



SPOKANE CONVENTION CENTER

► 2008 EVENT PLANNER'S GUIDE



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PLANNER'S TIMELINE AND CHECKLIST

- Booking: Call the Booking Manager at 279-7000**
 - Sign and return Use Agreement ten days after receipt
 - Submit deposit with signed user license
 - An Event Supervisor is assigned upon contract execution – add them to your mailing list
 - Familiarize yourself with the necessary City and State permits and requirements:
 - City Business License
 - City Admissions Tax
 - State UBI number and sales tax
 - County Health Department
 - City Fire Code Regulations

- 12 months out**
 - Provide a copy of last year's annual meeting and convention resume
 - Submit your floor plan to the Fire Marshal for approval before selling booths

- 9 months out**
 - Provide a copy of your Fire Marshal approved floor plans to your Event Supervisor
 - Review services and policies with our in-house service providers
 - Centerplate (Food & Beverage)
 - Facility Services (AV, Telecommunications, Electrical)
 - Provide preliminary information on outside service suppliers

- 6 months prior to your event**
 - Schedule a site visit / planning meeting with your Event Supervisor
 - Provide any revised floor plans
 - Contact TicketsWest regarding ticket sales
 - Discuss preliminary Food and Beverage requirements with Centerplate
 - Submit an exhibitor service kit and exhibitor list

- 3 months prior to event**
 - Submit preliminary agenda and set-up requirements for review
 - Submit rigging plans for consideration
 - Submit preliminary AV, telecommunications and equipment rental needs.
 - Finalize outside service contractor arrangements



- 30 days before event**
 - Submit a list of disabled guests and their needs
 - Submit Certificate of Insurance
 - Submit final AV, telecommunication and equipment rental requests
 - Final agenda, set up and event requirements are due
 - Final Exhibit show diagram and exhibitor list are due

- One week prior: Hold a pre-convention meeting**
 - Discuss any changes to event requirements / set up
 - Discuss First Aid location

- On site during event**
 - Receive keys needed for event
 - Move-in inspection
 - Move-out inspection

- Within one week after the event**
 - Post Convention Meeting



SPOKANE CONVENTION CENTER CONTACTS

Address: 334 W. Spokane Falls Blvd
 Phone: 509-279-7000
 Sales: 509-279-7007
 FAX: 509-279-7060

Administration

| | | |
|-----------------|---------------|------------------------|
| General Manager | Johnna Boxley | jboxley@spokanepfd.org |
|-----------------|---------------|------------------------|

Sales

| | | |
|---------------------|------------------|----------------------------|
| Booking Manager | Betsy Hammond | bhammond@spokanepfd.org |
| Sales Manager | Traci McGlathery | tmcglathery@spokanepfd.org |
| Sales Manager | Kelsey Soukup | kmitchell@spokanepfd.org |
| Booking Coordinator | Lauren Parker | lparker@spokanepfd.org |

Event Services

| | | |
|-------------------------------|-------------------|------------------------------|
| Event Manager | Stephanie Curran | scurran@spokanepfd.org |
| Event Supervisor | Mike Gaffaney | mgaffaney@spokanepfd.org |
| Event Supervisor | Paul Christiansen | pchristiansen@spokanepfd.org |
| Event Supervisor | Connor Haffey | chaffey@spokanepfd.org |
| Facility Services Coordinator | Kay Sieck | ksieck@spokanepfd.org |
| Operations Manager | Dave Gebhardt | dgebhardt@spokanepfd.org |
| Technical Specialist | Mike Tucker | mtucker@spokanepfd.org |
| Technical Specialist | Ryan Wilson | rwilson@spokanepfd.org |
| Parking Administrator | Andy Leitheiser | aleitheiser@spokanepfd.org |
| Food and Beverage | Dawn Frey | dfrey@spokanepfd.org |
| Security and Ushering | Mark Williams | 509.991.6364 |
| Ticketing | Ben Stuckart | bstuckart@ticketswest.com |

Spokane Public Facilities District

The Spokane Convention Center, INB Performing Arts Center and Spokane Arena are owned and operated by the Spokane Public Facilities District.

| | | |
|---------------------|---------------|------------------------|
| Executive Director | Kevin Twohig | ktwohig@spokanepfd.org |
| Executive Assistant | Sherry Leatha | sleatha@spokanepfd.org |



PLANNER'S INFORMATION

This information has been assembled to help you present the very best event possible. Please take time to go through this information carefully... a few minutes now could save you considerable confusion later. We wish you every success, and offer you our utmost cooperation. Our service to you and to your event is our top priority.

SCHEDULING AN EVENT

The Sales Department will work with you to book your event on an available date in the space most appropriate for your activities. A personal tour of the facilities can be arranged. The Sales Department will guide you through booking and contracting your event.

You can reach the Sales Department at 509-279-7000.

Contract Execution

All arrangements are considered to be tentative until a contract has been fully executed. A copy of the Use Agreement must be signed and returned with a non-refundable deposit as requested. A fully executed copy will be returned for the lessee's file.

If you need to make changes to your agenda or space requirements this will affect your contract. Please alert your Event Supervisor immediately so they can make sure the necessary contract changes are executed and the correct space is held for your event.

Financial Settlement

Full rental and estimated additional expenses will be requested in cash or cashier's check at least five days prior to the event unless other arrangements have been made in advance. At the conclusion of the event, the lessee will be sent an invoice for any outstanding expenses. The invoice will be payable upon receipt and payment must be made in U.S. Funds. For your convenience, the Spokane Convention Center accepts American Express, Visa and MasterCard for amounts up to \$5,000. For invoices outstanding after thirty days, a 1.5% handling charge will be levied on the unpaid balance. Additional charges of 1.5% will be added on unpaid balances for each subsequent thirty-day period.

