000,000 FIRE DAMAGE (any one fire) \$ MED. EXPENSE (any one person) \$
	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	JKL123456	MM/DD/YYYY	MM/DD/YYYY	COMBINED SINGLE LIMIT \$ 1,000,000 BODILY INJURY (per person) \$ BODILY INJURY (per accident) \$ PHYSICAL DAMAGE \$
	<input type="checkbox"/> GARAGE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> EXCESS LIABILITY <input type="checkbox"/> UMBRELLA FORM <input type="checkbox"/> OTHER THAN UMBRELLA FORM				AUTO ONLY - EA ACCIDENT \$ OTHER THAN AUTO ONLY: EACH ACCIDENT \$ AGGREGATE \$ EACH OCCURRENCE \$ AGGREGATE \$
	<input type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY THE PROPRIETOR/ PARTNERS/EXECUTIVE OFFICERS ARE: <input checked="" type="checkbox"/> INCL <input type="checkbox"/> EXCL	XYZ123456	MM/DD/YYYY	MM/DD/YYYY	STATUTORY LIMITS EACH ACCIDENT \$ X Amount DISEASE-POLICY LIMIT \$ X Amount DISEASE-EACH EMPLOYEE \$ X Amount
	OTHER				

DESCRIPTION OF OPERATIONS/ LOCATIONS/ VEHICLES/ SPECIAL ITEMS  
 "Global Spectrum, L.P., the Greater Richmond Convention Center Authority, and each of their officers, officials, agents, employees, successors and assigns are added as additional insureds as their interests may appear under an agreement for use of the Greater Richmond Convention Center. Coverage provided is primary and non-contributory with any other coverage as required by contract".

CERTIFICATE HOLDER  
 Greater Richmond Convention Center  
 Attn: Sales Coordinator  
 403 N. Third Street  
 Richmond, VA 23219

CANCELLATION  
 SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO MAIL SUCH NOTICE SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE COMPANY, IT'S AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE  
  
 Must be a "wet" (handwritten) signature