

Event Planning Guide

Our Event Planning Guide will assist you with the details surrounding your event in the Wilmington Convention Center (WCC). If, at any time, you need assistance, please feel free to contact any one of our event professionals on staff to help.

For the success for your show, convention, meeting, banquet or wedding, once your event has an executed license agreement, a Services manager will be assigned to your event. Your sales manager is always available to assist with on adding more space, deposits or your next event with us. For banquets and wedding your Catering Manager will double as your Services manager.

Topics appear in alphabetical order for your convenience.

CLEANING/TRASH REMOVAL

The WILMINGTON CONVENTION CENTER (WCC) will provide janitorial service during normal operating hours in aisles, Concourses and restrooms, plus one thorough cleaning of these same areas during the hours when the WCC is closed. Specific times are to be coordinated with building services. Cleaning of exhibit booth areas is not included with the rental for exhibition, but can be provided for a fee by WCC personnel.

Licensee shall receive and return rented spaces in a floor swept and debris free manner. Licensee is responsible for cleaning carpeted aisles and carpeted registration areas, lounges, etc. Licensee is responsible for removal of all crates, pallets, lumber and packing materials prior to the opening of the show and following move-out.

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

Events (i.e. food shows) which require continual janitorial service throughout the facility, should make special arrangements with the Wilmington Convention Center for additional personnel.

COPYRIGHT/FEES

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

CREDIT CARDS

MasterCard and Visa will be accepted forms of payment for services at the WCC in October 2010 near completion date. The WCC will not, however, accept credit cards for the payment of exhibit hall or meeting room rental, or for food and beverage charges in excess of \$300.00.

DECORATIONS

All decorations used in the building must be flame retardant according to the City of Wilmington fire codes. No decorations may be fastened to walls, columns, floors, equipment or drapes, and nothing may be suspended from the ceiling without prior written permission from WCC management.

Adhesive-backed stickers may not be used or given out on the premises.

The use of helium balloons within the facility is strongly discouraged without prior approval from WCC management. Balloons cause a safety hazard when they rise to the lighting and electrical system housed in the ceiling, as well as a future hazard when facility personnel are required to

retrieve stray balloons that become entangled in the facility structure. Helium balloons are allowable only under the following conditions:

- They are tethered or strung together (i.e. arches)
- They are removed from the premises at the end of the event
- There will be a \$5 per balloon charge to remove any balloons that rise to the ceiling in the WCC
- Absolutely no helium balloons may be given out inside the facility

Glitter, Streamers and Confetti may be used in the WCC. There will be a \$100 cleanup charge for events using confetti. Birdseed and/or bubbles may be used on the event lawn of the WCC for ceremonial purposes but should not be used within the facility.

EQUIPMENT RENTAL

Equipment rentals are available through the Sales & Services Manager at the WCC.

FIRST AID

The WCC can schedule EMS (as needed) for all public shows, trade shows and events. The service is charged at an hourly rate and is normally scheduled during event hours. Your event coordinator will confirm the first aid schedule in advance of the event. Rates will be made available upon request.

FOOD AND BEVERAGE SERVICES

"SAVOR...Wilmington, Catering by SMG" is the exclusive food and beverage provider for the WCC. No outside food or beverage of any kind may be brought into the facility. An SMG representative will be happy to assist with all arrangements for catered events, concessions and food & beverage sampling.

FOOD AND BEVERAGE SERVICES - CONCESSIONS

The WCC features a permanent concession area in Exhibit Hall. In addition, portable stands may be used in other areas. Planners are encouraged to coordinate concession requirements early in the planning process to maximize the benefits of food service within your overall exhibit floor plan. Your Services Manager or Catering Sales Manager will be happy to assist you in determining concession needs and locations.

Concession areas may be open only during selected events or times. Locations and specific menu items are subject to change as we continue efforts to improve our selection and service.