Rates and Conditions

Rental structure is based on established rental rates and is determined by the type of event and space used. For further information check with the Sales Manager.

Included in Basic Rental Rate

- Appropriate lighting and temperature
- Loading dock access
- Marquee space as available
- Daily cleaning of all common spaces, but not including booth space
- Major initial divider wall set-up
- Initial set up in meeting rooms spaces
- Office space as available



Move-in/Move-out Days

Days contracted by show management exclusively for move-in and move-out of exhibitors will be charged at one-half of the applicable Event Day rental rate.

Decorator Days

If show management wishes to contract for a day to be used only by the show decorator service, a rental of one-quarter of the applicable Event Day rental rate will apply. There can be no exhibitor move-in or move-out and no show rehearsal on a Decorator Day.

EVENT SERVICES

An experienced and dedicated Event Supervisor will be assigned to your event. They will work with you from the initial planning through event execution and billing. The Event Supervisor will answer your questions, help you understand the building's policies and procedures, will communicate your event requirements to the operations departments at the Center and take full responsibility for the function of your activities in our facility. They communicate your needs and event requirements to the following departments: Ushering & Security, Operations, Engineering, Electrical Services, Telecommunications, Technology, Guest Relations and Food & Beverage. When appropriate your Event Supervisor will arrange for you to meet directly with these service providers. Their purpose is to make sure your event runs smoothly from beginning to end. Your Event Supervisor can also put you in touch with a variety of local service professionals should you require any special services for your event.

In this guide you will find a timeline of important deadlines for providing your Event Supervisor with essential information. Before selling any exhibit space, please submit a floor plan with the completed Fire Department approval. A minimum of thirty days prior to your arrival, the Event Supervisor should receive all other event set up requirements. Failure to do so could result in additional charges. We want to ensure that all Spokane Center information is accurate and clear for your exhibitors and decorator.

Your Event Supervisor will be on site during your event to ensure your expectations are met and to troubleshoot any issues that may arise. Your Event Supervisor is an important part of your team.

Pre and Post Event Meetings

Pre-Convention meetings are scheduled for all conventions. The Pre-Con is an informal meeting for your staff and our staff to meet and go over your event details. A Spokane Convention Center representative from each department will be in attendance. Your key support staff as well as any service contractor for your show (i.e. decorator) is encouraged to attend.

At the conclusion of your show, we will ask to schedule a post-convention meeting with you so that we may get your feedback about the overall experience at the Spokane Convention Center. We will also ask you to complete a post-event questionnaire, which will allow you to evaluate your entire Convention Center experience from beginning to end. Areas of client concern are reviewed and addressed by our management team, and corrective action is taken to ensure customer service is always a priority and that our clients will want to return again and again to our Center.



Exclusive In-House Services

The Spokane Public Facilities District provides In-House Services. By utilizing these services you will be using staff that are trained in our facilities and are knowledgeable about how we can help you make your meeting work best. Below you will find a brief description of each service to help you determine which services you will need.

Electrical Services

The Spokane Convention Center provides all exhibitor and show management electrical needs, including power for registration, show management offices, exhibit displays and presentations. Our licensed electrician will work directly with the Event Supervisor in ensuring that your event needs are met in a timely and efficient manner.

Telecommunications

Our in-house Telecommunications Department is both your Telephone Company and Internet Service Provider while you are on site. Single and multiple line phones, wireless or high-speed data lines, satellite uplinks/downlinks, internet capabilities and local networks are some of the services provided. The Spokane PFD operates a closed wireless network. No outside access points are allowed without prior written approval. We thank you in advance for your cooperation.

Audio Visual and Technical Services

Our in-house Audio Visual Department can provide you with the equipment and services to make your presentations a success. An on-site technician is available during your event to trouble shoot problems as they arise. The labor for this service is a show expense.

Our technician sets equipment according to your presentation requirements and operates equipment as needed. They arrange for production lighting, equipment and staffing.

In some instances outside audio visual suppliers may be permitted in the building. Please note that any equipment that is utilized or will be otherwise connected to our house audio or video systems shall be assessed a patch fee (or a technician will be required to be on-site at our published hourly rate).

Engineering

Our Engineering Department ensures that heating, cooling, ventilation and other critical building systems work correctly for the comfort and safety of your staff attendees and exhibitors. Additionally, our engineers take care of all facility lighting requests, and providing water and air drops for clients and exhibitors. The Engineering Department relies on your Event Supervisor for information as to event hours and HVAC needs. Providing our engineers with the information they need is just another important way in which your Event Supervisor is working for you!

Room Set Up

The Operations staff sets moveable walls, tables, chairs, stages and other equipment where and when you need it. Discuss your set up needs with the Event Supervisor at least 30 days before your event to allow time to schedule equipment and staff. An estimate of any charges will be



provided upon request. The basic meeting room rental includes the first room set of walls, tables, chairs and podium. Exhibit Halls, Ballrooms and Bays used for meetings will be assessed an additional set up fee for these items. If you should require special items for your event that are not in our inventory, please contact your Event Supervisor and they will be happy to provide you with a list of local vendors that may be able to assist you. Should you handle your own rentals, be sure to advise the Center of the delivery/pick up schedule and location of where these items should be placed upon delivery.

Specialized Services and Equipment

The Spokane Convention Center is proud to offer services and equipment beyond what you might expect. Notify your Event Supervisor if you would like to take advantage of any of these offerings.

