

Event Services

Show Contractor Guidelines

The Washington State Convention Center (WSCC) values its partnerships with the Contractors and Service Providers who have been selected by our shared clients for their events in our facility. We have the common goal of producing and servicing a successful event for our clients, exhibitors and guests. To that end, the information contained in this document is intended to provide guidance to these Contractors in the planning and performance of their work at WSCC.

The following information has been developed as an overview of the policies and procedures for the safe and efficient operation of our clients' events and to avoid damages, delays, financial penalty, or other preventable issues. Additionally, the License Agreement between WSCC and Show Management contains certain contractual obligations pertaining to the use of the facility and operation of the event. Contractors should be aware of the obligations as described in the License Agreement.

It is the responsibility of each Show Contractor to communicate and enforce these requirements with their employees, subcontractors, and exhibitors. Any questions relating to the information in this document should be directed to the WSCC Event Manager (EM) assigned to the event or the WSCC Director of Event Services.

Bulk Trash

The Show Contractor is responsible for the appropriate disposal or removal of all bulk trash, whether produced by exhibits or other event-related activities (e.g. registration, show bag stuffing, event publications, etc.). Bulk trash includes, but is not limited to: pallets, crates, carpet, carpet tubes, carpet padding, and lumber. Bulk trash is to be removed from the premises by the Show Contractor at the conclusion of the event. (See also Compactors)

Cleaning

WSCC provides event space in a clean condition; facility clients and contractors must return the spaces in a like condition. WSCC personnel will maintain meeting rooms and ballrooms, restrooms, common areas, and lobbies during attendee activities. Trash receptacles for attendee use will be placed in tradeshow aisles not more than two hours prior to show opening and maintained by WSCC staff. Receptacles will be removed from exhibit areas at the conclusion of the show.

The Show Contractor is responsible for the disposal of all exhibitor and bulk trash generated during move-in, move-out, and within the confines of the booths during show hours. Registration and service desks provided by Show Contractors will be cleaned by the contractor, whether in carpeted or non-carpeted areas. This includes the removal of trash from behind registration counters or tables. WSCC provides receptacles for use by contractor employees for the removal of exhibitor and bulk trash. We also require contractors to use the appropriate containers for cardboard and mixed recycling. (See also Compactors)

Show Contractors, including AV contractors, must leave their work areas in a clean condition at the conclusion of the event. All tape, stickers, "empty" decals, etc. must be removed from the floor. Exhibit Halls must be broom-swept and carpeted areas must be vacuumed upon the completion of move-out.

If event areas are not left in a clean condition, WSCC will invoice Show Management at the prevailing rate for any post-show cleaning.

Event Services

Show Contractor Guidelines

Compactors

Contractors and their employees are required to use trash and cardboard compactors in a safe manner. Pallets, carpet tubes, lumber, furniture, carpet padding, and other non-compactable items are not to be placed in the trash compactors. Receptacles used for the removal of exhibitor trash must be emptied by Show Contractor personnel. Under no circumstances should full receptacles be left on the Loading Dock. Should the compactors become full or otherwise inoperable, contractors must notify WSCC dock or security personnel promptly.

Crew Meals

No outside catering is allowed in the WSCC. Contractor employees are permitted to bring in their own meals for personal consumption onsite. Should the Contractor choose to provide meals to their employees while onsite, services must be provided by Aramark. Employee break area on Level 5 is for the use of WSCC staff only. It is the responsibility of Show Management and/or the Show Contractor to provide appropriate space for employee meals and breaks. (See also Show Support Space)

Damages

The cost of repair for any damage resulting from event related activity, unauthorized alterations, or caused by Show Contractor personnel will be invoiced at the conclusion of the event. Such repairs will be billed at the prevailing rate plus the cost of any supplies or materials needed. Show Contractors and their personnel are required to promptly report any damages to WSCC Security or the EM. (See also Floors, Inspections, Rigging, and/or Walls)

Elevators and Escalators

Passenger elevators and escalators are not to be used for the movement of freight or equipment. Service and freight elevators are also used by facility operations and catering staff, and must be shared accordingly.

Both the North and South Loading Docks are equipped with freight elevators (20,000 lb. capacity). Additionally, Service Elevator 10, located adjacent to Hall 4C, provides access from Levels 1-6. A key card is required to operate this elevator and may be signed out from the Dock Master's Office. Service Elevator 4 provides access from the Loading Dock (Level 4) to the meeting rooms and ballrooms on Level 6. The Event Planning Guide has more detailed information on elevator dimensions and capacities.