FOOD AND BEVERAGE SERVICES - EXHIBITOR RESTRICTIONS

Licensees and exhibitors wishing to distribute or dispense samples of food or beverage without charge MUST obtain written permission from the Savor Food & Beverage Director in advance of the event. These products MUST be the exhibitor's primary product and relate directly to the nature of the show. A Food and Beverage Sampling Request Form will be available online or you may ask your Services Manager for a copy.

Any food and beverage items used to promote booth traffic (i.e., popcorn, snacks, etc.) must be obtained through the WCC Savor Food & beverage department.

FREIGHT DELIVERIES

The WCC does not accept freight shipments for exhibitors and tradeshow. All shipments must be consigned to the show's official general contractor or its agent and delivered to the WCC during the scheduled move-in. The WCC is not responsible for shipments of freight leaving the building. Materials for seminars, conferences or will require approval of receipt and written proof of weight # of boxes be accepted no more than five (5) working days in advance of an event and a shipping/handling fee will be charged.

The WCC is not responsible for broken or damaged, lost or misplaced items.

INSURANCE

Licensees of WCC premise must have insurance coverage in effect during the entire License Agreement period, including move-in, event days and move-out. Details concerning insurance coverage are specified in the License Agreement.

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

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

MOVE-IN/MOVE-OUT

Move-in/move-out hours must be coordinated in advance with the Sales & Services Manager. Any deviation from designated hours may be subject to additional fees. Move-in/move-out hours may be arranged at a rate of \$100 per hour. Deliveries of materials / decorations or items for events are included in the license agreement.

PRE-EVENT ACTIVITIES

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

O.S.H.A. REGULATIONS

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

PARKING

The WCC is attached to a convenient parking deck which can house up to 580 automobiles. The Parking Deck features accessible spaces and elevators leading into the WCC. All parking operations & policies are currently under control of the City of Wilmington. The daily parking fee currently is up to \$8 maximum of up to 24 hours. This fee is subject to change.

This deck will be open to events at the WCC and public. If you need special arrangements for parking to accommodate your guests, please talk with the Sales & Services Manager.

PETS/ANIMALS

Animals (with the exception of dogs for the disabled) are not permitted in the facility unless they are part of entertainment or other animal-related events.

FLOORPLANS FOR EXHIBITS

Detailed floor plans are required for all events in the WCC, including meeting rooms, concession areas and exhibit hall. Floor plans must be submitted for approval by WCC management and the Office of the Fire Marshal of the City of Wilmington.

Floor plans should be approved prior to confirming exhibit space sales as specified in the license agreement.

All physical arrangements not included in the license agreement, setup information and schedules must be presented to WCC management a minimum of 30 days prior to the event.

PUBLIC AREAS

Concourses/ pre-function areas and permanent food facilities in the WCC are considered public areas and generally not under licensee control. As such, the following guidelines apply:

- All activities utilizing public areas, such as registration, special exhibits or displays, etc. must be approved in advance. Detailed floor plans with specifications are to be submitted for approval.
- Activities in public areas must take into consideration the requirements of other guests and tenants utilizing the facility.
- Service desks and related "behind the scenes" workstations should not be set in public areas.
- Gas powered vehicles, forklifts or electric carts, etc. may not be operated in the pre-function areas or any carpeted area of the Center.
- Installation of carpet runners, show carpet or other temporary floor coverings over permanent carpet must be approved in advance.
- Heat tape and double-faced tape may not be used on permanent carpet or Terrazzo floor.
- The passenger elevator may not be blocked or used to transport freight or equipment.

PYROTECHNICS

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

SECURITY

The WCC is the exclusive provider of security personnel for all events conducted within the facility. The WCC maintains security for building perimeter areas as well as internal patrols. Licensees are not required to have security within rented space, but may elect to for events during which tickets are sold, entrance. Exits need monitoring, exhibit areas and may be required to schedule security in meeting rooms and other areas used by licensee, depending on the type of event. Licensee may be required to provide security in leased areas from initial occupancy until completion of move-out, depending on space utilization and type of event. Your event manager will contact you regarding security needs.