Equipment Rental

The Spokane Convention Center offers a variety of equipment that you may rent for your event. For a list of available equipment and rental rates, please refer to the equipment order form.

Labor

Spokane Convention Center staff is available to assist with special projects. Request for assistance should be made at least two weeks prior to your event.

Simultaneous Translation

The Spokane Convention Center is equipped with simultaneous translation equipment that may be used in any room on campus.

Marquee

Spokane Convention Center's outdoor electronic marquees are located on the North side of the Group Health Exhibit Hall on Division Street and on the Breezeway between the Convention Center and the INB Performing Arts Center on Spokane Falls Blvd. Scheduled events will be displayed on the marquees during event days. The number and duration of announcements will be subject to the availability of time and space based on the overall schedule of events and other commitments regarding use of the outdoor marquee. Including information on the marquee during the month leading up to an event may be possible based on the overall schedule of the campus. All information on the marquee is subject to approval by the General Manager. Please refer to the Marquee Guidelines for accepted file types.

Indoor LCD Monitors

Twenty-four (24), 42" LCD monitors are located throughout the campus. Your event will be displayed on the monitor located above the door to the space you have contracted. Depending on availability, information about your event may be displayed elsewhere in the facility. Information displayed on the LCD Monitors is subject to approval by the General Manager. Please refer to the Marquee Guidelines for accepted file types.



Keys – Room Security

Spokane Convention Center provides a convenient locking system to help you maintain security of the rooms you use. For extra security Spokane Convention Center has the capability to change door locks to designated rooms for an additional fee. Remember that Spokane Convention Center staff reserve the right to access any area if necessary. Please designate a single member of your staff to receive all keys for your event, and coordinate their distribution to your designees. This person will be responsible for the return of all keys. Lost keys will incur a \$50 charge. Your Event Supervisor will issue keys.

Wheelchair Lift

A wheelchair lift is available to access stages. The wheelchair lift will not be installed unless requested. There is no charge to install the lift.

Exclusive Contract Service Providers

The Spokane Center contracts with several nationally recognized companies in support of your event activities. These companies work hand-in-hand with the Spokane Convention Center to provide a seamless operation. The company contracted for each service has proven expertise in their field and will provide you the quality that will ensure success of your event. Your Event Supervisor will help you coordinate these services.

Food and Beverage Service - Centerplate

Centerplate Main Line: 509-279-7395

Centerplate, a nationally acclaimed full-service catering and concessions company, operates all kitchen facilities in the Spokane Convention Center. Centerplate can provide first-class breaks, breakfast, lunch, and dinner service. They also operate the concession areas in the buildings. Centerplate has earned an excellent reputation for the quality of their menus and service. Their experienced staff is always willing to design customized menus to meet the needs of our clients. Vegetarian options are standard on all catered banquets.

Centerplate offers a full list of exhibitor booth food and beverage services. Everything from pastries and coffee to candy, sandwiches, and hors d'oeuvres are available. They will also provide exhibitor meals either in the designated break room or directly to their booths. These services can be a great advantage to exhibitors. Please note that exhibitors planning to provide food or product sampling must comply with the guidelines listed in the Exhibitor Guidelines document. Only bite-size samples or less than 2 ounces of liquid may be given away.

Centerplate is responsible for the administration of the sale and service of alcoholic beverages in accordance with the Washington State Liquor Commission's regulations. Therefore, in compliance with state law, all liquor, beer and wine must be supplied by Centerplate.

Contact Centerplate as soon as you start planning your food and beverage functions. A Centerplate representative will work closely with you to create a food and beverage program that will make your event stand out for your staff, exhibitors and attendees. Your Centerplate representative will attend



your site tours and preplanning meetings with your Event Supervisor. Due to the exclusive nature of this contract, no food or beverage service can be provided at the Spokane Convention Center by any other caterer. Exhibitors and attendees are not permitted to bring food and beverage onto the Spokane Convention Center property. A full menu is available upon request and the catering department would be pleased to describe the details to you.

Security and Ushering - Staff Pro

Staff Pro, the exclusive contract service provider for security and ushering services, is nationally recognized for their knowledge and expertise. They have developed our security plan with your safety and comfort in mind.

Staff Pro contracts with each event to provide all ushers, ticket takers, and security personnel. The type and number of staff required for your events will be determined by your Event Supervisor and will be based on the information you provide. For most events, ushers normally are called to work one-half hour before event time to open up the Spokane Convention Center perimeter and public areas. For exhibit shows, uniformed security is required 24 hours per day during your event to assist with traffic control and security in the loading dock area beginning at the scheduled time of move-in and ending after the scheduled move-out. No Convention Center exterior doors can be unlocked during non-show hours unless staffed by security personnel. Please contact the Events Supervisor for information on which door will be available for access during non-event hours. Only Spokane Convention Center's contracted ushers and security personnel may be utilized in the Convention Center.

If your event has high-risk security concerns, please advise your Event Supervisor at least thirty days in advance.

Ticketing - TicketsWest

TicketsWest provides all ticket services for the Spokane Convention Center. TicketsWest is a full service ticket agency offering state-of-the-art computerized outlet and box office distribution system. Any entertainment, sporting or ticketed commercial event will be required to use TicketsWest. Tickets are available for purchase by phone, on the internet and at box office locations. Learn more about their services at www.ticketswest.com.