Exclusive Services

Show Contractors are responsible for providing information to exhibitors regarding WSCC Exhibitor Services online ordering and exclusive service providers as shown below. WSCC reserves the right to review and approve Show Contractor's printed information regarding exclusive services prior to publication.

Show Contractors may reprint the Exhibitor Services online order form and other materials provided the information or charges are not edited, substituted, or in any way altered without WSCC written approval. Should permission be granted

Event Services

Show Contractor Guidelines

to apply surcharges to published rates, these surcharges must be set out clearly and separately from the published rates by the Show Contractor.

Aramark – All catering and concessions must be provided by Aramark. Exhibitors requesting to serve, offer or sample food and beverage items from their booth must get prior approval from WSCC Exhibitor Services.

Smart City – All internet, phone or telecommunication services.

Edlen Electrical – All power, air, water and drain services.

LMG - Audiovisual preferred partner (not exclusive).

Exhibitor Service Manuals

Show Contractors must submit Exhibitor Service Manuals, kits and/or online information to the EM for review and approval before distribution or publication.

Facility Equipment

Show Contractors and their employees are prohibited from using or handling WSCC equipment. This includes, but is not limited to: tables, chairs, fork lifts, scissor lifts, pallet jacks and moveable airwalls. WSCC equipment is not to be used in exhibit, registration, or other display areas serviced by the Show Contractor. Any damage resulting from the unauthorized use or movement of facility equipment will be invoiced to Show Management. Please contact the EM for assistance with the movement, placement, or use of facility equipment. (See also Damage)

Fire Regulations

All Show Contractors are required to comply with Seattle Fire Department regulations. (See Fire Safety Guidelines document).

Floor Plans

Show Contractors are required to furnish detailed, to-scale floor plans of event areas in advance of the event to the EM. Contact the EM regarding dimensions of facility equipment (chairs, tables, risers, etc.) and location of catering or other service areas to ensure accurate representations of meeting or ballroom sets. All floor plans must comply with fire regulations. This includes AV contractors for placement of their equipment, screens, technical risers, etc.

Floors

WSCC has a variety of floor surfaces and coverings. In order to maintain a clean and safe environment for our clients and guests, special consideration must be given to the floors in the facility. Any damage to the facility floors will result in charges to Show Management. (See also Cleaning and Damage)

Floor Loads

If there are heavy floor-load requirements for the event, please send the specifications to your EM prior to shipment of the equipment. Any equipment that approaches or exceeds the maximum floor loads must be reviewed and approved by your EM. This includes, but is not limited to: heavy objects, large machinery, and water-filled tanks.

Event Services

Show Contractor Guidelines

The load capacities for various areas of the facility are described below:

- Exhibit Halls 4ABCDEF – 250 lbs. per square foot.
- Ballrooms 6ABCE – 150 lbs. per square foot.
- Lobbies and Meeting Rooms – 100 lbs. per square foot.
- Parking Garage – 50 lbs. per square foot.

Floor Marking

Show Contractors are responsible for the removal of all floor markings from the exhibit halls, ballrooms and lobbies. The cost of cleaning or damage resulting from inappropriate floor marking methods will be billed to Show Management at the prevailing rate.

- Chalk is not permitted on any carpeted areas in the facility.
- Tape used on carpeted or non-carpeted areas must be non-residue, such as gaffers tape. Under no circumstance should foam, packing, or cellophane tape be used on any floors.
- Floor Protection
- Terrazzo areas – The use of metal wheeled pallet jacks, carts, or other equipment-handling devices on terrazzo floored areas is prohibited including the Atrium Lobby. When moving loads exceeding 1200 lbs., terrazzo floors must be protected with ¾" plywood.
- Carpeted areas – Lifts used in carpeted areas must have their wheels covered or be equipped with nonmarking tires. It is recommended that Show Contractors use reinforced plastic sheeting on carpeted areas during move-in and move-out. Damaged carpet will be invoiced per square, post-event.
- Service corridors – Forklifts are not permitted in the service corridors behind the ballrooms on Level 6.

Freight Deliveries

Due to limited storage capabilities, WSCC does not accept deliveries of freight, crates, road cases, or mail for Show Contractors, exhibitors, or attendees. Deliveries arriving before contracted move-in dates will be declined by WSCC Loading Dock staff. Such deliveries may be rerouted to the Show Contractor's warehouse or rescheduled for later delivery. Shipments delivered during the show must be to the attention of the Show Contractor and include exhibitor name and booth number. Show Contractors are responsible for notifying employees, exhibitors and sub-contractors of this policy.

When advance notice is given to the EM, small package deliveries of Show Management materials may be accepted no more than one business day prior to the first contracted date.