STAFFING SERVICES

The WCC can provide trained, experienced personnel to assist with registration and other temporary staffing requirements. Information is available from your event manager. Cleaning labor, off loading delivery assistance can be hired at hourly fees starting at \$15.00 an hour.

SMOKING

Smoking is not permitted in the WCC or areas outside designated for specific events.

TICKET SALES

Show management is granted permission from the facility to manage ticket sales its event. It is the responsibility of show management to: a) secure a tax license from the State of North Carolina, and b) make appropriate admissions tax payments to the North Carolina Tax Commission.

The WCC features a ticket office that comes with the rental of the Exhibit Hall during show hours open to the public. It features three (3) ticket sales windows with a ticket vending space through each shatter proof glass window. Banks, drop safes, money handling, cash drawers, escorts for money handling, night deposits, counting, ticket selling, ticket taking, check cashing, is the responsibility of the show/event organizer, creating and furnishing tickets,

Ticket sales/attendance reporting is required, for insurance reasons only, to be reported by the show organizer on a daily basis to Services Manager. Such attendance information will not be shared with general public.

LICENSE AGREEMENT

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

UTILITY CONNECTIONS

Connections to WCC utilities (electrical, internet, water and drainage) are exclusive services of the WCC. Order forms will be available on line by October 1, 2010 (or sooner) (www.businessmadecasual.com/ordering) or from your Services Manager. A list of contractor relationships is below. Rates will be made available upon request.

VEHICLES

Vehicles are not permitted in the WCC without prior written approval of the WCC management, or unless they constitute an integral part of a display. Any vehicle that is on display must conform to the City of Wilmington's Fire Marshal's regulations.

WATER SERVICE

The WCC offers water service for head table lectern only. Two options for providing water service to the entire attendance is 1) in the form of electric water cooler dispensers which can be placed inside or outside the rooms. Replenishment is upon request per 5 gallon container. Should you desire a more formal form of water station, such as disposable cups or glassware and water pitchers, our catering department can provide that service for an additional charge. Pricing listed on last page of the Event Planning Guide

EVENT SERVICES/CONTRACTOR RELATIONSHIPS

SERVICE DESK When show volume warrants, the WCC will have a service desk convenient to exhibitors to purchase various services. Payments for WCC services for electric, water, internet, phone, or equipment can be made, with proper identification, in form of MasterCard or Visa, Cash, company check, personal check or money order to the Wilmington Convention Center.

AUDIO/VISUAL

Audio Visual firms will provide onsite assistance with audio/visual services at the WCC and technicians will be on hand to guide you with equipment needs, set-up and operation for a successful program. Order forms for audio/visual equipment and services and a schedule of costs will be available in the coming months.

DRAYAGE SERVICE (MATERIAL HANDLING)

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

ELECTRICAL SERVICE

The Wilmington Convention Center is the exclusive provider of electrical services within the WCC. Electrical service order forms are available from the WCC and can be provided to show management for distribution to exhibitors. Advance ordering and payment is required for all hook-up from exhibitors. The WCC reserves the right to shut-off power to exhibitors/vendors/events who desire other arrangements without payment for service.

FOOD AND BEVERAGE SERVICE

All catering and retail food & beverage sales are controlled exclusively by the WCC. Menus are available upon request. Food and Beverage Sampling Order Forms must be submitted ten (10) days in advance by exhibitors prior to any food and beverage distribution on the show floor.

GENERAL CONTRACTORS/DECORATORS

Licensees of the WCC may select their own approved decorator.

PLUMBING SERVICE

Connection to the WCC utilities – compressed air, gas, water and drain – must be arranged through the WCC's in-house plumbing service. Plumbing order forms are available from the WCC and can be provided to show management for distribution to exhibitors.

TELEPHONE/INTERNET SERVICE

Telecommunication and internet services are provided on an exclusive basis by the WCC. Wireless internet service is provided free of charge. Telecommunication and hardwire internet information and order forms are available from the WCC and can be provided to show management for distribution to all exhibitors.