Custodial - Sanitors

The Spokane Convention Center custodial staff works hard to maintain the facility's appearance and condition for all of our guests. Our facilities are known for their exceptional condition and cleanliness. Maintaining that reputation rests with our custodial contractor, Sanitors. They keep the public areas clean and presentable during your event hours. They also refresh your meeting rooms between sessions. Please inform you Event Supervisor about special cleaning schedules or restricted areas. Any convention, trade show or exhibitor that produces a large amount of refuse (over twenty yards) will incur additional disposal charges. Shows anticipating large amounts of trash should advise the Event Supervisor in advance so that additional dumpsters may be ordered and set in place. Any clean up caused by bringing in vehicles or exhibits into the facility will be charged to show management. This includes custodial time to remove snow, ice, slush, water, etc., or any spill or leaks from equipment or exhibits. If you have an exhibit show or exhibition, you



are responsible through your official service contractor/decorator to arrange the following: cleaning of carpeted areas (including tradeshow aisles), registration areas, exhibit booths, removal of trash, crates, pallets and packing material. The authorized areas are turned over to the event under a 'clean hall' to 'clean hall' policy. Excessive clean up required by the Spokane Convention Center staff will be charged to the show management. It is our policy to recycle those items that can be recycled.

Parking – Diamond Parking

Dan Geiger: 509-747-8144

There are 430 parking spaces on the two levels of parking underneath the Exhibit Hall. The parking area has elevator access from the garage to the exhibit halls. There is a charge for parking at the facility and rates are subject to change. Diamond Parking operates the parking facilities owned by the Spokane Public Facilities District. There are several public parking lots to the south of Spokane Center with adequate stalls for large events. If you wish to provide parking for your event, arrangements can be made with the manager of parking lots nearby. A minimum of thirty days is required to make these arrangements.

Recommended Service Contractors

The following local service contractors are recommended for your event. They have the knowledge, expertise and experience that will make your event a success.

General Contractor: Decorating
LCD Expo: 509-325-9656
Design Events: 800-840-2280

General Contractor: Lighting and Staging
Silhouette Lighting: 509-747-4804

Nursing
Specialized Nursing Services: 509-279-7440

Outside Service Contractors

Please notify the Event Supervisor, in writing, thirty (30) days in advance of the first move-in date a list of service companies providing a service to the exhibitors or to any other area of the event. All contractors are required to register with the facility before work can be performed on site. Registration materials include a valid business license, certificate of insurance listing the Spokane Public Facilities District and the City of Spokane as additional insured and other supporting documents if necessary. Upon registration, the facility will provide all rules and regulations needed to work within the facility. Failure to register will result in an interruption of work in progress until such time as the proper paperwork is filed with the facility. Call 509-279-7000 and ask for the Facility Services Department for registration packet.



FACILITY OPERATIONS GUIDE

Hours of Operation

The standard hours of operation for the Spokane Convention Center Administrative Offices are 8:00am to 5:00pm Monday through Friday.

Show Opening

For safety reasons, be sure that all exhibitors are ready when the doors are scheduled to open to the public. We cannot allow a show to be opened to the public if there are carts, packing crates or exhibits being assembled in the aisles. No vehicles of any kind can be moved in the Spokane Convention Center during the hours when the show is open to the public.

Housekeeping

The cleaning of public areas, restrooms and meeting rooms is included in your basic room rental fee when the areas are utilized for standard purposes. Based on your decorating needs and the activities during your events, you may need extraordinary housekeeping during or after your event. Fees to accommodate extra cleaning are assessed at prevailing labor rates.

Common Areas

All lobbies and circulation areas are considered common areas and generally not under Licensee control. All activities using common areas are subject to prior written approval and must take into consideration the requirement of all licensees simultaneously utilizing the building. Submit detailed floor plans with specifications to your Event Supervisor. Approval will be granted within 30 days prior to the Event.

Decorations

All decorations, drapes, signs, banners, table coverings, skirts, carpeting or similar decorative materials used in exhibits shall be flame retardant to the satisfaction of the Spokane Fire Marshal. All such material is subject to inspection and flame testing by the Fire Marshal. Licensee shall provide the Fire Marshal with a copy of the certification of flammability standards from the manufacturer. Cleaning and/or removal of décor items such as confetti, streamers, balloons, etc., will incur additional charges.

Fire Protection System

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

Water Station

Our standard meeting set up includes water service for the head table and podium. Water stations maybe set up at strategic locations at an additional cost. Please order through Centerplate.



Pay Telephones

Pay telephones are conveniently located in the Conference Theater Lobby and meet ADA requirements.

Lighting Services

Show lighting services begin one hour prior to each show-day and end one hour after the scheduled closing. Adequate lighting is provided through all move-in and move-out days. All additional lighting services will be billed at the prevailing rates.

Ventilation

Ventilation Service (air conditioning / heating) begins one hour prior to each scheduled event and ends one hour after the scheduled closing. Adequate levels of heat and air conditioning will be provided during move-in and move-out. Additional ventilation during move-in and move-out must be requested by the licensee and will be billed at prevailing rates.

Simultaneous Translation

The Spokane Convention Center is equipped with simultaneous translation equipment that may be used in any room on campus.

Alteration of Premises, Defacement of Property, Damages

Each licensee shall accept the premises in the condition they find them and shall return the premises in the same condition at the conclusion of the period of the License Agreement. No alterations or changes to the property shall be made without the prior approval of the General Manager. Alterations included in this policy include, but are not limited to, movement of interior plants, movement of equipment, or relocation of furnishings.

Signs and Posters

Licensee shall not post or exhibit, or allow to be posted or exhibited any signs, advertisements, show bills, lithographs, posters or cards of any description on any part of the Spokane Convention Center, unless relating to the event and without the written permission of the General Manager.