Hand-Carried Freight

In order to comply with city mandated traffic management plans, WSCC operates two delivery areas to allow off-street access for exhibitors to self-transport materials to and from exhibit areas. The Hand-Carried Freight (HCF) areas are located in the WSCC parking areas for loading and unloading of exhibitor's privately operated vehicles (POV). The usage of HCF and complimentary hand carts must be determined a minimum of 45 days in advance of the event in order to ensure adequate staffing and communication with exhibitors.

Arrangements for the usage of HCF areas and flatbed carts are solely at the discretion of Show Management and WSCC. WSCC will honor the decisions of its clients related to the methods by which they contract to handle the delivery

Event Services

Show Contractor Guidelines

and movement of exhibitor materials. Detailed information regarding HCF is contained in a “Letter of Understanding Regarding Work Rules for Freight Handling,” which can be provided by the WSCC Director of Event Services. (See also Loading Dock)

Inspections

Show Contractors should schedule a pre-show and post-show inspection of all event areas with their EM. Any damage to event spaces that is not noted during the pre-show inspection may be billed to Show Management. (See also Cleaning and Damage)

Additionally, Seattle Fire Department will perform an onsite inspection of event areas for compliance with fire permit conditions. These inspections are unscheduled and typically occur before show opening and at random during show hours. Failure to comply with fire permit conditions may result in doors being held and/or citation.

Labor Access

Contractor personnel, crew, I&D staff, casual and union labor must enter the facility through the 24-hour staff entrance located on the corner of 9th Avenue and Pike Street. Temporary Work Badges will be issued by WSCC Security Officers and must be worn and visible at all times while working in the building. Photo ID is needed to obtain a Temporary Work Badge.

Official Show Contractor management personnel who are issued event credentials by Show Management or display corporate identification will be exempted from this requirement.

Lifts

All operators of lifts or other motorized equipment must have appropriate training and necessary certifications. Should an incident or accident occur, the Show Contractor and involved personnel must complete a WSCC incident report. Remedial training and/or re-certification may be required before the operator can return to work involving motorized lifts. Full details of “Power Truck Operating Procedures” can be provided by the WSCC Director of Event Services. (See also Floor Protection)

Show Contractors and their personnel are prohibited from using WSCC forklifts, pallet jacks, scissor lifts, or other motorized equipment. The delivery and pick-up of rented lift equipment must be arranged to occur within 24 hours of contracted event dates. The EM must be notified of anticipated delivery/pick-up times.

Lifts may not be used when event space is occupied by attendees. Show Contractors are responsible for ensuring their personnel comply with safety requirements, including but not limited to:

- Use of seatbelts
- 5 mph speed limit
- Operational back-up alarms
- Ground spotter for stacking of equipment, crates, etc.
- Propane tanks (empty or full) secured in designated areas
- Compliance with floor protection requirements

Event Services

Show Contractor Guidelines

Loading Docks

WSCC operates two loading docks, both located on the 4th floor of the facility, adjacent to the exhibit halls. Access to the loading docks is by way of a two-lane enclosed ramp, which enters the building at Hubbell Place. Loading Dock and truck bays are not to be used for storage without the advance and specific approval of the EM. (See also Storage)

The Loading Docks are shared by facility operations, catering and concurrent event activity, and must be shared accordingly. Traffic management is provided by WSCC Transportation Attendants (TA). To maintain the safe operation of the Loading Docks, Show Contractors and their personnel must comply with the direction of TA's at all times. (See also Transportation Attendants)

South Loading Dock

- Serves Exhibit Halls 4ABC and Levels 1-6 of the building
- Height clearance of 16 feet
- Nine (9) bays which accommodate street-legal truck/trailer combinations
- Four (4) bays equipped with levelers

North Loading Dock

- Serves Exhibit Halls 4DEF, north level meeting rooms, and 800 Pike
- Height clearance of 16 feet
- Nine (9) bays which accommodate street legal truck/trailer combinations
- Eight (8) bays equipped with levelers

800 Pike Street Loading Dock

This building is equipped with two loading areas on the Yakima Level. There is a single loading bay that can accommodate up to a 53' semi-truck. The secondary Dock area is able to accommodate up to two (2) 24' box trucks. Both of these loading areas are accessed via the alley on the east side of the building between Pike Street and Pine Street. Dock access must be scheduled in advance of your event through your EM.

WSCC maintains control of access to the Loading Docks at all times. Standard hours are 7am-4pm Monday-Friday. Delivery vehicles that arrive outside of scheduled times will be turned away until the Loading Dock is open. In order to ensure appropriate access and staffing of the Loading Docks, Show Contractors must provide detailed production schedules to the EM at least 45 days in advance. The WSCC does not endorse exclusivity of Show Contractors to handle exhibitor materials at the Loading Dock.