Animals

With the exception of service animals and animals participating in contracted events such as dog, cat or cattle shows; animals are not allowed in the Spokane Convention Center without prior written approval from the Event Supervisor. When any 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 floors and any convention center equipment.
- Some type of absorbent material (i.e.: sawdust or fire retardant wood shavings) must be placed within the pens and cleaned daily.
- Curbing, fencing or bike rack must be supplied to contain animals.



- Animals must be supervised at all times.
- Licensee will provide clean up and proper disposal of absorbent material and waste.
- Licensee will accept liability for the action of the animals

Event Personnel

All show personnel, service contractors, temporary help and other workers affiliated with an event must wear an identification badge provided by their respective employer while working in an official capacity on the Spokane Convention Center property.

Show managers and service contractors are responsible for the conduct of their personnel. Employee under their supervision who do not comply with Building Rules and Regulations will be subject to dismissal from the building and may be restricted from the building or premises as deemed appropriate by the Spokane Convention Center management. Restricted areas of the building are off limits to all personnel except employees of the Spokane Convention Center.

Service contractors, stagehands and other contracted employees are responsible for keeping work areas clean at all times during their occupancy of the Spokane Convention Center.

Loading Docks and Ramps

Appropriate dock/ramp locations for vehicles to unload and load during move-in and move-out periods shall be arranged through your Event Supervisor. Vehicles left unattended at the loading dock ramp for an excessive period of time, or not in the actual process of loading or unloading are subject to being towed at the expense of the licensee.

Security will be required at the loading dock from move-in through move-out of the show at the licensee's expense.

Operable Wall Panels (air walls)

The Spokane Convention Center has operable wall panels in several areas of the campus that allow flexibility to provide the size of space necessary for your event. The configuration of the acoustical operable wall panels is complex and alterations may be time consuming. Only Spokane Convention Center employees are authorized to move the wall panels. The initial configuration of the space is provided at no cost. Any proposed changes during your event should be planned in advance with your Event Supervisor. Last minute changes may negatively impact other room set-ups in progress at the time. Your Event Supervisor will assist you in determining if changes, planned or unplanned, are possible and any costs involved in changing the wall panels.

Unloading/Loading

The Spokane Convention Center Event Supervisors will work with show management to designate appropriate dock locations for vehicles to unload or load during move-in and move-out periods. One or two dumpsters are normally parked at the loading dock. Unloading/loading for exhibit booths wishing to enter the Spokane Convention Center at the west end of the Convention Center can be arranged through the Event Supervisor. All doorsills must be protected. Vehicles unloading or loading must park in the passenger drop-off zone. All vehicles must be attended during this process.



Service Corridor

The Spokane Convention Center's Ballroom 100ABC and Bays 111ABC service corridors are loading/unloading/service areas. They are not equipped for exhibits, displays, or storage of exhibit materials. (See Fire Safety Requirements attached.) Please do not plan to use this area for anything other than loading/unloading /cleaning /servicing of exhibits or displays. All storage must meet the requirements of the Spokane Fire Department and the approval of the Event Supervisor. (Floor plan layouts submitted to the Event Supervisor and the Spokane Fire Department must include request for storage as well as details of the types of materials to be stored. See Fire Department Regulation.

Storage of Exhibit Materials

Limited storage of packing materials, show manager supplies and event contractor equipment may be permitted within the facility if the area is identified on the floor plan, has adequate fire suppression systems and has been approved by the facility management and the Fire Marshal. Airwall pockets, facility storerooms, hallways, emergency exits, concession stands and meeting rooms are not available for storage at any time. All emergency exits must be completely free from storage and debris. Contact your Event Supervisor to initiate approvals.

Compressed Gas

Compressed gas containers such as helium must be secured in such a manner that they cannot fall over when being used. They can be stored on the ground in a vertical position. Helium tanks require storage in a proper storage receptacle approved in advance by the Spokane Fire Department.

Freight Deliveries

The Spokane Convention Center does not have a warehousing facility. Therefore, all freight or materials including those delivered by overnight delivery services must be sent to your official service contractor, decorator or freight carrier. All shipments delivered to our facility during you move in must be sent to the attention of your service contractor.

Prevention of Building Damage and Disfigurement

The Convention Center is Spokane's finest large meeting and banquet facility. The space is flexible and can be used for a variety of functions. Taking utmost care to protect all surfaces will help us preserve the high level finishes we are known for. Our goal is to keep our facility in good repair so every client may equally enjoy the attractiveness and serviceability of the Spokane Convention Center. As the Licensee who has contracted for the use of the facility, you are responsible for any damage caused by your staff, contractors, exhibitors or attendees. This policy is intended to help us recover costs for repairing damage to the facility caused by anyone associated with your event that exceeds reasonable wear and tear. All cleaning, replacements and/or repairs are done strictly by the facility.

To make sure the rule is applied fairly, your Event Supervisor will schedule a walk through on your first move-in day and then another walk through at the conclusion of your event. This will help determine if any damage occurred during your event. It is difficult to oversee everything that happens when you are on site and we know that you cannot control all of the actions of your contractors. Here are a few suggestions to help minimize your risks:

- Make sure your exhibitors and speakers know the rules and regulations that apply to them.



Also inform your service contractor that you will hold them responsible for any damages they cause during your event.

- Repeat all applicable rules in your exhibitor information and in the materials you provide to speakers.
- Should any damage occur while you are on site, please report the incident immediately to your Event Supervisor.