Exhibitors may load or unload items from their POV at WSCC's loading dock or HCF areas during scheduled hours. WSCC will honor the decisions of its clients relating to the methods by which they contract to handle the delivery of exhibitor materials. (See also Hand-Carried Freight)

Marshalling Yard

To comply with city-mandated traffic management plans, an off-premise marshalling yard arranged by the Show Contractor may be required. WSCC will identify and inform each event at least six (6) months in advance if a marshalling yard is required. Vehicle or truck queuing is not allowed on surrounding streets, and vehicles will be denied access to the venue by WSCC personnel. The following factors, alone or in combination, may warrant the use of a marshalling yard:

Event Services

Show Contractor Guidelines

- Use of 80,000 gross square feet or more of exhibit space
- Heavy truck volumes for exhibit or non-exhibit shipments
- Concurrent event activity with significant truck volumes
- Prior experience with shows of a similar nature

Facility clients and/or Show Contractors are responsible for securing an appropriate marshalling yard and informing delivery companies and exhibitors accordingly. The Show Contractor must provide information to the EM regarding location and hours of operation for the marshalling yard. WSCC owns and operates a secure Marshalling Yard located at 9645 Martin Luther King Dr. Way South, Seattle, WA (MLK Lot). The MLK Lot may be rented by show contractors for staging of trucks, etc. Requests for rental should be made at least 90 days in advance. Contact your EM for more information on rental fees and requirements for the MLK Lot.

Pallets

It is the responsibility of facility clients and their Show Contractors to remove all pallets from WSCC premises at the conclusion of the event. This includes pallets resulting from Show Management, exhibitors, or other Show Contractor activity. The cost for removal of excess pallets will be invoiced to Show Contractor at the conclusion of the event. (See also Bulk Trash)

Parking

All Show Contractors must pay when parking in WSCC garages. Arrangements can be made through the EM for pre-paid parking passes. Unauthorized parking on the Loading Dock or on the dock ramp is not allowed and violators may be towed at the owner's expense. Overnight parking on the Loading Dock for Show Contractor trucks may be arranged in advance with the EM, subject to availability and current regulations. (See also Storage)

Production Schedules

Show Contractors are required to submit to the EM all production schedules for their activities in the facility at least 45 days in advance. This is to ensure appropriate staff levels, access to the Loading Dock and timing for placement of facility equipment such as production risers and audience seating.

Public Address System

WSCC will provide one complimentary wired mic for the house PA system for announcements in exhibit areas. Background music is not provided unless requested and arranged in advance with LMG. WSCC does not have the ability to page guests within the facility. Requests for use of the PA system must be submitted to the EM in advance. The PA system is for general announcements and not suitable for presentations.

Rigging

The term "rigging" refers to the overhead suspension of objects from any portion of the physical building. Show Contractors must submit rigging plots showing the location of hang points and weight loads to the EM for review and approval a minimum of 45 days in advance of move-in. Any rigging, either ground supported or aerial must be installed by an ETCP-certified rigger using rated, stamped and approved hardware. Detailed information on the requirements for

Event Services

Show Contractor Guidelines

rigging and proof of certification can be obtained in our Rigging Guidelines.

WSCC does not require the use of certified riggers for the on-ground movement or assembly of equipment associated with rigging installations, such as truss, signage framing or props. However, all objects attached to a truss or other load-bearing apparatus must be inspected and approved by the identified certified Rigging Supervisor.

WSCC does not require union personnel for the installation of rigging. Our preferred AV contractor, LMG, can also provide rigging services at prevailing rates. Rigging in the exhibit halls must have a protective covering around the beams to protect the fire proof insulation. Removal of beam insulation is not allowed. Heavy load points used in the ballrooms must be returned to their previous condition at the conclusion of the event. WSCC does not provide lifts or equipment for rigging in the facility. Show Management will be invoiced for any costs resulting from damage caused by rigging.

LMG is the exclusive provider of Level 6 Ballroom aerial rigging labor services required for attachment to the fixed point ceiling grid. This also includes chain motor rental, span sets required to attach client truss systems to LMG chain motors, operable track hangers and rigging hardware required for the attachment of lighting, projection, sound or decorative elements to the fixed ceiling rigging grid. All Ballroom rigging plots including points and equipment loads must be submitted to LMG for approval.