Basics to Prevent Building Damages

1. All Spokane Convention Center equipment shall be set-up and/or operated by employees authorized by the management of the Spokane Convention Center.
2. Only Spokane Convention Center employees are authorized to operate portable walls and freight doors, turn lights on or off and lock or unlock doors.
3. Decorations
 - a. Any signage or decorations planned for use within the Spokane Convention Center must be approved in advance. (Contact your Event Supervisor for approval at least seven days prior to your event.) Spokane Convention Center and show management approval is required before placing signs in any area other than in the booth spaces. Show management rules apply to the signing of interior booth space and all signs must meet Fire Code provisions.
 - b. Taping of signs to Spokane Convention Center windows or painted surfaces is not allowed.
 - c. Nothing may be taped, nailed, stapled, tacked, or otherwise affixed to ceilings, painted surfaces, fire sprinklers, columns, fabric, decorative walls or podiums without Convention Center management approval. This includes all surfaces throughout the building, including the exhibit halls. Check with your Event Supervisor for approved adhesives. All decorative materials must be flame retardant in accordance with the City of Spokane Fire Code.
 - d. Helium balloons are allowed only when they are anchored to exhibits and approved in advance by your Event Supervisor. Absolutely no helium balloons shall be permitted for giveaway or sale. Should a helium balloon rise to the ceiling, the cost of retrieving the balloon will be passed on to the Licensee; The Spokane Convention Center requires that all helium tanks be stored on a proper storage receptacle approved in advance by the Spokane Fire Marshall.
 - e. Glitter, gum, confetti, adhesive-backed decals and stickers may not be used or affixed inside or outside the Spokane Convention Center.
4. Fog/smoke/laser lights: No fog or smoke effects or laser light shows shall be permitted without the prior written approval of the Event Supervisor.
5. Paint or wax spraying is not permitted on the exhibit floor. Touch-up painting with brushes is allowed if the floor and wall areas are sufficiently protected to catch any drips. No painting at all is allowed on any carpeted surface.
6. Landscaping/Soil Displays: Displays containing soil, humus, or similar materials must use a minimum of 1/2" plywood or similar type of approved sheathing and a protective coating of plastic or Visqueen to protect the floor and all Spokane Convention Center equipment. Curbing must be used to retain loose materials and to prevent leaks and water seepage.



7. Floor protection from vehicles and motorized displays:
 - a. Absolutely NO FORKLIFTS are allowed on the carpet without prior approval.
 - b. No tracked vehicles may be displayed on carpeted space.
 - c. Items for display must be clean and dry when they are brought into the facility. Vehicles or displays with snow, slush, water, ice, etc. on them will not be allowed in the building until they are completely clean and dry.
 - d. No vehicles are allowed to load/unload on carpeted space.
 - e. Protection from leaks and spills must be provided under all display vehicles and equipment.
 - f. No vehicle, trailer, or equipment having more than six wheels/tires may be displayed on carpeted space.
 - g. During inclement weather, a minimum area of 20' x 20' in front of the load in/out doors must be protected with a minimum of 6-mil Visqueen plastic with plywood and/or carpeting during all move-in or move-out activities.
 - h. All platform trucks, dollies and carts to be used in permanently carpeted areas must have tires and wheels of a type approved by the facility.
 - i. Vehicles that are to be exhibited on carpeted spaces within the Spokane Convention Center must be parked with plywood or Plexiglas under the tires to prevent damage to the carpeting. The area under the vehicle must be protected at all times with Visqueen or other similar impervious material.
 - j. To avoid tearing the carpet:
 - i. All vehicles must be moving when their steering wheels are turned.
 - ii. Equipment or vehicles having more than two axles must be maneuvered over 6-mil or heavier Visqueen plastic with plywood or carpeting on top of the plastic.
 - iii. Tongue wheels must be maneuvered over plywood.
 - iv. Any carpeting repair necessitated by damage caused by displays or exhibits will be charged to the Licensee.
8. Walls, doors and other surfaces:
 - a. No adhesive-backed decals are permitted to be distributed or used inside or outside the facility.
 - b. No signs may be attached to any Spokane Convention Center surface, including lecterns, without the prior written consent of the Event Supervisor.
 - c. No holes may be drilled, cored or punched in the building or building equipment.
 - d. No nails, tacks, Velcro, transfer tape.
 - e. Some tape will leave a sticky residue, which is expensive and time consuming to clean up. Use only an approved tape in order to avoid clean-up charges. Your Event Supervisor can tell you which brands of tape are approved.
 - f. All tape and/or tape residue marks, chalk and booth number stickers must be removed at the completion of move out.
9. No locks and/or chains will be placed on any door of the facility for any reason. Under no circumstances will any exterior door be propped open or any automatic closing device, panic hardware or mullion be removed from any door of the facility.



RULES AND REGULATIONS

The Spokane Convention Center has the capability to service a wide variety of activities ranging from large trade shows and exhibitions to small business meetings and conferences. The requirements for the production of an event vary and the following rules and regulations may not apply to your event. Please contact your Event Supervisor for further clarification regarding this section. These rules and regulations may be changed by SPFD at anytime without advance notice.

Admission Tax

In accordance with the Spokane Municipal Code 8.03.010, promoters of events at the Spokane Public Facilities District selling tickets for admission must pay an admission tax of 5% of the admission charge. The entire Code can be found on the City of Spokane website at www.spokanecity.org. If you have any questions, please call your Event Supervisor.

For nonprofit organizations furnishing evidence of tax-exempt status under the Internal Revenue Code Section 501(c) (3), the first twenty thousand dollars of gross ticket sales generated from its event within each calendar year is exempt from City Admission Tax. Please provide a copy of your organization's IRS 501(c) (3) tax exempt status to your Event Supervisor or Sales Manager.

Proof of gross tickets sales and other information requested by the District shall be provided within three business days following your event. Please complete and return the Admission Tax Reporting Form to your Event Supervisor. The form can be downloaded from our web site www.SpokaneCenter.com

Americans with Disabilities Act (ADA)

The Spokane Convention Center offers many features that make our facility friendly to our guests with disabilities. These features include accessible parking, automatic entrance doors, wheelchair accessible elevators, accessible restrooms, and assisted listening systems. The Spokane Convention Center is responsible for the permanent building ADA access requirements such as, but not limited to, wheelchair access, elevator standards, restroom standards and internal hallways and doors. The Licensee is responsible for the non-permanent accessibility requirement, such as, but not limited to seating accessibility, assistive listening devices, sign language interpreters and other auxiliary aids. Spokane Convention Center has wheelchairs, a wheelchair lift and assistive listening devices available. One week prior to occupancy, the Licensee shall provide the Spokane Convention Center with the number of disabled persons that have registered for the event and an outline of the accessibility services that will be provided to the disabled attendees.

Background Music and Other Copyrighted Material

If you wish to use background music for your exhibit area, trade show or reception, please be aware of the following clause in the Spokane Convention Center Use Agreement:

Licensee warrants, on its own behalf and on the behalf of any artist(s)/performer(s) or any other person authorized or permitted by licensee upon the premises, that all materials presented, heard or shown has been duly licensed or authorized by the owners of any copyright or trademark interests. Licensee further warrants that payment arrangements have been made for any licensing or royalty fees chargeable or attributable to the event. Licensee acknowledges sole responsibility for said fees and promises to pay all such claims and to indemnify and hold harmless the District,



the City of Spokane, their agents and employees, from and against all claims, including penalties and attorneys fees levied against or incurred by any such indemnified party as a result of any copyright or trademark dispute that arises out of Licensee's breach of the foregoing warranties.

For further information you may wish to contact ASCAP or BMI. Spokane Convention Center does not have a contract with either of these organizations

Broadcast/Telecast

The application for a License Agreement shall state if the applicant intends to broadcast by radio, televise or record by any means the event or any portion of the event. No such broadcast, telecast or recording is authorized without the prior written approval of the Spokane Convention Center. The Spokane Convention Center reserves the right to a negotiated percentage of any revenue derived from such broadcast, telecast or recording. Licensee shall pay in advance all expenses of any such broadcast, telecast or recording when approved by the Spokane Convention Center.

City Licenses

It is the responsibility of the event promoter and exhibitors to secure the proper licenses and to pay the appropriate taxes for events in Spokane Convention Center. Spokane Municipal Code Chapter 8.01, Business License, states that no person may engage in business in the City or with the City without first having obtained and being the holder of a valid business license as provided in this chapter or a peddler's license as provided in Chapter 10.40, whichever is applicable. Consumer Show organizers must possess a valid City of Spokane Business License, however exhibitors are exempt from the City Business License if they are not conducting business in the City of Spokane outside of the Consumer show event. For further information and an application packet, contact the City of Spokane Taxes and Licenses Department at (509) 625-6070.

State Tax Registration

Per Engrossed House Bill (EHB) 2269 (Chapter 18, Laws of 2003, 1st Special Session), promoters of special events in Washington State must now verify that vendors participating in such events are registered to do business with the Department of Revenue before the event begins. Special event promoters that do not comply with the new law face several new penalties. For specific information contact the Tax Discovery Central Unit at 1-866-248-1287 or P.O. Box 1619, Bothell, Washington 98041.

The application for a UBI number can be accessed at:
<http://www.dol.wa.gov/forms/700028.htm>.
The cost is \$15.

Copyright Fees

No copyrighted material shall be presented in any manner in connection with the use of the Convention Center unless arrangements for all royalties and fees for such presentation shall first have been made with satisfactory evidence of such arrangements presented to the General Manager prior to such a program.

Smoking

The 2005 Clean Indoor Air Act of the State of Washington governs Spokane Convention Center prohibits



Smoking in the facilities or within 25 feet of any door or air intake system. Ashtrays are provided in strategic locations for patrons, exhibitors, etc., to extinguish their cigarettes.

INSURANCE

EVENT INSURANCE REQUIREMENTS

Licensee shall provide a Certificate of Insurance to the Spokane Convention Center Manager concurrent with the signed Use Agreement, as evidence of the following minimum coverages/limits:

1. Workers Compensation including Employer's Liability or Washington Employer's Stop-Gap Liability for a limit of not less than \$1,000,000.00 per occurrence (including disease).
2. Commercial or Comprehensive General Liability for a limit of no less than \$1,000,000.00 per occurrence and \$2,000,000.00 in the annual Aggregate for Bodily Injury, Property Damage and Personal Injury, including:
 - a. Premises and Operations (including XC&U)
 - b. Products and Completed Operations
 - c. Personal Injury with Employment Exclusion deleted
 - d. Contractual Liability which specifically applies to the obligations within the Use Agreement
 - e. Broad Form Property Damage, including Completed Operations
 - f. Non-Owned and Hired Automobile Liability, unless provided under (3), below
 - g. Additional Insured to include: Spokane Public Facilities District and City of Spokane.

If the form of coverage so certified is written on a Commercial General Liability Form, the General Policy Aggregate must be for limits of no less than \$2,000,000.00, Combined Bodily Injury/Property Damage, and including Products and Completed Operations.