Specific rules and regulations regarding approved locations and weight capacities for rigging in the facility should be obtained from your EM. (See also Signage and Banners and Rigging Guidelines)

Security and Safety

WSCC provides 24-hour security to monitor the facility perimeter, public areas, emergency response and the life safety system. Show Contractors must comply with the direction of facility security personnel. Failure to cooperate with Security staff may result in removal from the premises.

Show Contractors and their personnel must promptly report any incidents, accidents, or medical emergencies that occur on WSCC premises in one of the following manners:

- Directly to the EM
- Dial extension 5127 from a house phone
- Dial 206-694-5127 from an outside line
- Use one of the red “hotline” phones located in the building
- Contact any uniformed WSCC personnel
- Use of “911” is not recommended since facility staff will direct emergency response

Badge checking, crowd control, ticket taking, access control, and coat check services must be provided by WSCC Admission Attendants (AA). The EM will coordinate directly with Show Management for the location and scheduling of AA personnel. Facility staff do not provide security services or asset protection for equipment in the exhibit hall, registration areas, meeting rooms, or other event spaces.

Life safety equipment such as fire extinguishers, fire hoses, AED stations, fire exits, and sprinkler equipment cannot be blocked, obscured, or tampered with. Propping open of fire exits or exterior doors is prohibited.

Minors under the age of sixteen are not allowed in exhibit areas during move-in and move-out.

Event Services

Show Contractor Guidelines

Service Corridors

Service corridors are for the safe and efficient movement and storage of WSCC equipment. Service corridors must be kept clear of freight, equipment, crates, and associated handling gear unless specific advance arrangements are made with the WSCC Event Manager. Contractors may arrange to rent their own office space if space is available. (See also Storage)

Show Support Space

Onsite offices or storage rooms must be assigned to Show Contractors by Show Management from their licensed space allocations. (See also Crew Meals)

Signage and Banners

Signage and banner locations must be discussed with your EM at least 45 days in advance of your event to coordinate with concurrent event activity. Signage or banners located within the common areas of WSCC must be approved by the EM. Special rules apply for the placement of signage in public areas and for sponsored signage.

Signs and banners must be hung from appropriate locations such as facility beams and installed rigging points. Suspension points do not include light fixtures, sprinkler heads, conduit, HVAC ducts, etc. No pins, tacks or adhesives of any sort are permitted on any wall or door. No signs or banners may be placed on the exterior of or facing outward from the facility without specific advance approval from the Director of Event Services.

Banners may be hung over the escalators on Levels 2 and 3, provided they allow clearance above the escalator of nine (9) feet or more and are secured to the base of the balcony handrail. Banners must be made of lightweight materials to not place undue weight or stress the handrails. The use of “clings” on facility surfaces must be tested and approved by the EM. (See also Rigging and Walls)

Smoking

WSCC is a non-smoking facility. Washington State law prohibits smoking within 25 feet of any entrance to a building. A covered smoking area is provided on the North Loading Dock for employees and contractors.

Storage

Storage of freight, equipment, empty crates or other containers is not permitted without the advance approval of the WSCC Event Manager. Limited storage is available with advance notification to the WSCC Event Manager within specifically designated areas of the facility. Storage in facility corridors is not permitted without advance approval of the EM. Combustible storage is not allowed on the show floor.

Use of Loading Dock, truck bays, or other areas for storage without advance and specific approval of the EM may result in storage fees invoiced to Show Management at the rate of \$75 per storage area per show day.

When approval is obtained to use loading dock or truck bays as storage, equipment must be confined to the allocated areas. Aisle passages must be maintained between storage areas. Equipment, freight, empty crates, or other equipment may be stacked with a minimum three (3) foot clearance to any duct, pipe, conduit, sprinkler head, or other fixture.

Event Services

Show Contractor Guidelines

Transportation Attendants

WSCC Transportation Attendants (TA) are union personnel responsible for the safe and efficient operation of truck and shuttle staging, HCF, and all loading dock activity. Show Contractors and their personnel must comply with the direction of TA personnel. Failure to cooperate with TA staff may result in removal from the premises.

Trip Hazards

Show Contractors must take necessary and appropriate action to prevent trip hazards in event spaces. Wires, electrical cords, or cables must be taped, ramped, or bridged when they are located in doorways, aisles, exit paths, or service access areas. Wires or cables are run under aisle carpeting in exhibit areas must be indicated with caution tape. Special consideration must be given to catering access points to ballrooms and exhibit halls.

Walls

Wall surfaces may not be used to affix or secure signage, displays, or other items. Contractors will not install any nails, hooks, tacks, screws, or pins to facility wall surfaces. Approved “clings” are exempt from this provision. (See also Damage and Signs and Banners)