If the General Liability coverage is provided in a Claims-made Form, the Retroactive Date shall predate this Use Agreement and the date of the event, or applicable Extended Reporting Period shall be no less than twelve (12) consecutive months from the event the date.

3. Commercial Auto Liability for limits of no less than \$1,000,000.00 Bodily Injury and Property Damage Combined per Occurrence.
 - a. Spokane Public Facilities District and the City of Spokane shall be named as Additional Insureds
 - b. Coverage to apply to Owned, Non-Owned and Hired Vehicles
4. Coverage's are to be certified on an Acord Form Certificate of Insurance or other acceptable proof of coverage and properly signed by the executing Agent or Broker.
5. Such coverage shall be primary and the Insurance maintained by the Additional Insureds shall be excess and non-contributory. Subject to Indemnification in Section #25.

Contact: Bill Dinneen or Susan Ames @ Marsh (509) 358-3900 or 1-800-525-7012 with questions.



If you need to purchase event insurance, call Mary Tuttle at 510-547-3203 or go online at www.eventinsure.com

Weapons and Concealed Handguns

In accordance with provisions of Municipal Code 10.10.050, it is the policy of the Spokane Convention Center that handguns and other weapons are strictly prohibited in the Spokane Convention Center. Individuals who fail to comply with this prohibition or otherwise violate penal laws with respect to carrying a handgun or other weapon in District facilities are subject to immediate arrest and prosecution. This prohibition applies to all including persons licensed to carry concealed weapons, with the exception of licensed law enforcement officers.

PUBLIC SAFETY AND EMERGENCY PROCEDURES

Public Safety Requirements

The safety of our guests is our number one priority. Spokane Convention Center utilizes state of the art equipment to ensure a safe and secure facility for all attendees. Licensee must, at all times, conduct its activities with full regard for public safety and observe and abide by all applicable regulations and requests of Licensor or duly authorized governmental agencies responsible for public safety. The licensee will familiarize themselves, their agents and employees with the safety procedures and regulations governing all parts of the Convention Center used by the Licensee. Licensee shall instruct their agents and employees about the Convention Center's evacuation plan in the event of fire or other disaster, and formulate a specific plan to evacuate any disabled persons among them.

Licensee is responsible for the character, acts and conduct of all persons admitted to the premises or any portion of a licensed area. Licensee agrees to have on hand, at all times, sufficient security and medical personnel to maintain order and protect all persons and property.

No portion of the sidewalks, ramps, entries, doors, corridors, vestibules, hallways, lobbies, stairways, elevators, aisles or driveways shall be impeded by Licensee or its agents or used for any purpose other than ingress or egress from the Spokane Convention Center. Access to public concession stand areas, utilities, fire suppression equipment, heating and air conditioning vents shall not be covered or obstructed at any time.

Exit doors must have a minimum clearance on both sides with no physical obstruction. Please ask the Event Supervisor for the required clearance on specific doors. The Spokane Convention Center reserves the right to eject, or cause to be ejected, from the licensed area, any objectionable person or persons.

Licensee shall not admit to the licensed area a larger number of persons than can safely and freely move about in the licensed area, as approved by the Fire Marshal. The decision of your Event Supervisor in this respect shall be final.

All wires and cables must sufficiently taped down in a safe and secure manner. Your Event Supervisor can discuss appropriate methods of securing wires and cables.



Emergency Response Plan

The Spokane Convention Center Emergency Response Plan was created in conjunction with the Spokane Police Department and the Spokane Fire Department. A summary of the plan is posted in strategic locations throughout the campus. These procedures will be implemented in case of fire or other major emergencies.

In the event of an emergency, please contact your Event Supervisor or notify any Spokane Convention Center staff immediately. Most Spokane Convention Center staff carries a two-way radio for quick transmission of your emergency which will greatly minimize response time of emergency professionals. The Event Supervisor can quickly assess the situation, and bring emergency personnel directly to the individual in need, saving precious minutes. For this reason, the Spokane Convention Center requests that our clients and guests NOT contact 911 directly. All incidents must be recorded, on a form provided by the Spokane Convention Center before the close of the event. Emergency response plans are created for a variety of situations including medical emergencies, fire, natural disasters, and crowd control. For a complete review of the Emergency Procedures Manual, please contact your Event Supervisor. The most common emergency situations are listed below.

Medical Emergency

Depending on the type of event and number of attendees the Spokane Convention Center may require certified medical personnel to be on site. A First Aid area can be staffed with medical professionals at the licensee's expense. The final staffing level is at the discretion of the General Manager. Either the exclusive Nursing Service or the Fire Department EMT's will be recommended for the event depending on the nature of the activities.

In the absence of on-site medical personnel, 911 will be called for medical emergencies. Our security personnel are trained in First Aid, CPR and the use of the Automatic External Defibrillator (AED).

Evacuation Plans

All Spokane Convention Center staff are trained in how to handle evacuation of the facility, especially the ushers and security officers who are an integral part in implementing the plan. In the event that emergency evacuation procedures for the Spokane Convention Center need to be implemented, facility users must be aware of the following:

- The decision for emergency evacuation of patrons and performers is to be made only by Spokane Convention Center Events Supervisor and Crowd Management Services (Staff Pro) Supervisor.
- The Spokane Convention Center Event Supervisor or Staff Pro phone attendant will make the emergency telephone call to fire and police agencies.
- Evacuation instructions will be issued over the intercom or sound system for all patrons and performers.
- After instructions have been stated over the intercom system, trained Staff Pro personnel will implement the instructions and guidelines found in the Spokane Convention Center Emergency Procedures Manual (copy on file in the Guest Service office).